

Oracle® Hospitality OPERA Cloud Services User Guide



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Part II OPERA Cloud Mobile Application

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Preface

Oracle Hospitality OPERA Cloud Services are a cloud-based, mobile-enabled platform for next generation hotel management. OPERA Cloud offers an intuitive user interface, comprehensive functionality for all areas of hotel management, secure data storage, and hundreds of key partner interfaces to meet the needs of hotels of all types and sizes. By moving property management technology to the cloud, OPERA Cloud simplifies the IT infrastructure in properties, allowing hotel management and staff to focus on delivering exceptional guest experiences.

Purpose

This guide explains how to use OPERA Cloud Services features and functionality.

Audience

This document is intended for users of the OPERA Cloud Services application.

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
- 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

Table 1 Revision History

Date	Description of Change
February 2020	Initial Publication

1

Getting Started

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

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

Browser Setup

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

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

Setting Up the Mozilla Firefox Browser

You should set up your browser for the following capabilities.

1. Allowing pop-ups:

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

- a. In the empty browser URL, type `about:preferences#privacy`
- b. In **Permissions**, click **Exceptions** next to **Block pop-up windows**.

- c. In **Address of website**, type or paste in your OPERA Cloud URL. For example, *.oracleindustry.com
 - d. Click **Allow**.
 - e. Click **Save Changes**.
 2. Making OPERA Cloud your home page and start page:

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

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

Bookmarks are saved links to web pages.

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

Setting Up the Google Chrome Browser

You should set up your browser for the following capabilities.

1. Allowing pop-ups:

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

 - a. Select **Settings** in the Chrome menu.
 - b. Click **Advanced** at the bottom of the Settings page.
 - c. Click **Content** settings in the Privacy and security section.
 - d. Click **Popups**.
 - e. Click **Add** in the Allow section.
 - f. In **Site**, type or paste your OPERA Cloud URL. For example, `https://hgbu-opera.oracleindustry.com/` or `*.oracleindustry.com`
 - g. Click **Add**.
2. Update Target:

If the same computer is used for both OPERA Cloud and OPERA Property Management Services, update the target for Google Chrome.

 - a. From the shortcut on your desktop or the **Start** button, right-click **Google Chrome** and select **Properties**.
 - b. On the Properties screen, type `-allow-outdated-plugins` after `chrome.exe` in the **Target** field. Leave a space between `chrome.exe` and `-allow-outdated-plugins`.
 - c. Click **OK**.
3. Making OPERA Cloud your home page and start page:

Google Chrome lets you create a home page and a start page. The home page appears in the browser when you select the home button on the toolbar. The start page is the page that appears when you open Chrome.

- a. From the Chrome menu, click **Settings**.
 - b. Enable **Show home button** in the Appearance section.
 - c. Click the **Enter custom web address** option button.
 - d. In **Enter custom web address**, type or paste your OPERA Cloud URL into the field.
 - e. Locate the **On startup** section on the Settings page.
 - f. Select the **Open a specific page or set of pages** option button. If you are on the OPERA Cloud login page when making it your startup page, you can click **Use current pages** to enter the URL.
 - g. If necessary, remove the current pages using the **Remove** option in the menu.
 - h. Click **Add a new page**.
 - i. In the **Site URL** field, type or paste your OPERA Cloud URL.
 - j. Click **Add**.
4. Adding bookmarks:
- Bookmarks are saved links to web pages.
- a. Click the star in the URL address field.
 - b. Enter a **name** for the bookmarked page, if necessary.
 - c. Select a **Folder** to store the bookmark.
 - d. Click **Done**.

Setting Up the Microsoft Internet Explorer Browser

You should set up your browser for the following capabilities.

1. Allowing pop-ups:

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

 - a. Click the Microsoft Internet Explorer **Tools** gear icon or press Alt+X on your keyboard.
 - b. Select **Internet options**.
 - c. Click **Privacy**.
 - d. In the **Pop-up Blocker** section, click **Settings**.
 - e. Type or paste your **OPERA Cloud URL**. For example, *.oracleindustry.com
 - f. Click **Add**.
 - g. Click **Close**.
 - h. Click **OK**.
2. Making OPERA Cloud your home page:

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

- a. Click the Microsoft Internet Explorer **Tools** gear icon or press Alt+X on your keyboard.
 - b. Select **Internet Options**.
 - c. Click **General**.
 - d. Under the **Home page** section, type or paste your **OPERA Cloud URL** into the text field.
 - e. Click **OK** to confirm.
3. Adding bookmarks:
- Bookmarks, called favorites in Internet Explorer, are saved links to web pages.
- a. Select the **Favorites** menu.
 - b. Select **Add to Favorites bar**.

Setting Up the Microsoft Edge Browser

You should set up your browser for the following capabilities.

1. Allowing pop-ups:

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

 - a. In Microsoft Edge , go to **Settings and more > Settings > Site permissions**.
 - b. Select **Pop-ups and redirects**.
 - c. Move the **Block** toggle to **On**.
 - d. Click **Add** for **Allow**.
 - e. Enter your domain name for OPERA Cloud. For example, *.oracleindustry.com
 - f. Click **Add**
2. Making OPERA Cloud your home page in Microsoft Edge:

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

 - a. Click the **More Options** icon (three dots) on the browser.
 - b. Select **Settings**.
 - c. Click the **Open Microsoft Edge with** drop-down menu.
 - d. Select **A specific page or pages**.
 - e. Enter or paste the **OPERA Cloud home page URL** into the text field.
 - f. Click **OK** to confirm.
3. Adding bookmarks:

Bookmarks, called favorites in Microsoft Edge, are saved links to web pages.

 - a. In the URL field of the page you want to save, click **Favorites** (a star shaped icon).
 - b. In the name field, keep the default name or type a different description.
 - c. Select a folder or create a new folder to save the page
 - d. Click **Add**.

Setting Up the Apple Safari Browser

You should set up your browser for the following capabilities.

1. Allowing pop-ups:

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

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

2. Making OPERA Cloud your home page:

- a. Click the **Action** menu (looks like a gear and appears near the upper-right corner) and then select **Preferences**.
- b. Click **General**.
- c. In the **Homepage** field, type or paste your **OPERA Cloud URL** into the text field or click **Set to Current Page**.

3. Adding bookmarks:

Bookmarks are saved links to web pages.

- a. Click the **Share** button in the menu bar and then select **Add Bookmark**.
- b. Choose the location where the bookmark is added and rename it if needed. Click **Add**.

4. Saving OPERA Cloud as a home screen shortcut on your iPhone or iPad:

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

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

Signing In and Logging Out

Signing In

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

Logging Out

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

Logging Out a Previous User

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



Note:

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

Expiry of User Session

When a session is idle for 15 minutes the user gets automatically logged out.

Changing Your Password

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

Logging Into a Hub or Different Property

When the OPERA Cloud multi-property or Reservation Systems subscription is active you can change your location to view and manage data for another property or properties.

- By selecting a Hub location you are able to view and manage data for the properties associated with the Hub.
- By selecting a Property location you are only able to view and manage data for the property only.



Note:

The combination of Hubs, chain and property roles granted to your user account determines which areas of OPERA Cloud can be accessed and what data can be viewed or managed across the multiple properties.

To change your location:

1. Click the area where your user name and current location (property or Hub) information appears to expand and display additional options.
2. Click the **Select Location** list and select **Hub** or **Property** for the **Search By** option.
3. Search and select the required **Hub** or **Property** from the list and then click **Select**.

Your OPERA Cloud session re-initializes and your new location is displayed in the top right.

**Note:**

When operating from a Hub location you are required to enter or select a property code when conducting searches.

Quick Launch

Quick Launch provides you with a convenient way to access frequently used menu options across the application and administration, as well as predefined reservation searches.


Access Quick Launch by clicking the rocket icon in the top right of the OPERA Cloud menu or by pressing the F2 function key from anywhere in the application.




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

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

Managing My Bookmarks

The My Bookmarks area displays links for frequently used menu options in OPERA Cloud as well as custom links for external websites.

1. To add new quick links:
 - a. Click **Quick Launch**

from the OPERA Cloud menu or press **F2**.
 - b. Click **Manage Quick Links**.
 - c. Enter search terms for any menu item, for example, Run Reports, and then click **Go**.
 - d. Highlight the required menu item(s) in the search results and then click **Add (>)** or click **Add All (>>)** to move all items to the selected panel.
 - e. Click **Save** when you are done adding quick links.

2. To remove quick links:
 - a. Click **Quick Launch**

from the OPERA Cloud menu or press **F2**.
 - b. Click **Manage Quick Links**.
 - c. In the Selected panel, locate or search for the quick link you would like to remove, select it in the list, and then click **Remove (<)** or click **Remove all (<<)** to remove all items in the list.
 - d. Click **Save** when you are done removing quick links.
 3. To add new custom Links:
 - a. Click **Quick Launch**

from the OPERA Cloud menu or press **F2**.
 - b. Click **Manage Custom Links**.
 - c. Modify the link Name and URL in the Edit URL section.
 - d. Click the **Actions button**, and then click **Delete** to delete a link. Confirm the deletion by clicking **Delete** in the pop-up screen,
 - e. Click **Save** when done.
 4. To edit and delete existing custom links:
 - a. Click **Quick Launch**

from the navigation bar or press **F2**.
 - b. Click **Manage Custom Links**.
 - c. Modify the link **Name** and **URL** in the Edit URL section.
 - d. Click the **Actions button** and then click **Delete** to delete a link. Confirm the deletion by clicking **Delete** in the pop-up screen,
 - e. Click **Save** when done.
- [Viewing the Property Brochure from Quick Launch](#)

Viewing the Property Brochure from Quick Launch

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

Add Property Brochure to Quick Launch

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

5. Click **Save**.

Property Brochure is now a bookmarked link in Quick Launch.

View Property Brochure

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



Note:

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

Related Topics

- [page 10-1](#)

Quick Searches

The Quick Searches section of Quick Launch lists several predefined reservation searches and provides keyboard access keys to quickly launch the search. For example:

- To go to the Arrivals search, press **[A]**.
- To launch the Arrivals search as a new browser session, hold down the **[SHIFT]** key and press **[A]**.

The Quick Searches that appear are based on the functions that are active at the property. For example, you may or may not have access to Quick Searches for features like Advance Checked In, Open Folios, and Scheduled Check Outs.

From anywhere in the application, you can quickly navigate to Arrivals by pressing **[F2][A]** or go to Departures by pressing **[F2][D]**.

- [Advance Checked In Screen](#)

Advance Checked In Screen

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

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

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

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

Advance Checked In Status Filters

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

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

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

Home Dashboard

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

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

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

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

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

Managing Dashboard Pages

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

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

Managing Dashboard Tiles

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

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

The following table provides a list of tiles available.

Table 1-1 Tile Names and Descriptions

Tile Name	Tile Description
60 Minutes Activity	View check-ins, check-outs, and rooms cleaned totals for the previous 60 minutes.
Activities	View Activity counts for today.
Advance Check In	View the number of advance check ins for individual and block reservations for the current date.
Appointments	View the number of appointments today.
Arrivals	View the number of expected arrivals for the current date.
Available Rooms	View the number of rooms available for the current date.
Block Overview	View an overview of blocks.
Complimentary/House Use	View complimentary and house use rooms activity for the current date.
Custom Content	View a user-customized tile contain text, images, and web links.
Daily Projections	View projected figures by date, including persons, rooms, and revenue.
Departures	View the number of expected departures for the current date.
Events	View all events for the day at a glance.
Image Gallery	View images such as floor plans, maps, attractions, and so on.
Queue Reservations	View reservations on queue, rooms available by room type, and room status.
Reservation Activity	View a breakdown of arrival, in-house, and departure reservations for the current date.
Reservation Revenue Summary	View rooms sold and revenue figures by date.
Reservation Statistics	View reservation statistics for the current date.
Reservations and Cancellations Today	View new reservations and cancellation counts for today.
Room Maintenance	View resolved and unresolved maintenance requests.
Room Status	View totals by room status, broken down by front office status: clean and dirty (occupied, assigned, and vacant), as well as skip or sleep.
Room Summary	View the number of available rooms, physical (total) rooms, out of order rooms, and out of service rooms.
Rooms Availability Summary	View rooms sold and available, by day and room type.
Rooms Sold Summary	View summary of rooms sold and availability by room type.
Task Sheet	View totals including room status, percentage of rooms cleaned, and today's task sheet notes, along with details and completion status of task sheets.
To Do List	View the To Do List for today.
VIP Guests	View a snapshot of VIP guests.

1. To add new tiles:

You can add multiple instances of the same tile to the Home Dashboard at the property-level. This enables you to compare the same tile while applying a different Room Class filter to each tile. For example, you could add two instances

of the Room Maintenance tile but apply a different Room Class filter to each one. The **Room Class** function under **Inventory Management** must be active for the Room Class filter to be available in the tile's settings.

- a. From the OPERA Cloud Home Dashboard, select the page for the new tile, and click **Add New Tiles**. You can add a new page by clicking the **Add Page** link.
 - b. Locate the tile in the **Add New Tiles** dialog, enter the number of tiles to add in the Quantity column, and then click **Add to Dashboard**.
 - c. If needed, after the tile appears on the screen, click **Setup** on the tile and complete the fields and selections to suit your purposes. Setup tasks and options vary by tile.
 - d. Click **Save**.
2. To edit existing tiles:
 - a. Hover over the desired tile and click the **Gear** icon to open Settings.
 - b. Make changes to settings and then click **Save**.
 3. To delete tiles:
 - a. Hover over the desired tile and click the **X icon** in the top right corner.
 - b. The tile is deleted from your Home Dashboard.
 4. To rearrange tiles:
 - a. Click and hold the tile you would like to move.
 - b. Drag the tile to the new location.
 - c. Drop the tile by releasing the mouse button.
 5. To filter Room tiles by Room Class:

When the **Room Class** function under **Inventory Management** is active, a Room Class search filter is available for the following Room tiles: Room Maintenance, Room Status, Room Availability, Restriction, and Heartbeat (Room Summary, 60 minutes, Activity, Comp/House User, and RevPAR). After applying the filter, the tile only shows rooms with the selected Room Class value(s).

 - a. Click the gear icon for the tile to modify its settings.
 - b. Select one or more values from the **Room Class** list of values.
 - c. Click **Save**.

- [Advance Check In Tile](#)
- [Updating Room Status from the Dashboard](#)

Advance Check In Tile

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

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

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

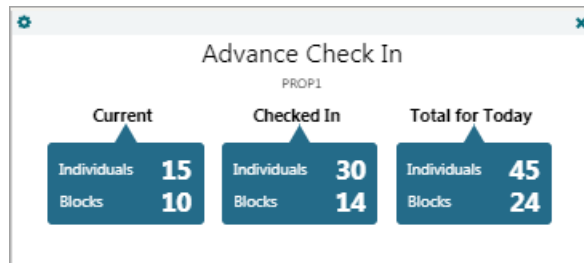


Table 1-2 Advance Check In Tile

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

Updating Room Status from the Dashboard

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

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

Page Composer

Page Composer is a tool you can use to customize the OPERA Cloud user interface (UI) by removing or adding fields to pages. You can also rearrange fields on the screen layout and add flex fields (that is, user defined fields) and hyperlinks.

You enable Page Composer at the chain (global) level (for multi-property operations) or at the hub/property level.

With Page Composer, you can do the following:

- Add or remove standard and flex fields
- Change field labels
- Reorder fields
- Change field colors
- Add tooltips
- Reorder search result table columns
- Validate field entries
- Hide or show search result table columns
- Add custom business logic using Expression Language (EL)

User Tasks

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

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

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

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

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

Customizable Screens and Pages

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

Table 1-3 Customizable Screens and Related Pages


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

- [Adding Custom Business Logic using Expression Language](#)
- [Customizing or Personalizing a Screen with Page Composer](#)
- [Page Composer Field Property Descriptions](#)

Related Topics

- [page 16-26](#)

Adding Custom Business Logic using Expression Language

On the field properties page, a **Custom** option is available for most properties by clicking  or selecting **Custom** from the properties drop-down list.

The custom option enables you to add Expression Language (EL) code to add custom business logic to the page panel.

For example, rather than a field always being read only or always being mandatory (properties = YES) , expression language can be coded to perform a test and the field properties conditionally set to YES (true) or NO (false).

Expression language can also be used to conditionally set the color properties of a field.


Expression language can also be used to perform specific actions such as displaying a message to a user or setting the value of another field if an expression evaluates as true.

 **Note:**

When the properties of a field have been customized, a reset link appears next to the field property. The reset link helps identify if a field has been customized and you can click this link to remove the customization.

Example 1-1 Example 1

Color Properties — Change the Background color of the member type field based on the membership type = 'OR'


Click  for the **Background** color property for the membership type field and add the following EL expression:

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

- If the statement evaluates as true, then set the background color of the field changes to Hex Color #ffff00 (yellow).
- If the statement evaluates as false (membership type is not = OR), then set the background color to white.

Example 1-2 Example 2

Color Properties — Change the background color of the member type field based on the membership type = 'OR'


Click  for the **Background** color property for the membership type field and add the following EL expression:

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

- If the statement evaluates as true, then set background color of the field changes to Hex Color #0493f2' (blue).
- If the statement evaluates as false (membership type is not = OR), then set the background color to white.

Example 1-3 Example 3

Required Property — Set the Visa Expiry Date field as Required = YES if the Visa Number field has a value (is not null).


Click  for the **Required** property for the Visa Expiry Date field and add the following EL expression:

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

- If the statement evaluates as true (NULL), then set REQUIRED = NO (false).
- If the statement evaluates as false (not NULL), then set REQUIRED = YES (true).

Example 1-4 Example 4

Required Property — Set the state field as Required = YES if the country code field has a value of either CA, USA, or AU

Click  for the **Required** property for the State field and add the following EL expression:

```
#{bindings.CountryName.inputValue=='CA' ? true :  
bindings.CountryName.inputValue=='USA' ? true :  
bindings.CountryName.inputValue=='AU' ? true
```

- If the statement evaluates as true then set REQUIRED = YES (true).
- If the statement evaluates as false then set REQUIRED = NO (false).

Using EL to perform specific actions

Expression Language can also be used to program specific actions to occur based on a condition evaluating as true or false.

Custom actions are programmed from the **Advanced** tab on the field properties page to define an IF THEN ELSE condition.

These expressions can be used to test a value in a field and then set a value in another field, display a message to a user, or both.


The following actions can be selected from the Action drop-down list:

- No Action
- Show Message
- Update Field
- Show Message and Update Field

For Show Message actions, you can select a message type to display a suitable icon in the message text. The following options are available:

- Info
- Error
- Warning
- None

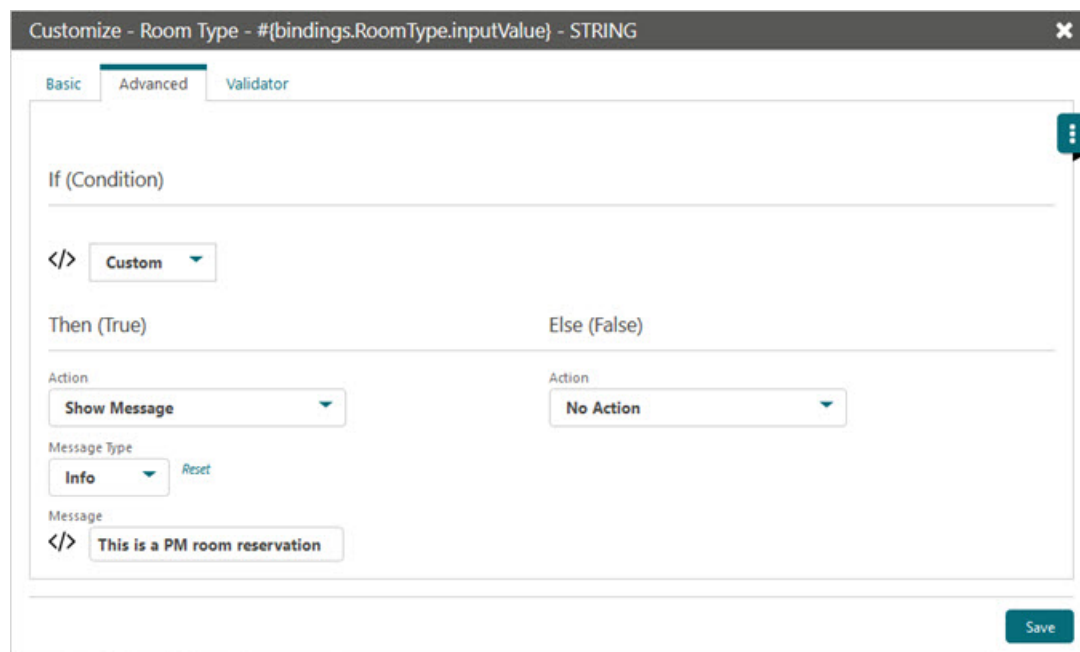
Select **Add Condition** to code EL for a custom action.

- Under the If (condition), select **Custom** to enter an EL expression via .
- Under **Then (True)**, select the required action.
- Under **Else (False)**, select the required action.

Example 1-5 Example 5 — Show a message to the user when a field equals a certain value

Stay Details — If the room type code = PM and the Print Rate = Y, then show a message to the user.

```
#{bindings.RoomType.inputValue == 'PM' ? true : #bindings.PrintRate.inputValue == 'Y' ? true : false}
```

Figure 1-1 Customize screen — Advanced tab

For more information on EL expressions, refer to the following:

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

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

Customizing or Personalizing a Screen with Page Composer

The customization options available to a user are controlled by the user tasks assigned to a user's roles in Role Manager.

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

Customization — Global / Property / Hub

Note:

Only users assigned to roles with either the Customize Chain or Customize Property/Hub tasks have access to this option.

Enabling Page Composer

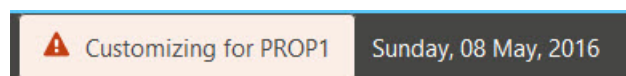
You enable Page Composer at the chain level or at the hub/property level.

1. On the OPERA Cloud side bar menu, select **Settings**.
2. On the Settings screen, select either the **Chain Level**, **Hub/Property Level**, or **Off**.
 - a. **Chain Level** Users can add Flex Fields and modify the properties of components. Customization at the Chain level applies to all properties and users.
 - b. **Hub/Property Level** Users can add Flex Fields and modify properties of components. Customization at the Hub/Property level applies to the current Hub or Property location the user is logged into.
 - c. **Off** Customization is inactive. Users can only personalize a screen by hiding and showing fields / reorganizing columns. Personalization at the User level only applies to the currently logged in user. The user can only personalize the screen for his or her user and modifications do not affect other users.
3. Click **Save** and then click **Save** again on the Confirmation screen to save your changes to a panel.

Note:

When you select either **Chain Level** or **Hub/Property Level**, a 'Customizing for (location)' notification appears in the application header adjacent to the current business date.


Figure 1-2 Customizing Notification



Note:

If selecting **Hub/Property**, the customization applies to the location context —either a property or the chosen hub.

Customizing a page/panel

Any page or panel that supports customization has a gear icon  in the top right of the panel. Search and edit any record to launch the relevant page and begin customization. Each page is customized separately.

1. Click the gear icon in the panel to activate customization.
2. To add fields, click the **Add Field** drop-down list and select from the fields listed.
3. To add a flex field, select **Flex Field** from the bottom of the field, select either **Add Text**, **Add Number**, or **Add Date**, and then select the required UDF field in the field properties context menu.
4. To add a hyperlink, select **Flex Field** and then select **Add Link**.
5. To define the properties of the Flex field you selected, refer to the [Page Composer Field Property Descriptions](#) topic for detailed descriptions of these properties.
6. To remove a field, select the pencil icon for the field to launch the field properties, select **No** from the Display list of values, and then click **Save** to close the page.
7. To relocate a field in the panel, hover the mouse over a field until a cross hair cursor appears, hold down the left mouse key, and then drag the field to the required location in the panel. The other fields reorder to accommodate the new location.



Note:

If a field cannot be dropped at the required location, a red crossed circle icon appears under the cursor.

8. To reset a panel to the default layout, select the **Delete Customization** link.
9. Click **Close Customize** to exit the customization mode for the panel.

Disabling Customization

Once all panels and pages have been customized, disable customization via the Settings option on the primary menu. Select the **Off** from the Settings page and then click **Save**.

The session reinitializes and the customizing notification no longer appears.

Customization Inheritance

- Fields added or removed at a Global (chain) level apply to all Hub or Property locations.
- Fields added or removed at a Hub location apply to the Hub location only.
- Fields added or removed at a Property location apply to the Property only.

Personalizing for your User


Users with the Personalize task granted to their role can personalize panels by relocating or removing fields from a panel.

1. Click the **Personalize** icon (appears as a gear icon) in the corner of the panel.
2. To remove (hide) fields in the panel, click the red X for each field you want to remove.
3. To add (unhide) fields, click the **Show Inactive** link and then click the green + sign for each field you want to reactivate in the panel.
4. To relocate a field in the panel, hover the mouse over a field until a cross hair cursor appears, hold down the left mouse key and drag the field to the required location in the panel; the other fields reorder to accommodate the new location.
5. Click **Close Personalize** to exit the customization mode for the panel.

Page Composer Field Property Descriptions

Field properties are available for update when you click the pencil icon for a field.

Table 1-4 Field Properties

Property	Description
Required	Select YES to set the field as mandatory. When saving updated, an error appears if the field is NULL. An asterisk appears to indicate the field is mandatory Select NO to set the field as non-mandatory.
Disabled	Select YES to show the field / link in the panel. Select NO to remove the field / link in the panel.
Read Only	Select YES to prevent the field value from being edited. Select NO to enable the field value to be edited.
Tooltip	Enter a tooltip for the field. When a tooltip is added for a field, a  icon appears to the right of the field . This icon can be clicked to view the tooltip text.
Label	Enter the name of the label that appears for the field.
Charactercase	Enables you to enforce uppercase, lowercase, or mixed use characters for the input text in a field.
Default Value	Defines the default value for new records.
Background Color	Sets the background color for the field. Click the small box to launch a color picker and select a color from the chart; a hex value can also be entered.
Label Color	Sets the color for the field label. Click the small box to launch a color picker and select a color from the chart; a hex value can also be entered.
Text Color	Sets the text color for the field. Click the small box to launch a color picker and select a color from the chart; a hex value can also be entered.
Refresh	Select YES to immediately trigger the validation of a value entered by the user (typically set to YES).

For information on HEX Color Picker, refer to this site: https://www.w3schools.com/colors/colors_picker.asp

In addition to YES and NO for field properties, Custom properties are also available. Refer to [Adding Custom Business Logic using Expression Language](#) for more information.

Flex Fields

Flex fields are user-definable fields that you can add to a panel. You can select either text, number, or date for a flex field.

For each record type, there are multiple flex fields available:

Table 1-5 Flex Fields

Record	Character	Date	Number
Profile	UDFC1-40	UDFD1-20	UDFN1-20
Block	UDFC1-40	UDFD1-20	UDFN1-20
Reservation	UDFC1-40	UDFD1-20	UDFN1-20

In addition to the above field properties, Flex fields have the following additional properties:

Table 1-6 Flex Field Properties

Property	Description
Value	Select the UDF flex field to store the value input by the user. For example, if you create a text field on the Reservation screen using the value UDFC10 and make it a required field, then you can also create a text field on the Check-in page referencing the same field value (UDFC10) and set properties as read-only = YES. The information entered into the field on the Reservation page appears as a read-only field on the Check-in page.
Field Length	Determines the size of the field on the form. It does not dictate the number of characters the field accepts.
Enable LOV	Determines if a drop-down list appears for the field input; select YES to enable a list of values.
Allow Multi-select	If a drop-down list is used, this determines if the user can select more than one item in the list; select YES to enable multiple values to be selected from the list.
LOV Group	If Enable LOV = YES, select the LOV group of values to use for the drop-down list.

User Defined Links (UDL)

User defined links enable you to configure hyperlinks to appear within the panel on the page. The link can be either a static or dynamic URL.

- **Static URL** — A static URL launches a web page where the URL is always the same value.
- **Dynamic URL** — A dynamic URL is variable based on values from fields referenced in the link.

A dynamic URL can be used to launch an external website or web application and pass values from the OPERA Cloud record in the URL parameters.

Example use cases would be an external loyalty system or external gift voucher tracking system developed in Oracle Apex or other web database solution.

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

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

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

Table 1-7 UDL Properties

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

Validator

OPERA Cloud provides a number of internal validations, primarily for tax ID fields for specific countries. To add a validator, click **Add Validator**, click **Predefined Validator**, and then select the required validation function from the list of values. Click **Save** to close.

To remove a predefined validator for a field, click the vertical ellipsis and select **Remove**.

A Regular Expression can also be used for pattern matching of string values. To add a Regex Validator, click **Add Validator**, click **Regex Validator**, and then enter the Regex expression into the field. Select **Save** to close.

For more information on Regular Expression pattern matching, refer to this site:

<https://regexr.com/>

List Of Values (Admin — Enterprise — User Interface Management)

To configure the values for a drop-down list, select the **Administration** menu, select **Enterprise**, select **User Interface Management**, select **User Defined Field Values**, and then search for the LOV group. Click **New** to create new values for the required LOV group.

To create an entirely new LOV group, select the **Administration** menu, select **Enterprise**, select **User Interface Management**, select **User Defined Field Groups**, and then click **New**. Enter a 2 to 3 character code and description for the LOV group.

Performance Meter

Prerequisites: [Performance Meter](#)

Overview

The Performance Meter tool enables you to test your local network and browser performance and check if a connectivity performance issue exists between your browser and the OPERA Cloud server. When you complete a performance test, you are presented with a result summary and the recommended actions if the results are not optimal.

When a performance issue is caused by the network or browser performance, you should contact your IT specialist. If the issue is detected on any of the OPERA Cloud servers, you should contact your administrator and provide the generated Result ID.

Performance Results

When you have the Performance Meter task assigned to your user role in Role Manager, the following information appears:

- Performance Score legend
- Browser <browser name>, OPERA Cloud and Overall results displaying a Score (0-100) and Elapsed Time in milliseconds (ms) (appears inside a circle with the appropriate color based on the test score).
- Recommended actions, including Time Stamp and Result ID

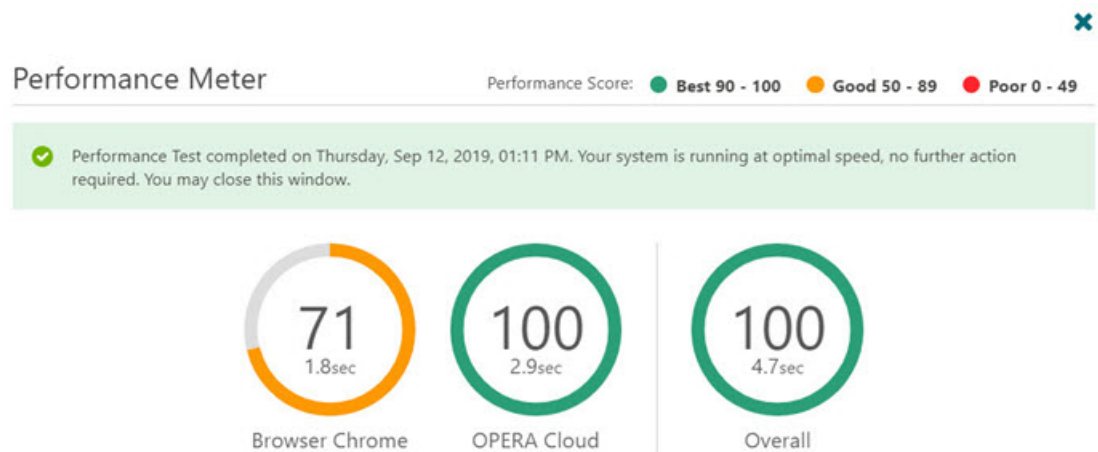
If the performance result is good for both the browser and OPERA Cloud, the following message appears: *Performance Test completed on <Day of the week, Date, Time> Your system is running at optimal speed, no further action required. You may close this window.*

If the performance result is poor for the browser, the following message appears: *Performance Test completed on <Day of the week, Date, Time>. Browser <Name of Browser> is not running at optimal speed, please contact your IT specialist for support.*

If the performance result is poor for OPERA Cloud, the following message appears: *Performance Test completed on <Day of the week, Date, Time>. OPERA Cloud is not running at optimal speed, please contact your administrator with Result ID <Result ID>.*

If the performance result is poor for both OPERA Cloud and the browser, the following message appears: *Performance Test completed on <Day of the week, Date, Time> — Browser <Name of the Browser> is not running at optimal speed, please contact your IT specialist for support. — OPERA Cloud is not running at optimal speed, please contact your administrator with Result ID <Result ID>.*

Figure 1-3 Performance Test Results



- [Using the Performance Meter](#)

Using the Performance Meter

1. Open the Performance Meter by selecting the side menu in OPERA Cloud and selecting **Performance Meter**.
2. Click the **Start Performance Test** button to begin the performance test. The progress meter appears.

Figure 1-4 Performance Meter screen — Start Performance Test button

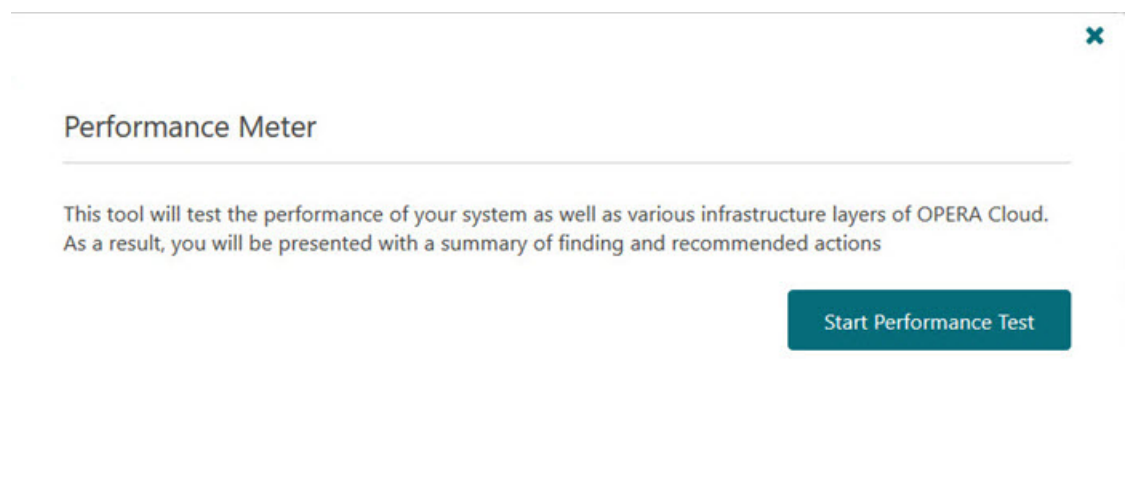
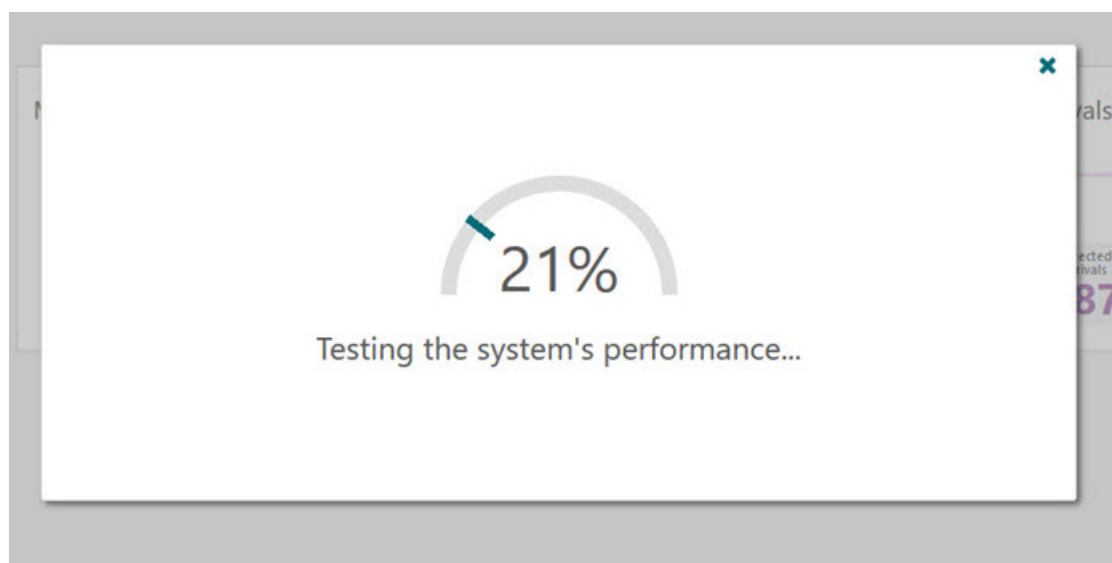


Figure 1-5 Performance Test In Progress

The Performance test measures the response times from the Client (web browser), Database (DB), Web Service (WS), and User Interface (UI) based on the baseline times for a standard operation, such as fetching postal codes (system seed data). When the performance test is complete, you are presented with the results.

- [Prerequisites: Performance Meter](#)

Prerequisites: Performance Meter

OPERA Tasks

For customers to access and run the Performance Meter, their user role must be granted the **Performance Meter** task. This task can be added in Role Manager by selecting **Manage Chain/Property Roles** under the **General** tasks group.

Group: General

Task: Performance Meter

Part I

OPERA Cloud

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

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

2

Client Relations

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

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

Activities

Activities provide an account management and collaboration tool for managing the daily tasks and appointments associated with group sales and events. The feature helps you keep track of upcoming appointments, sales calls, follow-up contacts, things to do, and so on. Activities remain in the database until manually deleted, thereby providing a record of your communications and business interactions.

You can assign your activities to multiple owners so that sales managers and others have visibility into your actions and expectations. When you are finished with an activity, you can mark it as complete and add appropriate notes.

- [Creating and Editing Activities](#)

Creating and Editing Activities

You can create and edit Activities to manage your sales actions related to accounts, contacts, and blocks. Activities display the account's profile business card. Mandatory fields are marked with an asterisk.

1. From the OPERA Cloud menu, select **Client Relations** and then select **Activities**.
2. Click **I Want To . . .** and select **Activity**.
3. Select the **Appointment** or the **To Do** radio button.
4. In the Purpose field, enter a text explanation of the Activity's purpose.
5. In the Owner field, enter the OPERA Cloud user responsible for the activity.
6. Select a **Start Date** and an **End Date**.
7. Select a **Start Time** and an **End Time** if the activity is an Appointment. If the activity is a ToDo, the Start Time/End Time options do not appear.

8. In the Type field, search and select an **Activity Type** code. The name associated with the Activity Type code will appear automatically in the Purpose field.
9. Select a **Trace Code** to notify colleagues about actions that they must take relative to the business.
10. Select **Account** to associate an account profile with your Appointment or To Do. This step enables you to link the Activity to an account, a travel agent, a company, or a source.
11. Select **Contact** to associate a contact profile with your Appointment or To Do. This step enables linking to a contact person.
12. Select **Block** to associate a block with your Appointment or To Do. This step opens Manage Block for searching and selecting a block.
13. Select the **High Priority** check box to indicate the Appointment or To Do is urgent.
14. Select the **Complete** check box. When checked, the Completion Start and End date/time fields appear along with Activity results field.
15. Enter a description or the details of the activity in the Notes text field.
16. Click **Save**. Or, click **Save Activity and Add More Details** to save and edit the Activity.

Profiles

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

Managing Profiles

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

- [Copying Commission Bank Accounts](#)
- [Filtering Profile Search by Accounts](#)
- [Creating Profiles](#)
- [Viewing and Editing a Profile](#)
- [Profile Merge](#)
- [Editing a Profile's Sales Information](#)
- [Viewing and Adding Primary Details to a Profile](#)
- [Profile Negotiated Rates](#)
- [Default Routing Instructions](#)

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

Copying Commission Bank Accounts

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

- A login at the HUB level
 - The Profile Commission task
 - The profile's bank account in the target property
 - The profile's commission code in the target property
1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profiles**, select **Manage Profile**, and then search for a travel agent or source.
 2. Select the travel agent / source profile from your search results.
 3. Click **Commission** to view the bank accounts associated with the profile.
 4. Enter a property name in the **Property** field and then click **Search**.
 5. Select a bank account and then click **Copy** to view a list of properties.
 6. From the list of properties, select one or more destinations properties, and then click **OK**.

Related Topics

- [page 1-6](#)

Filtering Profile Search by Accounts

With an active OPERA Sales and Event Management license, you can perform a profile search by the account Profile Type to retrieve a Company, Travel Agent, Source, or Contact profile.

1. From the OPERA Cloud menu, select **Client Relations**, select **Profiles**, and select **Manage Profile**.
2. In the Search panel, click the **View By** drop-down and select **Account**.

Profile search returns results for Company, Travel Agent, Source, or Contact. It also adds the following search filters to the standard search function:

- a. **Owner.** The owner is an OPERA Cloud user. If you enter a name in the Owner field, you can select the Primary Only check box to search only for the primary owner.
- b. **Display Linked Contact.** Select the check box to return search results for Contacts linked to their Accounts.

Creating Profiles

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

Viewing and Editing a Profile

1. From the **Navigation Bar**, select **Client Relations**, select **Profiles**, and then select **Manage Profiles**. To view or edit a suspended profile, select **Manage Suspended Profiles** rather than Manage Profiles.
2. Search for and select the profile, or click **I Want To...** to view and select from a list of recently viewed profiles.

 **Note:**

You can click the Views icon to change the display to Table, List, or Card view.

3. At the Profile Overview panel, click the “+” icon at the row level to expand the view.
 4. Select the **Profile Details** section to view information.
 5. Click **Edit** or press CTRL+E to add or edit details.
 6. Click **Save** when finished.
- [Credit Ratings](#)

Credit Ratings

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

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

To add credit ratings to profiles, your property must have the Credit Rating function set to Active.

Profile Merge

Merging profiles keeps the profile database up-to-date, ensures accurate profile data and statistics, and reduces staff confusion. Profile merge occurs either manually or automatically according to the merge rules and threshold points you define. You manually merge profiles when an external (incoming) profile is suspended or staged. In this scenario, not enough data matched with an internal (OPERA Cloud) profile to merge the profiles. Your intervention is required to merge the external profile with an internal profile or add it as a new profile. The system automatically merges the profiles when enough data matches.

You can manually merge profiles the following ways to create a new profile:

- A Single Internal Profile into the External Profile
- Multiple Internal Profiles into the External Profile

You can review and edit data on these profiles before merging them.

The newly merged profile absorbs all the contacts, activities, business blocks, reservations, stay details, commissions, and statistical information from the two profiles. The system removes the old profiles from the database.

Merge rules determine the following:

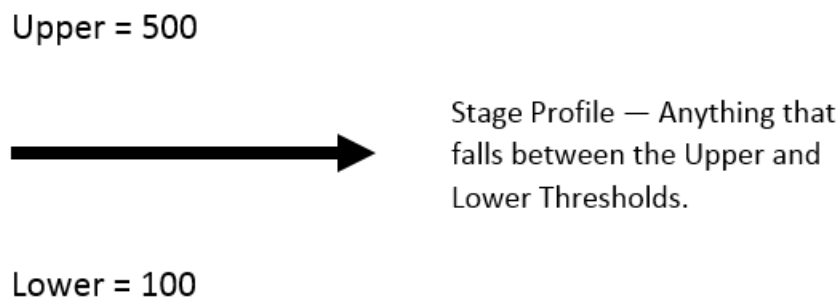
- If an external profile is automatically merged with an internal profile
- If an external profile is staged / suspended

You set up and define merge rules based on a point value system. The point value system uses a lower and upper threshold to determine if profiles are a match. The merge rule determines points based on the data fields that match between the profiles.

Each data field is assigned a point value and the point values of all the fields are added to determine the threshold.

- Upper Threshold – Profiles automatically merge when points are at or higher than the upper threshold value.
- Lower Threshold – The system creates a new profile when points are at or below the lower threshold value.
- Stages – The system suspends / stages a profile with a point value between the upper and lower thresholds. When a profile is staged, you must review the suspended profile and determine if it should be merged with an internal profile or added as a new profile.

Figure 2-1 Thresholds



- [Merging Profiles](#)

Merging Profiles

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profiles**, and select **Manage Profile**.
2. Search for and go to the profile.
3. Click **I Want To...** and select **Merge Profiles**.
4. In the **Add To Merge** pane, click **Select Profile**.
5. Search for the internal profile to merge into the original profile and click **Select**. You can select more than one internal profile to merge into the original profile.
6. Review and verify the profile data to be merged. This data appears in the Result pane.
7. Click **Merge Profiles**.

Editing a Profile's Sales Information

[Prerequisites for Sales Information](#)

The Sales Information panel on a profile enables you to record key information related to sales management.

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

2. Click the **View By** drop-down and select a profile type, such as a Company, Travel Agent, Source, or Contact.
3. Enter search criteria in at least one other search field and then click **Search**.
4. From the search results, click **I Want To...** next to the profile and then click the **Sales Information** link.
5. On the Sales Information screen, click **Edit** and enter or edit information in any of the following fields:

 **Note:**

Fields vary depending on the profile type you select in the search.

- a. **Territory** — the sales territory to which the account or profile is assigned.
 - b. **Priority** — the business importance of the profile or contact.
 - c. **Rooms Potential** — the importance of the account in drawing accommodations business.
 - d. **Account Type** — the name of the account type.
 - e. **Business Segments** — the business segment this profile represents for your property.
 - f. **Industry** — the industry classification of the account.
 - g. **Account Source** — the origin of the account (for example, media ad, website, and so on.)
 - h. **Influence** — the influence the profile has in the decision-making process.
 - i. **Mail Action** — the mailing action codes you can assign to identify the account when you want to create mailing lists or reports for other purposes.
 - j. **Competition** — your hotel's business competition for this account.
 - k. **Scope** — the broad geographical areas where the profile or account generates business.
 - l. **Scope City** — the city where the profile or account's headquarters is located or the city where one of your properties is located that this profile or account frequently uses.
6. Click **Save**.

Viewing and Adding Primary Details to a Profile

Viewing Primary Profile Details

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

Adding Primary Details to a Profile

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

Profile Negotiated Rates

Any profile type can have negotiated rates associated with it. However, negotiated rates are typically associated with companies, travel agents, and groups who have an ongoing relationship or agreement with your property. When making a reservation via the Look to Book Sales screen, reservation agents are presented with the negotiated rate(s) associated with the agent, company, or group linked to the reservation, ensuring the correct rate is quoted to the caller.

To view the negotiated rates assigned to a profile and to assign negotiated rates to a profile, click the **Negotiated Rates** details link on the Manage Profile screen or from the **I Want To** panel in profile search result. The Negotiated Rates panel appears.

Up to 150 negotiated rates can be attached to a profile per property. Once this limit has been reached for the current property, you must delete a negotiated rate that has already been assigned to the profile at the current property before you can create a new one.

Distributing Negotiated Rates to Other Properties

In multi-property operations, you can distribute negotiated rates to other properties. See [Managing Profile Negotiated Rates](#) for more information.

- [Managing Profile Negotiated Rates](#)

Managing Profile Negotiated Rates

Adding a Negotiated Rate to a Profile

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profiles**, and then select **Manage Profile**.
2. Click **I Want to...** next to the record in the search result.
3. Click the **Negotiated Rates** details link to open the Negotiated Rates panel. Click **New**.
4. Complete the following fields and click **Save** when finished:
 - **Property.** Enter or select a property.
 - **Rate Code.** Select the down arrow and choose the rate code from the rate codes list of values.
 - **Start Date.** Enter the start date when this rate code can be assigned to reservations attached to this profile. You can manually enter the date or select the date using the calendar tool.

- **End Date.** (Optional) Enter the last date when this rate code can be assigned to reservations attached to this profile. You can manually enter the date or select the date using the calendar tool.
- **Sequence.** Enter a number that determines the display position of this rate code on the Look to Book sales screen.

Distributing a Profile Negotiated Rate to other Properties

In multi-property operations, you can distribute negotiated rates to other properties.

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profiles**, and then select **Manage Profile**.
2. Enter search criteria and click **Search**.
3. Click **I Want to...** next to the record in the search result.
4. Click the **Negotiated Rates** details link to open the Negotiated Rates panel and view the negotiated rates for the profile.
5. Enter search criteria and click **Search**.
6. Click the vertical ellipsis button next to the rate you want to distribute and select **Distribute Negotiated Rate**.
7. Choose one or more properties from the list of values and click **Select**.

Editing a Negotiated Rate on a Profile

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profiles**, and then select **Manage Profile**.
2. Enter search criteria and click **Search**.
3. Click **I Want to...** next to the record in the search result.
4. Click the **Negotiated Rates** details link to open the Negotiated Rates panel and view the negotiated rates for the profile.
5. Enter search criteria and click **Search**.
6. Click the vertical ellipsis button next to the rate you want to edit and select **Edit**.
7. Update the rate details as needed and click **Save**.

Deleting a Negotiated Rate from a Profile

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profiles**, and then select **Manage Profile**.
2. Enter search criteria and click **Search**.
3. Click **I Want to...** next to the record in the search result.
4. Click the **Negotiated Rates** details link to open the Negotiated Rates panel and view the negotiated rates for the profile.
5. Enter search criteria and click **Search**.
6. Click the vertical ellipsis button next to the rate you want to delete and select **Delete**.

Default Routing Instructions

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

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

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

- [Creating Routing Instructions](#)

Creating Routing Instructions

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

Linking Profiles as Relationships

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

1. Locate and open a profile.
2. In the Profile Overview panel, under the Profile column, click **Relationships**. You might need to select **Show All** to expand all options.
3. Click **New**.

4. Select the **Profile Type**, **Type of Relationship**, **Related Profile**, and if applicable, select the check box for **Primary Relationship**. Setting a profile relationship as primary can be useful when linking profiles that are members of the same family.
5. Click **Save**.

Adding a VIP Status to a Profile

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

Adding Identification Information to a Profile

Profiles contain extensive information (including name, mailing address, email address, phone number, preferences, driver's license, passport, and so on). You can add and edit identification information in the Identification panel.

1. In the OPERA Cloud menu, select **Client Relations**, select **Profiles**, and select **Manage Profiles**.
2. Enter or select values in the search fields and click **Search**.
3. In the OPERA Profiles search results, locate the profile and click the **Profile Name**.
4. Scroll to the Identification panel and click **Show Masked Information** to view masked information.
5. Click **New** to add identification documents to the profile. Enter an **ID Type** and an **ID Number** and additional details, such as **Issued Place**, **Issued Country**, **Issued Date**, and **Expiration Date**.
6. Click **Save**.
7. Click **Edit** to add or change personal details such as birth date, birth country, and so on.

Adding Search Keywords to a Profile

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

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

Adding Guest Preferences to Profiles

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

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

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

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

Adding Incognito Names and Alternate Names to Profiles

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

Clearing an Incognito Name or Alternate Name

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

Adding Profile Communications

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

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profiles**, and select **Manage Profile**.
2. Search for and go to the profile.

3. In the **Profile Overview** section, click **Communication** and click **Manage**.
4. Click **New** in the section where you want to add a communication type.
5. Complete the fields for the new communication type and click **Save**.

ID Document Scanning

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

Workflow

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

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

Adding Notes and Internal Comments to a Profile

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

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

Attaching Files to a Profile

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

1. Locate and open a profile.

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

Viewing Profile Future and Past Stays

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

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

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

Viewing a List of Recently Viewed Profiles

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

Making a Guest Profile Private

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

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

Deactivating a Profile

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

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profiles**, and select **Manage Profile**.
2. Search for and go to a profile.
3. Scroll to the **Profile Details** section to view the profile details.
4. Under Profile Details, click **Edit** and deselect the **Active** check box.
5. Click **Save**.

Marking a Profile as Restricted

Profile restriction is used to warn and restrict users from selecting a guest, company, or agent profile when making reservations or blocks. You must select a restricted reason when marking a profile as restricted. After a profile is restricted, a restricted icon appears on the business card and a restricted column appears in the profile search results.

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

1. Search for and open a profile.
2. Under Profile Details, click **Edit** and select the **Restricted** check box.
3. Click **Save**.

Downloading a Profile from the Central Reservation Database

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

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

Profile Anonymization

To protect personal information for guests, a guest profile's data can be made private through data anonymization. The Profile Anonymization feature uses data

anonymization to encrypt or remove a guest's personal information from the database so the guest can remain anonymous.

OPERA Controls

The following OPERA Controls activate this feature for Individual profiles:

Table 2-1

Name	Group	Type	Description
Personal Information Protection	Profiles	Parameter	When active, additional security procedures are available, which includes anonymization of profile data.
Number of Days until Anonymization	Profiles	Setting	Available when the Personal Information Protection parameter is active. This value defines the number of days after the last activity occurs in which the requested profile can be anonymized.

Required Conditions for Profile Anonymization

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

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

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

Anonymized Profile Information

The following information is anonymized for the profile:

Table 2-2

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

Post Profile Anonymization

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

- The profile no longer appears in Profile drop—down within the application. However, a search from the Profile Search screen still returns the profile, but the data is anonymized.
- You no longer have access to the folio history for the anonymized profile. All options are hidden when the highlighted folio is linked to an anonymized profile, regardless of the Permanent Folio Storage functionality being active.
- The I Want To... actions are hidden for the profile.

- User Log entries are removed, including Join Share/Break Share and Link Profiles/Relationships. This includes all Reservation user logs and Financial user logs.
- Updates to the Profile from external systems are no longer accepted, and a new profile is created.
- Profile match and merge rules are no longer considered. After a profile is anonymized, you cannot merge it into other guest profiles.

Guest Stay Statistics

Use the Stay Statistics feature to view a concise summary of a guest's stay and revenue statistics. The statistics provide revenue from reservations and revenue from all other sources. The statistics include revenue posted by passerbys and revenue posted in accounts receivables after the business date is closed.

1. From the OPERA Cloud menu, select **Client Relations**, select **Profiles**, and then select **Manage Profiles**.
2. Use Search to locate the guest's profile record.
3. From search results, click the profile's row-level **I Want To . . . menu** and select **Stay Statistics**.
4. Select either the **Reservation Statistics** tab or the **Revenue Statistics** tab and search for statistics by Property, Currency, Stay From Year, or Stay To Year.
 - a. The Reservation Statistics tab shows the guest's stay details such as number of nights, arrivals, cancels, no shows, and day use. The statistics also show the revenue generated from the profile's reservations, such as average daily rate.
 - b. The Revenue Statistics tab shows revenue generated by the profile's stay from all sources.

Membership

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

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

- [Calculating or Expiring Membership Points](#)
- [Membership Types](#)
- [Searching by Membership Level](#)
- [Managing Membership Information](#)

Calculating or Expiring Membership Points

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

Membership Types

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

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

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

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

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

Searching by Membership Level

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

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

Managing Membership Information

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

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

3

Bookings

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

- [Reservations](#)
- [Reservations Workspace](#)
- [Blocks](#)
- [Events](#)
- [About the Function Diary](#)

Reservations

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

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

 **Note:**

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

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

About Reservations

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

Within Reservations, you can:

- Handle advance deposits.

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

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

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

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

Reservation Terminology

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

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

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

- [Suppress Rates](#)

Suppress Rates

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

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

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

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

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

Booking a Reservation

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

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

Look To Book Sales Screen

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

 **Note:**

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

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

Walk In Reservation

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

Day Use Reservation

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

- [Waitlist](#)
- [Turnaways](#)
- [Shared Reservations](#)
- [Future and Past Stays](#)
- [Pre-Register Arrival Reservations](#)
- [Viewing the Property Brochure While Booking Reservations](#)
- [Sell Messages](#)
- [Closing Scripts](#)
- [Confirmation Numbers](#)
- [Reservation Discounts](#)
- [Creating a Multi-Room Reservation](#)

Creating a Multi-Segment Stay Reservation

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

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

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

Waitlist

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

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

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

Turnaways

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

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

Shared Reservations

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

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

You can also:

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

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

- Apply Full Rate (the full rate for the number of persons is applied to each reservation).
- Apply Entire Rate (the primary guest pays the entire rate for the total number of people).
- Apply Split Rate (each guest pays an even share).
- Apply Custom Split (each guest pays a customized amount). With this option, a discount can be applied to reservations as required.
- [Redistributing Guests Within Shared Reservations](#)

- [Separating \(Breaking\) a Shared Reservation](#)
- [Moving a Shared Reservation to a Different Property](#)
- [Changing Shared Reservation Rate Sharing Methods](#)
- [Adding New Sharers to Shared Reservations](#)
- [Combining Reservations into a Share](#)
- [Creating Shared Reservations at Booking](#)

Redistributing Guests Within Shared Reservations

Use Manage Reservations to move guests within a shared reservation.

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

Separating (Breaking) a Shared Reservation

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

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

Moving a Shared Reservation to a Different Property

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

1. From the Navigation Bar, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Search for and select the reservation.
3. Click **I Want To...** and then select **Move to Another Property**.
4. Select the sharers to move to another property, and then click **Move to Another Property**.
5. On the Look to Book Sales Screen, in the Property field, enter the destination property and any other information, and then click **Search**.

6. Search and select a room rate, or double-click to add booking to the Trip Composer.
7. Confirm or update booking details and click **Update Trip Composer**.
8. Click **Move Reservation**.

Changing Shared Reservation Rate Sharing Methods

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

1. From the Navigation Bar, select **Bookings**, select **Reservations**, and select **Manage Reservation**.
2. Search for and select the shared reservation.
3. In the Reservation section, select **Shares**.
4. Select one of the following options:
 - a. **Apply Full Rate**: select this option to apply the rate in full to each sharing guest.
 - b. **Apply Entire Rate**: select this option to apply the rate in full for the total number of persons to one sharing guest.
 - c. **Apply Split Rate**: select this option to split the rate evenly between all sharing guests.
 - d. **Apply Custom Split Rate**: select this option to apply a custom split rate between all sharing guests. The amount can be different for each sharing reservation if required.
5. Exit the Shares screen when you have selected the appropriate rate sharing method.

Adding New Sharers to Shared Reservations

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

Combining Reservations into a Share

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

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

Creating Shared Reservations at Booking

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

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

Future and Past Stays

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

- Upcoming or past reservations
- Confirmation number and amount for the reservation

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

Pre-Register Arrival Reservations

You can offer your guests the ability to check in for their reservations by pre-registering. When a reservation is pre-registered, all of the guest's information to finish the registration process is collected, including authorizing the guest's credit card for the reservation. This makes it easy to check in the reservation when the guests arrive and the assigned room is available.

You can search for and manage pre-registered arrival reservations from Arrivals search by selecting the Pre-registered check box in advanced search.

Viewing the Property Brochure While Booking Reservations

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

Sell Messages

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

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

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

Closing Scripts

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

Closing Script Confirmation

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

Confirmation Numbers

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

Reservation Discounts

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

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

Creating a Multi-Room Reservation

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

1. From the OPERA Cloud menu, select **Bookings**, select **Reservations**, and select **Look to Book Sales Screen**.
2. Enter the stay details, such as **Property**, **Arrival**, and **Nights**.
3. In the **Rooms** field, enter 2 or more for the number of rooms. Click **Search**.

4. Drag and drop (or double-click or use the Select button) the rate/room type to the Trip Composer (for example, Room Type JSTE).
5. Enter any additional information if necessary. For example, you can enter the profile/guest name, reservation type, market/source code, and payment method.
6. Click **Book Now**.

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

Managing Reservations

When managing reservations, you can:

- Search by property for reservations. You can filter your search by name, travel agent, arrival/departure dates, source profile types, and other criteria. Search results provide reservation summaries.
- View, add, and edit reservations. The Manage Reservations screen provides access to reservation details, connected profiles, awards/certificates, deposits/cancellations, memberships, guest messages, and other information.
- View billing information where you can post charges and adjustments, transfer postings (within a folio or to/from other rooms), make payments, generate folios, and so on.
- Use the Reservations Workspace to perform multiple actions such as adding traces, configuring wake up calls, generating confirmation letters, sending messages to guests, and so on.

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

- [Copying Reservations](#)
- [Modifying Reservations](#)
- [Reservation Notifications](#)
- [Reservation Deposits and Cancellations](#)
- [No Show and Cancellation Postings](#)
- [Payment Instructions](#)
- [Managing Fixed Charges](#)
- [Cancelling a Reservation with a Deposit](#)
- [Reservation Profiles](#)
- [Credit Card History](#)
- [Cancelling Multiple Reservations](#)
- [Generating a Folio for an Advance Bill](#)
- [Generating a Folio for a Specific Window](#)
- [Generating a ProForma Invoice](#)

- [Generating a Folio for an Interim Bill](#)
- [Advance or Interim Billing](#)
- [Postings, Adjustments, and Payments](#)
- [Authorizing Credit Card Transactions](#)
- [Enabling Housekeeping Turndown Service for a Reservation](#)
- [Linking Profiles to Reservations](#)

Copying Reservations

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

Note:

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

Note:

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

1. From the Navigation Bar, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
 2. Search for and select a reservation.
 3. Select **I Want To...**, and then select **Copy Reservation**.
 4. Select the reservation information to be copied and then click **Copy Reservation**.
 5. On the Look to Book Sales Screen, make changes as needed to the room/rate combinations, arrival/departure dates, and the guest profile and then click **Search**.
 6. Drag and drop (or you can click the **Select** button or double-click) the desired rate/room type to the Trip Composer.
 7. Click **Book Now** on the details screen when you are ready to book the new reservation.
- [Copy Credit Card Payment Method](#)

Copy Credit Card Payment Method

You can copy credit card payment methods from one reservation to another when copying a source reservation that has a credit card payment method. To reduce the

potential error of copying a guest's payment method to the wrong reservation, this feature is controlled by the **Copy Credit Card Payment Method** task in Role Manager.

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

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

Use Case Scenarios

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

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

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

Table 3-1 Tasks / Scenarios

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

Table 3-1 (Cont.) Tasks / Scenarios

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

Table 3-1 (Cont.) Tasks / Scenarios

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

Modifying Reservations

- [Credit Card Authorization Reversals](#)
- [Editing Stay Details](#)

- [Viewing Other Profiles Attached to Reservations](#)
- [Confirming Reservations](#)
- [Assigning Rooms to a Reservation](#)
- [Attaching Items Outside of Stay Dates](#)
- [Linked Reservations](#)
- [Viewing and Adding Information in Call History](#)
- [Managing Locators](#)
- [Managing Transportation](#)
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- [Fixed Rates](#)
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- [Common Reservation Actions](#)
- [Marking a Room as Do Not Move](#)
- [Assigning or Removing a Block Code to a Reservation](#)
- [Moving Reservations to Other Properties](#)
- [Managing Additional Details](#)
- [Managing Room Interfaces](#)

Credit Card Authorization Reversals

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

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

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

Changing an Authorized Credit Card Payment Method

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

1. From the OPERA Cloud menu, open the guest's reservation using either Quick Launch or by searching for the guest in Manage Reservations.

2. If switching cards prior to checkout, click **I Want To . . .** and then select **Payment Instructions**.
3. Enter the new payment instructions.
4. If switching cards at checkout, click **I Want To . . .** and then select **Check Out**.
You can also use **I Want To . . .** to view credit card authorizations history.
5. Click the payment method drop-down and select a new payment type.
If selecting a different card type, swipe or enter the card number, expiration date, and cardholder name
6. Complete the remaining check out tasks.
7. Click **Check Out Now**.

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

Editing Stay Details

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

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

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

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

Viewing Other Profiles Attached to Reservations

1. Search for and open a reservation.
2. Click **Linked Profiles**.

3. Click the **Associated Profiles** panel to show any companies, travel agents, groups, or source profiles associated with the reservation.
4. Click the **Accompanying Profiles** panel to see any other guest profiles attached to the reservation.

Confirming Reservations

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

1. From the Navigation Bar, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Search for and select a reservation.
3. Select **Show More** to display the **Confirmation Letters** link (if it is not already displayed) and then click **Confirmation Letters**.
4. Select a delivery method: email, preview/print, or fax. The option to send a registration card is also available.
5. Enter the recipient's information: email address, phone number, fax number, or other information. If information already exists on the profile it be selected. For Example Address, Email.
6. Select the confirmation letter from the drop-down list.
7. Click **Customize** to change the letter's appearance and then click **OK**.
A second confirmation can be added if required.
8. Click **Save**, **Send**, or **Cancel**.

Assigning Rooms to a Reservation

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

From Manage Reservation

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

From Batch Room Assignment

1. From the Navigation Bar, select **Front Desk**, select **Front Desk Workspace**, and select **Room Assignment**.

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

Attaching Items Outside of Stay Dates

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

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

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

Linked Reservations

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

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

Viewing and Adding Information in Call History

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

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

Managing Locators

Locators inform hotel personnel, particularly front desk staff and telephone operators, of a guest's on-premises location if the guest wants to be contacted for phone calls or other reasons while away from their room. A locator can even be placed on a guest who has checked out, but only for the check-out date of the guest, not any date in the future. This feature may, for example, be used when guests request that their phone calls be temporarily transferred to an alternate location, such as the spa or dining room.

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

Managing Transportation

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

1. From the Navigation Bar, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Search for and select a reservation.
3. In the Reservation Overview section, select **Transportation**. You may need to select **Show All** to show all options.
4. Review pick up and drop off information, and click **Edit** to add or edit.

5. Populate the pick up and drop off information (date, time, type of transportation, and so on), add any notes, select the check box to specify that pick up or drop off is required, and then click **Save**.

Managing Daily Details

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

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

Fixed Rates

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

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

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

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

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

This feature may be used to ensure that the rate amount stays the same when the guest is staying over a period that includes a rate change under the rate code attached to his reservation. For instance, assume the guest is staying six days, from November

15 through November 21. There is a rate increase from \$250 to \$300 on November 16 according to the rate code attached to the reservation. In this situation, you can fix the rate at \$250 for the guest's entire stay.

Rate Changes During Stay

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

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

External References

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

Common Reservation Actions

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

Go to Profile

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

Enroll Guest into Membership Program

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

Check In a Reservation

1. On the Manage Reservation screen, select **Arrivals** for the Search Type and click **Search**.

2. Select a reservation and click **I Want To . . .** and then select **Check In**.
3. Verify the reservation details and complete the required sections on the Check In Reservation screen and click **Complete Check In**.

Cancel a Reservation

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

Place a Reservation in Queue

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

Copy a Reservation

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

View the Changes Log

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

Go to Property Interface Controls

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

Marking a Room as Do Not Move

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

 **Note:**

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

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

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

Assigning or Removing a Block Code to a Reservation

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

Moving Reservations to Other Properties

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

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

Managing Additional Details

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

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

Managing Room Interfaces

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

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

- [Room Interfaces](#)

Room Interfaces

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

Reservation Notifications

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

Searching for Reservations Flagged for External Guest Notifications

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

From the Manage Reservations Advanced Search

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

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

From the Room Assignment Search

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

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

Creating Guest Messages

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

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

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

Adding Notes to Reservations

1. From the Navigation Bar, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Search for and open the reservation.

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

Adding Traces to Reservations

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

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

Managing Messages

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

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

Service Requests

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

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

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

Managing Wake Up Calls

You can manage wake up calls in the Reservations Workspace.

Note:

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

1. From the Navigation Bar, select **Bookings**, select **Reservations Workspace**, and then select **Wake Up Call Companion**.
2. To review existing wake up calls:
 - a. Enter the property and select a date, then further refine your search by entering the guest's name, block code, and room number.
 - b. Select the status of the wake up call; options are Pending, No Answer, and Completed. You can search for multiple statuses.
 - c. Click **Search**, and then review wake up calls in the search results.
3. To add new wake up calls:
 - a. Click **New**.
 - b. Enter the room number, date, and time, along with any further details and notes on the Manage Wake Up Call screen.
 - c. Click **Save**.
4. To generate a report of wake up calls:
 - a. Click the vertical ellipsis button and select **Report**.
 - b. Populate the report parameters, including property, date range, wake up call status, and so on.
 - c. Set display options: select the appropriate check boxes to include notes and alternate names.
 - d. Specify the sort order: room number, alphabetical, or wake up time. The order is determined by the options in the right column. Use the greater than symbol (>) and less than symbol (<) to move options from one column to the other. To set a secondary sort order, add the option to the list underneath the primary option. For example, if you would like the report to sort by wake up time, and then by room number, you would add wake up time to the right column, and then add room number to the right column. Use the up and down arrows to reorder in the list.

- e. Select a report destination: Preview, Email/Print, Email, or Fax.
- f. Click **Process**.

Reservation Deposits and Cancellations

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

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

Deposit and Cancellation Rules

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

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

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

Define deposit rules by:

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

Define cancellation rules by:

- The amount of the penalty charge if the reservation is canceled (a flat amount, a percentage of the rate, a percentage of the first night's rate, or based on the number of nights).
- The number of days prior to the arrival date that the reservation can be canceled without penalty. You can also specify a time deadline with the date deadline. For example, the rule might specify the guest must cancel the reservation before 5 p.m. one day prior to the arrival date to avoid penalty.

No Show and Cancellation Postings

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

flowers arrangements were already prepared. With this feature active, you could go back into the reservation and charge the guest for the package.

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

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

Posting Rule Examples

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

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

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

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

Payment Instructions

Reservation payment instructions enable you to define the payment method and payment details for each folio window. For example, some guests might want to pay for their stay using more than one payment method. To accommodate this request, you can define the payment method and authorization rule for each folio window the reservation posts charges to, and you can move a payment method from one folio window to another. The Payment Instructions screen presents the window payment methods in a table format and shows the window number, payment method, card number, expiration date, card holder name, payee, routing / transaction codes, and routing dates for each folio window.

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

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

 **Note:**

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

Managing Fixed Charges

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

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

Cancelling a Reservation with a Deposit

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

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

Reservation Profiles

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

Adding Preferences to Reservations

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

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

Attaching Memberships to Reservations

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Search for and open the reservation by clicking the confirmation number in the search results.
3. Click **Membership**, located under Profile in the Reservation Overview panel.
4. Click the vertical ellipsis button and select **Manage**.
5. Select a membership in the Available Profile Memberships section and click the down arrow to move it into the Membership section of the screen.

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

6. Click **Save**.

Adding or Removing Linked / Associated Profiles

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

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

Guest Communication Details

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

Credit Card History

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

- Date when approval was obtained

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

Credit Card Authorization History Report

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

Canceling Multiple Reservations

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

To cancel multiple reservations:

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

Generating a Folio for an Advance Bill

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

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

Generating a Folio for a Specific Window

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

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

Generating a ProForma Invoice

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

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

Generating a Folio for an Interim Bill

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

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

4. Click **I Want To . . .** and then click **Interim Folio**.

Advance or Interim Billing

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

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

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

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

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

Postings, Adjustments, and Payments

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

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

Moving a Payment Method from One Folio Window to Another

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

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

Making a Payment to a Guest Account

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

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

Applying Payments to Guest Folios

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

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

Making an Adjustment to a Guest Account

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

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

Moving Posted Transactions from One Folio Window to Another

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

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

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

Posting Fixed Charges

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

1. From the **OPERA Cloud** menu, select **Financials**, select **Accounts Receivables**, and then select **Manage Accounts Receivables**.
2. Search for and open an account.

3. On the Manage Accounts Receivables screen, click **Fixed Charges**.
4. Click the vertical ellipsis button next to a fixed charge and click **Edit**.
5. In the **Frequency** field, select once, daily, weekly, and so on.
6. In the remaining fields, select a begin date, the transaction code to post, quantity, and amount.
7. Enter text in the Supplement field as an option.
8. Click **Save**. Repeat steps 4 through 8 for each fixed charge you want to post.

Posting Charges to Guest Folios

Use the Post Charge option within Billing to post charges to the guest's folio. You can apply new charges to any of eight different billing windows. A payment method icon appears for each billing window to indicate the window's payment type.

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

Posting a Rate Code to a Guest Bill

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

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

Authorizing Credit Card Transactions

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

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**. Search for and open a reservation.
2. If authorizing from Billing, click **I Want To . . .** and click **Billing**. Next, click **I Want To . . .** and click **Interim Folio**, enter an **Amount**, and click **Settle and Send Folio**.
3. If authorizing from the reservation, click **Payment Instructions**, click the vertical ellipsis button, and select **Credit Card Authorization**.
4. Click the vertical ellipsis button and do one of the following:

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

If authorizing the credit card manually, select **Manual**, gain authorization approval, enter the **Approval Code**, and click **Run Manual Authorization**.

- [Viewing Credit Card History](#)
- [Viewing Credit Card Details](#)

Viewing Credit Card History

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

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

Viewing Credit Card Details

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

Enabling Housekeeping Turndown Service for a Reservation

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

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

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

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

Linking Profiles to Reservations

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

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

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

- c. Click the **Linked Profiles** link located in the Reservation Overview panel under Profile.
- d. Click the **Associated Profiles** tab. Review the company, travel agent, source, group, reservation contact, and billing contact profiles linked to the reservation. The lower panel in this screen shows a list of accompanying guest profiles.

Reservations Workspace

As a companion to managing reservations, the Reservations Workspace is a central area to manage or monitor guest needs during their stay, for both individual and block reservations. For example, you can process registration cards, generate room key packets, compose and manage traces and wake up calls, generate confirmation letters, and create and monitor guest messages.

- [Property Calendar](#)

Property Calendar

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

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

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

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

Property Calendar Setup

The Property Calendar enables you to view and manage calendar events. For more information, see [Event Codes](#) and day types. For more information, see [Day Types](#) for specific dates. Select one of the view icons to change the calendar display.

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

For current and future dates the Maximum Availability figure is displayed in the top left corner of each date on the calendar. Double-click the Maximum Available figure to launch the Property Availability. For more information see, [Viewing Property Availability](#) page for the selected date.

To Set up Calendar Event and/or Day Type

1. In the **OPERA Cloud** menu, select **Bookings**, select **Reservations Workspace**, and then select **Property Calendar**.
2. On the Property Calendar screen, click **New**.
3. Select a **Start Date**- this defaults to the date selected on the calendar.
4. Select an **End Date**.
5. Select a **Day Type**. For more information, see [Day Types](#) from list (enabled based on DAY TYPE control enabled).
6. Select an Event from the list. For more information, see [Event Codes](#).
7. Select Days of the Week to specify on which days the selected day type and/or event applies within the date range.
8. Click **Save**.

Blocks

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

- [About Blocks](#)
- [Group Rooms Control](#)
- [Modify/Update Block — Shift Block Date](#)
- [Modify/Update Block — Cutoff Block](#)
- [Modify/Update Block — Delete Block](#)
- [Managing Room Details for Blocks](#)
- [Managing Attachments](#)

- [Managing Block Status](#)
- [Managing Block Reservation Deposits and Cancellations](#)
- [Managing Linked Profiles](#)
- [Managing Block Ownership](#)
- [Managing Access Exclusion for Blocks](#)
- [Managing Block Restrictions](#)
- [Managing Block Rates](#)
- [Managing Packages for Blocks](#)
- [Managing Items for Blocks](#)
- [Managing Reservation Summary for Blocks](#)
- [Managing Block Wash Schedule](#)
- [Adding Sell Messages](#)
- [Adding Traces to Blocks](#)
- [Adding Block Notes](#)
- [Share Block Reservations](#)
- [Using Room and Rate Grid](#)
- [Accessing the Block Room Rate Grid](#)
- [Loading the Block Room Rate Grid](#)
- [Editing the Block Room Rate Grid](#)
- [Auto Assigning Rooms and Checking In Multiple Block Reservations from the Manage Block Screen \(Assign Rooms\)](#)

About Blocks

The Manage Block presentation screen enables you to search for existing blocks and create new blocks. You can open Manage Block from the OPERA Cloud menu under Bookings. The screen shows the Advanced Search function where you can enter a property name and search, or complete additional fields to narrow your search results. The Go to Basic Search link opens a single field for searching by any text you enter.

The presentation screen provides a link that opens the I Want To . . . dialog. You can select to view Blocks linked from the dialog or create a Block, a Master Block, or a Master Allocation.

- [Creating a Block](#)
- [Customizing View Options for Blocks](#)
- [Non-Elastic, Elastic, Sell Limits, and Shoulder Dates](#)
- [Managing Room and Rate Grid](#)
- [Searching for Blocks: Advanced Search](#)
- [Modify/Update Block — Change Block Status](#)
- [Copying Blocks](#)
- [Creating a Posting Master](#)

- Group Tour Series
- Changes Log
- Viewing Stay Statistics
- Viewing Production Changes
- Processing Block Reports
- Master and Sub Blocks
- Master and Sub-Allocations
- Creating Master and Sub Blocks
- Creating a Master Allocation
- Creating Sub-Allocations
- Group Rooming Lists
- Creating a Reservation for Blocks
- Applying Changes to Multiple Block Reservations
- Registration Cards
- Creating Room Keys
- Generating Key Packets for Blocks
- Mass Checking In Block Reservations from the Manage Block Screen (Check In Arrivals)
- Opening Catering Activities from Blocks, Accounts, or Contacts
- Linked Profiles on Blocks

Creating a Block

When creating a block, initially you are presented with three panels to complete: Block Definition, Room Details, and Catering Details. After entering the preliminary information in these panels and saving the new block, you can continue adding information in other panels.

1. From the OPERA Cloud menu, select **Bookings**, select **Blocks**, and then select **Manage Block**.
2. Click **I Want To . . .** and select **Create Block**. The dialog enables options to create a Block, a Master Block, and a Master Allocation based on active OPERA Controls.

Block Definition Panel

1. Enter a **Property** name.
2. Select **Account**. An Account is a company, travel agent, or source.
 - The Account magnifier opens the Quick Profile Search screen where you can search for a **Company**, **Travel Agent**, and related Contact Profiles to associate with the Block. Or, you can select **I Want To . . .** and create a new profile.

- Search results display account profiles and account contacts. After selecting an account, click **Select Account Only** or click **Select Account and Contact**. If you select Account and Contact, the system auto fills the Account field and the Contact field on the Create Block screen.
 - While on the Quick Profile Search screen, you can add a contact to an account by clicking the **Account Actions** ellipsis and selecting **Create Linked Contact**. Click **Save and Select** on the Create Linked Profile screen to auto populate the selected account and the newly created contact in the relevant fields on the Create Block screen.
3. When you return to the Create Block screen, select **Start Date** and **End Date**. If you enter a number of nights in the Nights field, the system automatically enters an End Date.
 4. Enter a **Block Name**. This field auto fills from your Account field selection.
 5. Enter a **Block Code**. After Block Name and Block Dates fields are populated, the Block Code field auto generates.
 6. Select a **Room Status** indicating the current status of the overall booking, such as Inquiry, Tentative, and so on. This auto fills the Reservation Type field.
 7. Select a **Market** the Block represents, such as commercial, government, association, and so on.
 8. Select the **Source** of the booking referral.
 9. Select the **Reservation Type**. A drop down list allows you to select the type of reservation (Res Type) for the block, such as Guaranteed by Company, Group Guarantee, Hold until 6 PM, and so on. The Res Type affects how the individual reservations are made.
 - a. If the selected Block Status is Non-Deduct, only Non-Deduct Reservation Types are available.
 - b. If the selected Block Status is Deduct, only Deduct Reservation Types are available.
 - c. If the Block Status is configured with a default Res Type, the default Res Type is automatically populated when you select the Status Code.
 10. Select an **Inventory Control** condition of Elastic, Non Elastic, Elastic, or Sell Limit controlled by OPERA Controls Elastic Block.
 - a. Non Elastic prohibits you from extending a guest from the Allotment for a room type within the Block or selecting another room type outside the block.
 - b. Elastic allows you to extend a guest who is a part of the block room allotment to a future date even if rooms are not available in the Allotment for a future date.
 - c. Sell Limit enables you to define a set number of rooms per room type that can be borrowed from house availability after the total rooms within the block are picked up.
 11. Select a **Block Owner**. This is typically an OPERA Cloud user in sales.
 12. Select a **Decision Date**. Use this field to show when the group must make a decision.
 13. Select a **Followup Date**. Use this field to enable a systematic follow-up on this block.

14. Select a **Trace Code** template that specifies standard Activities to be associated with this block..
15. Select the **Catering Only** check box if the Block is to track Catering Only blocks.
 - a. If OPERA Controls Catering Only is set to Y, and the check box is checked, the Room Details section is hidden on the Create Block screen and the Save and Go To Grid button is disabled. The check box is used in reports to identify Catering-only blocks.
 - b. If OPERA Controls Catering Only is set to N, and the check box is checked, the Room Details and Save and Go To Grid button remain available.
16. Select **Origin** to define the channel (GDS, Email, Web Site) where this block originated.
17. Select a **Type** to categorize the block for reporting purposes.

Room Details Panel

1. Select a **Room Owner**. This is typically the sales manager who is operationally responsible or credited with the Rooms portion of the block.
2. Select a **Rate Code** to associate with the block. You can select multiple rate codes if OPERA Controls Multi Block Rates is active. The Rate Code field is marked as mandatory after the OPERA Controls Rate Code Mandatory Block Header is activated.
3. Select a **Currency** your property accepts.
4. Select the **Print Rate** check box. The check box is either selected or deselected based on the Print Rate setting configured for the rate code attached to the booking. This becomes the default Print Rate setting for all reservations picked up from the block.
5. The **Suppress Rate** check box is either automatically selected or deselected based on the Suppress Rate setting configured for the rate code attached to the block.
6. Select a **Cutoff Date**. Rooms not picked up by this date are returned to inventory if the application parameter Blocks > Cutoff is set to On.
7. Select the **Cutoff Days**. This controls when the available rooms will be released.

Catering Details Panel

The Catering Details Panel is available:

- When the OSEM license is active, and the OPERA Controls for Catering Events is active.
 - Or, when the OSEM license is not active, and OPERA Controls for Simple Events is active.
1. Select a **Catering Owner**. This is typically an OPERA Cloud user who has responsibility for catering.
 2. Select a **Catering Status** matching the initial status of the catering event, such as Inquiry, Tentative, and so on.
 3. Select **Event Attendees** and enter the expected number of attendees. The field becomes mandatory after you populate the Catering Status field. Updating the Event Attendees field activates the Save and Create Event, the Save and Add Template, and the Save and Add Catering Package buttons.

4. Enter the **Onsite Name** of the client's in-house representative or contact who will be at the event.
5. Enter a **Function Type**. This is a text field for adding details about function, for example, wedding, conference, and so on.
6. Enter **Post As** information about the event for posting outside the function space or on a reader board.
7. Click **Save** or click **Save and Manage Block** to edit the Block and complete additional panels.

The screen provides the following additional buttons:

- **Save and Go To Room Grid** – opens the Room & Rate Grid where you can select reservation rooms and rates for the block.
- **Save and Create Event** – opens the Create Event screen where you can attach events and sub events to the block.
- **Save and Add Template** – opens the Select Catering Templates screen where you can select templates containing Item and Menu resources configured for events.
- **Save and Add Catering Package** – opens the Select Catering Packages screen where you can select packages containing Items and Menu resources for events. Packages also provide pricing.

Customizing View Options for Blocks

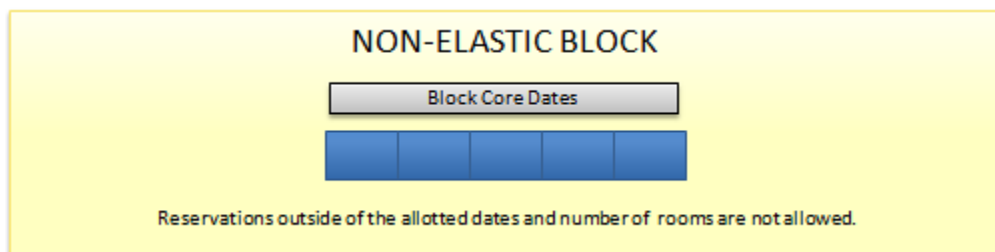
1. From the **OPERA Cloud** menu, select **Blocks**, and select **Manage Block**.
2. Search for and go to the block.
3. On the Block Overview screen, scroll to **Views** and click **Customize View**.
4. In the **Customize View** dialog, select the check boxes for **Block Main**, **Rooms**, **Catering**, and **Notifications** options and click **Apply**.

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

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

Non-Elastic Block

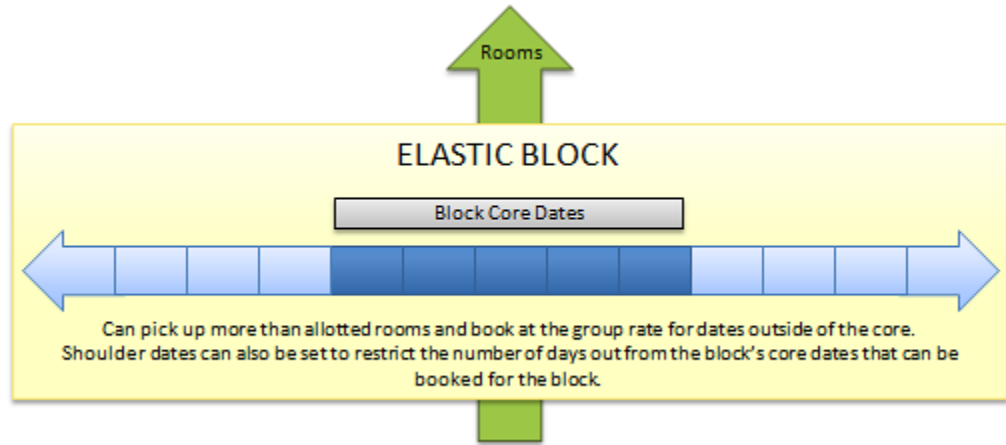
Reservations outside of the allotted dates and number of rooms are not allowed.



Elastic Block

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

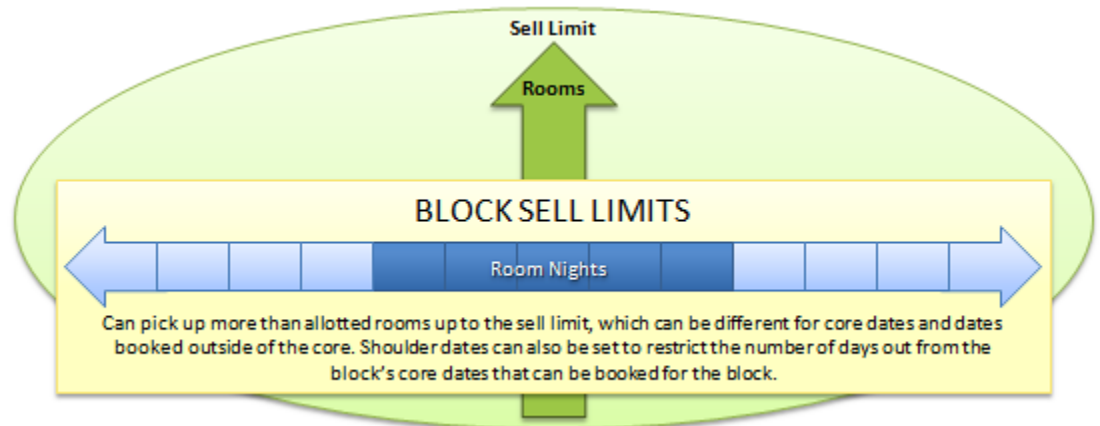
Elastic means that the block can be stretched to accommodate reservation demand, having the ability to pick up more than the block's allotted rooms and to book outside of the block's core dates. You can use shoulder dates in conjunction with Elastic to set restrictions on how many days outside of the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



Sell Limits

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

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

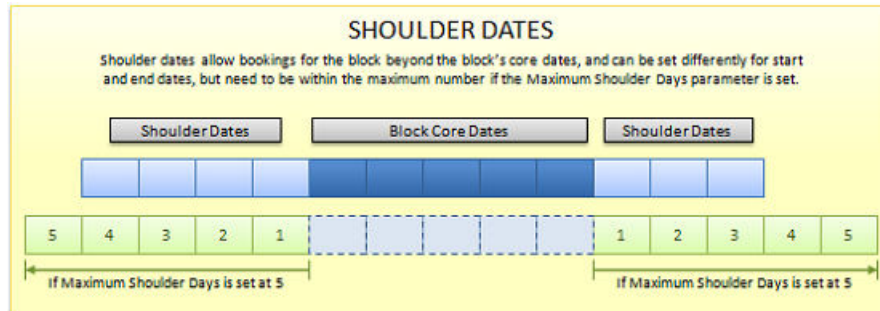


Shoulder Dates

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

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

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



Managing Room and Rate Grid

To manage Room & Rate grid:

1. From the **OPERA Cloud** menu, select **Bookings** and then select **Blocks** followed by **Manage Block**.
2. Search for and go to a block.
3. In Block Overview, click **Room & Rate Grid** link.
4. On the Room & Rate Grid screen, enter **Date**, **Range**, and select the **Block Grid** from the drop down list. Click **Search**.
5. Click **Manage** to manage the settings and click **View Options**.
6. In the **View Options** window, select which display items should be saved as the default for you to view and manage the Room & Rate Grid.
7. Click **Action** and then click **Load Room Grid**.
 - a. Select **From** and **To** dates and **Days of the Week**.
 - b. Select the **Room Types** from the drop down list.
 - c. Select **Available** room options and move them to **Selected**.
8. Click **Values** and then select the check box to **Increase/Decrease Rooms**. Click **Save** or **Save and Continue**.
9. Click **Wash**. This allows you to manually set the wash block.
10. Click **Refresh Rates** to refresh the rates.
11. Click **Edit** to edit the Room & Rate Grid on a cell-by-cell basis.

Searching for Blocks: Advanced Search

Block search provides a wide range of search fields enabling you to enter information to narrow your search and produce faster results.

1. From the OPERA Cloud menu, select **Bookings**, select **Blocks**, and then select **Manage Block**.
2. Select a **Property**.
3. Complete any of the following fields to narrow your search:
 - a. **Block Name** — the name applied to the block by the block creator.
 - b. **Block Code** — enter a block code for the block.
 - c. **Block ID** — a system generated ID for the block.
 - d. **Start Date From / Start Date To** — a range of potential start dates.
 - e. **End Date From / End Date To** — a range of potential end dates.
 - f. **Stay Date** — searches for blocks that are in-house on your start/end dates.
 - g. **Block Status**, or **Room Status**, or **Block/Room Status** — a configured code indicating the status of the block; for example, INQ for Inquiry or TEN for Tentative. The code appears on the property level if one of the following conditions is met:
 - OPERA Cloud Sales and Event Management (OSEM) license is activated, and OPERA Controls for Catering Events is off.
 - OSEM license is not activated.
 - OPERA Controls for Use Single Block Status for Rooms and Catering is ON.
 - h. **Room Status**— indicates the status of the block for the rooms, for example, INQ for Inquiry or TEN for Tentative.
 - i. **Catering Status** – indicates the status of the Catering section of the block.
 - j. **Group** – enter a value matching a group profile on blocks.
 - k. **Account** – enter company, travel agent, or source.
 - l. **Contact** – a contact profile associated with the Account (Company, Travel Agent, or Source).
 - m. **Rate Code** – select a Rate Code to find business blocks with a specific Rate Code attached. This field searches for Primary Rates Codes.
 - n. **Tour Code** – enter a value to search for business blocks that belong to a tour series when the application function Blocks > Tour Series is set to Y.
 - o. **Owner** – select the sales manager owner of the business block. This filter will return a business block if the Overall Owner, Rooms Owner, or Catering Owner is populated with the selected Owner.
 - p. **Created On** – searches for blocks created on the date you enter.
 - q. **Created By** – searches for blocks created by the users selected for this field.

- [Managing Blocks from Search Results](#)

Managing Blocks from Search Results

Block search results display links to blocks directly in the result record. You can quickly open areas within a specific block or open the I Want To . . . menu for additional options. Search results also provide options for viewing search results and expanding records to see more details and active links..

1. From the OPERA Cloud menu, select **Bookings**, select **Blocks**, and select **Manage Block**.
2. Enter your **Property** name and other information, such as Block Name, Start Date From, and so on.
3. Click **Search**. Search results provide the following:
 - a. Access to the **I Want To . . .** menu from each listed block.
 - b. Ability to expand the view of each block individually.
4. Select **Views** options for four different views of the blocks in search results.
 - a. Table view — provides a link to the block; shows only active links when expanded. This is the only view that allows you to expand all blocks simultaneously.
 - b. List view — provides a link to the blocks; shows active links by default and the Show All option to see all links.
 - c. Card view — when expanded, shows additional information on the block, active links, and Show All option to see all links. This view does not require horizontal scrolling.
 - d. Console view — shows active links by default and the Show All option to see all links. Provides detailed information about the block on the right panel, including Linked Profiles, Block Details, Ownership, Revenue, and Block links.
5. Click the **I Want To . . .** option associated with a block found in your search results.

The I Want To . . . menu provides active links to the block and other options under the Modify/Update, Create, View, and Go To headings.

Modify/Update Block — Change Block Status

To change the block status, including cancelling a block:

1. From the **OPERA Cloud** menu, select **Blocks**, and select **Manage Block**.
2. Search for a block. From search results, click the row level **I Want To . . .** and select **Modify/Update — Change Block Status**.
3. In the Change Block Status window, select a new status for the block. The status values available are based on the block status flow configured at your property.

If changing the block to a cancelled status, the cancellation number is recorded in the user activity log. You are prompted to select a cancellation reason.

4. Click **Save**.

Copying Blocks

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

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

3. Click **Copy Block**.

Creating a Posting Master

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

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

- [Reviewing and Updating Posting Master](#)

Reviewing and Updating Posting Master

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

1. From the **Administration** menu, select **Rate Management**.
2. Click **Rate Codes**.
3. Search and select a rate code.
4. Click **Rate Code Definition** and then click **Edit**.
5. In the **Room Types** field, add a Posting Master.

You also can adjust the start and end sell dates and other information if necessary.

6. Click **Save**.

Group Tour Series

The **Tour Series** is a block reservation designed for tours that occur on a regular basis. You can copy the block reservation each time a group plans to visit your property, then assign the Tour Code to each copy. For example, you might create a

Tour Series for a company that needs to book 30 rooms Monday through Wednesday every two weeks during the season.

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

You can create two types of Tour Series:

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

 **Note:**

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

Key Terms:

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

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

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

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

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

- [Creating a Group Tour Series](#)

Creating a Group Tour Series

1. From the **OPERA Cloud** menu, select **Bookings**, select **Blocks**, and then select **Manage Block**.
2. Create a new block or open an existing block as your source block.
3. Copy the block and then click the **I Want To . . . Create a Tour Series**.

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

Changes Log

The Changes Log records the history of actions (activity type) performed in the system. For example, it can show you reservation check-ins, deleted profiles, End of Day activities, block activities, service requests, and so on.

The Changes Log reveals the user who performed the actions, the date, the time, the activity type, and a description. You can view the Changes Log while working with a profile or a reservation. You can also select the Changes Log from the OPERA Cloud Miscellaneous menu.

- [Viewing Changes Log Details](#)

Viewing Changes Log Details

1. From the **OPERA Cloud** menu, select **Miscellaneous**, and then select **Changes Log**.
2. Complete the following search fields:
 - a. Enter a **Property** name.
 - b. Select dates in the **Activity Date From** and **Activity Date To** fields.
 - c. Select an **Activity Group** from the drop-down list.
 - d. Select an **Activity Type** from the drop-down list. Options vary based on the Activity Group you select.
3. Click **Search**.
4. Print your search results:
 - a. Click the **vertical ellipsis** and select **Report**.

- b. Select a **Report Destination** and then click **Process**.

Viewing Stay Statistics

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

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

Viewing Production Changes

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

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

Table 3-2 Status Changes

View Options	Description
Change Date	Change of date that took place.
Prior Status	Status of the event before the change.
Current Status	Status of the event after the change.
Rooms	Number of rooms blocked at time of status change.
Avg. Rate	The average room rate for blocked and picked-up room nights.

Table 3-2 (Cont.) Status Changes

View Options	Description
Room Revenue	The net Rooms revenue calculated at the moment of status change.
FB Revenue	The net F&B revenue calculated at the moment of status change.
Other Revenue	The net Other revenue calculated at the moment of status change.
Non-Revenue	Non-revenue generating figures calculated at the moment of status change.

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

Table 3-3 Revenue Changes

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

Processing Block Reports

To process the Block Reports:

1. From the **OPERA Cloud** menu, select **Blocks**, and select **Manage Block**.
2. On the Block screen click **I Want to...**
3. In the Block Overview panel, click **I Want to...**
4. In **I Want To...** window, **Go To** click **Reports**.
5. In the Search panel, Property is displayed by default. Select the **Report Group** from the drop down list and click **Search**.
6. Select and click on the report to unblock the **Report Parameters** and **Report Destination** panel. Click **Process**.
7. Click the vertical ellipses to **Edit** or **Delete**.

Creating Block Reports

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

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

Master and Sub Blocks

Master Blocks and Sub Blocks have a variety of uses.

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

Master / Sub Block tab

The Master / Sub Block tab on the Block screen presents the Master Block information in a business card style format. This includes the following details:

- **Master Block icon** — You can hover over the icon to view a description of it.
- **Block Name** — The block name.
- **Block ID** — The block ID.
- **Block Code** — The block code.
- **Block Dates** — The dates for the block reservation.
- **Property** — The property for the block reservation.
- **Room Status** — The current room status. Appears when the OSEM license is active and Catering Events is active in OPERA Controls.
- **Catering Status** — The current catering status. Appears when the OSEM license is active and Catering Events is active in OPERA Controls.
- **Block Status** — The current status of the block.

- **Total Room Nights Booked** — The total number of nights booked from all the sub blocks.
- **Total Room Nights Picked Up** — The total number nights picked up from all the sub blocks.
- **Mode** — The Sub Blocks/Allocations icon appears under this column.

You can apply the **Sort By** filter to order the sub-block listings by Block Code or Block Name (A to Z or Z to A). When you apply the filter, the sub-blocks are sorted based on the selected value. The default grouping for the sub-block listings is by Property.

Each sub block and sub allocation is listed below the Master Block. The following columns provide the details for each sub block and/or sub allocation:

- **Property** — The property for the sub block or sub allocation.
- **Mode** — Displays an icon for sub block or sub allocation. You can hover over the icon to view a description of it.
- **Block Code** — The sub-block code.
- **Start and End Dates** — The start and end dates for the sub block or sub allocation.
- **Block Name** — The block name.
- **Block Status** — The current status of the block.
- **Catering Status** — The current catering status. Appears when the OSEM license is active and Catering Events is active in OPERA Controls.
- **Room Nights Booked** — Displays the number of room nights booked for the specific sub block or sub allocation.
- **Room Nights Picked Up** — Displays the number of room nights picked up for the specific sub block or sub allocation.

 **Note:**

When logged in at the property level, the **Total Room Nights Booked** and **Total Room Nights Picked UP** values are calculated based on all sub blocks in the hub. Only the sub blocks created for the logged-in property appear in the sub-block listing

Master and Sub-Allocations

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

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

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

Master / Sub Allocation Rules:

- The Elastic flag on a Master Allocation allows you to borrow room inventory from the House.
- The Elastic flag on a Sub Allocation allows you to borrow room inventory from the Master Allocation (Sub Allocations cannot borrow inventory from each other).
- If the Master Allocation inventory status is set to Definite, set all Sub Allocations to Definite.
- If the Master Allocation inventory status is set to Tentative, set the Sub Allocations to either Tentative or Definite.
- You can apply Sell limits to the Master Allocation or Sub Allocation. For the Master Allocation, the Sell Limit indicates the maximum number of rooms that can be part of the Master Allocation. For Sub Allocations, the Sell Limit indicates the maximum number of reservations that can be made on the Sub Allocation.
- Shoulder Dates on a Sub Allocation must fall within the Master Allocation dates. Reservations against a Sub Allocation can extend to the Shoulder Dates on the Sub Allocation.
- Wash Schedules on Sub Allocations return the rooms to the Master Allocation. Wash Schedules on Master Allocations return the rooms to house availability.

Creating Master and Sub Blocks

When creating a master Block that will have Sub Blocks:

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

- b. The master block and the automatically created sub block appear in the search results.

Creating a Master Allocation

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

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

Creating Sub-Allocations

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

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

1. From the **OPERA Cloud** menu, select **Blocks**, and then select **Manage Block**.
2. Search and select a Master Allocation block.
3. Click **I Want To...** and select **Create Sub Allocation**.
4. In the Associated Profiles step, select a **Company**, **Travel Agent**, **Source**, or **Group** to associate with the Sub-Allocation.

If no profile exists for the Associated Profile you select, the system lets you create the profile before continuing.
5. Click **Next**.
6. In the Block Details step, the start and end dates align with the master allocation dates.
7. Enter a **Block Name**. The Block Code is generated automatically.
8. Search and select a **Market** code and **Source** code.

9. In the Rates / Packages section, click **Add** to search and assign a rate code to the allocated rooms.
10. In the Block Status step, select a status that reflects the current state of the block. For example, a Definite status may allow pickup, a Lost status returns rooms to inventory, and so on.
11. In the Room Details section, you can specify cutoff dates/days for reserving rooms, reservation methods, rooming list due dates, a decision date, a follow-up date, and currency.
12. Click **Save and go to Presentation** to view the Master Allocation. Click **Master / Sub** to view the Sub-Allocation.

Group Rooming Lists

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

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

Making Block Reservations Using a Rooming List

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

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

The system maps the spreadsheet columns to the corresponding rooming list fields. If a column does not map, you can map it manually. Only mapped columns import. The topic *Mapping Columns for an Imported Block Rooming List* provides more information.

6. Review the mapped columns and make any adjustments.

An error indicator appears if the information is incomplete. Click the icon for instructions to resolve the error.

7. Click **Add Reservations**. The rooming list fields populate with the information from the mapped columns.
8. In the **Manage Rooming List** screen, enter additional information and then click **Save**.

Set Up the Rooming List Spreadsheet

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

Consider the following when setting up the group rooming list:

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

Example 3-1 Sample Rooming List Spreadsheet

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

Mapping Columns for an Imported Block Rooming List

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

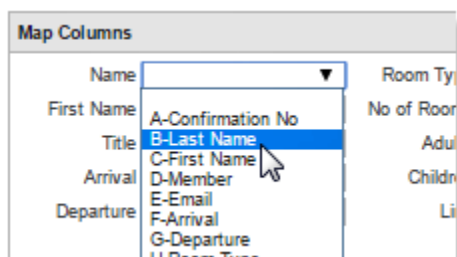
- The Map Columns section shows the Rooming List fields.

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

To map block rooming list columns:

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

Figure 3-1 Mapping a Spreadsheet Column



Manually Entering a Block Reservation

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

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

Note:

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

4. Click **Save**.

Changing Template

To change the template for rooming list:

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

Deleting Rooming List

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

Creating a Reservation for Blocks

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

1. From the **OPERA Cloud** menu, select **Blocks**, and then select **Manage Block**.
2. Search and select the block.
3. In the Block Overview screen, click **I Want to...**, **Create Reservation**.
4. On the **Look To Book Sales Screen**, enter search criteria and click **Search** to view room availability and rates.
5. Click **Trip Composer** and double-click or drag and drop a room rate to the **Trip Composer** section.
6. Review the reservations screen **Stay Information** section for any deposit requirements, restrictions, or other details attached to the selected room rate.
7. Enter the booking information, and payment method in the **Booking Details** section.

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

Applying Changes to Multiple Block Reservations

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

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

This shows the reservations associated with the block.

3. Open the reservation you want to change by selecting the reservation's confirmation number.
4. Make changes to the reservation. In some cases, you might have to click **Edit** to make changes.
5. Click **Save**.
6. Click **Back to Manage Block Reservation**.

If the change you made on the reservation can be applied to other reservations in the block, a pop-up screen appears.

7. Click **Yes** to show the **Apply Changes To** panel.

This panel guides you through the copy process.

8. On the **Copy To** step, select a type of guest. Options include All Guests in the Group, Selected Guests, Only Guests with Same Arrival Date, and so on.
9. Click **Next**.
10. From the Reservations panel results, select the reservations.

Registration Cards

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

Creating Room Keys

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

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

Generating Key Packets for Blocks

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

1. From **OPERA CLOUD** menu, select **Booking > Blocks > Manage Blocks** and then search for the block.
2. From your search results, click **I Want To...** and then **CreateKey Packets**.
3. In the Generate Key Packets window, select one or more reservations and click **Search**.

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

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

1. In the Manage Block screen, search for and select the block to check in.
2. In the block's inline **I Want To...** action, select **Check In Arrivals**. This opens the Arrivals search prefiltered to the block code, and the search results show the block's reservations for those that are due in on the property's current business date.
3. Select the reservations to check in, and then click **Mass Check In**. To select all reservations, select the check box in the Select column header.
4. In the **Mass Check In Options** panel, select the room statuses to match, and then click **Process**.
5. In the Mass Check In Status screen, review the status, and click **OK**.

- a. Select **Print** to print the status report.
 - b. If any fail the mass check in, the reason is listed. You can sort the status results by selecting **Failures First** to group the failed items first in the list.
6. (Optional) Create the room keys.
 7. (Optional) If your property uses registration cards, you can select the card template, select to preview/print, email, or fax, and then click **Process**.

After the reservations are mass checked in:

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

Reservations that failed mass check in:

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

Opening Catering Activities from Blocks, Accounts, or Contacts

You can open catering activities from a block, account, or contact record.
From a Block:

1. From the OPERA Cloud menu, select **Bookings**, select **Blocks**, and select **Manage Block**.
2. Search and open a Block.
3. Click **I Want To . . .** and select **Go to Activities**.
4. Manage Activities opens.

From an Account or Contact:

1. From the OPERA Cloud menu, select **Client Relations**, select **Profiles**, and select **Manage Profile**.
2. Search for an account or for a contact.
3. From your search results, open the account profile or contact profile.
4. Click **I Want To . . .** and select **Go to Activities**.
5. Manage Activities opens.

Linked Profiles on Blocks

On Blocks, the Linked Profiles panel displays all accounts and contacts linked to a block. The profiles are presented in a business card format showing the profile name, address, and communication details. Profile names are links allowing you to access

the Profile Details screen when clicked. Note: You can access the profile details only after saving all changes on the Linked Profiles panel.

1. From the OPERA Cloud menu, select **Bookings**, select **Blocks**, and select **Manage Block**.
2. Search for Blocks by entering your property name and other search information, and then click **Search**.
3. Select the **Block Code** of the Block you want to open.
4. Scroll to the Linked Profiles panel and click **Edit**. Or, click the **Linked Profiles** link in the block overview section.

Adding Accounts and Contacts

You can edit or add Accounts and Contacts that are linked to each other in a primary relationship as shown side-by-side in the business card. When adding a contact whose primary account is already linked to the block, the contact is automatically placed next to its account.

1. Click **Add Account** or click **Add Contact** on the Linked Profile panel.
 - a. Add Account opens Manage Profile, Quick Profile Search. The top part of the screen is for entering Account search criteria; the bottom section is for entering search criteria for a contact attached to the account.
 - b. Add Contact opens Manage Profile, Quick Profile Search. The top part is for Contact search criteria; the bottom section is for entering search criteria for the Account to which the contact is attached.
2. On the Quick Profile Search screen, enter search criteria and click **Search**. Search locates the contacts and linked accounts that match the search criteria.
3. When selecting an account, click **Select Account Only** or click **Select Account and Contact**.
4. When selecting a contact, click **Select Contact Only** or click **Select Contact and Account**.

Creating New Profiles

If you cannot find Account or Contact, you can create new profiles and attach them to the block.

1. Click **I Want To . . .** from the Quick Profile Search panel and select one of the following options.
 - a. Company/Contact Profile – to create Company and linked Contact profiles.
 - b. Travel Agent/Contact Profile – to create Travel Agent and linked Contact profiles.
 - c. Source/Contact Profile – to create Source and linked Contact profiles.
 - d. Contact Profile – to create an independent Contact profile.
2. Enter the **Account and Contact** information in the Primary Details panel, Contact Information panel, and Address panel.
3. Click **Save and Select Profile**.

4. When the Manage Profile screen appears, select the new profile and click **Select Account Only** or click **Select Account and Contact**. The selected profile will appear in the Linked Profiles panel of the block.

Selecting Print and Primary Profiles

1. Each profile type must have at least one primary profile selected.
2. You can flag one account and one contact, regardless of type, as Print Account and Print Contact. The Print Account profile and Print Contact profile will print on customer-facing reports, such as the contract or the banquet event order.

Group Rooms Control

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

The summary section has Status and Block Inventory.

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

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

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

Viewing Group Rooms Control

1. From the **OPERA Cloud** menu, select **Blocks**, and select **Group Rooms Control**.
2. Enter a property and date, along with any other relevant information, then click **Search**.
3. Review summary information and more details about each block in the search results.
4. Navigate to previous and future dates using the arrow buttons on the left and right sides of the horizontal date panel.
5. Customize the information that appears in search results using the **View Options** link. This option enables you to specify what information you would like to see in the summary section, detail level, and block summary sections of the screen. These settings are saved so that you do not need to customize your search results every time you log on to OPERA Cloud. Simply select or deselect the options you wish to view, and then click **Save**.

6. Click the **Block Code** link to open a new window to view detailed block information and make any changes to the block.
7. Click the **Account** link to open a new window to view the related account profile or to make any changes to the account. You can view the number of blocked rooms, the number of contracted rooms, and so on, on a day by day basis in the table below.
8. Click on the vertical ellipses to Create Block, Create Master Block, or Create Master Allocation.

Accessing Blocks from Group Rooms Control

From the Group Rooms Control (GRC) screen, you can open a Block and access Block Details, the Room Grid, the Account, the Contact, and other information.

1. In the OPERA Cloud menu, select **Bookings**, select **Blocks**, and select **Group Rooms Control**.
2. Enter your **Property Name**.
3. Enter a **Start Date**.
4. Click **Search**.
5. From the GRC screen, click a **Block Code** to open the block.
 - a. The business card provides links to accounts, contacts, and so on.
 - b. Block details appear below the business card.
 - c. The Room & Rate Grid provides a link to the grid.

Modify/Update Block — Shift Block Date

Use the Shift Block Date feature to move a business block from one arrival date to a new arrival date. When a shift date is initiated, any Events associated with the booking will likewise be affected. To ensure that the date change does not create availability conflicts, OPERA Cloud checks to ensure that rooms, function spaces and resources will be available for the new date.

1. From the **OPERA Cloud** menu, select **Blocks**, and select **Manage Block**.
2. Search for a block. From search results, click the row level **I Want To . . .** and select **Modify/Update — Shift Block Date**.
3. Select a new start date for the business block and click **Save**.

Modify/Update Block — Cutoff Block

Use the Cutoff Block feature to manually cutoff all non-selected rooms in a block on or before the date of the booking (the date when the booking room block will be released back into general inventory if not finalized). You cannot undo a cutoff without manually adding to the rooms back into the room block.

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

2. Search for a block. From search results, click the row level **I Want To . . .** and select **Modify/Update — Cutoff Block**.
3. You will get a confirmation message asking if you want to cut off the dates and all rooms in the block. Click **Yes**.

Modify/Update Block — Delete Block

Normally, you would delete a block only when you have inadvertently duplicated the booking. If any reservations or Posting Masters are attached to the block, you will not be able to delete the booking. The Delete action is inactive unless you have a role assigned with the delete user task granted. After deleting a room block, OPERA Cloud retains no record of it, which is a useful feature for data entry errors.

1. From the Application menu, select **Booking**, select **Blocks**, and then select **Manage Blocks**.
2. Search for a block. From search results, click the row level **I Want To . . .** and select **Modify/Update — Delete Block**.
3. When the confirmation message appears, click **Yes**.

Managing Room Details for Blocks

The Room Details screen holds details associated with room requirements.

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

Managing Attachments

You can attach files to reservations using the Attachments feature.

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

Managing Block Status

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

Managing Block Reservation Deposits and Cancellations

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

- Reservation Deposit deals with managing the advance deposit pre-payments that guests make prior to their stays.
 - Reservation Cancellation covers the handling of cancellation charges or penalties, which might involve forfeiture of deposits already applied to the reservation.
1. From the **OPERA Cloud** menu, select **Blocks**, and then select **Manage Block** to search for the block.
 2. On **Block Overview** screen, scroll down to, **Show All, Rooms** and click **Deposit Cancellation** link.
 3. In the Deposit Cancellation window, select a Posting Master, if more than one Posting Master exists..
 4. In the Deposit panel, click **New** to create a new deposit rule.
 5. Enter the **Deposit Amount** and **Due Date** and click **Save**. You can also enter a Deposit Rule, or a Percentage, which will calculate the deposit amount
 6. To post unallocated deposit, click the vertical ellipses and click **Post Unallocated Deposit** link.
 - a. In the Cashier Login window, select **Cashier ID** and enter your **Password**, and click **Login**.
 - b. From the drop down, select the **Method** for payment.
 - c. Select or unselect the **Change Payment Method attached to reservation** check box.
 - d. In the Payment Information panel, enter the **Amount** and **Comments**.
 - e. In the New Reservation Type panel, enter **Type** and **Posting Date** and then click **Post Payment**.
 7. In the Cancellation panel, click **New** to create a new cancellation rule.
 8. Enter **Cancel Amount** and **Cancel Date** and then click **Save**. You can also enter a Cancellation Rule, % Cancel, Room Nights, and % Due.

Managing Linked Profiles

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

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

To link profiles:

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

Managing Block Ownership

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

Managing Access Exclusion for Blocks

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

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

Managing Block Restrictions

1. From the **OPERA Cloud** menu, select **Blocks**, and then select **Manage Block** to search for the block.
2. On **Block Overview** screen, scroll down to, **Show All, Rooms** and click **Block Restrictions** link.
3. To locate restrictions, enter a property, date, and any other search criteria in the Search panel, and then click **Search**. View search results in the panel below.
4. Add a new restriction:
 - a. Click **New** in the search results panel, and then add information in the New Restriction dialog.
 - b. Click **Save** to save and close the dialog, or **Save and Continue** to save and add another new restriction.
5. Edit existing restrictions:
 - a. Click the restriction in the calendar or list view.
 - b. Click **More...**, and then **View** to open the Edit Restriction dialog
 - c. Make changes and click **Save**.
6. Delete a restriction:
 - a. Click the restriction in the calendar or list view.
 - b. Click **Delete**, and confirm by clicking **Delete** again from the confirmation dialog.
7. Change the calendar view by clicking the icons to view a day, week, or month, or click the list button to view restrictions in a list.
8. Page through months, weeks, or days by selecting the previous and next arrows. Return to today's date by clicking **Today**.
9. View a log of all changes by selecting **Changes Log**, or **More...** and then **Changes Log** if you have a restriction already selected.

10. To clear all restrictions for a specified date, first search for the date in the Search panel, and then click **Clear All**. Confirm by clicking **Clear All** again in the confirmation dialog.

Managing Block Rates

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

1. From the **OPERA Cloud** menu, select **Blocks**, and then select **Manage Block** to search for the block.
2. On **Block Overview** screen, scroll down to, **Show All**, expand and click **Block Rates** link.
3. On the Block Rates window, you have the option to select the check box for **Print Rate**, **Suppress Rate**, and **Rate Guarantee**. Click **Edit** to edit the options.
 - **Print Rate**: This box is either selected or un-selected based on the setting configured for the rate code attached to the booking. This becomes the default Print Rate setting for all reservations picked up from the block.
 - **Suppress Rate**: This box is either automatically selected or un-selected based on the setting configured for the rate code attached to the booking. If the box is selected, the rate amount will not appear on the Reservation List Grid screen when the user selects the 1 Person, 2 Person, or 3 Person grid filter options.
 - **Rate Guarantee**: This check box is available when a rate code is selected in the Rate Code field.
4. Click **Add** to add a Block Rate to the a room.
5. In the Rate Codes window, select **Apply To** option. Following are the options:
 - **Core Dates**: If a rate code has been selected for the allotment core dates, the shoulder date rates should also be given a rate code. If they are left empty, and Sell Limit has been selected in the Inventory Control field, the rate code for the core dates will default to the shoulder start and shoulder end rate code fields. If the Sell Limit is not selected in the Inventory Control field, the core dates rate code will not default to the shoulder start and shoulder end rate code fields - they will be left empty. If no rate code has been selected for the allotment core dates, shoulder date rate codes cannot be attached either. In this case both core and shoulder date rates need to be entered through the room grid.
 - **Shoulder Start**: A Shoulder Start date can be added to the block prior to the arrival date of the block. This field is available when the block is elastic or has sell limits.
 - **Shoulder End**: The Shoulder End date can be added to the block following the departure date of the block. This field is available when the block is elastic or has sell limits
6. Enter the Rate Code and click **Search**.
7. From the search results, select a Rate Code and click Add.

8. Click **Remove** to remove the selected block rate.

Managing Packages for Blocks

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

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

Managing Items for Blocks

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

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

Managing Reservation Summary for Blocks

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

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

Managing Block Wash Schedule

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

1. From the **OPERA Cloud** menu, select **Blocks**, and then select **Manage Block**.
2. Search and select the block.
3. On **Block Overview** screen, scroll down to, **Show All**, and click **Wash Schedule** link.
4. In the Wash Schedule window, click **New** to add a new wash schedule. To apply template, click the vertical ellipses and then click **Apply Template**.
5. Select a Wash Date and then select **Wash by %** or **Wash by number of rooms**. These determine either the percentage or number of rooms to return to house inventory.
6. Select number of rooms to wash per occupancy level or enter wash percentage, if Wash by % has been selected.
7. Click **Save**.
8. On the Wash Schedule table click the vertical ellipses to **Edit** or **Delete** a schedule.

Adding Sell Messages

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

1. From the **OPERA Cloud** menu, select **Blocks**, and select **Manage Block**.
2. Search for and go to a block.

3. In the **Block Overview** section, under **Notifications**, click **Sell Messages** and then click **New**.
4. Select the **Language** in which you want the sell message to be displayed.
5. Enter the **Sell Message** and select the date range.
6. Click **Save** or **Save and Continue**.

Adding Traces to Blocks

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

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

Adding Block Notes

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

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

 **Note:**

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

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

Share Block Reservations

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

The examples below show how to link sharing guests.

Figure 3-2 TWO GUESTS SHARING

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

Figure 3-3 MORE THAN TWO GUESTS SHARING

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

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

Creating a Shared Block Reservation

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

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

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

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

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

Rate Share Types options are:

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

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

Adding a Sharer to a Block Reservation

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

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

Using Room and Rate Grid

Use the Room Grid screen to:

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

Accessing the Block Room Rate Grid

You can access the Block Room and Rate Grid from the Manage Block screen.

1. From the OPERA Cloud menu, select **Bookings**, select **Blocks**, and then select **Manage Block**.
2. Enter or confirm your **Property**, enter additional search criteria, and click **Search**.
3. From the Blocks listed in search results, click the **+ symbol** to expand the Block summary and select the **Room and Rate Grid** link. The Room & Rate Grid popup provides a search function for the following:
 - a. **Date.** Enter the starting date for the grid display. This field is populated when the Grid opens under the following conditions:

- If the block Start Date is the same as the current business date, or in the future, the block Start Date is populated in this field.
 - If the block has a Shoulder Start Date, the shoulder start date is populated in this field.
 - If the block Start Date is in the past, and the block End Date is in the future, the current date is populated in this field.
 - If the block End Date is in the past, the block Start Date or Shoulder Start Date is populated in this field.
- b. **Range.** Enter the number of nights to display in the grid. You may select 7 Days, 14 Days, 28 Days or 31 Days.
 - c. **Rooms, Rates, Availability:** The Grid lets you enter room blocks, customize rates, and view pickups, available rooms, and so on. The grid is organized by dates. Each date may include the following grid types:
 - **Original Rooms:** the room block you created in the Original Block Grid. The Original grid is available for update until the business block is in an open-for-pickup status.
 - **Current Rooms:** the number of rooms currently blocked. The figure includes both picked-up and non-picked-up rooms.
 - **Pickup Rooms:** shows the number of rooms picked up per Room Type per day. If OPERA PMS is used, this grid is automatically populated from the reservations that are made against the Block.
 - **Pickup Percent:** percentage of rooms picked up.
 - **House Availability:** the number of rooms per type that are available and remaining to be booked on the house level.
 - **Rates:** the rates for each occupancy (1 through 4, plus extra adult) for the rate code. If a rate change occurs for a specific night on the block, the change will appear on the Room Grid.
 - **Released Rooms:** rooms no longer available for the Block.
4. Click the **Manage** link to open the Room & Rate Grid. The grid is refreshed so that the date populated in the field is the first date listed in the Date column in the Grid.
 5. After the Room & Rate Grid opens, click **Edit** and then click **Expand All** to manually adjust rooms and rates.
 - a. Enter a number of rooms to block on a specific date and by room types (standard, deluxe, king, and so on).
 - b. Enter or edit rates by occupancy and room types.
 6. Click **Save**.

Loading the Block Room Rate Grid

Use the Load Room Grid action to load the entire block of Room Types with number of rooms and (optionally) rates if rates are the same each night. Even if the rates are not the same, it is recommended that you use this functionality to load the grid and then

edit each Date / Room Type as required. Both Core and Shoulder Dates can be loaded.

1. From the Block Room & Rate Grid, click the **Actions** link and select **Load Room Grid**.
2. Provide the following information:
 - a. **Date Range:** Core/Shoulder Begin/Shoulder End. Available when the Blocks > Shoulder Dates application parameter is set to Y. By default, the Core option button is selected and the block core dates are shown by the Day of the Week and From/Nights/To values.
 - b. **From:** Use the calendar field that defaults to the Start Date of the Block. This field can be changed to start any date within the date range covered by the Block. This allows you to change number of rooms and/or rates for a portion of the period covered by the Block rather than for the entire date range.
 - c. **To:** Use the calendar field that defaults to the End Date of the Block. This is a calculated field determined by on the From Date and block Nights field. You can change this date to any date within the date range covered by the Block.
 - d. **Grid Type.** Use the following options to select a grid type you want to create:
 - Available Rooms.** This grid is active when the business block is in an open-for-pickup status and displays the number of rooms per type that are available and remaining to be picked up in this block.
 - Contract Rooms.** Displays the number of rooms you want to record as Contracted for this group. This grid does not deduct from inventory, but is used in conjunction with the Sales Contract and can be manipulated without affecting any other grid.
 - Current Rooms.** The current number of rooms blocked for the grid and only available, when the business block is in an Open-for-Pickup status.
 - e. **Day of the Week.** By default, all the check boxes for the days within the From/To date range are selected. You can select or deselect the check boxes to make changes to only a specific day or days of the week.

If you select the View Option to show the grid by Room Types, the Room Types become available for selection.

If you select the View Option to show the grid by Room Pools, become available for selection.
 - f. **Increase/Decrease Rooms.** Select the check box to enable adding or subtracting rooms as needs arise. When selected, the check box indicates that you want to add or subtract rooms from an existing grid.

To increase the number of room nights on the grid, select the check box and insert in Occupancy fields the number of rooms by which to increase the block.

To decrease the number of room nights on the grid, mark this check box and insert a negative number, a number preceded by a minus sign (-), in Occupancy fields.

To change the number outright, do not mark this check box and insert a positive number in the appropriate Occupancy field.
 - g. **Number of Room.** Enter the number of rooms to block. Enter a rate for each occupancy level: Occupancy 1, 2, 3, 4, Total. Specify the number of rooms per occupancy.

- h. **Add Rate.** Enter the additional rate to charge for each additional occupant. NOTE: The rate fields will not display, if there is a rate code attached to the block.
 - i. **Cut Off Date.** Every block can have a specific cutoff date, a rolling cutoff date, a fixed number of days before every arrival date or no cutoff date at all. If you enter a cutoff date, the OPERA Cloud night audit program releases the not-yet-picked-up rooms from the block on the night of the cutoff date.

OPERA Cloud releases the rooms by reducing the number of allotted rooms until it equals the number of picked-up rooms, thereby leaving zero rooms remaining in the block. The original block does not change, so you can see the number of rooms originally blocked even after the cutoff date. The picked-up grid does not change, and the actual blocked grid now equals the picked-up grid. Because the Rooms Available grid is only the difference between actual and picked-up, the rooms available are all zeros after the cutoff date. The rooms are returned to house availability and can be picked up by non- block guests. It is still possible, if desired, to increase the block after the cutoff date has passed.
 - j. **Cut Off Days.** Instead of fixing one date to release all rooms (if they have not been picked up), Cut Off Days sets that fixed number of days in advance of each night to release rooms that have not been picked up for that night only.
3. Click **Save** to save the values, or click **Save and Continue** to load more.

Editing the Block Room Rate Grid

The Block Room Rate Grid enables you to quickly block rooms per room type and add rates to the room grid for a range of dates using Load Room Grid.

1. From the OPERA Cloud menu, select **Bookings**, select **Blocks**, and select **Manage Block**.
2. Select or confirm the **Property** name, enter other search criteria, and click **Search**.
3. From the Blocks listed in search results, click to expand the block summary and select the **Room & Rate Grid** link. The Room & Rate Grid shows you a summary of the rooms types and rates by dates.
4. Click **Manage** to open the full Room & Rate Grid. The Room Grid displays the business card on the top with the following details about the Block:
 - a. **Blocks Name:** a link allows you to access the Manage Block screen.
 - b. **Block ID:** a system generated numeric ID for the Block.
 - c. **Block Code:** a system generated alphanumeric code for the Block.
 - d. **Block Dates:** If the block has shoulder dates, the link View Shoulder Dates will appear next to the main block dates and will allow you to view the shoulder dates.
 - e. **Account and Contact:** links allowing you to access the account or contact profile screen for viewing or updating Communication/Profile Details.
 - f. **Contact details:** address, email, and phone, if available.

- g. Block Status:** appears if: The OPERA Sales and Event Management (OSEM) license is active, OPERA Controls Catering Events is active, and OPERA Controls Use Single Block Status for Rooms and Catering is active. Or, if the OSEM license is active, and OPERA Controls Catering Events is not active. Or, the OSEM license is not active.
 - h. Room Status and Catering Status:** they appear if the OSEM license is active, OPERA Controls Catering Events is active, and OPERA Controls Use Single Block Status for Rooms and Catering is not active.
 - i. Block Owner:** a staff person who has responsibility for the Block.
 - j. Room Owner:** an OPERA Cloud user who has responsibility for rooms.
 - k. Catering Owner:** does not appear if the OSEM license is not active.
 - l. Property:** location of the Block reservation.
- The search criteria for the grid includes the following:
- 5. Date:** Enter the starting date for the grid display. This field will populate when the Grid opens under the following conditions:

 - a.** If the block Start Date is the same as the current business date or in the future, the block Start Date will be populated in this field.
 - b.** If the block has a Shoulder Start Date, the shoulder start date will be populated in this field.
 - c.** If the block Start Date is in the past, and the block End Date is in the future, the current date will be populated in this field.
 - d.** If the block End Date is in the past, the block Start Date or Shoulder Start Date will be populated in this field.
 - e.** When opened, the Grid is refreshed so that the Date populated in the field is the first date listed in the Date column in the Grid.
 - 6. Range:** The number of nights to display in the grid. You may select 7 Days, 14 Days, 28 Days or 31 Days. The Grid lets you enter room blocks, customize rates, and view pickups, available rooms, and so on. The grid is arranged by dates, and each date may include the following grid types:

 - a. Original Rooms:** the room block you created in the Original Block Grid. The Original grid is available for update until the business block is in an open-for-pickup status.
 - b. Current Rooms:** the number of rooms currently blocked. The figure includes both picked-up and non-picked-up rooms.
 - c. Pickup Rooms:** shows the number of rooms picked up per Room Type per day. If OPERA PMS is being used, this grid is automatically populated from the reservations that are made against the Block.
 - d. Pickup Percent:** percentage of rooms picked up.
 - e. House Availability:** the number of rooms per type that are available and remaining to be booked on the house level.
 - f. Rates:** the rates for each occupancy (1 through 4, plus extra adult) for the rate code. If a rate change occurs for a specific night on the block, the change will appear on the Room Grid.
 - g. Released Rooms:** Rooms no longer available for the Block.
 - 7.** Click **Edit and Expand All** to manually adjust rooms and rates.

- a. Enter a number of rooms to block on a specific date and by room types (standard, deluxe, king, and so on).
 - b. Enter or edit rates by occupancy and room types.
8. Click **Save**.

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

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

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

After the reservations are mass checked in:

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

Reservations that fail mass check in:

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

Events

The Events feature is designed to manage any kind of catering activity. Events can be as simple as a one-hour reception or more complex, such as a three-day business meeting with meals, breaks, and specific meeting room with setup and resource requirements. Any group function can be an event.

Events require many levels of organization including: booking a function space for the event, creating a food and beverage menu, and making sure all other resources needed for the event are available. All of these aspects of managing events are available when your property has an active OPERA Sales and Event Management (OSEM) license.

The Manage Events presentation screen enables you to search for events at your property. You can open Manage Events from the OPERA Cloud menu under Bookings by selecting Events. The screen provides the Advanced Search function where you can search by property, dates, and other key information related to an event, a sub event, the block associated with the event, and so on.

The Simple Events feature provides limited event creation capabilities, enabling you to schedule Events on Block reservations. This functionality is available for properties with OPERA Cloud PMS and when the Simple Events function is active in the Events Group.

- [Searching for Events](#)
- [Viewing and Editing Events](#)
- [Creating Events from Manage Block](#)
- [Copying Events to Other Dates](#)
- [Adding Event Notes](#)
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- [Simple Events](#)

Searching for Events

The Manage Events search function provides a range of search options for finding Events by property, dates, event type, block, account or contact, and so on.

Search results give you an overview of key information about each event with columns showing the event ID, event name, the start date and time, the space reserved for the event, the number of attendees, and the status of the event. You can expand events

for key details and links to additional information such as Event Details, Event Notes, Revenue Summary, and Master Event. Sort By lets you change the order of rows and remembers your last selection. You can sort search results and change Views to table or list view.

Search results provide a row level I Want To . . . menu for every event. The results also provide an I Want To . . . menu on the business card with different I Want To actions than the row level I Want To actions. The row level I Want To menu enables you to access functions more directly related to the selected event, such as Delete Event, Create Sub Event, Create Event Notes, Go To Reports, and so on. The block business card I Want To . . . menu provides links to a wider range of functions such as Create Posting Master, Create Event, View Stay Statistics, Reports, and so on.

If you search by block, the screen provides batch actions that can be performed such as Reports, Copy to Other Dates, and Delete. Search results provide block records with events attached. You can also select multiple events using the check boxes in the first column. The check boxes appear only when searching by block id.

Prerequisites:

- Active OPERA Cloud Sales and Event Management (OSEM) license
 - Active Catering Events setting in OPERA Controls
 - Manage Events task in Role Manager
1. From the OPERA Cloud menu, select **Bookings**, select **Events**, and select **Manage Events**.
 2. Enter a **Property** name and any of the following additional search criteria:
 - a. **From Date / To Date** — enter the date ranges of the Event.
 - b. **Status** — enter the Event status, such as inquiry, tentative, definite, or so on.
 - c. **Event Type** — enter a configured Event Type code.
 - d. **Space** — when populated, this shows events scheduled for the selected space.
 - e. **Event ID** — enter the system generated Event ID if known.
 - f. **Block ID** — enter the system generated Block ID if known.
 - g. **Block Name** — enter a block name to locate blocks with attached events.
 - h. **Contact** — search Manage Profile and select the contact person's name.
 - i. **Account** — select a company, travel agent, or source.
 - j. **Include Sub Events** — select the check box to include sub events in your search.

This is available only when the function for Sub Events is active. Sub Events are events linked to a parent or master event. The master and sub event must be for the same date or overlapping dates (it can also start on the end date of the master if it is different from the start date). The event inherits details from the Master Event like start date, status, attendees, function space, setup style and rental code.

- k. **Include Alternate Events** — searches for alternate events.
 - l. **Include Inactive** — searches for deleted events.
3. Click **Search**.

Viewing and Editing Events

You can access events to view, edit, or add notes from the Manage Events search screen. Use the I Want To . . . menu to open the entire event or open only the event details screen.

1. From the OPERA Cloud menu, select **Bookings**, select **Events**, and select **Manage Events**.
2. Enter or confirm the **Property** name, enter any additional search criteria, and click **Search**.
3. From Manage Events search results, locate the event.
4. On the row-level event record, click the **I Want To . . .** menu and select either the **Go To Event** link or the **Event Details** link.
 - a. If you select the Go To Event link, you can view and select links on the Business Card, edit Event Details, and add new Event Notes.
 - b. If you select the Event Details link, you can edit only the event details. The Business Card and Notes panel are not available.
5. Click **Save**.

Creating Events from Manage Block

You can create events and sub events from a block record. Certain fields inherit information from the block.

1. From the OPERA Cloud menu, select **Bookings**, select **Blocks**, and select **Manage Blocks**.
2. Enter or confirm the **Property**, enter any additional search criteria, and click **Search**.
3. From search results, locate the block and click the row-level **I Want To . . .** menu.
4. In the Create column, select **Event**. You might have to click **Show More** to see the Event link.
5. In the Event Details panel, enter the following:
 - a. **Property**. This field automatically populates from the Block. If logged into the Hub, you can create an event in any property (as long as the prerequisites for the hotel are met).
 - b. **Event Type**. Select the Event Type, such as breakfast, reception, breakout session, or so on. If the Event Type you select has configured start and end times, the Start Time and End Time fields automatically populate.

If the Event Forecast Maintenance is configured, the Forecasted Revenue amount for each Event Type automatically populates on the event. You can edit the Forecasted Revenue on the Event Revenue Summary Panel after creating the event.
 - c. **Event Name**. The Event Name automatically populates from the Event Type. You can edit the name up to 60 characters.

- d. **Event Status.** Populates from the Catering Status on the Block.
- If the Single Block Status Control is active, it takes the Block Status. You can change the status based on the configured status flow if needed. The status determines whether the Function Space and any Item Resources are deducted from inventory.
- e. **Start Date.** Defaults to the Block Start Date. You can edit the date, but it must fall within the Block Dates or the Block Shoulder Dates if they exist. The Block and Shoulder dates are visible in the block Business Card or in the calendar icon. Type the date directly in the field or use the calendar icon to select the date.
- f. **End Date.** Defaults to the Block Start Date and is read-only. When the Start date is changed, the End date automatically updates.
- g. **Start and End Time.** Defaults if a value is configured for the selected Event Type, but can be edited.
- You can have an event that spans two days, for example, a reception from 9 p.m. to 1 a.m. If the end time is past midnight, the end date adjusts to the next day automatically. Events cannot exceed a 24-hour period. If the end time entered exceeds 24 hours, a warning message appears.
- h. **Expected Attendees.** This is an estimate of the number of guests expected to attend the event and is used for forecasting revenue. The number populates automatically from the attendees listed on the block, but can be edited.
- i. **Guaranteed Attendees.** Enter the guaranteed number of attendees. This is the contracted minimum number of attendees that will attend the event and reflects as Guaranteed Revenue. If the Guaranteed check box on the block is selected, the Guaranteed Attendees field populates automatically.
- j. **Actual Attendees.** After the event takes place, enter the number of attendees that actually attended. This value will be the billed amount of Attendees and determines the amount charged to the client. If the Catering Status on the block is set to Actual, the Actual Attendees field populates automatically.
- k. **Space.** Select a space for the event. After selecting a space, the Rental Code field and Setup Style field become mandatory. Any default values configured for the space automatically populate the following fields: Rental Code, Setup Style, Setup Time, Tear Down Time, and Rental Amount.
- l. **Rental Code and Rental Amount.** Select from a list of available Rental Codes for the selected space.
- If you select CUSTOM Rental Code, you must enter a custom Rental Amount. The Discount field then becomes disabled, and you cannot discount the rate. If the Rental Code has a pre-configured amount attached to it, you cannot edit the Rental Amount field. However, the Discount field becomes enabled for discounting the rate.
- m. **Discount.** Enables you to enter a discount percentage if the Rental Code has a pre-configured amount attached.
- n. **Setup Style.** Select a style for the selected space.
- If the number of attendees on the event is outside of the Setup Style minimum and maximum capacity range, you are prompted to override the space capacities. This requires the override user task. If you do not have the user task, you can adjust the number of attendees or select a different setup style and/or space.

- o. Setup Time and Tear Down Time.** Enter the time needed to set up and tear down the room. The space setup/tear down time might default based on the Setup Style. The time is added to the start/end time of the event to determine the total amount of time the room is booked.
 - p. Display Doorcard.** Selected by default. If selected, the check box indicates the doorcard should be displayed on reports or sent to external systems like readboard applications.
 - q. Doorcard.** The field is populated automatically based on the value in the block Post As field. Changes to the Post As field on the block automatically update the event Doorcard field.

If the Post As field on the block is populated, the Doorcard field defaults to the block doorcard. Changes to the Post As field on the block automatically update the event Doorcard field.
 - r. Loud Event.** Provides a warning to colleagues who might want to avoid booking their clients in the adjoining space. The Loud Events flag appears on the Function Diary.
 - s. Do Not Move.** Prevents anyone from changing the date, time, or space of the event. Requires the Set Do Not Move user task.
- 6.** After entering the event details, select from the following options:
- a. Sub Event.** Select the **Sub Event** check box and click **Save** to make this event a Master Event and to create a Sub Event. The Master Event collapses, and the Sub Event create panel opens.
 - b. Cancel.** Discards the information entered and returns you to the previous location.
 - c. Save and Create Another Event.** Saves your new event and takes you directly into the create process for the next event.
 - d. Save and Manage Event.** Saves your new event and takes you to the Event Presentation screen where you can continue to manage the event, for example, by adding notes or resources.
 - e. Save.** Saves and closes your new Event.

Copying Events to Other Dates

The copy function is designed to make it easy to set up events on other blocks. You can copy one or several events to dates within the same block or within a different block. While copying, you determine whether to include notes, resources, and other information in the copy.

- 1.** In the OPERA Cloud menu, select **Bookings**, select **Blocks**, and select **Manage Blocks**.
- 2.** Search and open a **Block**.
- 3.** Click the row level **I Want To . . .** and select **Go To Manage Events**.
- 4.** Select the check box of the event you want to copy.
- 5.** Click **Copy to Other Dates**.

The Copy Event screen appears showing copy options such as Event Notes, Other Resources, and so on. Some options are selected by default. Select or deselect any of the options. Selected options will copy to the target block.

6. From the Select Event(s) to Copy section, select one or more events. The events you selected in the previous screen will already be selected here. If you missed one, you can select **Show All Events** to show the rest of the block's events.
7. In the Select Dates(s) to Copy section, the Target Block defaults to Source Block, but can be changed. The Manage Block search dialog enables you to search and select a Target Block, including Shoulder Dates if they exist.
8. Select the **Copy to Date** check box(es) indicating when the event will occur on the target block. You can copy events to the block's shoulder dates.
9. Click **Copy Event**. If there are conflicts with items or with space availability, the Event Processing screen will appear.
10. If the events copy successfully, you are taken to the Manage Event screen for the Target Block, and a success message appears in green.

Adding Event Notes

You can add notes to events to communicate details and updates to other departments. The Event Notes feature is available from the row-level I Want To action on the Manage Event Search screen and from the I Want To action on the Event Presentation screen.

1. From the OPERA Cloud menu, select **Bookings**, select **Events**, and select **Manage Events**.
2. Enter or confirm the **Property** name and click **Search**.
3. Click the row-level **I Want To . . .** associated with the event and click **Event Notes** in the Create column to open the Event Notes dialog..

If notes already exist for the event, the I Want To . . . menu displays an Event Notes link in bold with a count of the number of notes that exist. Clicking this link also opens the Event Notes dialog.

4. In the Event Notes dialog, select the note **Type**.
The description of the note type will auto fill the Title field, but can be edited.
5. Select the **Internal** check box to prevent notes from appearing in reports or letters.
6. Select a **Sequence** number indicating the order of appearance in a list.
7. Enter **Comments** in the text field.
8. Click **Save** or click **Save and Create Another Note**.

Running Reports from Event Search

You can run event reports three different ways from the Manage Event search screen.

1. From the OPERA Cloud menu, select **Bookings**, select **Events**, and select **Manage Events**.
2. Select or confirm the **Property** name, enter any additional search criteria, and click **Search**.
3. From search results, use any of the following methods to run event reports:
 - a. From the Block Business Card, click the **I Want To . . .** menu and select Go To Reports. The Run Reports screen opens showing Blocks and Groups in the Report Group field.
 - b. From the row level Event, click the **I Want To . . .** menu and select Go To Reports. The Run Reports screen opens showing Events in the Report Group field.
4. You can also perform a Block ID search enabling you to run reports on multiple events. This method opens a new column in search results with check boxes allowing you to multi select events.
 - a. On the search screen, enter the **Block ID** in your search criteria and click **Search**.
 - b. From search results, select the **check box(es)** of the events you want in your report. You can click **Expand All** to view more details about all of the events listed in your search results.
 - c. Click **Reports** at the bottom of the screen. The Run Reports screen opens showing Events in the Report Group field.

About Event Resources

Event Resources are the items and menus your property provides as part of its events offerings. The Event Resources screen is where you go to associate item and menu resources with upcoming events.

The Event Resources screen displays events by date range. Selecting an event reveals the resources attached to it and displays summary information on the quantity, expected revenue, discounts, notes, and so on. The Items tab and Menus tab let you search for and add more resources to an event.

You can edit, delete, copy, move, or add notes to the resources. The Event Resources screen also provides a link to the I Want To . . . menu for quick access to Create, View, and Go To functions related to events.

To work with resources, you need an active OPERA Sales and Event Management license, an active Catering Events function, the Manage Events user task, and the Manage Resources user task.

Adding and Deleting Event Resources

Event Resources are items and menus you can add to events. Item resources are non-food items such as audio/visual equipment, decorations, and so on. Menu resources are meals, beverages, desserts, and so on. The Event Resources screen enables you to add and delete items and menu resources. You can access event

resources from Manage Events, from Manage Event search results, or from the Event presentation screen.

1. From the OPERA Cloud menu, select **Bookings**, select **Manage Events**, and then search for events.
2. From Manage Events search results or the Event presentation screen, click **I Want To . . .** and select **Event Resources**.
3. On the Event Resources screen, select an **Event**.
4. Click the **Items** or the **Menus** tab to open the drawers and see available resources you can add to the event. From there, search and select the item or menu you want to add.
 - a. You can search by Event Type, a Name (Menus only), a Quick Insert (Items only), or Dietary (Menus only). The Event Type field defaults to the Event Type of the selected Event, which you can remove.
 - b. Click the **+** symbol to expand the list of items or list of menus on your search results.
5. Select the resources you want to add to the event and click **Save** or click **Save and Add More**.
 - a. You can select and add multiple items at a time.
 - b. If Items are configured as critical and are out of stock, a warning icon appears.
 - c. You can click the name of a menu identified as Dietary for details.
6. To delete items or menus from the list, select the **check box** associated with an item or menu and then click **Delete**. You cannot delete function space resources or resources that have postings.

Copying/Moving Resources to Block Events

You can copy or move item and menu resources, including the notes attached to them, to other events. Use **Copy** to copy resources from events on one block to events in other blocks. Use **Move** to move resources from events on a block to other events on the same block. You cannot copy or move space resources.

1. From the OPERA Cloud menu, select **Bookings**, select **Blocks**, and select **Manage Block**.
2. Search for the block containing the event resources you want to copy (this block is referred to as the source block in the following steps).
3. From your search results, click the row-level **I Want To . . .** associated with the source block and select **Manage Events**.
4. Locate the event containing the resources you want to copy and click the row-level **I Want To . . .** associated with it. Select **Event Resources**.

All events belonging to the block appear on the left side of the screen. Resources attached to events appear on the right side of the screen. Select any event to view the resources attached to it.

5. Select the **item** and **menu** check box(es) of resources you want to copy and click **Copy**. The Copy Resources to Other Events screen opens.

The resources you selected appear in the Resources panel. If you select a limited menu, a calendar icon appears. The calendar icon shows the menu's limited availability date(s). You can copy a limited menu only if the menu date falls within the target event dates.

If you select the Show All check box, all resources attached to the event appear, enabling you to select additional resources to copy.

6. In the Events panel, select the **Target Block**. Click the **magnifier** search icon to locate the target block for the copied resources.

When you begin the copy process, the source block appears in the Target Block field as the default block. If moving resources to events in the same source block, you do not need to select a target block.

7. When the Manage Block screen opens, click **Modify Search Criteria**.
8. Enter search criteria in any of the optional fields and click **Search**.
9. Select the **Target Block** and click the **Select** button. The Copy Resources to Other Events screen reopens.
10. In the Events panel, click **Search** to locate events on the target block.
11. Select the **events** to receive the copied resources.

Events created from a configured package are identified by a package icon. If you want to add the copied resources to both the event and the configured package, select the **Include Resources to the Package** check box.

12. Click **Copy Resources**.

Editing Menu Resources on Block Events

The Event Resources function provides the ability to edit Event items and Menu details.

1. From the OPERA Cloud menu, select **Bookings**, select **Blocks**, and select **Manage Block**.
2. Enter or confirm a **Property** and click **Search**. The property field requires you to enter a property name only if you are logged in at the Hub level.
3. From your search results, click **I Want To . . .** and select **Go To Manage Events**.
4. On the Manage Events screen, click **I Want To . . .** and select **Go To Event Resources** to view the events associated with the block.
5. Click the **Action ellipsis** on a menu item and select **Edit**. The menu expands to show dishes or other components of the menu item.
6. Complete the mandatory fields and any others:
 - a. **Course** — the number of food courses the item represents.
 - b. **Order** — the position of the catering meal type in a List of Values (LOV).
 - c. **Menu Item Name** — menu item name as you want it to appear on all documents and contracts.
 - d. **Description** — A free-typing field for adding information about the menu item.

- e. **Restriction** — any limitations that apply to this menu item for information only.
 - f. **Origin 1, 2, 3** — for creating additional explanations of beverage items, mostly for wines. Enter information such as origin, quality, or region for reference by team members.
 - g. **Year** — mostly used for wines or any beverages where vintage is important.
 - h. **Responsible Department** — the department(s) within the hotel's Food and Beverage structure that either provides or organizes this item or needs to know that this item is booked for a certain event.
 - i. **Included check box** — indicates the menu item is usually included in the total price of a Standard Menu. If the check box is not checked, the menu it should be charged separately.
 - j. **Beverage check box** — select to classify the menu item as a beverage.
 - k. **Consumption check box** — select if the item is usually charged on an as-consumed basis.
 - l. **Print check box** — select to print the item on external documents. Leave unchecked to print on internal documents only.
 - m. **Container** — denotes the container type for serving beverage menu items.
 - n. **Servings** — the number of servings in the container specified above.
 - o. **Portion** — describes the portion type served for the menu item.
 - p. **Sales Price** — selling price.
 - q. **Cost** — specify the cost (pre-sales) figure for each menu item as provided by the Food & Beverage department. This facilitates the calculation of profit / loss margins on various screen displays and reports.
 - r. **Revenue Type** — the revenue type that should receive the accumulated revenue from this item. Typically, this would be Food for food items and Beverage for beverage items.
 - s. **Discount Percentage** — enter an allowable discount percentage.
7. Click **Save**.

Simple Events

The Simple Events feature enables you to schedule events on block reservations. This functionality is available for properties with OPERA Cloud PMS and when the Simple Events function is active in the Events Group.

- [Adding Notes to Simple Events](#)

Adding Notes to Simple Events

You can add notes to Simple Events scheduled on a block for properties with a PMS license, but no OPERA Sales and Event Management license. Notes communicate important information regarding the event to both customers and internal staff.

1. In the OPERA menu, select **Bookings**, select **Blocks**, and select **Manage Block**.

2. Enter or confirm the **Property** and enter additional search criteria such as the Block Name, Block ID, Start Date, and so on.
3. Click **Search**.
4. In search results, click **Expand All** to find links to events on existing blocks.
5. Locate the block and click the **Events** link.
6. On the Events panel, locate the event, click the row level **vertical ellipsis**, and then click **Add Notes**.
7. Select the **Type** of note. The Title field auto fills based on the type of note you selected.
8. Select the **Internal** check box if you want only internal staff to see the note.
9. Enter a **Sequence** number to rank the order of appearance of the note in lists.
10. Write your note in the Comments text box.
11. Click **Save** or click **Save and Create Another Note**.

About the Function Diary

Function spaces are rooms designated by your property for events such as conferences, banquets, weddings, and so on. Function spaces also can include indoor and outdoor spaces such as outdoor bars, patios, pool areas, and so on.

The Function Diary screen provides a calendar-like view of function spaces and the events scheduled to occur in them. You can change view dates the range of view days. It uses icons, colors, and patterns to indicate the status, type, or other conditions of function spaces and events.

From the Function Diary presentation screen, you can:

- Select the date to view function spaces and their events.
- View function space/event bookings for a period of 1 day, 7 days, 14 days, or 21 days.
- Open and edit events.
- Identify whether an event is booked as shared space or as exclusive.
- Identify whether a space is booked as alternate or if an event contains alternate events.
- View and edit the event business card and other details about the Event.
- Open the I Want To . . . menu and select Create, View, and Go To options related to managing Events.

The Function Diary is available when the OPERA Cloud Sales and Event Management license and the OPERA Control for Catering Events are active. You can open the Function Diary from the OPERA Cloud menu under Bookings > Events > Function Diary.

Function Diary Legend

The Function Diary Legend provides icon, colors, and patterns to indicate the characteristics, nature, and status of events and function spaces. The indicators in the Function Diary are based on status codes uniquely configured for your property.

- Status codes marked for display appear in the diary.
- The color associated with the status code appears next to the status. The display color is a visual indicator to help you quickly identify the status of an event.
- [Searching for Function Diary Events](#)
- [Viewing Special Events in Function Diary](#)
- [Viewing Function Diary Out of Order / Out of Service Room Indicators](#)

Searching for Function Diary Events

The Function Diary search screen enables you to search for events by Property, Start Date, and other optional search criteria.

1. From the OPERA Cloud menu, select **Bookings**, select **Events**, and then select **Function Diary**.
2. Select a **Property**.
3. Use the following optional fields and check boxes to apply additional search criteria and filters to your search:
 - a. **Start Date** – opens the Function Diary on a selected date for viewing function spaces and events.
 - b. **View** – filters your search results to show Events in periods of 1 Day, 7 Days, 14 Days, or 21 Days.
 - c. **Event Label** – identifies each event by a label you select, such as Event Name, Booking Name, Event Type, Attendees, and so on.
 - d. **Event Status** – by default, Function Diary search results show events with all status codes. Use the magnifier to remove specific status codes from your search.
 - e. **Attendees, Minimum/Maximum** – shows events based on the expected number of attendees.
 - f. **Minimum Area - Square Meters / Square Feet** – shows events based on space size requirements.
 - g. **Location** – identifies where the event is held, whether the location is onsite or offsite, at another property, a park, and so on.
 - h. **Space Type** – a configured room type unique to your property, such as a ballroom, restaurant space, a roof top terrace, and so on.
 - i. **Space** – configured function spaces at your property.
 - j. **Setup Style** – layout plans for setting up chairs, tables, and so on in the function space.
 - k. **Event Type** – the nature of the event, such as reception, breakout session, a lunch, coffee break, and so on.

- l. Function Space** – check boxes for filtering your search by function spaces configured as either individual or combination (combo) rooms.
 - m. Sort By** – arranges the order of appearance of function spaces in search results.
 - n. Include Hidden Spaces** – provides the option to show function spaces configured not to appear in the Function Diary.
- 4. Click Search.**

Events matching your search criteria appear by date on the Function Diary. You can view events by a range of days spanning periods of 1, 7, 14, and 21 days. Hover your cursor over an event for a brief summary of information.
- 5. Double click an Event** to view or edit Event details, Block details, and Profile details.
 - a.** From the event record, click the **Edit** button to make changes to Event Details.
 - b.** Click **links** on the business card to edit the block and account profile information.
 - c.** Click **I Want To . . .** to create a Sub Event, Event Notes, and Copy Events. You can also access Reports and Event Resources.

Viewing Special Events in Function Diary

The Function Diary provides a visual indication of special events, such as holidays, city celebrations, conventions, and so on, taking place at or near your property. The indicator appears across the dates/days of the special event. A Day Details tag appears on the Function Diary screen providing details about the special event.

- 1.** From the OPERA Cloud menu, select **Bookings**, select **Events**, and select **Function Diary**.
- 2.** Search by **Property** and **Date** for Events.

If your property uses Event Codes, the Function Diary provides a visual indicator (a color line) across the date/day row. When these special events are marked, a Day Details tag appears on the screen.
- 3.** Click **Day Details** to open a panel showing details about the special events.

Viewing Function Diary Out of Order / Out of Service Room Indicators

The Function Diary marks function spaces set as Out of Order (OOO) or Out of Service (OOS) with a visual indicator that the space is blocked for booking.

- 1.** From the OPERA Cloud menu, select **Bookings**, select **Events**, and select **Function Diary**.
- 2.** Search by **Property Name** and by **Start Date**.
- 3.** When the Function Diary opens, out of order rooms and out of service rooms are visually marked. Click **Legend** to view status codes and icons for function spaces and events.

4. Click the **visual marking** to view a validation message, for example: Function space is out of order and cannot be booked from time period 02-11-2019 to 02-11-2019.

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Front Desk

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

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

Arrivals and Check In

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

- [Queue Rooms](#)
- [External Guest Notifications](#)
- [Checking in Reservations](#)

Queue Rooms

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

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

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

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

- [Adding a Reservation to the Queue](#)

Adding a Reservation to the Queue

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

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

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

External Guest Notifications

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

 **Note:**

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

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

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

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

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

External Guest Notifications Conditions and Assumptions

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

External Guest Notifications Impact

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

Opted For Communication

Business Event Element Details:

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

Communication Type

Business Event Element Details:

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

Communication Role

Business Event Element Details:

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

Communication

Business Event Element Details:

- Data Element: COMMUNICATION
- XML Tag Name: COMMUNICATION
- Description: The value entered for Phone 1, Phone 2, Email 1, or Email 2
- Data Type: C

- Business Event: New Reservation, Update Reservation, Advanced Check In, Reverse Advanced Check In

Flagging a Reservation for External Guest Notifications

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

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

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

By Selecting the Assign Room Link from the Reservation Search Results

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

In the Room Selection Panel During the Check In Process

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

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

Checking in Reservations

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

 **Note:**

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

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

- e. Select a key machine from the list of locations.
- f. Click **Create Key**.

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

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

Marking Reservations for Auto Folio Settlement

New Reservation

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

Existing Reservation

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

Advance Checking In Reservations

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

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

Prerequisites: Advanced Check In

Group: Reservations

Function: Advance Check In

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

Advance Check In (with ETR) a Single Reservation

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

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

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

3. Click the **Advance Check In** button.
4. (Optional) On the Expected Time of Return (ETR) screen, enter the estimated time of return and a comment. If none, then click **Cancel** to close the screen.
5. Select **Save** and then click **OK** in the Successful Advance Check In prompt.

If your property uses registration cards, you are prompted whether to print. If a room is assigned to this reservation, you have the option to create the room keys.

After the reservation is Advance Checked In:

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

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

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

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

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

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

After the reservations are Mass Advance Checked In:

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

- The Expected Time of Return (ETR) remains unchanged.
- Revise the reservation and then retry the Advance Check In process.

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

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

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

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

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

4. In the **Mass Advance Check In Status** screen, review the status, and click **OK**.

- a. Select **Print** to print the status report.

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

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

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

Auto Check In of Advance Checked In Reservations

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

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

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

Modifying an Advance Checked In Reservation

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

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

Reversing Advance Checked In Reservations

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

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

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

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

Advance Check In

At times, when guests arrive to the property prior to a room being ready, you can flag a reservation as Advance Checked In for arrivals due in on the current business date. This enables guests to post charges to their reservation folio prior to check in, and helps the rooms management team prioritize room cleaning and assignment. Individual reservations (including Walk In reservations, Pre Registered reservations, and reservations that are in Queue) and group block reservations can be Advance Checked In.

An Advance Checked In reservation with an assigned room does not affect the room occupancy status and is not deducted from inventory until the reservation is checked in. Flagging a reservation as Advance Checked In (or reversing an Advance Checked In reservation) is recorded in the Changes Log.

Benefits to the Guest and to the Property

Advance Check In with the **Expected Time of Return (ETR)** parameter On provides the following benefits.

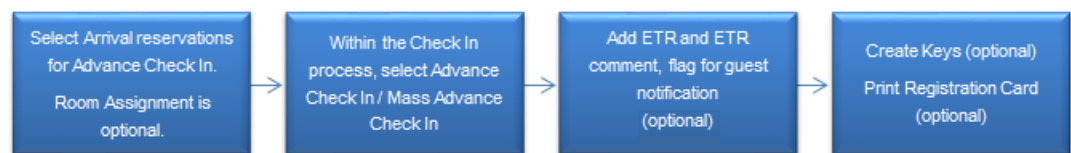
The guest can:

- Post charges to their reservation folio prior to checking in.
- Receive notifications when the room is ready.

The rooms management and front office teams can:

- Easily identify which reservations are flagged Advance Checked In.
- Prioritize and sort Advance Checked In reservations by expected time of return (ETR).
- Assign rooms to reservations based on expected time of return (ETR).
- Add ETR comments that link to the ETR time.
- Set Advance Checked In reservations to automatically check in based on room status.
- Check in multiple Advance Checked In reservations (Mass Advance Check In).

Advance Check In Process Flow



Advance Check In Conditions and Assumptions

For Reservations Prior to being Flagged as Advance Checked In

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

For Reservations that are Flagged as Advance Checked In

- The reservation is marked Advance Checked In.
- The Expected Time of Arrival (ETA) for the reservation is updated with the Advance Checked In time.
- The arrival date is changed to read only and cannot be modified.

- When Advance Checked In, deposits on the reservation are posted on the folio.
- Advance Checked In reservations cannot be reversed if financial transactions exist on the folio. Reservations with deposits are eligible to be reversed.
- Charges that are incurred by the guest (such as through a POS system) post to the reservation folio. In-room charges (such as mini bar or PBX) are not allowed.
- The Night Audit process cannot complete if any Advanced Checked In reservations have not been checked in.
- Advance Checked In reservations cannot be moved to another property.
- Advance Checked In reservations cannot be changed to No Show.
- Advance Checked In reservations cannot be canceled.

For Auto Check In of Advance Checked In Reservations

- The reservation must be in Advance Checked In state.
- The Advance Checked In reservation has a room assigned.
- The Advance Checked In reservation's assigned room's occupancy status is Vacant.
- When the assigned room's housekeeping status is updated to match a room housekeeping status defined in the Room Status for **Auto Check In of Advance Checked In Reservations** setting, the Advance Checked In reservation is automatically checked in to the property.
- The Schedule Check Out / Auto Check In processor in Toolbox – Utilities – Processors must be running.

For All Reservations that Failed Mass Advance Check In

- The reservation remains in arrival (Due In) status but is not flagged as Advance Checked in.
- The reservation's arrival time (ETA) remains unchanged.
- The reservation's Expected Time of Return (ETR) remains unchanged.

Advance Check In Impact

Activating the Advance Check In functionality with its related controls and tasks impacts the following features.

Searches and Sorting

Manage Reservations Advanced/Basic Search Screen

- Adds an **Advance Check In** option to the Reservation States filter criteria.
- When the OPERA Control **Expected Time of Return** is On for the property:
 - Adds **ETR From** and **ETR To** fields to the search criteria.
 - Adds the following sort by options to the search results view:
 - * Arrival Date and ETR Ascending
 - * Arrival Date and ETR Descending
 - Adds the following columns to the search results view:

- * ETR and ETR Comments
- * Advance Checked In
- Adds a predefined Advance Checked In search filter.

Manage Reservations Arrivals Search Screen

- Adds an **Advance Check In** option to the Reservation States filter criteria.
- Adds an **Exclude Advance Checked In** check box to narrow the arrivals search to arrivals that have not been flagged as Advance Checked In.
- When the OPERA Control **Expected Time of Return** is On for the property:
 - Adds **ETR From** and **ETR To** fields to the search criteria.
 - Adds the following sort by options to the search results view:
 - * Arrival Date and ETR Ascending
 - * Arrival Date and ETR Descending
 - Adds the following columns to the search results view:
 - * ETR and ETR Comments
 - * Advance Checked In
- Adds a **Reverse Advance Check In** option to the search result I Want To... actions.
- Adds an **Advance Checked In** predefined filter to the Search Type.
- Adds a **Mass Advance Check In** button to the search results when two or more reservations are selected for Advance Check In.

Quick Launch Advance Checked In Screen

- A predefined search for reservations that are flagged as Advance Checked In.
- Adds an **Advance Checked In Status** filter for results showing only Arrival or only Checked In status reservations or both. The Advance Checked In reservation status includes both Arrival and Checked In reservations.
- When the OPERA Control **Expected Time of Return** is On for the property, adds the following sort by options to the search results view:
 - Arrival Date and ETR ascending
 - Arrival Date and ETR descending

Refer to *Advance Checked In Screen* for more information.

Room Assignment Screen

- Adds an Advance Check In predefined search filter.
- Adds an Advance Checked In column to the search results view.

Using the following search and sort options, you can assign rooms to reservations based on the guest's expected time of return to the property. This assists in prioritizing to have rooms ready for the guest upon their return:

- When the OPERA Control **Expected Time of Return** is On for the property:
 - Adds ETR From and ETR To fields to the search criteria.
 - Adds the following sort by options to the search results view:

- * Arrival Date and ETR Ascending
- * Arrival Date and ETR Descending
- Adds ETR and ETR Comments columns to the search results view.

Advance Check In Tile

A dashboard tile for Advance Check In reservations provides statistical information about Advance Check In individual and block reservations for the property's current business date. Refer to *Advance Check In Tile* for more information.

Room Dairy

The room dairy provides visual indication for those arrival reservations with an assigned room that have been Advance Checked In.

Business Events

A Business Event for Advance Check In includes the following Data Elements:

- Advance Check In
- ETR (expected time of return)
- ETR Comments

Night Audit, Routine Schedules, and Interface Control

Night Audit

- The Night Audit process does not complete if any Advance Checked In reservations have not been checked in to the property.

Toolbox – Utilities - Processors

- Adds an Auto Check In Processor that handles the Check In of Advance Checked In reservations based on the status of the room assigned to the reservation matching the status defined in the Room Status for **Auto Check In of Advance Checked In Reservations** settings.

Property Interface Control Screen

- Provides the option of creating keys for one or multiple reservations that are flagged as Advance Checked In.

Reports – Reservation Detail Report (res_detail)

- Adds the following report parameters:
 - Advance Checked In only
 - Include Advance Checked In
- Adds a report column indicator for Advance Checked In reservation.

Troubleshooting Advance Check In

Table 4-1 Troubleshooting Advance Check In Issues

Problem / Issue	Cause	Resolution
The Advance Check In button is not enabled.	To Advance Check In a reservation a valid method of payment is required.	Verify that the reservation has a valid payment method. You can modify the payment method during the Advance Check In process.
The Advance Check In button is not enabled.	The reservation is already Advance Checked In.	Verify that the reservation is not already Advanced Checked In. If a reservation is Advance Checked In, it is marked in the Reservation Type and in the Primary Details Reservation Status.
Received the error: Unable to Advance Check In reservation. Credit Card declined.	To Advance Check In a reservation a valid method of payment is required.	Verify that the reservation has a valid payment method. You can modify the payment method during the Advance Check In process.
I want to cancel an Advance Checked In reservation but the I Want To... Cancel Reservation link is missing.	Reservations that have been Advance Check In cannot be canceled.	Reverse the Advance Check In flag and then the reservation can be canceled. Refer to <i>Reversing Advance Checked In Reservations</i> .

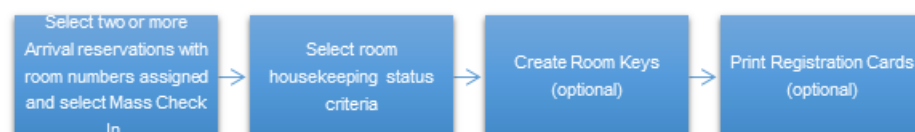
Mass Check In (Check In Multiple Reservations)

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

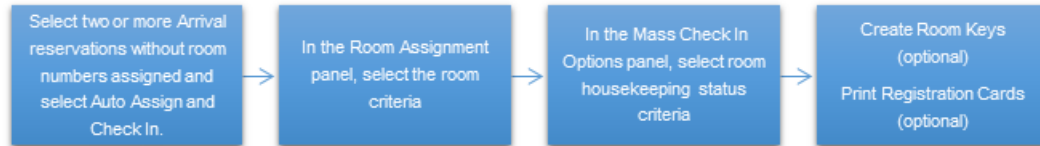
Mass Check In functionality can be used for individuals or blocks within the property. If logged in to a hub, you can Mass Check In individual and/or block reservations one property at a time for each property you have access to, without having to log in and out of each one.

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

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



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



Use **Auto Assign and Check In** to mass check in reservations where none or some of the reservations have room numbers assigned. This process first auto assigns rooms to the reservations without room numbers assigned, and then continues with the mass check in process for those reservations.

- [Mass Check In Prerequisites](#)
- [Mass Check In Conditions and Assumptions](#)
- [Mass Check In Impact](#)
- [Troubleshooting Mass Check In](#)

Mass Check In Prerequisites

- Check In Reservations task
- Mass Check In Reservations task

Mass Check In Conditions and Assumptions

For Reservations to be Mass Checked In

- The reservations must be arrival (Due In) reservations for the current business date.
- The reservations must have a valid payment method.
- The reservations must have a room number assigned.
- The reservations assigned rooms' occupancy status is vacant.
- Linked reservations can be Mass Checked In.
- Walk In reservations, Pre Registered reservations, and reservations that are in queue can be Mass Checked In.
- Mass Check In can be used for individuals and/or blocks.

For Reservations that are Mass Checked In

- The reservation is checked in.
- The expected time of arrival (ETA) for the reservation is updated with the checked in time.
- The arrival date is changed to read-only and cannot be modified.
- When checked in, deposits on the reservation are posted on the folio.

- Checked In reservations cannot be reversed if financial transactions exist on the folio. Reservations with deposits are eligible to be reversed.

For Reservations that Fail Mass Check In

If a reservation fails mass check in, the system flags it for status notification for reasons such as:

- The reservation has no room assigned.
- The room assigned to a reservation is not vacant, or does not match the selected housekeeping status.
- The room assigned to a reservation is out of order.
- Reservation has no valid payment method.
- Reservation is for a PM (posting master) room type.

Mass Check In Impact

The Mass Check In functionality impacts the following features:

Searches and Sorting

- Manage Block Search — Adds an **I Want To...** action for **Check In Arrivals**. This action opens the arrivals search pre-filtered to the block code.
- Arrivals Search Screen — Mass Check In is available in the arrivals search when two or more reservations are selected.

Changes Log

You can view all mass checked in reservations from the Changes Log by selecting the following search filters:

- Activity Group = Reservation
- Activity Type = Check In
- Description = Mass Checked In

Troubleshooting Mass Check In

Table 4-2 Troubleshooting Mass Check In Issues

Problem/Issue	Cause	Resolution
I selected multiple reservations in the Room Assignment screen results but the Mass Check In , Auto Assign , and Check In buttons are missing.	For access to mass check in you need both the Check In Reservations task and its subtask Mass Check In Reservations . Action buttons in the Room Assignment show in both the Table and List views.	1. Verify that you have both the Bookings – Check In Reservations task and the Bookings – Check In Reservations – Mass Check In Reservations subtask assigned to your user. 2. Ensure that you are in either the Table or the List view in the Room Assignment screen.

Checking In Multiple Reservations (Mass Check In)

Prerequisites

- Check In Reservations task
- Mass Check In Reservations task

You can mass check in reservations from the following areas:

- Room Assignment screen
- Arrivals screen
- Manage Blocks screen
- Advance Check-in screen

Mass check in processes the selected reservations in the same order as displayed in the search results. You can mass check in reservations with or without room numbers assigned.

Table 4-3 Reservations to Mass Check In

Reservations to Mass Check In	Use this Procedure
None have rooms assigned	Auto Assign and Check In
Some have rooms assigned	Auto Assign and Check In
All have rooms assigned	Mass Check In

Note:

The Room Assignment screen default filter for rooms is Unassigned. Set the **Rooms** search filter as blank to show both the reservations with assigned room numbers and reservations without assigned room numbers in the results.

Conditions:

- The reservations must each be an arrival (Due In) reservation for the property's current business date.
- The reservations must have a valid payment method.
- The reservations can be mass checked in when a room is assigned. If at least one of the selected reservations to check in has no room assigned you can use the **Auto Assign and Check In** option to first assign the room to the reservations and then proceed with mass check in.
- Walk In reservations, Pre Registered reservations, Linked reservations, and reservations that are in queue can be mass checked in.
- [To Check In Multiple Reservations \(Mass Check In\)](#)
- [Mass Checking In Reservations from the Arrivals Screen \(Mass Check In\)](#)
- [Reversing Mass Checked In Reservations](#)

- [Auto Assigning Rooms and Checking In Multiple Reservations \(Auto Assign and Check In\)](#)

To Check In Multiple Reservations (Mass Check In)

Use the Room Assignment screen in table or list view to mass check in individual or block reservations.

Note:

You can use the Mass Check In process if some of the reservations do not have a room number assigned, however those reservations will not be checked in. In the Mass Check In Status panel a warning message notifies you of reservations that fail mass check in and the reasons why. You can later revise those reservations and retry the Mass Check In process, or you can use **Auto Assign and Check In** to have the system auto assign rooms and then mass check in those reservations in one process. Refer to the section *To Auto Assign Rooms and Check In Multiple Reservations (Auto Assign and Check In)*.

1. From the Room Assignment screen, select the reservations to check in, and then click **Mass Check In**. To select all reservations, select the check box in the Select column header.
2. In the **Mass Check In Options** panel, select the room statuses to match, and then click **Process**.
3. In the Mass Check In Status screen, review the status, and click **OK**.
 - a. Select **Print** to print the status report.
 - b. If any fail the mass check in, the reason is listed. You can sort the status results by selecting **Failures First** to group the failed items first in the list.
4. (Optional) Create the room keys.
5. (Optional) If your property uses registration cards, you can select the card template, select to preview/print, email, or fax, and then click **Process**.

After the reservations are mass checked in:

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

Reservations that failed mass check in:

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

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

1. In the **Arrivals** screen search for and select the reservations to check in, and then click **Mass Check In**. To select all reservations, select the check box in the Select column header.
2. In the **Mass Check In Options** panel, select the room statuses to match, and then click **Process**.
3. In the **Mass Check In Status** screen, review the status, and click **OK**.
 - a. Select **Print** to print the status report.
 - b. If any fail the mass check in, the reason is listed. You can sort the status results by selecting **Failures First** to group the failed items first in the list.
4. (Optional) Create the room keys.
5. (Optional) If your property uses registration cards, you can select the card template, select to preview/print, email, or fax, and then click **Process**.

After the reservations are mass checked in:

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

Reservations that failed mass check in:

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

Reversing Mass Checked In Reservations

To reverse mass checked in reservations, you need to reverse check in the individual reservation. A checked in reservation can be reversed unless financial transactions exist on the folio. Reservations with deposits are eligible to be reversed. You can reverse check in a reservation from the reservation or from an In House search.

To Reverse a Checked In Reservation from the Reservation

1. Open the reservation to reverse check in.
2. Select **I Want To... Reverse Check In**.
3. In the Reverse Check In panel, select whether to keep the assigned room number (Maintain Room) or to remove it (Remove Room), update the room's housekeeping status (optional), and then select **Reverse Check In**.
4. The reservation returns to Arrival status.

To Reverse a Checked In Reservation from an In House Search

1. Search for the reservation from the Manage Reservation – In House search type.

2. Select the reservation to reverse check in.
3. Select **I Want To... Reverse Check In**.
4. In the Reverse Check In panel, select whether to keep the assigned room number (Maintain Room) or to remove it (Remove Room), update the room's housekeeping status (optional), and then select **Reverse Check In**.
5. The reservation returns to Arrival status.

Auto Assigning Rooms and Checking In Multiple Reservations (Auto Assign and Check In)

If you want to check in multiple individual or block reservations and some of the selected reservations are without room assignments, you can use the **Auto Assign and Check In** option to auto assign room numbers and then mass check in all selected reservations in one process.

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

After the reservations are mass checked in:

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

Reservations that failed mass check in:

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

Departures and Checkout

Departures include tasks that involve scheduling and managing checkouts for guests, such as auto checkouts, early checkouts, reinstating reservations, early departures, and so on. The Check Out option is used to settle the guest's account, record payment, print folios, and automatically adjust room inventory when the guest checks out of the room.

- [Quick Check Out](#)
- [Checking Out Reservations](#)
- [Scheduling a Checkout](#)
- [Checking Out Guests Early](#)

Quick Check Out

Selecting Quick Check Out from Quick Search is a fast way to check out guests when the payment method is credit card, direct bill, or cash with a zero balance.

To ensure a successful Quick Check Out:

- Make sure the guest's credit card has sufficient authorization to cover the balance.
- Make sure Direct Bill accounts are not restricted and have not exceeded limits.
- Make sure cash guest folios have a zero balance.

You can include or exclude scheduled check outs, specific VIP Codes, and specific Special Codes from the search results.

- [Using Quick Check-Out](#)

Using Quick Check-Out

1. From the OPERA Cloud menu, select **Front Desk**, select **Front Desk Workspace**, and then select **Quick Check Out**.
2. Search for eligible reservations.
3. From your search results:
 - a. Select one or more reservations and then click **Check Out** for a single reservation.
 - b. Or click **Mass Check Out** for more than one reservation.
 - c. Or click **Check Out Zero Balance Departures** to check out all zero balance reservations.

Checking Out Reservations

1. From the **OPERA Cloud** menu, select **Front Desk**, select **Departures**. You can also open Departure Search from the Expected Departures figure on the Departures Tile on your Dashboard.
2. Select a reservation from the search results and then click the **Check Out** button. Or click **I Want to** and select **Check out**.

3. Depending on the Cashier, check out Workflow Preference setting. For **Billing**:
 - a. You can review and post additional charges or rebates using **Post Charge**:
 - b. Click **Check Out** to settle window balances.
 - c. For **Folio Settlement** :
 - Enter payment details for each window defaults based on payment details in routing instructions.
 - Click **Settle and Send Folio** to post payment and generate a folio.
 - Repeat for balance in other Billing windows.
 - When the balance is zero for all windows, click **Checkout Now**. To schedule a checkout, click **Schedule Checkout** For more information, see [Scheduling a Checkout](#).
 - d. To Checkout:
 - Click **I Want to**, click **Post Charges** to post charges to the reservation account.
 - Click **I Want to**, click **Go to Billing** to navigate to the Billing page.
 - Enter payment details for each window, it defaults based on payment details in routing instructions.
 - Click **Settle and Send Folio** to post payment and generate a folio or **Settle Folio** to just post the payment.
 - Repeat for balance in other Billing windows.
 - e. When the balance is zero for all windows, click **Checkout Now**.
- [Checking Out with an Open Folio](#)

Checking Out with an Open Folio

Guests might want to check out but remain on the property or return to enjoy the restaurants and other amenities. In such cases, you can allow them to check out with an open folio, meaning they can check out with an outstanding balance and continue charging until making final settlement.

The property is responsible for monitoring reservations checked out with an open folio and for ensuring settlement.

Check outs with open folios will not halt End of Day processing even if they have an outstanding balance. Reservations with an open folio balance appear on the Guest Ledger.

To enable check out with an open folio, set the following application settings to Y:

- Cashiering > Open Folio
- Cashiering > Post Stay Charges

When the Open Folio function is active, you can determine the folio closing preferences when an open folio needs to be closed using the Open Folio Closing Preference application setting. Available values are:

- Sameday (immediately closes open folios)
- Unrestricted (allows you to keep open folios as long as you like)

- 1DAY
- 2DAYS
- 3DAYS
- 4DAYS
- 5DAYS
- 6DAYS
- 7DAYS
- 8DAYS
- 9DAYS
- 10DAYS

You can also use the Zero Balance Open Folio Close Days application setting to define a number of days to automatically close zero balance open folios during the night audit process.

Scheduling a Checkout

Ensure that the guest folio balance is zero before you schedule a checkout.

[Prerequisites for Scheduling Checkout](#)

1. From the **OPERA Cloud** menu, select **Front Desk**, and then select **Departures**. Or click the Departures Expected figure on the Departure tile on your dashboard.
2. Enter the room number or the name of the reservation for which you want to schedule a checkout and click **Search**.
3. Select the reservation in result and click **Checkout**.
4. If the folio has been settled, you have the option to schedule checkout for the reservation. Click **Schedule Check Out**. If the folio has not been settled and a balance exists, you cannot schedule checkout for the reservation.
5. Schedule the time for the checkout by entering the checkout date and time.

Note:

The Schedule Check Out option is only available for Departure reservations. A scheduled checkout does not complete if a charge is posted to the reservation and the charge is not settled.

6. To view reservations scheduled for checkout, from the OPERA Cloud menu, select **Front Desk**, **Front Desk Workspace** and then select **Scheduled Checkout Departures**.

- [Prerequisites for Scheduling Checkout](#)

Prerequisites for Scheduling Checkout

OPERA Controls

Group: Cashiering

Function: Scheduled Check Out

Checking Out Guests Early

Use Check Out Early to check out reservations prior to their departure date. The Check Out Early option appears only when the reservation's departure date is later than the property's current business date.

1. From the **OPERA Cloud** menu, select **Front Desk**.
2. Select **In House** for the Search Type and click **Search**, or drill down from the In House tile on the Dashboard.
3. Select the reservation from the search results and click **I Want To . . .** and then select **Check Out Early**.
4. The Early Departure screen appears with a message that an early check out updates the reservation departure date and status. The system inserts an additional step in the Check Out process for Early Departure.
5. Click **Continue with Early Departure** and complete the check out process to view the guest's bill and settle any charges.

Front Desk Workspace

- [Registration Card Conditions and Assumptions](#)
- [Wake Up Calls](#)

Registration Card Conditions and Assumptions

OPERA Controls

- A guest who is younger than the value set for the **Age Threshold to Print Registration Card** application setting is ineligible for individual registration card printing and the guest's name does not appear on the Registration Card screen.
- If the age of the primary guest on the reservation is below the age threshold, the registration card is printed for the guest regardless of the **Age Threshold to Print Registration Card** application setting value.

Registration Card Screen

- The Select Guests panel on the Registration Card screen shows all guests, both primary and accompanying, who are older than the value set for the **Age Threshold to Print Registration Card** application setting.
- The primary guest appears at the top of the list in the Select Guests panel.

- When the **View Identification Details** (Client Relations) task is granted, the **View Unmasked Information** link is available. You can click this link to view a guest's birthdate.
- Viewing the masked information on this screen is recorded in the Changes Log.

Registration Card Printing

- If a guest does not have the birthdate updated on the guest profile, the guest is considered as eligible for an individual registration card printing and the guest's name appears in the list on the Select Guests panel.
- By default, all the names on a reservation are selected for an individual registration card printing.
- A guest's age appears in the **Age** column and is unmasked for all users to view.
- If a language is not configured for a registration card template, the default language is applied.
- Registration cards printed from the Batch Registration Cards are printed in the default language for all guests.
- When a guest is not eligible for an individual registration card, the guest's name is added to the registration card of guests who are eligible for the individual registration card.
- Birthdate is printed as masked unless you have the **View Identification Details** (Client Relations) task granted.
- Printing a registration card with unmasked information is recorded in the Changes Log.
- [Registration Card Screen](#)
- [Printing Registration Cards](#)

Registration Card Screen

Path 1: Bookings – Reservations – Manage Reservation – Select a reservation – I Want To – Check In – Registration Card

Path 2: Bookings – Reservations – Manage Reservation – Select a reservation – I Want To – Registration Card – select Sample Registration Card

Guests appear on the Select Guest panel in the following order:

1. Primary guest.
2. Eligible accompanying guests. Accompanying guests appear in alphabetical order.

Select Guests Panel

- On the Registration Card screen, the **Select Guests** panel by default shows all guests (both primary and accompanying) who are older than the age set for the **Age Threshold to Print Registration Card** application setting.
- The primary guest's name appears at the top of the list in the Select Guests panel.
- A guest's age appears in the **Age** column and is unmasked for all users.
- If you have the **View Identification Details** (Client Relations) task granted, you can click the **View Unmasked Information** link to view a guest's birthdate.

- Each time you view the masked information for a guest, this action is logged in the Changes Log.
- Guests who are ineligible for an individual registration card are added to the registration cards of guests who are eligible.

Registration Card Printing

- All the names are selected by default for an individual registration card printing.
- The name of the primary guest appears on all registration cards printed for the reservation.
- If the birthdate is not updated on the profile, the guest is considered eligible for an individual registration card printing.
- Birthdate is printed as masked on the registration card unless you have the **View Identification Details** (Client Relations) task granted.
- A guest who is younger than the age set for the **Age Threshold to Print Registration Card** application setting is ineligible for individual registration card printing. The guest's name does not appear on the Registration Card screen.
- If the age of the primary guest on the reservation is below the age threshold set in the **Age Threshold to Print Registration Card** application setting, the registration card is still printed for the guest.
- If a guest is younger than the age set for the **Age Threshold to Print Registration Card** setting, the guest is added to the registration cards of all eligible guests from the reservation.
- Each time a user with the **View Identification Details** (Client Relations) task granted prints a registration card, it is recorded in the Changes Log. This record is created for the Profile activity group.

Printing Registration Cards

To enable registration card printing at your hotel, the following setup is required.

Activate OPERA Controls

1. From the **Administration** menu, select **Enterprise**, and select **OPERA Controls**.
2. In the **Front Desk** group, set the **Print Registration Cards for Accompanying Guests** parameter to **On**.
3. The **Age Threshold to Print Registration Card** setting must have a numeric value set to define the minimum age required for a guest to have an individual registration card printed.

Printing an Individual Registration Card

1. From the OPERA menu, go to **Bookings** and select **Reservations** and select **Manage Reservation**. Select the **Arrivals** predefined search and select a reservation from the search results.
2. Click **I Want To...** and click **Registration Card**.
3. In the **Select Guests** panel, select the guests you want to add to the registration card. If you have the **View Identification Details** task granted, you can select the **Show Masked Information** link to view masked fields, such as the birthdate.

4. Select a printing delivery option. The following options can be selected: **Preview/Print, Email, and Fax**.
5. Choose a template for the registration card. The system defaults the appropriate registration card template based on pre-defined rules. You can select an alternate registration card template to print.
6. Click **Process**. The system generates and prints the registration card for the selected guests.

Printing Batch Registration Cards

1. From the OPERA menu, go to **Bookings** and select **Reservations Workspace** and select **Registration Cards**.
2. Search for reservations by entering a **Property** and **Arrival Date** for your search. You can also select additional search criteria to refine your search results. Click **Search**. The system shows reservations matching all search criteria.
3. Select each reservation for which you want to print a registration card. You can also click **All Reservations** to print cards for all the reservations that appear in the search results.
4. In the Select Guest panel, select **Primary Guests and Accompanying Guests** or select **Primary Guests only**. Selecting **Primary Guests and Accompanying Guests** prints individual registration cards for both the primary guests and eligible accompanying guests for all selected reservations. Selecting **Primary Guests only** prints the registration cards for primary guests and only ineligible accompanying guests appear on the registration card of the primary guest.
5. Select a printing delivery option. The following options can be selected: **Preview/Print, Email, and Fax**.
6. Choose a template for the registration card. The system defaults to the appropriate registration card template based on pre-defined rules. You can select an alternate registration card template to print.
7. Click **Process**. The system generates and prints registration cards for the selected reservations in alphabetical order based on the primary guests. The registration cards for the accompanying guests are printed and grouped by reservation.

Wake Up Calls

You can set, view, and cancel wake up calls for individual reservations, for sharing guests within a room reservation, or for room reservations associated with business blocks. The reservation must be in-house (checked-in) status to set a wake up call.

The Wake-up Call feature can be used with or without a PBX interface.

Interaction Between OPERA Cloud and the PBX Interface

When OPERA Cloud is interfaced with a PBX the actual placing of wake up calls is handled by the PBX. OPERA Cloud communicates wake-up call instructions to the PBX via the interface in one of two ways depending on the capabilities of the PBX:

- When the wake-up call is set up, OPERA Cloud immediately sends the instructions to the PBX. The PBX stores the instructions and places the call at the requested time. OPERA Cloud changes the wake up call status from Pending to Completed as soon as the call order is sent to the PBX.

- OPERA Cloud sends the wake-up call instructions to the interface at the exact time the call is to be placed. The PBX then immediately places the call to the room. The wake-up call status is changed from Pending to Completed when the call order is sent to the PBX.
- [Prerequisites: Wake Up Calls](#)
- [Managing Guest Wake Up Calls](#)

Prerequisites: Wake Up Calls

OPERA Controls

Group: Reservations

Function: Wake Up Calls

Managing Guest Wake Up Calls

1. To Set a Wake Up Call for Individual Rooms:
 - a. From the OPERA Cloud menu, select **Front Desk**, select **Front Desk Workspace**, and select **Wake Up Call**
 - b. Select **New**.
 - c. Enter or select the reservation room number(s) - you can search for and select multiple in house reservations by checking selection check box next to each reservation and clicking Select to close the page.
 - d. Enter the **From Date**.
 - e. Enter **Time**.
 - f. Enter a **Follow Up Call Time** if needed.
 - g. Enter any notes related to the call.
 - h. Set the wake up call **Frequency** as **Once** or **Daily** (from From Date).
 - i. Click **Save**.
2. To Set a Wake Up Call for Business Block Rooms:
 - a. From the **OPERA Cloud** menu, select **Front Desk**, select **Front Desk Workspace**, and select **Wake Up Call**.
 - b. Select **New**.
 - c. Select the block code from list.
 - d. Enter or select the reservation room number(s) 1. you can search for and select multiple in house reservations by checking selection check box next to each reservation and click **Select** to close the page.
 - e. To select all block reservations check the **Select ALL** check box in the column header and click **Select** to the close the page
 - f. Enter **From Date**.
 - g. Enter **Time**.
 - h. Enter a **Follow Up Call Time** if needed.

- i. Enter any notes related to the call.
 - j. Set the wake up call frequency as **Once** or **Daily**.
 - k. Click **Save**.
3. To Edit a Wake Up Call:
 - a. From the **OPERA Cloud** menu, select **Front Desk**, select **Front Desk Workspace**, and select **Wake Up Call**.
 - b. Enter search criteria.
 - c. Select the wake up call for room in search result.
 - d. Click **Edit** from the vertical ellipse.
 - e. Update wake-up call details.
 - f. Click **Save**.
4. To Change the Status of A Wake up Call:
 - a. From the **OPERA Cloud** menu, select **Front Desk**, select **Front Desk Workspace**, and select **Wake Up Call**.
 - b. Enter search criteria
 - c. Select the wake up call for room in search result
 - d. Click one of the **Status** options from the vertical ellipse.
 - **Pending** - Wake-up call has not yet been placed. Pending with a green background means that the date and time designated for the wake-up call has not yet arrived. Pending with a red background means that the date and time for the wake-up call has passed.
 - **Completed** - Wake-up call has been placed and answered.
 - **No Answer** - Wake-up call was placed but was not answered.
 - **Cancelled** - Cancel the wake-up call (if it has not yet been placed). When the wake-up call has a follow-up wake up call associated with it, canceling the main wake-up call will also cancel the follow-up wake-up call.
5. Generate Wake Up Call Report:
 - a. Select the **Report** action link from the vertical ellipse on the Wake-up Calls panel to generate the Wake-up Calls Report.
 - b. Enter **Report Parameters**.
 - c. Select **Report Destination**.
 - d. Click **Process**.

5

Inventory

Monitor and manage your rooms, inventory restrictions, and housekeeping services. You can mark rooms out of service or order, add or change the status of rooms, view or create daily housekeeping task sheets, check room availability, and so on.

- [Restrictions](#)
- [Availability](#)
- [Room Management](#)

Restrictions

Note:

The Restrictions feature is available when the Restrictions function is active under the Inventory Management group in OPERA Controls. When this function is active, the Rate Category Restrictions parameter and Restriction Type setting become available.

Restrictions help you manage occupancy and revenue, especially during high-demand periods. They define the conditions or specify the limitations under which specific rates, room types, and/or room classes are available when making reservations for a property. This enables you to control availability based on demand, experience, and forecasting. For example, you could place a two-night minimum stay restriction on all rooms during a weekend when demand is high, or you could set extended stay durations on certain room types to prevent the entire hotel from being sold out for a period of time.

Restrictions can be set at the house level, meaning that any restrictions placed are applicable to all rooms and rates throughout the property, or based on the channel, rate code, room type, or room class. You can combine restrictions to apply to more than one element; so for example, you are able to restrict reservations for a specific channel and rate code combination.

You can view existing restrictions by month, week, or day using the calendar view or in a list.

Some common restrictions include:

- **Minimum Length of Stay:** A guest must book a stay for at least a specified number of nights.
- **Maximum Length of Stay:** A guest must book a stay for the specified number of nights or less.

- **Closed for Arrival:** Bookings that start on the selected date are not accepted. Accepted reservations are permitted to stay through that date.
- **Closed for Departure:** Bookings are not permitted to depart on the selected date or within the selected date range.
- **Open for Arrival:** Bookings are permitted on the dates defined within the specified rate category/rate code and room class/room type. By default, all rates and all rooms are open for arrival.
- **Open for Departure:** Bookings are permitted on the dates defined for departures within the specified rate category/rate code and room class/room type. By default, all rates and all rooms are open for departure.
- **Length of Stay Not Available (LOSNA):** This restriction is often used when various lengths of stay are open or closed for arrivals on the selected date. The LOSNA restriction has seven options, which are 1 to 6 and 7+. Each option represents a number of days. Selecting an option enables bookings for the corresponding length of stay. For example, if the options for 1, 3, 4, and 7+ are selected, you are able to book reservations arriving on the specified date for 1, 3, 4, or 7+ nights.

To set up and manage restrictions, select **Inventory** from the navigation bar and then select **Manage Restrictions**.

- [Managing Restrictions](#)

Managing Restrictions

1. From the **OPERA Cloud** menu, select **Inventory**, and then select **Manage Restrictions**.
2. To locate restrictions, enter a property, date, and any other search criteria in the Search panel, and then click **Search**. View search results in the panel below.
3. Add a new restriction:
 - a. Click **New** in the search results panel, and then add Restriction Type and any other information required in the New Restriction screen. For example, Inventory Restriction by House or Room Type and then by specific Rate Code, Rate Category, or Channel.
 - b. Click **Save** to save and close the dialog, or **Save and Continue** to save and add another new restriction.
4. Edit existing restrictions:
 - a. Click the restriction in the calendar or list view.
 - b. Click the vertical ellipsis button and then select **View** to open the Edit Restriction screen.
 - c. Make changes and click **Save**.
5. Delete a restriction:
 - a. Click the restriction in the calendar or list view.
 - b. Click the vertical ellipsis button and then select **Delete**. Confirm by clicking **Delete** again on the confirmation message.
6. Change the calendar view by clicking the calendar icons to view a day, week, or month or view it as a list of restrictions.

7. Page through months, weeks, or days (dependent on which view is displayed) by selecting the previous and next arrows. Return to today's date by clicking **Today**.
8. View a log of all changes by clicking the vertical ellipsis button and selecting **Changes Log** or **More...** and then **Changes Log** if you have a restriction already selected.
9. To clear all restrictions for a specified date, first search for the date in the Search panel, and then click **Clear All**. Confirm by clicking **Clear All** again in the confirmation dialog.

When viewing by Week or Month, selecting the date link changes the calendar view to a day view for the selected date.

Availability

Availability enables you to manage your room inventory by providing a detailed view of all available and sold rooms at your hotel. Some of the tasks you can perform include defining conditions for stay restrictions, setting room sell limits, and searching for and viewing room availability.

- [Property Availability](#)
- [Viewing Property Availability](#)
- [Setting Sell Limits](#)
- [Sell Limits](#)

Property Availability

Property Availability provides a comprehensive view of available and sold rooms at the property.

The number of days to display is selectable from the list and choices vary according to the workstation resolution.

You can query availability and other details for both the House level and Room Type levels.

Note:

Selecting ALL view options for both HOUSE and ROOM TYPE will impact performance when loading this page.

Certain calculations that appear (for example, out of order) provide a hyperlink to more detailed information.

The following information is available for room availability:

Table 5-1 Property Availability Calculations

View Options	Description
Max Available Rooms	Maximum Rooms Available to sell (Physical Rooms - Rooms Sold - Out of Order – Deduct Rooms Sold + Sell Limit*).

Table 5-1 (Cont.) Property Availability Calculations

View Options	Description
Available Rooms with Non-deduct	Minimum Rooms Available to sell (Physical Rooms - Rooms Sold - Out of Order + Sell Limit* - Non-deduct Rooms Sold).
Deduct Rooms Sold	Number of Deduct Rooms Sold (actual number of Rooms Sold in Deduct status).
Non-deduct Rooms Sold	Number of Non-deduct rooms sold (actual number of Rooms Sold in Non-deduct status).
Canceled	Canceled Reservations (number of Arrival reservations canceled for that date).
Occupancy %	Forecast Occupied Rooms (Rooms Sold / (Physical Rooms - Out of Order + Sell Limit*) x 100).
Occupancy with Non-deduct %	Forecast Occupied Rooms (Rooms Sold + Non-deduct Rooms Sold) / (Physical Rooms - Out Of Order + Sell Limit*) x 100).
Availability %	Forecast Available Rooms ((Available Rooms / (Physical Rooms - Out Of Order + Sell Limit*) x 100).
Availability with Non-deduct %	Forecast Available Rooms (Available Rooms - Non-deduct Rooms Sold) / (Physical Rooms - Out Of Order + Sell Limit*) x 100).
Physical Rooms	Physical number of rooms configured for the property.
Out of Order Rooms	Number of rooms set to Out of Order status.
Out of Service Rooms	Number of rooms set to Out of Service status.
Restrictions	A flag indicates that one or more restrictions exist for this date.
Non-deduct Rooms Available (Blk)	Number of rooms available in non-deduct group blocks.
Deduct Rooms Available (Blk)	Number of rooms available in deduct group blocks.
Non-Deduct Rooms Picked Up (Blk)	Number of rooms picked-up in non-deduct group blocks (reservation made).
Deduct Rooms Picked Up (Blk)	Number of rooms picked-up in deduct group blocks (reservation made).
Arrival Rooms	Number of Arrival rooms.
Departure Rooms	Number of Departure rooms.
Arrival Persons	Number of Arrival persons.
Departure Persons	Number of Departure persons.
Rooms Sold Persons	Number of persons.
Day Rooms	Number of Day Use Rooms.
Day Persons	Number of person in Day Use Rooms.
Non-Deduct Rooms Available (Blk)	Number of rooms available in non-deduct group blocks.
Deduct Rooms Available (Blk)	Number of rooms available in deduct group blocks.
Non-Deduct Rooms Picked Up (Blk)	Number of rooms picked-up in non-deduct group blocks (reservation made).

Table 5-1 (Cont.) Property Availability Calculations

View Options	Description
Deduct Rooms Picked Up (Blk)	Number of rooms picked-up in deduct group blocks (reservation made).
Arrival Rooms	Number of Arrival rooms.
Departure Rooms	Number of Departure rooms.
Arrival Persons	Number of Arrival persons.
Departure Persons	Number of Departure persons.
Rooms Sold Persons	<TBA> - functional
Day Rooms	Number of Day Use Rooms.
Day Persons	Number of persons in Day Use Rooms.
Sell Limit Rooms	Number of rooms with a set Sell Limit (number of rooms that increase (overbook, positive sell limit) or decrease (under book, negative sell limit*) the allowable rooms available to sell).

* If the Sell Limit is negative, then subtract it in the equation. For example, if the Physical rooms is 155 and the Sell Limit is -8, then the calculation for Physical rooms + Sell Limit would be 155 - 8.

Viewing Property Availability

1. From the OPERA Cloud menu, select **Inventory** and then select **Property Availability**.
2. Select the **Property**, enter the date and other optional information, and then click **Search**.
Search results show the number of available rooms by date. The results are separated into house availability and room type availability.
3. Click **Days** to change the number of day columns in the search results.
4. Click **View Options** to include or remove additional details in the search results.
Select the details that you want to appear in the house availability section or the room type availability section. The Select / Deselect All check box is available in both sections to select all options.
5. On the date line, click **a date** to open the Manage Restrictions pop-up screen. Rate restrictions control rate availability based on date or range of dates, rate categories/rate codes, and room classes/room types. You can clear or add restriction types for the date selected. You can also view the changes log via the ellipse menu on this screen. Refer to Manage Restrictions in the OPERA Cloud User Guide.
6. Click **Block Details** from the ellipse to navigate to the Group Rooms Control page for business block room availability details. Refer to the Group Rooms Control in the OPERA Cloud User Guide.
The GRC provides a summary of room availability for all business blocks by date. It also provides room availability by individual business blocks. You can open individual blocks directly from this summary screen.

Setting Sell Limits

Using Linked Numbers

On the Property Availability screen, you can change sell limits by selecting linked numbers in individual cells on the Sell Limit row.

1. From the **OPERA Cloud** menu, select **Inventory**, select **Property Availability**, and then click **Search**. If the sell limit row is not visible on the screen, click **View Options** and select **Sell Limit**.
2. On the Property Availability screen, click a number by date from the Sell Limit row.
3. On the Set Sell Limit screen, select **House**, **Room Type**, or **Room Class**. If selecting Room Type or Room Class, a field appears for selecting specific room types or room classes.
4. Select a **Begin Date** and an **End Date**. If setting a range of days, select each day to include it in the new sell limit. Deselect checked days to exclude them from the new sell limits.
5. In the **Sell Limit** field, enter the number of rooms you want to limit.
6. Click **Save**.

Using Edit

Setting sell limits is one way to control the number of rooms available to sell. You can set limits on house inventory, individual room types, or room classes using Edit Sell Limits.

1. From the **OPERA Cloud** menu, select **Inventory**, select **Property Availability**, and then click **Search**. If the sell limit row is not visible on the screen, click **View Options** and select **Sell Limit**.
2. Click the vertical ellipsis button. The following options are available: Edit Available Rooms, Edit Sell Limits, and Edit Sell Control Rooms. Editing sell limits impacts the numbers in the Available Rooms row and the Sell Control Rooms row.
3. Select **Edit Sell Limits**. Individual cells in the sell limit rows can now be edited by date in the house section and for individual room types.
4. Select a cell and type in a new number, and then click **Save**.

Sell Limits

Sell Limits let you control room availability at your property. You can configure sell limits from the Property Availability screen in the Inventory section.

You can set sell limits using positive numbers, negative numbers, or zero.

A positive sell limit overbooks rooms. It sets the number of rooms to sell at more than the number of actual physical rooms. You might overbook rooms to compensate for expected cancellations and no-shows.

A negative sell limit underbooks rooms. It subtracts the number of rooms to sell from the number of actual physical rooms. You might underbook rooms to prevent the sale of certain room types or room classes.

A zero sell limit lets you insert a zero sell limit on individual dates within a range of days. For example, suppose you set sell limits of 15 for a three-week period. You could exclude the Saturdays and Sundays from the sell limits by entering zero on those days.

You can set sell limits:

- For any day or range of dates.
- By house or room class/room type, or both.
- By a number of rooms (flat).

Room Management

Housekeeping enables you to schedule daily room cleaning, maintenance, and housekeeping staff activities. It provides information on room status, out of order/out of service rooms, and forecasting.

You can assign daily housekeeping duties, collect and view room status, view room forecasts based on reservations, view room floor plans and photographs or drawings of the property, resolve room occupancy discrepancies, and resolve room maintenance requests.

- [Forecasting Housekeeping Services](#)
- [Facility Schedule](#)
- [Viewing Room Discrepancies](#)
- [Housekeeping Board](#)
- [Floor Plans](#)
- [Room Maintenance](#)
- [Room Conditions](#)
- [Site Plan](#)
- [Task Sheets](#)
- [Attendant Console](#)
- [Service Request](#)

Forecasting Housekeeping Services

Housekeeping Forecast helps you meet upcoming housekeeping service requirements for your property. The forecast gives you information about anticipated occupancy percentage, arrival rooms, stay overs, departure rooms, adults in-house, and children in-house. The information is based on reservation bookings for current and future dates.

1. From the **OPERA Cloud** menu, select **Inventory**, select **Room Management**, and then select **Housekeeping Forecast**.

2. Use the below search criteria for the forecast:

Property: Enter or select a property.

Task: Select one or more housekeeping tasks.

Start Date: Enter a date. The date must be either the current business date or a future date. If you leave the field blank, the search defaults to the current date.

Use Priority: Each task has a priority level assigned to it. Select the check box to display the task with the lowest priority for the room. If multiple tasks are selected and the **Use Priority** check box is selected, the task with the lowest priority is displayed.

3. Click **Search**.

The forecast indicates the level of business activity expected over the coming days. The table shows the number of Total Credits, Occupancy %, Arrival Rooms, Stayovers, Departures Rooms, Adults In-House, and Children In-House expected on each date. The statistics are drawn from reservations and therefore should represent reliable expectations.

Facility Schedule

On a reservation, you can select the Housekeeping option to access the housekeeping features for a room. In the Housekeeping panel, you can use the calendar to see the tasks that are scheduled for the reservation each day. You can also edit the calendar and add or remove a task from the reservation. For example, if the guest is requesting no service on a particular day, the task can be removed from the calendar and the room is not included in that day's task sheet generation process. Or if the guest only requests light service, the full service task can be removed and the light service task (if configured) can be added instead.

Within the Housekeeping panel, you can also add the time the guest would like the room cleaned each day, and it is printed on the housekeeping task sheet reports. Instructions can also be added that are particular to the cleaning of that room. For example, if you mention a pet is in the room, these instructions are printed on the task sheet reports.

When the Turndown function is active in the property, the Housekeeping panel within the reservation shows the Turndown check box. Here you can see if Turndown is required for the room (when the checkbox is selected) or not. You can also change the status of the check box to include/exclude the room from Turndown by selecting/deselecting the check box.

Viewing Room Discrepancies

A room discrepancy occurs when the housekeeping status of a room differs from the front office status. You can search for room discrepancies to compare the Housekeeping status to the current Front Office status.

1. From the **OPERA Cloud** menu, select **Inventory**, select **Room Management**, and select **Room Discrepancies**.
2. Enter or select a **Property** and click **Search**.

- [Updating Room Status from Room Discrepancies](#)

Updating Room Status from Room Discrepancies

To update the room status when there is a discrepancy between the Front Office and Housekeeping room status, for example, when a reservation shows occupied, but housekeeping finds the room vacant, do the following:

1. From the **OPERA Cloud** menu, select **Inventory**, select **Room Management**, and then select **Room Discrepancies**.
2. Use the following search criteria to find the room for which you want to resolve the discrepancy:

Property: Enter or select the Property.

Floor: Search and select the floor number to find discrepancies by floor. Floors are defined groups of rooms assigned to housekeeping attendants.

From Room No: Search and select the room number starting from which you want to find the discrepancies.

Room Class: Search and select the room class.

Skip: Select to filter rooms listed as Skips. These are rooms that are reported to be occupied by the housekeeping personnel, but are listed as vacant by the Front Office.

Sleep: Select to filter rooms listed as Sleep. These are rooms that are reported to be vacant by the housekeeping personnel, but are listed as occupied by the Front Office.

Departure Only: Select to filter rooms with a reservation status as Departure.

3. Click **Search**.
4. Select the required room and click the **Update Room Status** link.
5. On the Set Room Status window, select the current Room Status - **Inspected**, **Clean**, **Dirty**, or **Pickup** and Housekeeping Status - **Vacant** or **Occupied**.
6. Select the **Prioritize for Housekeeping Service** check box to assign priority to the room when task sheets are generated.
7. Click **Close**.

Housekeeping Board

Housekeeping Board gives you room information at a glance, which includes room numbers, room status, service requests, locations, and other information of importance to housekeeping services. With the Housekeeping Board functionality, you can search and update the status of a room or a range of rooms. You can find room status information by room number(s), Floor, Room Type, Room Class, and Reservation Status. You can also fine tune your search by selecting filters under Room Status, Front Office, or Turndown Status.

- [Viewing Reservation Details from the Housekeeping Board](#)
- [Searching and Viewing Room Status Information from Housekeeping Board](#)
- [Room Statuses](#)

- [Updating Room Status from Housekeeping Board](#)
- [Guest Service Status](#)

Viewing Reservation Details from the Housekeeping Board

1. From the **OPERA Cloud** menu, select **Inventory**, select **Room Management**, and then select **Housekeeping Board**.
2. Select a property and any additional filters, then search to show applicable rooms and their associated housekeeping details.

If a guest is arriving for a specific room or it is currently occupied, you can click the guest's name to open the reservation.

Searching and Viewing Room Status Information from Housekeeping Board

The Housekeeping Board shows room status information to assist housekeeping and operations in meeting guest expectations. The Housekeeping Board search functionality finds room status information by room number(s), Floor, Room Type, Room Class, and Reservation Status. You can fine tune your search by selecting filters under Room Status, Housekeeping Status, Front Office Status, Turndown Status, Guest Service Status, and various other filters listed below.



Note:

The following filters are available based on the configuration of your property.

1. From the **OPERA Cloud** menu, select **Inventory**, select **Room Management**, and then select **Housekeeping Board**.
2. Use the following search options to filter the room status information and then click **Search**:

Property: Enter or search and select the property if you are logged into a multi property environment.

From Room: Enter or select the room number to begin a range of rooms to search. If the From Room number is a component room, the **To Room** field will not be available. In addition, only the individual room numbers of the rooms that comprise the component room are displayed in the search results grid. For example, if room 1012 is a component room made up of rooms 101 and 102, when you enter 1012 in the From Room field, the search returns rooms 101 and 102. Enter only a **From Room** number to search for that room and all higher numbered rooms.

To Room: Enter or select Select a room number to end a range of rooms to search. Selecting a To Room number results in the display of all room numbers in ascending order (from lowest to highest), ending with the selected room number. Rooms will appear in order but this is a character field, so the order will not necessarily be numerical. For Example: 1009 < 101, 1011 > 101.

Room Class: Enter or select to search for a classification given to the room, such as Villa, Suite, Cabin, and so on. This gives you detailed availability information

based on a specific room class, but does not include pseudo room classes in this list.

Room Type: Enter or select to search for a room type as defined by the property, such as Standard, Double, King, and so on. This list contains only the Room Types that belong to the selected Room Class.

Floor: Enter or select to search for the required floor number. Floors typically represent rooms on various floors of a multi-story property, for example, rooms 2000 through 2020 on the second floor.

Day Section: Enter or select to search for the required day section rooms.

Evening Section: Enter or select to search for the required evening section rooms.

Room Feature: Enter or select to search for the required room features.

Room Assignment: Select Assigned or Unassigned rooms.

Reservation Status: Enter or select to search for a reservation status. You can select one or more of the following:

- Arrivals: Shows the reservations due to arrive today, but not yet checked in.
- Stay Over: Shows the guests stayed the previous evening and that are continuing their stay for the present system day (date).
- Departure: Shows guests due to check out. If a room is due out, that room is an available room to use for the current business date.
- Departed: Shows the departures that have checked out for the day.
- Not Reserved: Shows the rooms that do not apply to any other reservation status other than Not Reserved.

Housekeeping Status: Select a room status to filter your search results. You can select one or more of the following:

- Inspected: Shows number of occupied/vacant rooms which have an Inspected housekeeping status.
- Clean: Shows number of occupied/vacant rooms which have a Clean housekeeping status.
- Pickup: Shows number of occupied/vacant rooms which have a Pick Up housekeeping status.
- Dirty: Shows number of occupied/vacant rooms which have a Dirty housekeeping status.
- Out of Order: Shows number of rooms which are out of order (these rooms are subtracted from availability).
- Out of Service: Shows number of rooms which are out of service (these rooms are counted in availability).

Turndown Status: Select a Turndown Status to filter your search results based on reservations showing turndown services. You can select one or more of the following:

- Required: Shows reservations that are flagged to receive Turndown service.
- Not Required: Shows reservations that do not require Turndown service; for example, the attendant goes to the room and the guest declines the service for that evening.

- **Completed:** Shows reservations for which Turndown service has been provided on the current date.

 **Note:**

When reservations exist for Component Room room types, the values refer to the number of physical rooms that comprise the component rooms for each turndown status.

Front Office Status: Select Occupied, Vacant, or both to filter your search results based on the reservation occupancy status as recorded by the Front Office.

Service Status: Select the required Service Status for the room. You can select one of the following:

- Do Not Disturb
- Make Up Room

Room Parity: Select a check box to narrow the search results by either odd or even room numbers or all.

Room Statuses

Room Status refers to the current housekeeping cleaning status of the room. During a guest's stay, the status of the guest room changes several times. The following room statuses are available in OPERA Cloud. It is not necessary that every room status occurs for each guest room during every stay.

The Room Statuses include:

- **Clean:** Indicates the room is serviced and is available for a guest occupancy.
- **Pickup:** An additional status some hotels choose to use when the room requires no or minimum housekeeping service. This may happen when a guest only occupies a room for a few minutes and the room only needs refreshing. Available when the Pickup Rooms function is active.
- **Dirty:** Indicates the room is dirty and requires cleaning service.
- **Inspected:** An additional status some hotels choose to use as the last check by housekeeping supervisors before making a room available for guest occupancy. Available when the Inspected Rooms function is active.
- **Out of Order:** Indicates the room is not available for the front desk for assignments, and is removed from inventory availability.
- **Out of Service:** Indicates the room is blocked but could still be sold, and remains part of inventory availability.

Updating Room Status from Housekeeping Board

You can update the status of one, multiple, or all rooms at the same time from the Housekeeping Board.

1. From the **OPERA Cloud** menu, select **Inventory**, select **Room Management**, and then select **Housekeeping Board**.
2. Search for the required room based on room type, room class, room number range and various other filter options. For more information, see Searching and Viewing Room Status Information from Housekeeping Board.
3. Select the required room or range of rooms to update the status and from the vertical ellipse select **Update Room Status**.
4. On the **Set Room Status** screen, you can update the **Room Status**, **Housekeeping Status**, **Service Status**, and **Turndown Status**.
5. Select **Prioritize** to place the room at the top of the list for cleaning on the Task Sheet.
6. Click **Close**.

Guest Service Status

The Guest Service Status shows the service statuses for all currently occupied rooms. A room can either have a Make Up Room status (MUP) or Do Not Disturb (DND) status.

Integrated systems, such as a PBX, have the ability to update room status MUP and DND.

Following are some details about the behavior of the guest service status:

- In instances where there is a guest room move, OPERA Cloud always clears the DND status and/or the MUP status.
- When a room has a MUP status, the status is removed during the End of Day process. The DND status is unaffected by the end of day process.
- Upon guest check out, the DND and MUP statuses are removed.

Floor Plans

Floor Plans provide a graphical layout of floors, rooms, and other physical features such as stairways, HVAC closets, elevators, and more. Depending on your property, floor plans can use color coding to show room status and provide room-specific information, including the property name, room number, front office status, room status, room type, and reservation status.

- [Viewing Floor Plans](#)

Viewing Floor Plans

Floor Plans provide a graphical layout of floors, rooms, and other physical features such as stairways, HVAC closets, elevators, and so on. Floor plans can use color coding for room status and provide room-specific information, including the property name, room number, front office status, room status, room type, and reservation status.

1. From the OPERA Cloud menu, select **Inventory**, and select **Room Management** and then select **Floor Plan**.
2. Enter information for a Property and Floor and then click **Search**.

3. Click **View Options** to select the Room Status, Front Office Status, and Reservation Status options you wish to view, and then click **OK**.

Room Maintenance

Room Maintenance helps you record, view, or resolve maintenance requests such as changing a light bulb or repairing a faulty lock, air conditioning unit, a leaky faucet, and so on for configured rooms.

You can:

- Check or record new maintenance tasks by room.
- Quickly mark completed maintenance tasks as resolved.
- View the room's current housekeeping and occupancy status.
- Add additional instructions or comments for the task.
- View the time, date, and user stamp upon creation and update.
- View the assigned maintenance image for quick identification of the maintenance issue.
- [Resolving Room Maintenance Requests](#)
- [Reporting Maintenance Issues](#)
- [Assigning Maintenance Staff to Room Maintenance Orders](#)
- [Managing Room Maintenance Requests](#)
- [Communicating Maintenance Work](#)

Resolving Room Maintenance Requests

To mark maintenance requests as resolved, do the following:

1. From the **OPERA Cloud** menu, select **Inventory**, select **Rooms Management**, and then select **Room Maintenance**.
2. Use the following search criteria to filter the maintenance requests:
 - Room:** Enter the room number whose maintenance request you want to resolve.
 - Room Class:** Search and select the rooms classes to filter the maintenance request.
 - Reason:** Select the maintenance request reason.
 - Assigned To:** Search and select the housekeeping attendants to whom the maintenance requests are assigned.
 - Show:** Select **Unresolved** to filter the unresolved maintenance requests.
3. Select the required line items and select the **Resolved** check box.

Reporting Maintenance Issues

To report a maintenance request for a room and assign it to a staff for resolving, do the following:

1. From the **OPERA Cloud Administration** menu, select **Inventory**, select **Accommodation Management**, and then select **Room Maintenance**.
2. On the **Room Maintenance** screen, click **New**. Enter the following information and click **Save**:
 - **Code**: Enter a unique code to identify the room maintenance request code.
 - **Description**: Enter an appropriate description for the Room Maintenance request - the description should ideally describe what the Room Maintenance is about.
 - **Sequence**: Enter a number to determine the order in which room maintenance codes are displayed when listed. When two or more room maintenance have the same sequence number, they are displayed alphabetically.
 - **Inactive**: Select the check box to make the room maintenance request inactive. The inactive room maintenance requests are not available for selection when assigning them to rooms.

Assigning Maintenance Staff to Room Maintenance Orders

Use Room Maintenance to assign a staff member to room maintenance orders. You can search for orders by entering the property name and additional search criteria.

1. From the **OPERA Cloud** menu, select **Inventory**, select **Room Management**, and then select **Room Maintenance**.
2. On the **Room Maintenance** screen, click **New**. Enter the following information and click **Save**.
 - **Room**: Search and select the Room(s) for which you want to assign a maintenance request
 - **Assigned To**: Search and select the staff member responsible for the maintenance request.
 - **Expected By**: Select the date by which the repair or maintenance is expected to be resolved.
 - **Reason**: Select the appropriate reason for maintenance.
 - **Remarks**: Enter any further information or notes for the maintenance request.

Managing Room Maintenance Requests

1. From the **OPERA Cloud** menu, select **Inventory**, select **Rooms Management**, and then select **Room Maintenance**.
2. On the **Room Maintenance** screen, filter the maintenance requests by **Room**, **Room Class**, **Reason**, **Assigned To**, and the **Status** (resolved or unresolved) and then click **Search**.
3. You can perform the following actions:
 - **Print**: Select Print to print the Room Maintenance Report. This report displays all the maintenance requests or work orders on rooms that are resolved and unresolved. You can print this report to have a record of work orders that need to be fulfilled for the day or week.

- **New:** Select New to create a new maintenance request.
- **Edit:** Search and select the maintenance request you want to edit and from the **Actions** vertical ellipse, select **Edit** to modify the Room Number, Maintenance Reason, or Comment for a given request.
- **Resolve/ Unresolved:** Select the required maintenance request to mark it resolved or unresolved. When a room maintenance request has been carried out, mark the request as Resolved. If you find out later that the request has not been resolved, highlight the request (the Resolved button now changes to Unresolved) and select the Unresolved key to mark the request as outstanding again.
- **Delete:** Search and select the maintenance request you want to delete and from the **Actions** vertical ellipse, select **Delete** to delete the request. You may want to delete a request when a request has been wrongly recorded.

Communicating Maintenance Work

Use Room Maintenance to record, view, or resolve maintenance requests. Requests do not place rooms in Out of Order or Out of Service status or deduct them from available inventory.

1. From the **OPERA Cloud** menu, select **Room Management**, and then select **Room Maintenance**
2. Click **New**.
3. Enter one or more room numbers in the **Room** field.
4. Select a reason. The reason code will automatically populate the **Reason** field.
5. Enter remarks in the **Remarks** field.
6. Click **Save**.

Room Conditions

Room Condition functionality allows you to assign room condition codes to rooms, for example, to designate rooms that are available for show, rooms that are set aside for special housekeeping attention, or rooms that are to be treated differently for any other reason. Rooms that have a room condition assigned may or may not be available by default within the Room Assignment screen depending on how you configure the room condition code.

Room condition codes can also be attached to rooms to identify them for special purposes or situations. For example, rooms might be set aside for an afternoon sales tour, or for the finishing touches on a room repair, or so housekeeping can perform a final inspection, and so on.

In a multi-property environment, room conditions are created on the template level and then copied to each property. To be consistent among all hotels in the environment, best practice is to reuse existing codes for new hotels in an existing setup or agree on universal codes for all properties. When the setting for hold rooms is on, the setting is on the template level, but times for the holds are set at the property level.

- [Viewing Room Conditions](#)

- [Setting Room Conditions](#)

Viewing Room Conditions

1. From the **OPERA Cloud** menu, select **Inventory**, and then select **Room Management** and then select **Room Conditions**.
2. Enter your search criteria and click **Search**.

You can search by the following:

- **From/To Room:** Enter or select room numbers representing a range of room.
 - **Room Condition** Enter or select a room condition code. The room condition code is often an abbreviation or a single word representing the reason for temporarily setting the room aside.
 - **Reservation Status:** Enter or select a reservation status, such as Stay Over, Arrived, or Due Out.
 - **Room Type:** Enter or select a Room Type, such as Double or Single. Room Types are identified by unique codes defined by the Property.
 - **Room Class:** Enter or select a Room Class such as Suite, Ocean, Villa, or other as defined by the Property.
 - **Occupied** and/or **Vacant:** Optionally select one of these filters. The Front Office applies Occupied and Vacant settings to rooms.
 - **Room Assignment:** Select Assigned or Unassigned rooms.
3. From search results, select a room and click **Edit** to change the room condition.

Setting Room Conditions

Use Room Conditions to mark rooms for special uses like an afternoon sales tour or to complete a room repair. Marking the room does not prevent the front desk from selling it.

Also, if the Rooms Management > Hold Rooms application function is set to **Active**, you can place rooms on hold for a set period (from 1 to 1440 minutes) or for an unlimited time, depending on the HOLD condition code configuration.

1. From the **OPERA Cloud** menu, select **Inventory**, select **Room Management**, and then select **Room Conditions**.
2. Search and select the room for which you want to add a room condition and then select **New** or **Edit**.

The **New** button is available only if the room does not already have a room condition assigned.

3. On the **Set Room Conditions** window, select a condition and enter if there is any further information in **Remarks**, and then click **Save**.

Site Plan

The Site Plan function is designed to display photographs or drawings of the property, facilities, amenities, or other subject matter.

- [Searching for a Site Plan](#)
- [Viewing Property Site Plans](#)

Searching for a Site Plan

To search for a site plan, do the following:

1. From the **OPERA Cloud** menu, select **Inventory**, select **Room Management**, and then select **Site Plan**.
2. On the **Site Plan** screen, enter or select a Property and click **Search**.

Viewing Property Site Plans

Site Plans provide photographs or drawings of the property and its facilities, amenities, or other subject matter. You can view the photos or drawings in carousel view or thumbnail view.

1. From the **OPERA Cloud** menu, select **Inventory**, select **Room Management**, and then select **Site Plan**.
2. Select a **Property**.
3. Click **Search**.

Task Sheets

Task Sheets are daily work assignments created for housekeeping attendants. Task Sheets organize room cleaning tasks and list the rooms to clean and special instructions. As a management tool, they help balance the staff workload.

You can create and edit Task Sheets daily for each attendant. The information appears on the Task Sheet Companion, which shows room attendant room assignments, instructions, and reservation information. It also provides a task timer, break time recorder, and next room tracking. Use Need Assistance to send messages for help. When a guest has requested that their room be serviced, if a housekeeping service time was entered, use Service Time to see or update the time on your tablet or mobile device.

- [Adding Rooms to the Float Task Sheet](#)
- [Generating Task Sheets](#)
- [Task Sheet Companion: Servicing a Room](#)
- [Opening the Task Sheet Companion](#)

Adding Rooms to the Float Task Sheet

The Float Task Sheet provides a temporary holding place for rooms added to or removed from the day's housekeeping task sheet assignments. For example, you might put an attendant's unfinished rooms on the Float Task Sheet at the end of the shift. This lets you reassign the room to an attendant on the next shift.

1. From the **OPERA Cloud** menu, select **Inventory**, select **Room Management**, and then select **Task Sheets**.
2. Search for and double click the **Float task sheet**.
3. Click **Actions** and then select **Add Room(s)**.
4. Enter the room numbers, credits, and room instructions and then click **Add**.

Generating Task Sheets

Use the Generate Task Sheets functionality to generate task sheets for an individual attendant, a group of attendants, or all available attendants on a daily basis.

1. From the **OPERA Cloud** menu, select **Inventory**, select **Room Management**, select **Task Sheets**, and then click **I Want To . . . Generate Task Sheets**.
2. In the **Resources** panel, do the following:
 - a. **Template Code**: The Template Code field shows any user defined templates and also enables the creation of a task sheet template. Select a pre defined template to pre populate values.
 - b. **Task**: Search and select the required tasks for which you want to generate the task sheet
 - c. **Attendants**: Search and select the attendants to whom you want to assign the task sheet. The Status column shows the schedule or availability of the attendants.
 - d. **Room Class**: Search and select the required room classes to be included in the task sheet.
 - e. **Attendants**: The value populates based on the number of attendants you have selected.
 - f. **Max Credits**: Enter the maximum number of credits to be assigned to any one attendant or Task Sheet. Credits are divided evenly by the number of attendants in the **Attendants** field, not to exceed this number per attendant per Task Sheet. Any left over credits flow down to an overflow Task Sheet.

Credits are available when the Rooms Management > Housekeeping Credits application setting is set to Room or Facility Task. This field does not appear when the Housekeeping Credits application setting is set to None.

When a value has been configured for the Traveling Task Credit, then the value entered is taken into consideration for the maximum number of credits that can be assigned to an attendant and the task are broken out by this value. If this field is left blank, the configuration of the target credits for the item that it is being broken out by is considered.
 - g. **VIP Only**: Select this check box to include only rooms assigned to VIP guests with the corresponding reservation statuses selected.
 - h. **Next Day**: Select to process the task assignment for the next business date.
 - i. **Task**: Enter any specific attendant instructions you want to distribute to the attendants on the Task Sheet. For example, Frank - call Lester if you need assistance moving the furniture.
 - j. **Room**: Enter any specific room instructions you want to distribute to the attendants on the Task Sheet. For example, room instructions might include Remove room service setup or Replace bath mat.

3. In the **Room Criteria** panel, do the following:
 - a. **Room Status:** Select the statuses of the rooms to be included on the generated Task Sheets. If a room is scheduled for a task, the room status is verified against the selections made here; if a match is found, the room is included in the Task Sheet.
 - b. **Front Office Status:** Select the **Vacant** and/or **Occupied** check boxes. The Task Sheet includes only the rooms that match the Front Office statuses you select. (By default, both are selected.) No rooms will be printed if neither option is selected.
 - c. **Reservation Status:** Select the reservation statuses to be included in the Task Assignment sheet. The Task Sheet includes only rooms that match the reservation statuses you select. By default, none of the reservation statuses are selected reservation status is not considered and all rooms are included, regardless of reservation status.
 - d. **Room Assignment:** Select Assigned and/or unassigned to filter the rooms. The Task Sheet includes only the rooms that match your selection.

The Task Sheet includes only the rooms that match the statuses you select. Your selections become task assignments for attendants.

4. In the **Break Out** panel,
 - a. Select **Room Number, Floor, Building, Building Group, Section, or Section Group** to distribute tasks among attendants. If you select Section or Section Group, select the required **AM** or **PM Section Option**.

Floors and Sections are predefined groupings of rooms.

Section and Section Groups can be used as hard stops when Task Sheets are assigned, which means when creating Task Sheets with Section or Section Group selected, the rooms from different sections within one section group can be on the same task sheet, but not rooms from different section groups; the same holds for Building Group. When generating Task Assignment sheets by Section Group/Building Group, if no specific attendants are selected in the Attendants field, then the number of attendants entered in this field represents the number of Task Sheets to be generated per Section Group/Building Group.
 - b. **Separate By Rate Code:** Select rate codes to exclude from the main Task Assignment process. Rooms attached to reservations with the selected rate codes will be placed separately on Task Assignment sheets at the end of the regular assigned Task Assignment sheets.
 - c. **Separate By Room:** Select room numbers to exclude from the main Task Assignment process. Rooms attached to reservations with the selected rooms will be placed separately on Task Assignment sheets at the end of the regular assigned Task Assignment sheets.
 - d. **Stayovers First:** Select to process a Stayover/ Departure Task Assignment, which places stayovers and departures on separate Task Assignment sheets for each attendant. and select **No Service Required** to create an additional Task Sheet that contains all rooms that are not scheduled for service.
5. Click **Generate Task Sheets**.
6. In the **Task Sheet FLOAT** panel, click **Actions** and then select **Lock Task Sheet** to restrict additional changes to the task sheet. Select **Merge Task Sheet to Another Task Sheet** to combine task sheets to quickly and easily reduce the number of task sheets.

Task Sheet Companion: Servicing a Room

1. From the **OPERA Cloud** menu, select **Inventory**, select **Room Management**, and then select **Task Sheets**.
2. Search and select the required task, and then click **Search**.
3. Select the task and click **Manage**.
4. On the **Task Sheet** screen, click **Actions**, and select **Go to Task Sheet Companion**.
5. On the Task Sheet Companion screen, you can do the following:
 - **Start:** Select **Start** when the room is ready for servicing. The timer starts and you can access the statuses and room maintenance links.
 - **Finish:** After the room is serviced, update or change the current status of the room, and then select **Finish**. Note that when the room's status changes to Clean (or Inspected) and then Finish is selected, the room no longer shows in the room list since the servicing has been completed and the Task Sheet Companion advances to the next room for service.
 - **Go to Next Room:** Select **Go to Next Room** to skip the current room and go to the next room on the list.

Opening the Task Sheet Companion

The Task Sheet Companion is a tool for managing Housekeeping work assignments.

1. From the **OPERA Cloud** menu, select **Inventory**, select **Room Management**, and then select **Task Sheets**.
2. Enter a property and a task, click **Search**.
3. From your search results, select a task sheet.
4. On the **Task Sheet Details** screen, click **Actions** and **Go To Task Sheet Companion**.

Attendant Console

The Attendants Console enables you to evaluate the time it takes to clean a room, completion percentage of tasks, total and completed number of credits, and relative location of a housekeeping attendant. The information is gathered from the Task Sheet Companion, which attendants use to keep track of their task sheets and room cleaning statuses.

Viewing Room Information from the Attendants Console

To view room information through Attendant Console, do the following:

1. From the **OPERA Cloud** menu, select **Inventory**, select **Room Management**, and then select **Attendant Console**.
2. Search and select the **Property** if you are logged at Hub level, select the required **Task**, and then click **Search**.

Service Request

Service Request functionality provides the ability to define, track and report Service Requests on a Room, Reservation, Profile or a combination of these three.

Service Requests go through a preset flow, which includes Creating the Request, completing it and then following up on the resolution with the guest.

- [Completing a Service Request](#)

Completing a Service Request

To complete a service request, do the following:

1. From the **OPERA Cloud** menu, select **Inventory**, select **Room Management**, and then select **Service Request**.
2. Search and select the Service Request that you want to close.
3. Click the vertical ellipse icon, and select **Complete**.
4. On the **Service Request** screen, in the **Completion** section:
 - a. **Contact Method:** Enter or search and select the means of contact from a list of values: In-Person/Telephone, In-Room Message, E-mail, Voice-mail, or Other. You can also configure additional values as needed.
 - b. **Contacted By:** Enter the name of the person who contacted to complete the request.
 - c. **Action Taken:** Enter the completion action taken.
 - d. **Date Completed:** Select the date on which the request is completed.
 - e. **Time:** Enter the time at which the request is completed.

6

Financials

Financials enables you to manage the daily financial transactions at your property. This includes functions such as cashiering, batch deposits, generating cashier reports, folio histories, authorizing credit cards, researching receipts, currency calculations, and so on.

- [Accounts Receivables](#)
- [Cashiering and Finance](#)
- [Commissions](#)
- [Internal Charge Number](#)
- [Charging Purchases Using Post It](#)
- [Credit Card Settlement](#)
- [Calculating Currency Exchanges](#)
- [Finding Receipts](#)
- [End of Day Procedures](#)

Accounts Receivables

OPERA Cloud's Accounts Receivables feature enables you to create accounts and manage Direct Billing for company, travel agent, group, source, and guest profiles so that charges can be accumulated and billed for payments on an agreed-upon schedule. It also provides the tools for creating Accounts Receivables Accounts, tracking account activity across multiple properties, preparing reminder and statement letters, and managing invoices and payments.

The Accounts Receivable feature is available when the Cashiering > Accounts Receivables application function is set to Active.

- [Managing Accounts Receivables Accounts](#)
- [Copying Accounts to Other Properties](#)
- [Track Account History](#)
- [Accounts Receivable Statements and Reminders](#)
- [Accounts Receivables Statement Numbering](#)
- [Creating and Generating Accounts Receivable Statements](#)
- [Sending Accounts Receivable Reminders](#)
- [Accounts Receivables Reminders and Reminder Cycles](#)
- [Accounts Receivables Batch Postings](#)
- [Posting Batch Charges](#)
- [Direct Bill Transfer](#)

- [Accounts Receivables Fixed Charges](#)
- [Viewing Accounts Receivables Future and Past Stays](#)
- [Accounts Receivable Aging](#)
- [Viewing Accounts Receivable Aging](#)
- [Viewing Accounts Receivables Year View](#)
- [Accounts Receivables Traces](#)
- [Adding Traces to Accounts Receivable Accounts](#)
- [Accounts Receivables Notes](#)
- [Adding Notes to Accounts Receivables Accounts](#)
- [Accounts Receivables Credit Cards](#)

Managing Accounts Receivables Accounts

Creating Accounts Receivables Accounts

1. From the **OPERA Cloud** menu, select **Financials**, select **Accounts Receivables**, and then select **Manage Accounts Receivables**.
2. Click **I Want To . . .** and select **Create Account**.
3. Search for and select the Profile. If none exists, click **I Want To . . .** and select a profile type to create and then select the newly created profile.
4. On the **Account Setup** screen, do the following:
 - **Primary Account:** Select to make this the primary Accounts Receivables account for this profile. A profile can have multiple Accounts Receivables accounts at the same property, however, only one of those accounts can be designated as the primary account for that property. The primary account is used as the default, for example, when the profile has multiple accounts and an account is listed on a screen or appears in a report.
 - **Permanent Account:** Select the Permanent Account check box if this account is to be a permanent Accounts Receivables account. As long as this check box is selected, the account cannot be deleted.
 - **Month End Calculation:** Select the check box to have OPERA calculate the Payment Due Date by beginning with the last day of the month for the Bill Generation Date and add the number specified in the Payment Due Days field to determine the Payment Due Date that appears on the folio.
 - **Include In Batch Statements:** Select to include the account when running batch statements. You might not want to include certain accounts such as internal accounts or credit card accounts in batch statements.
 - **Restricted:** Select Restricted to block additional invoices created in Accounts Receivable, or additional folios to be Direct Billed to the account from the Front Desk.
 - **Property:** Enter or select the required property.
 - **Account Type:** Select an Account Type. Account Types help you to categorize your accounts receivables accounts for searching and reporting. Account types are also used to determine the statement format to be used

when printing statements for each account and the reminder cycle for that account.

- **Account Number:** Enter an Account Number.
- **Credit Limit:** Specify the maximum amount of credit available to this account, or the amount of the letter of credit provided by the account holder. You can change this amount if necessary. If you attempt to settle to direct bill and the transaction would exceed the credit limit for the account, a warning message prompts you to indicate whether you wish to proceed with the action.
- **Contact:** Enter the name of the AR account contact. If you enter a contact here, the contact is used for AR purposes only (for example, for statements and reminder letters).
- **Payment Due Days:** Enter a number between 0-999 that indicates the number of days until the payment is due for the AR account. Note: When you create an AR Account for a Profile that already has the Payment Due Days configured, the number automatically populates in this field. But if you create an AR Account for a Profile that does not have the Payment Due Days already configured, the number entered here does not get copied back to the Profile.
- **Address, Phone, Fax, Email:** By default, these fields are populated with the primary address from the profile associated with this account. Change this information if AR information is to be directed to a different address. If you enter an AR address, the address is used for AR purposes only such as for statements and reminder letters, and the address recorded in the profile cannot be changed. The same also applies if an address is updated for the Profile, the AR Address cannot be updated.

Editing Accounts Receivables Accounts

1. From the **OPERA Cloud** menu, select **Financials**, select **Accounts Receivables**, and then select **Manage Accounts Receivables**.
2. Search for and select the account that you want to edit. Click **I Want To...** option, which is located on the grid next to the account, click **Account Setup**.
3. To edit information about the **Account Setup**, click **Edit** in the Account Setup panel.
4. Edit the required information and then click **Save**.

Deleting Accounts Receivables Accounts

1. From the **OPERA Cloud** menu, select **Financials**, select **Accounts Receivables**, and then select **Manage Accounts Receivables**.
2. Search for and select the required account that you want to delete. Click **I Want To...** option, which is located on the grid, next to the account, select **Delete Account**.

AR accounts cannot be deleted in the following scenarios:

- You cannot delete an AR account if it is a non-zero balance. To delete all no-balance accounts of a specific account type, or all no-balance accounts having account numbers in a specific range, use the AR Account Search screen search criteria to filter the accounts.
- You cannot delete an AR account if the account is a Permanent Account. If you need to delete a permanent account, you must first un-select the Permanent Account check box on the Account Setup screen.

- You cannot delete an AR account if there are window routing instructions on the reservation that routes charges to that account for the current business date or for a future date. This restriction applies even if there are no charges posted to that AR account.

Copying Accounts to Other Properties

The Account Setup screen in Manage Accounts Receivables allows you to copy accounts from one property to other properties. You must log in to a Hub to copy accounts to other properties.

1. From the **OPERA Cloud** menu, select **Financials**, select **Account Receivables**, and then select **Manage Account Receivables**.
2. Search by property name for accounts.
3. Select the account number of the account you want to copy to other properties.
4. When the account opens in the Manage Account Receivables screen, click **Account Setup**.
5. Click **Distribute**, then select one or more properties to receive the accounts. A status message appears showing either success or failure.

Track Account History

Use Manage Accounts Receivables to create and manage direct billing accounts. It enables managing invoices and payments and tracking account activity across many different properties.

You can:

- Create accounts for companies, travel agents, groups, sources, and guests.
- Prepare reminder and statement letters.
- Assign traces on accounts. This allows you to track action items.
- View account balances by aging periods. These provide a visual reference in graphical or table format. Account balances show unpaid or partly paid invoices and unallocated credits.
- Set up fixed charges to post to reservations. These can post once, daily, weekly, or monthly.
- Review the account's future and past stays.
- View account data for the 12 months leading up to and including the current month. The Year View option shows month-by-month totals. These include net debits, unallocated credits, and a running net balance.
- Create notes as a record of internal information on an account. For example, actions taken on an invoice or an account's billing preferences.

Accounts Receivable Statements and Reminders

Accounts Receivables Statements are documents that itemize all invoices, payments, and credits created during a specific time period. They are used for reminding account holders of their account status.

- Statements generate automatically and are available to process on demand.
- You can email, fax, print or preview statements.
- You can generate statements for a single account or for multiple accounts by using the Batch Statement functionality.

Accounts Receivables Statement Numbering

When the Statement Numbers parameter (Accounts Receivable - Statement Numbers [Statement_Numbering]) is ON, all printed statements are assigned a unique statement number, and invoices printed on the statement are identified as printed. Note that after a statement has been processed and numbered, that statement and its invoices can no longer be reprocessed.

The property must use a statement report that is based on the `sample_statement_numbering` report when implementing the Accounts Receivable statement numbering feature. Additionally, all Accounts Receivable account types must have this statement report configured on the account type configuration in Profile Management for statement numbering for that account type.

Creating and Generating Accounts Receivable Statements

Accounts Receivables Statements itemize invoices, payments, and credits created during a specific date range. You can generate statements for a single account or multiple accounts. You can preview them before mailing, emailing, or faxing them to account holders. To process accounts in multiple properties, you must be logged into a HUB.

1. From the **OPERA Cloud** menu, select **Financials**, select **Account Receivables**, and then select **Manage Account Receivables**.
2. Click on the account number to go to Manage Account Receivables screen
3. Click **I Want To...** and select **Account**.
4. Click **Invoices, Manage**.
5. On the **Manage Account Invoice** screen, click **+** to expand the view to see all invoices.
6. Select invoice(s) from the search table and click vertical ellipses. Click **More, Create a Statement**.
7. Click **Process Statements** located in the Account Overview panel under Notifications.
8. Select the options to include in the statement. You can do the following:
 - a. Print zero balance, print invoices, and/or include previously printed statements.
 - b. Select **Balance Forward From** dates and **Last Posted From/Last Posted To** dates.
 - c. Select an option from the **Order By** drop-down list.

9. Select the number of copies to process.
10. Click **Process Statements**.

Sending Accounts Receivable Reminders

Use Accounts Receivables Reminders to generate reminder letters for a single account or multiple accounts using the Batch Reminders functionality. The system generates reminders based on the balance Cycle days or Aging period.

1. From the **OPERA Cloud** menu, select **Financials**, select **Account Receivables**, select **Manage Account Receivables**, and then search for accounts.
2. On the search results screen, select an account, then click **I Want To...**
3. Select **Show All** and expand by clicking the **+** sign, If any Reminder exist for the selected account, the link will display in bold letters by default.
4. Click **Reminders**, located in the Account Overview panel under Notifications, and search by property or account number. If you are logged into a HUB level, search can be performed for more than one property.
5. Select one or more reminders and then click **Process Reminders**.
6. Select one or more reminders to change destinations to print, email, fax, or preview.
7. Select **Process**.

Accounts Receivables Reminders and Reminder Cycles

The Accounts Receivables Reminders are letters that can be e-mailed, print/previewed or faxed to Account Receivables account holders to advise them of payment due, request payment due, or to provide their current account balance.

Reminder letters can be generated for a single account or multiple accounts based on cycle or age. For example, a different reminder letter can be generated for outstanding balances of 30 days, 60 days, and 90 days. These custom reminder cycles let you determine the reminder letters that have to be generated for accounts with an outstanding balance for a given number of days.

Accounts Receivables Batch Postings

Accounts Receivable Batch posting allows you to post a one-time charge simultaneously to multiple individually selected AR Accounts. For example, you can use AR batch postings to charge each reservation in a group for baggage handling or a nominal fee for an internet connection. This feature is only available when the application functions Accounts Receivables - Accounts Receivables and Accounts Receivables - Fixed Charges, and Cashiering - Batch Posting are active.

Posting Batch Charges

To post charges to multiple AR accounts at a time, do the following:

1. From the **OPERA Cloud** menu, select **Financials**, select **Accounts Receivables**, select **Post Batch Charges**.
2. Search the accounts for which you want to post batch charges. Select one or multiple accounts and then click **Post Charges**.
3. On the **Posting Details** window, enter the following information:
 - **Transaction Code:** Search and select the transaction code for the charge.
 - **Price:** Enter the amount of the charge.
 - **Supplement:** Enter supplementary text regarding this batch posting. The information entered here is displayed in the Reference field on the guest Billing screen. An entry is required in this field when posting negative amounts.
 - **Reference:** Enter a reference comment in this field.
4. Click **Post**.

Direct Bill Transfer

Direct Billing is a process in which guest charges are transferred to an Accounts Receivables account for payment. Typically, when a guest uses direct billing, an invoice is sent directly to the guest's company or other sponsoring organization.

Direct bill transfer enables authorized guests to send all or part of their bill to an AR account where charges are accumulated. The property then periodically invoices the person or organization responsible for payment of the AR account. The direct bill check out option is often used by guests whose company has special arrangements with the property, or whose business requires frequent stays at the property.

For a guest to use direct bill as a payment method at check out or settlement, the profile attached to the guest reservation (individual, company, travel agent, source or group) must have a valid AR account number.

If only part of the guest's expenses should be handled by direct bill, you may want to move those transactions to a separate Billing screen window using the Routing Instructions, and you may then process payment for this window using the direct bill payment method.

Accounts Receivables Fixed Charges

You may sometime want to post certain charges on a regular basis such as daily or weekly to a guest's bill or to an AR account. For example, charges for a rollaway bed, valet service, or parking might be incurred each day of the guest's stay. The Fixed Charges feature enables you to identify these kinds of recurring charges so they can be automatically posted during the End of Day process. It also offers a convenient way to automatically post a fixed charge once, on a specific date.

For AR fixed charges, OPERA creates a new invoice each time the charge is posted by the End of Day process and OPERA automatically assigns an invoice number.

In general, fixed charges that are to be applied to a guest's bill are specified at the time the reservation is made or at check-in time. At check-out, it may be too late to specify fixed charges so they correctly affect billing.

Viewing Accounts Receivables Future and Past Stays

Future and Past Stays gives you information about the account profile's future or past reservations that help determine patterns and preferences, such as room or rate types, duration of stays (arrival / departure dates), previous reservation status (such as No-Shows, Cancellations), and if there are any other profiles associated with the reservation (such as Company or Travel Agent).

To view the Future and Past Stays, do the following:

1. From the **OPERA Cloud** menu, select **Financials**, select **Account Receivables**, and then select **Manage Account Receivables**.
2. Search and select an Account whose Future and Past Stays you want to view.
3. On the Manage Accounts Receivable screen, click the plus icon to expand to show all. details indicator to view the details of the Account if any.

Alternatively, select the **Account Number** link and then in the **Account Overview** section, and select **Future And Past Stays**. If **Future and Past Stays** does not appear, click **Show All**.

4. Select the **Future And Past Stays**. The number in the bracket indicates the number of reservations this account's profile has made at the property. If you are logged at a HUB (multiple property group), the count indicates for all properties. If there are more than 25, the count displays 25+.
5. On the Future And Past Stays screen, in the Future Reservations and Past Stay Reservations panels, select the plus icon next to the property name to expand the display to show associated profiles on that reservation (Company, Travel Agent, Group, Source or Contact).
6. Click the **Confirmation** number link to open the reservation. (From the reservation, you can use I Want to..., Go to Folio History, or Go to Billing.)
7. Click the **Room Type** link to open the details of the reservation's room type. The room information opens in "View Only" mode.
8. Select the Rate link to open the reservation rate information.

Accounts Receivable Aging

Accounts Receivables Aging provides a visual reference of account balances by Aging periods (buckets). The account balance consists of unpaid or partly paid invoices. They can also contain unallocated credits. These represent payments or credits not yet applied to an outstanding invoice.

Aging information appears in graph and table formats:

- The graph generates a color-coded view of net balances owed in each property.
- The table breaks down the balances owed by aging period (Bucket).

You can expand each aging period for further details by property. You can also view property balances in graph form.

The Aging screen presents balances within their aging period (bucket):

- **Aging Detail View.** The graph shows unallocated credits as negative amounts. Balances owed appear as positive amounts. The table shows unallocated credits as a negative amount in the credit column. It also shows open balances and unapplied credits.
- **Aging Summary View.** The graph and table show net balances owed. These are calculated by merging unallocated payments or credits with balances within their aging period. If unallocated credit / payment amounts exceed the open balance for that aging period, the unallocated amount shows as a negative on the graph and in the table.
- **Profile Aging View.** The graph and table show net balances owed for one or more selected accounts. If unallocated credit / payment amounts exceed the open balance for the period, the unallocated amount shows as a negative on the graph and in the table.

When logged into a HUB, you can view accounts in more than one property.

Viewing Accounts Receivable Aging

1. From the **OPERA Cloud** menu, select **Financials**, select **Account Receivables**, and then select **Manage Account Receivables**.
2. Search for an Accounts Receivable account.
3. Select the account by clicking the account number and then click **Aging**.

The Aging pane shows a summary view of net open and unapplied credits owned by bucket.

The Profile Aging pane shows total net balances owed by bucket.

Viewing Accounts Receivables Year View

Use the Year View screen to view accounts receivables by month for the previous 12 months. You can view the information in graph or tablet format and in expanded or contracted size.

The bar chart graph shows net debits and unallocated credits. A trend line shows an account balance pattern over 12 months. The graph provides a legend for the color coded data. Select **Debit**, **Credit**, or **Balance** on the legend to isolate information on the graph.

1. From the **OPERA Cloud** menu, select **Financials**, select **Account Receivables**, and then select **Manage Account Receivables**.
2. Search for an Account Receivables account.
3. Select the account.
4. On the **Manage Accounts Receivables** screen, in the Accounts Overview section, under **Accounts**, click **Year View**.

By default the data appears in a graph format, to see the data in table format, click the vertical ellipse icon, and select **Table**.

- Graph - displays a bar graph of the net debits, unallocated credits, and a running balance trend line.

- Table - displays monthly line items in Period, Debit, Credit, and Balance columns.

Accounts Receivables Traces

Accounts Receivable Traces are action items or requests that are attached to an Accounts Receivable account that require follow up or completion on or before a specified date. These traces can also be assigned to a specific department. When the trace has been fulfilled, it can be marked as completed by selecting the three vertical dots and then Resolve button.

Each trace provides an audit trail that shows:

- when the trace was created and which logged in user created it
- when the trace was completed or resolved and which logged in user resolved it

The Accounts Receivables Traces feature is available when the Traces application functions is set to Active.



Account Receivables Traces are distinct from reservation traces.

Adding Traces to Accounts Receivable Accounts

You can add traces to accounts receivable accounts to track action items or requests. Afterwards, you can mark traces as complete. Traces provide an action description and completion date.

1. From the **OPERA Cloud** menu, select **Financials**, select **Account Receivables**, select **Manage Account Receivables**, and then search for accounts.
2. Select an account and click on the account number to go to Manage Account Receivables screen.
3. Select **Traces**.
4. Click **New** to create a new trace.
5. Date will be auto populated. Enter the Trace text, and then click **Save**.

Accounts Receivables Notes

The Accounts Receivables Notes allows you to keep a record of internal information for an account. For example, you can save information about an account's billing preferences, actions taken on an invoice, or special instructions on how to handle an account or invoice.

You could also use it to record notes during telephone conversations, to record past history of issues, or just to log general information regarding the account.

Adding Notes to Accounts Receivables Accounts

1. From the **OPERA Cloud** menu, select **Financials**, select **Accounts Receivables**, select **Manage Account Receivables** , and then search for accounts.
2. On the search results screen, select an account, click on the account number to go to Manage Account Receivables screen for the selected account for the selected account.
3. On the **Manage Account Receivables** screen, under the Account overview section click the link for **Notes**.
4. Select **New**. Enter or select the Notes Type, a descriptive Title, and a note text in the Comments box. Select the **Internal** check box if the notes is for internal purpose and should be unavailable to be passed through to customer documentation. Click **Save**.

Accounts Receivables Credit Cards

The AR Credit Cards feature allows you to bulk transfer credit card transactions from Front Office guest folios and partial payments to credit card company AR accounts. At the time of transfer to AR, the transactions you select are consolidated into a single AR invoice for each credit card issuer. From AR, you can keep track of outstanding amounts and amounts that have been paid based on the batches that were forwarded to the credit card companies.

If the Accounts Receivables > Consolidate Credit Card application parameter is Active, all credit card payments are automatically transferred to AR during End of Day processing. If the Accounts Receivables - Consolidate Credit Card application parameter is Inactive and the credit card payments have not been manually consolidated, then OPERA automatically consolidates the credit card payments that are older than 60 days during its End of Day processing.

 **Note:**

Transactions are available for transfer to AR immediately when payment is posted using a credit card payment transaction code that has an AR account associated with it.

To use the AR Credit Cards functionality, you should associate the transaction code used for credit card payments with an AR account. This means that you should Create an Account Receivables Account for the credit card company, then specify that account number when configuring the Transaction Code prior to posting any transactions using that transaction code.

Cashiering and Finance

Financials enables you to manage the daily financial transactions at your property. This includes functions such as cashiering, batch deposits, generating cashier reports, folio histories, authorizing credit cards, researching receipts, currency calculations, and so on.

- [Cashiering](#)
- [Using Credit Limit Overage](#)
- [Transferring Credit Card Payments with Surcharges](#)
- [Selecting Folio Styles for Viewing, Printing](#)
- [Credit Bills On Folios](#)
- [Creating Currency Exchange Rates](#)
- [Manage Billing](#)
- [Batch Charges](#)
- [Processing Batch Deposits](#)
- [Generating Batch Folios](#)
- [Viewing Folio Histories](#)

Cashiering

Cashiering provides access to cashier reports, folio histories, posting journals, receipt histories, currency calculations, credit card settlements, and so on. Cashiering also enables you to perform the Close Cashier procedure and the Apply Batch Posting procedure.

You might need a cashier ID and password to access cashiering. The cashier ID tracks each posting made to a guest or Accounts Receivables account.

Open Cashier

Open Cashiers provides status information about currently open cashier sessions. The information includes the following:

- **Cashier Number.** An ID number assigned to the cashier during setup.
- **Cashier Name.** Name assigned to the Cashier ID during Cashier setup.
- **Maximum Daily Use.** Number of times a cashier can close and re-open in one business day. This value is set during Cashier setup.
- **Times Opened.** The number of times the Cashier opened since the last End of Day processing.
- **Opened Time.** Most recent time the Cashier opened since the last End of Day processing.
- **Last Closed Time.** Most recent time the Cashier closed since the last End of Day processing. This field is blank if the Cashier has not closed since the last End of Day processing.

Close Cashier

Cashier Closure lets you review transactions, amounts, closing balances, and other information before closing out a cashier shift. You have the option to print out cashier closure reports when closing the cashier.

If your cashier is set up to handle transactions at more than one property during a shift, transaction summaries and details from those properties are listed.

The Cashier Closure presents the following information:

- **Transactions.** The financial activities that cashiers perform, including sales, payments, currency exchanges, and refunds.
- **Opening Balance.** The amount of cash or checks in the cash drawer when the cashier shift started.
- **Received.** Total amount of money (in cash or checks) received in the drawer during the shift.
- **Paid Out.** Total amount of money paid out from the drawer during the shift.
- **Expected Shift Drop.** The amount of money (cash or checks) that should be available in the cash drawer for a shift drop. The Expected Shift Drop is based on amounts received minus amounts paid out.
- **Actual Shift Drop.** (When **Blind Cashier Drop** is **On**, the **Enter Shift Drop Amounts** parameter must be active for this field to be editable.) The amount of money (cash or checks) available for a shift drop after counting out the drawer. The Actual Shift Drop can differ from the Expected Shift Drop.
- **Over/Short Warnings.** A message that appears below the Actual Shift Drop notifying you of the amount by which total Actual Checks and Actual Cash differ from the Expected Shift Drop.
- **Shift Drop Location.** (The **Shift Drop Location and Bag Numbers** parameter must be active for this field to be available.) Select a single **Shift Drop Location** from the list of values. If the Cashier ID being closed is attached to more than one user with access to more than one property, then chain-level Shift Drop Location values are available for selection. Conversely, if the Cashier ID being closed is attached to a single user with access to one property, then only values for that property are available.

 **Note:**

Shift Drop Location values are configured under the **Administration** menu by selecting **Financial, Cashiering Management, and Shift Drop Locations**.

- **Cash Bag Number.** (The **Shift Drop Location and Bag Numbers** parameter must be active for this field to be available.) This is the bag where the Cash payments are deposited. Enter a bag number (up to 15 alphanumeric characters long) for the shift drop. This field is optional and available for Cash payments only.
- **Others Bag Number.** (The **Shift Drop Location and Bag Numbers** parameter must be active for this field to be available.) This is the bag where the Other payments are deposited. Enter a bag number (up to 15 alphanumeric characters long) for the shift drop. This field is optional and available for Other payments only.

Cashier Reports Screen

The following OPERA Cashiering Controls impact the Cashier Reports screen:

- **ENTER SHIFT DROP AMOUNTS** — When set to **Off**, the Cash and Check actual shift drop fields are hidden on the Cashier Reports screen to prevent a user from entering amounts. The individual cashier reports (Cashier.rep, check.rep, exchange.rep, and Cashierartransfer.rep) and the final summary cashier closure reports (cashier_rep.rep) do not print during the closure process.
- **SHIFT DROP LOCATION AND BAG NUMBERS** — When set to **On**, you can enter the Bag number and Drop Location for Cash and Other payment types in the summary section of the Cashier Reports screen.

Printing Cashier Reports

In Cashier Reports, the following tasks in Role Manager affect your ability to print reports:

- **Cashier Reports** task — If you have this task, the Print Closure Reports button appears and you can click this button to print the reports. If a property has Enter Amount = N and you do not have the Cashier Reports task granted, the Print Closure Reports button is hidden.
- **Reprint Cashier Reports** task — If you have this task, you can reprint cashier reports from past cashier shift closures. When you reprint these reports, it includes the summary reports and the property level cashier reports. The reports always include the Shift Drop Location for all Cashier Closure reports regardless of the **ENTER SHIFT DROP AMOUNTS** setting.

Using Credit Limit Overage

You can set a credit limit for a particular credit card payment method, and different credit limits can be set for each credit card type. If any folio window with a credit card payment method meets or exceeds the limit set for the card type, the reservation is included in the Credit Limit Overage process and payment is automatically processed for the entire balance of the folio window. For example, you set up your Visa credit card payment method to have a credit limit of 400.00 USD. Each time a Visa payment method on a folio window reaches a balance of 400.00 USD or higher, the reservation is included in the Credit Limit Overage Process and payment is automatically processed for the entire balance.

If payment processing for a folio window fails, the reservation is flagged as No Post and no further charges can be posted to the reservation. This occurs even if payment is successfully processed for the balances in the other folio windows.

- [Credit Card Limit Overage Processing Prerequisites](#)
- [Credit Card Limit Overage Processing](#)
- [Setting Up Automatic Processing of Credit Card Limit Overages](#)
- [Credit Limit Overages Screen](#)
- [Credit Limit Overages Conditions/Assumptions](#)

Credit Card Limit Overage Processing Prerequisites

For the automatic processing of credit card limit overages, the following conditions are required:

- The **Credit Limit Overage Payments** parameter must be set to **On**.
- The **Credit Limit Overage Payments Interval Time** setting must have an interval defined for it.
- The **Credit Limit Overage Payment Methods** setting must have one or more credit card payment methods selected.

Note:

If the **Default Credit Limit Overage Payments Auto Pay** parameter is set to **On**, new reservations are included in the Credit Limit Overages process. If the **Credit Limit Overage Payment Failure No Post Flag** is set to **On**, the reservation is flagged as **No Post** when it fails to apply a payment to a folio window. If the **Exclude No Post Reservations For Credit Limit Overage Payments** parameter is set to **On**, reservations flagged as **No Post** are excluded from the automatic payment processing.

- **Credit Limit Auto Pay** must be selected in the Payment Instructions panel of the reservation.
- A credit card payment method must exist in the Payment Instructions panel of the reservation.
- The credit card payment method must be in a folio window with a non-credit balance.
- A credit limit must be set for the credit card payment method.
- The balance in the folio window must be equal to or higher than the credit limit of the credit card payment method.
- The Credit Card Limit Overage process must attempt to charge the total balance amount in the folio window.

Credit Card Limit Overage Processing

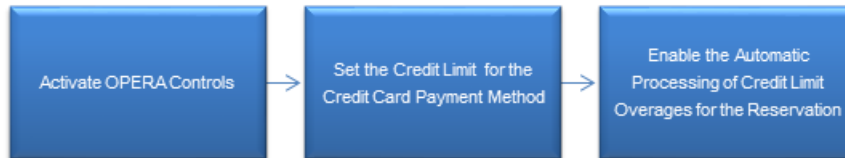
A guest's charges can sometimes exceed the credit card payment type limits set by your property. However, if you want to keep an open credit line for a reservation, you can enable the automatic processing of credit card payments that are over the credit card limit as defined by your property. With this feature enabled, payments are automatically processed in folio windows where the balance is equal to or higher than the limit set for the credit card payment method.

If the **Credit Limit Overage Payment Failure No Post Flag** parameter is **On** and automatic payment processing fails, the reservation is flagged as **No Post** and charging privileges are automatically revoked on the reservation. Automatically revoking charging privileges on a reservation reduces the guest's financial liability.

Within the payment instructions for a reservation, you can opt to include or exclude the reservation from automatic credit limit overages processing. When a reservation is

included in the overage process, you can manually initiate the payment process for selected reservations with credit cards over the limit as well as view reservations that failed automatic processing.

Automatic Credit Limit Overages Process Flow



Credit Card Limit Overages Process – Successful

If the Credit Card Limit Overage process successfully charges the credit card, the following occurs:

- The payment is posted and the folio window balance becomes zero.
- The new credit card limit for the folio window becomes the same as the credit limit amount configured for the payment method. For example, if 400 dollars is the hotel credit limit for a Visa payment method, the automatic payment processing does not occur again until this limit is reached.

Credit Card Limit Overages Process – Failed

If the Credit Card Limit Overage process fails to charge the credit card, the following occurs:

- The folio window balance remains the same and no payment is posted.
- If the **Credit Limit Overage Payment Failure No Post Flag** parameter is **On**, the **No Post** check box is automatically selected when a credit limit overage payment fails in a reservation.

Setting Up Automatic Processing of Credit Card Limit Overages

To enable the automatic payment processing for credit limit overages at your property, the following setups are required.

Activate OPERA Controls

1. From the **Administration** menu, select **Enterprise**, and select **OPERA Controls**.
2. In the **Credit Card** group, set the **Credit Limit Overage Payments** parameter to **On**.
3. Set the following parameters and settings:
 - **Credit Limit Overage Payments Interval Time** setting: Enter a value for the time interval.
 - **Credit Limit Overage Payment Methods** setting: Select one or more payment methods.
 - **Default Credit Limit Overage Payments Auto Pay** parameter: Set to **On**.

- **Credit Limit Overage Payment Failure No Post Flag** parameter: Set to **On**.

Set the Credit Limit for the Credit Card Payment Method

For the reservation to be included in the Credit Limit Overage process, a credit limit must be set for the credit card payment method.

1. From the **Administration** menu, select **Financial**, select **Transaction Management**, and select **Payment Methods**.
2. Select the credit card payment method for which you want to set a limit, click the vertical ellipsis, and click **Edit**.
3. In the **Credit Limit** field, enter a value for the dollar amount. This is the amount that triggers the automatic processing of the payment when the folio balance is at or over this limit.
4. Click **Save**.

Enable the Automatic Processing of Credit Limit Overages

In the Reservation Payment Instructions panel, you must select **Credit Limit Auto Pay** to include the reservation in automatic payment processing when the reservation charges go over the credit limit for the payment method.

1. From the OPERA Cloud menu, select **Bookings**, select **Reservations**, and select **Manage Reservation**. Search for and open the reservation.
2. Click the **Payment Instructions** link in the Billing section under Reservation Overview.
3. Select **Credit Limit Auto Pay**.
4. Select a credit card payment method for the reservation.

Credit Limit Overages Screen

Path: Applications – Financials – Cashiering – Credit Limit Overages

If a reservation's charges are equal to or over the credit limit set by the property, you can search for this reservation from the Credit Limit Overages screen and manually initiate the Credit Limit Payment process by selecting the **Make Payment** button.

Credit card limit overage can be applied to the following reservation types:

- In House reservations.
- Advance Checked In reservations (when the Advance Check In function is active at the property).
- Arrival (Due In) reservations (when Pre Stay Charges is active at the property).
- Departed (Checked Out) reservations (when Post Stay Charges is active at the property).

Search Area

The Credit Limit Overages screen features a search area with the following search filters:

- **Property** (required) – Filter by property code. If you are logged in at the property level, this field defaults to that property. If you are logged in at the hub level, the drop-down list contains all properties within the hub that have the **Credit Limit Overage** parameter set to **On**.
- **Card Type** – Filter by the credit card types configured at the property.
- **Name** – Filter by guest's last name..
- **Room** – Filter by room number.

Search Results

After you enter search criteria and click **Search**, the Credit Limit Overages screen returns reservations matching the search criteria with a folio window balance equal to or higher than the credit limit set for the credit card payment method of that folio window.

The results include In House reservations as well as the following:

- Arrival reservations, if the Pre Stay Charges function is active at the property.
- Checked Out reservations, if the Post Stay Charges function is active at the property.
- Advance Checked In reservations, if the Advance Check In function is active at the property.

Making a Payment

You can manually initiate the Credit Limit Overage process whenever you need to make payments for reservations. After you select one or more reservations, the **Make Payment** button appears. Selecting this button begins the Credit Limit Overage process for the selected reservations.

If you choose to initiate the Credit Limit Overage process and the **Automatic Credit Limit Overages** parameter is **On**, the next Automatic Credit Limit Overage process begins based on the interval in minutes set for the **Automatic Credit Limit Overage Interval** setting. For example, if a 30 minute interval is defined for this setting and you initiate the process at 9:00 am, the system checks at 9:30 am to determine if the process is complete. If the process is not complete, the next check occurs at 10:00 am. However, if the process finishes at 9:45 am, the next check still occurs at 10:00 am, and the next Automatic Credit Limit Overage process automatically begins at this time.

If the Automatic Credit Limit Overages process is already running in the background and you choose to manually initiate a new instance of the process, OPERA presents a warning message indicating the process is currently in progress.

Credit Limit Overages Status

Once you click the **Make Payment** button, the Credit Limit Overages Status screen appears.

The Credit Limit Overage Status screen presents this information in view-only mode for the reservations selected for processing. This information includes Name, Room, Credit Card, Type, Payment Amount, and Status.

The Status for each record is updated based on the credit card processing and shows failures and successes. Closing the status screen while credit cards are being processed does not stop the process.

The order of the results follows the order of the search results. You can change the order of the results based on the status by selecting **Failures First** in the **Sort By** field.

The results can be printed by selecting the **Print** button.

Credit Limit Overages Conditions/Assumptions

OPERA Controls

- A credit card interface is configured at the property.
- The **Credit Card Online Settlements** parameter is set to **On** because it is required for EMV / Chip and PIN functionality as the connected terminal and processor are responsible for handling the credit card data.

Transferring Credit Card Payments with Surcharges

Credit card surcharges add an amount to credit card charges to cover the costs associated with accepting credit card charges. Properties can enable credit card surcharges by setting the Cashiering > Credit Card Transaction Surcharge application parameter to Y.

You can transfer deposits and purchases made by credit cards with surcharges to other reservations. When doing so, the transfer moves only the cost of the deposit or purchase, not the surcharge. The surcharge amount posts to the guest ledger using the transaction code defined by the Cashiering > Default Surcharge Transaction Code application setting.

Example

A guest makes a \$1000.00 reservation deposit using a credit card with a 10% surcharge applicable.

The deposit payment is recorded as \$1100.00. The \$100.00 credit card surcharge posts to the Guest Ledger. Afterwards, the available deposit amount on the reservation shows as \$1000.00.

Selecting Folio Styles for Viewing, Printing

OPERA Cloud offers numerous cashiering folio styles you can select when viewing or printing a guest folio. Folio styles control the display and organization of information on the folio.

Initially, the Folio Print screen or the Report Destination screen displays your property's default folio style. You can change the default to a different folio style. The style you select will apply only to the guest whose folio you want to view or print. After you close the guest's Billing screen, the folio style returns to the property default.

You set the property default folio style from the Cashiering > Setting> Folio Style application setting. You can exclude selected folio styles from appearing on cashiering screens using the Cashiering > Exclude Folio Styles application setting.

For Accounts Receivable folios, the property default is set in Accounts Receivable > Default AR Folio Style.

- [Selecting Folio Styles When Printing](#)
- [Printing Folios for Banquet Charges](#)
- [Detailed Folio \(Date\) \(1\)](#)
- [Transaction Code Summary Per Day \(Code\) \(2\)](#)
- [Transaction Code Summary Per Stay \(Code\) \(3\)](#)
- [Arrangement Summary Per Day \(Date\) \(4\)](#)
- [Arrangement Summary Per Stay \(Date\) \(5\)](#)
- [One Line Per Day \(Date\) \(6\)](#)
- [Daily Summary for Groups \(Date\) \(7\)](#)
- [Person Summary for Groups \(Date\) \(8\)](#)
- [Detailed Folio \(Room\) \(9\)](#)
- [Summary by Stay and Check Number. \(Date\) \(10\)](#)
- [Resort Hotel Folio \(Date\) \(11\)](#)
- [Daily Plan \(Date\) \(12\)](#)
- [Arrangement Summary \(Date\) \(13\)](#)
- [Summary by Check Number \(Date\) \(14\)](#)
- [Group Folio Subtotal \(Date\) \(15\)](#)
- [Group Folio Subtotal Per Guest \(Date\) \(16\)](#)
- [Group Folio Subtotal per Trn Code \(Date\) \(17\)](#)
- [Group Summary Folio \(Room\) \(18\)](#)
- [Group Folio Subtotal Per Room \(Date\) \(19\)](#)
- [Group Summary Folio \(Alpha\) \(20\)](#)
- [Banquet Folio by Revenue Types \(21\)](#)
- [Banquet Event \(Time\) \(22\)](#)
- [Daily Plan \(Room\) \(23\)](#)
- [Detailed Folio \(Package\) \(24\)](#)
- [Group Folio \(Package\) \(25\)](#)
- [Detailed Folio \(Name\) \(26\)](#)

Selecting Folio Styles When Printing

You can select a folio style that best suits your purposes when viewing or printing a folio from the reservation billing screen.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Search and open a reservation.
3. Click **I Want To . . .** and then click **Billing**.
4. Click **Information Folio**.
5. If changing the style, click the currently displayed folio style. From the list of style options, select a style and then click **Select Folio Style**.
6. Select a Print Destination and then click **Process**.

Printing Folios for Banquet Charges

When the function for Banquet Posting is active, the two folio styles become available for detailing banquet charges and can be used as a banquet check. Folio Style 21 groups the event related charges by Revenue Type while Folio Style 22 groups the charges by Event. The folio can be run for a specific set of date and can include PMS postings like guest room charges.

1. From the OPERA Cloud menu, select **Front Desk** and click **In House**.
2. Search for reservations.
3. From search results, select a reservation, click the row-level **I Want To . . .** menu, and select Go To **Billing**.
4. On the Window containing the charges you want to print, click **Information Folio**.
5. When the Folio Print dialog appears, click the **Folio Style** field and select one of the following:
 - a. Select 21 – Banquet Folio by Revenue Types.
 - b. Select 22- Banquet Event (Time).
6. Click **Select Folio Style**.
7. When the Folio Print dialogue opens, select the date ranges, page breaks, report destination, and other printing options.
8. Click **Process**.

Detailed Folio (Date) (1)

This folio style is the Default style. It is one of the most commonly used folio styles.

- Displays two lines per transaction code.
- Prints References and Supplements for each transaction.
- Prints Generates immediately following the information for the transaction code from which they were generated.

Sort Order: Date, transaction code.

Display Order:

- Line 1 - Date, transaction code, transaction description, charges or credits.
- Line 2 - Reference and supplement (as available).

Transaction Code Summary Per Day (Code) (2)

This folio style combines all postings with the same transaction code and the same date into one entry. When there are postings to a specific transaction code on a given day, an entry appears for that date and transaction code.

- Does not print reference and supplement information.
- Combines Generates according to date and transaction code, not necessarily following the transactions from which they were generated.
- Sorts Folio entries by date starting with the first day of the stay.

Sort Order: Transaction date, internal transaction number.

Display Order: Date, transaction code, transaction description, charges or credits.

Transaction Code Summary Per Stay (Code) (3)

This folio style is similar to the Transaction Code Summary per Day, except it summarizes on one line all postings with the same transaction code during the stay.

- The date reflects the date of the most posting to the transaction code.
- Does not print Reference and Supplement information.
- Combines Generates according to date and transaction code, not necessarily following the transactions from which they were generated.
- Sorts Folio entries by date, starting with the first day of the stay.

Sort Order: Date, transaction code.

Display Order: Date, transaction code, transaction description, combined charge or credit.

Arrangement Summary Per Day (Date) (4)

This folio style offers the ability to arbitrarily group postings according to the guest's requirements by using arrangement codes.

- Summarizes all postings with the same arrangement code and same date on one line.
- Prints summarized arrangement codes for each day first, followed by transaction codes (that are not part of an arrangement) for that day.
- Prints any posting not included in an arrangement code individually by transaction code.
- Does not print Reference and Supplement information.
- Displays Generates not in an arrangement code according to transaction code.

Sort Order: Date, internal transaction number, transaction code.

Display Order:

- With Arrangement - Date, highest numbered transaction code for the arrangement, arrangement code description, total charges or credits.
- Without Arrangement - Date, transaction code, transaction description, charge or credit.

Arrangement Summary Per Stay (Date) (5)

This folio style is equivalent to the Arrangement Summary per Day, except it summarizes on one line all postings having the same arrangement code during the entire stay.

- Prints summarized arrangement codes first regardless of the date the charge occurred.
- When there are postings to an arrangement code during the stay, the earliest date of a posting to that arrangement code determines the date under which that arrangement code summary prints.
- Following the arrangement code summaries, any posting not included in an arrangement code prints individually by date and transaction code, starting with the first day of the stay.
- Does not Reference and Supplement information.
- Displays Generates not in an arrangement code according to transaction code, not necessarily following the transaction from which they were generated.

Sort Order: Check number, internal transaction number.

Display Order:

- With Arrangement - Date, highest numbered transaction code for the arrangement, arrangement code description, total charges or credits.
- Without Arrangement - Date, transaction code, transaction description, charge or credit.

One Line Per Day (Date) (6)

This folio style combines all postings (except payments) for each day starting with the first day, and prints them on a single line. The descriptive text is the day of the week spelled out (e.g., MONDAY, TUESDAY, etc.) followed by the total number of postings for that day.

- Includes Generates in the total for the day.
- Following the daily summary of postings, it lists payments individually along with related Supplement and Reference information.

Sort Order: Date

Display Order: Date, day of the week (number of postings for the day), charges or

Daily Summary for Groups (Date) (7)

This folio style is equivalent to the Transaction Code Summary per Day.

- Groups postings only when the transaction code, transaction date, and price are identical.
- Prints all postings with this transaction code, transaction date, and price on one line.
- Does not print Reference and Supplement information if there are multiple postings with the same transaction code, transaction date and price.
- Prints the Reference and Supplement information immediately following the transaction description if there is only one posting to a transaction code.
- Prints Generates immediately following the transaction code from which they were generated.

Sort Order: Date

Display Order: Date, transaction code, transaction description, charges or credits. (If there are multiple postings per transaction code, the transaction description will be followed by the number of postings and unit price.)

Person Summary for Groups (Date) (8)

This folio style summarizes on one line all transactions transferred for each guest/room in the group.

- Does not show transaction code detail.
- Does not print Reference and Supplement information.
- Includes Generates in the total for the room.

Sort Order: Guest room number.

Display Order: Date, guest room number, guest name, charges or credits.

Detailed Folio (Room) (9)

This folio style sorts all transactions for the group by room number, then by date within the room number.

- Prints all charges for a room, then prints the next room.
- Prints Supplements for each transaction.
- Prints Generates immediately following the transaction code from which they were generated.

Sort Order: Room number, transaction date, internal transaction number

Display Order:

- Line 1 - Date, guest name, charges or credits.
- Line 2 - Supplement (as available).

Summary by Stay and Check Number. (Date) (10)

This folio style displays all the room and tax + package postings as 1 line on the folio for the entire stay even if there is a rate change during the stay. The date and

description for this is taken from the 1st posted rate code either via night audit or manually via post rate code option. All the other charges follow after this line and appear as one line in the order of date they were posted and grouped by the check number if associated similar to folio style 14. If the check number is not associated with the transactions then they are displayed separately as individual postings.

Resort Hotel Folio (Date) (11)

This folio style is especially useful for properties where some guests stay for long periods and rate changes apply. The property folio style clearly indicates any rate changes.

- Lists Room charges first followed by a chronological listing of all other charges.
- Summarizes Room Charge lines by daily rate.
- Lists the highest daily rate first followed by other daily rates from highest to lowest.
- Shows the number of postings and the unit price when there is more than one room at the same daily rate.

Sort Order: Room number, transaction date, internal transaction number.

Display Order:

- Room Charges - Date, room charge description, combined charges or credits for that daily rate (number of room charge postings x unit price) .

Non-Room Charges: Line 1 - Date, transaction code, transaction description, charges or credits.

Daily Plan (Date) (12)

This folio style is available when the Cashiering > Daily Plans application parameter is set to Y. With this folio style, charges for transaction codes associated with the LODGING group and the OTHERS group are consolidated by day. For example, if the room charge is \$100 per night and the breakfast charge is \$20 per person, the following entries might appear on the guest's folio when the folio is printed in the Daily Plan folio style:

01/07/18	Room and Breakfast	\$120
01/08/18	Room and Breakfast	\$120

Arrangement Summary (Date) (13)

This folio style is similar to the Arrangement Summary per Day style, except that all arrangement code summaries are printed first in chronological order by date.

- Summarizes all postings with the same arrangement code and same date on one line.
- Prints all other transactions in order by date following the arrangement code summaries.
- Prints any posting not included in an arrangement code individually by transaction code.

- Does not print Reference and Supplement information.
- Displays Generates not in an arrangement code according to transaction code, not necessarily following the transaction from which they were generated.
- Sorts Folio entries by date starting with the first day of the stay.

Sort Order: Date, internal transaction number.

Display Order:

- With Arrangement - Date, arrangement code, arrangement code description, total charges or credits.
- Without Arrangement - Date, transaction code, transaction description, charge or credit.

Summary by Check Number (Date) (14)

This folio style is useful if the property is working with a point-of-sale interface. The folio:

- Summarizes all postings to the same check number on one line.
- Prints Generates immediately following the transaction code from which they were generated.
- If the transaction codes used are also configured for an arrangement code, then the arrangement code text of the transaction code with the lowest Transaction ID will be taken.
- Lowest Transaction ID means the first posting made for that check number.
- If the transaction codes used are not configured for an arrangement code, then the description of the transaction code with the lowest transaction ID will be taken.

Sort Order: Date, internal transaction number.

Display Order with Check Number:

- Line 1- Date, internal transaction number (the lowest internal transaction number is shown on the folio), transaction description. (When splitting postings, new transactions are created which then would have a higher internal transaction number.)
- Line 2 - Reference and supplement (as available).

Display Order without Check Number:

- Line 1 - Date, transaction code, transaction description.
- Line 2 - Reference and supplement (as available).

Group Folio Subtotal (Date) (15)

This folio style lists together all postings routed to the room by date. The folio:

- Groups transactions by date, room number, and then by transaction code.
- Adds a daily subtotal line at the end of each day's transaction list.
- Prints References and Supplements for each transaction.

- Prints Generates immediately following the transaction code from which they were generated.

Sort Order: Date, guest room number, internal transaction number.

Display Order:

- Line 1 - Date, guest name, transaction description, charges or credits.
- Line 2 - Reference and supplement (as available).

Group Folio Subtotal Per Guest (Date) (16)

This folio style lists together all postings transferred to the folio by room. Within a room, transactions are grouped together by date and by transaction code.

- Lists transactions having the same transaction code individually (not summarized).
- Adds a room subtotal line at the end of each room's transaction list.
- Prints References and Supplements for each transaction.
- Prints Generates immediately following the transaction code from which they were generated.

Sort Order: Date, internal transaction number.

Display Order:

- Line 1 - Date, guest name, transaction description, charges or credits
- Line 2 - Reference and supplement (as available)

Group Folio Subtotal per Trn Code (Date) (17)

This folio style combines all postings with the same transaction code and the same date into one entry.

- When there are postings to a specific transaction code on a given day, an entry appears for that date and transaction code.
- Adds a daily subtotal line at the end of each day.
- Prints References and Supplements for each transaction.
- Prints Generates immediately following the transaction code from which they were generated.

Sort Order: Date, transaction code.

Display Order:

- Line 1 - Date, transaction description, charges or credits.
- Line 2 - Reference and supplement (as available).

Group Summary Folio (Room) (18)

This folio style lists all postings transferred together to the folio by room in numerical order.

- Lists Folio groupings assigned in System Configuration across the page.
- Lists information for each room on one line.
- Lists a group subtotal at the bottom of the page.
- Does not print Reference and Supplement information.
- Includes Generates in the totals according to the bucket configuration.

Sort Order: Room number, date, internal transaction number.

Display Order: Date, room number, guest name, buckets 1- 10, payments, total.

Group Folio Subtotal Per Room (Date) (19)

This folio style lists together all postings transferred to the folio by room. The display of postings for each room is headed by a line showing the guest's name and room number. The folio:

- Groups transactions by date and then by transaction code within a room.
- List transactions individually and not summarized by transaction code.
- Prints References and Supplements for each transaction.
- Prints Generates immediately following the transaction code from which they were generated.
- Adds a Guest Total line at the end of the transactions for each room.

Sort Order: Room number, date, internal transaction number.

Display Order:

- Line 1 - Date, guest name, transaction description, charges or credits.
- Line 2 - Reference and supplement (as available).

Group Summary Folio (Alpha) (20)

This folio style lists together all postings transferred to the folio by guest name in alphabetical order. Folio groupings assigned in System Configuration are listed across the page. Information for each room is listed on one line. A group subtotal is listed at the bottom of the page.

- Does not print Reference and Supplement information will print.
- Includes Generates in the totals according to the bucket configuration.

Sort Order: Guest name (alphabetical).

Display Order: Date, room number, guest name, buckets 1- 10, payments, total.

Banquet Folio by Revenue Types (21)

This folio style displays the group/type of revenue with the details about the revenue group it belongs to. Available when the Events > Event Posting application function is set to Y and a country has not been specified in the Country Mode field for the property in the Property Controls.

- Within each grouping, the Taxes and Service Charges are displayed and if catering packages are part of the check, the package is displayed as a separate group before any of the other groups.
- Based on the selection criteria for the report, PMS Postings can also be displayed in a separate section and will be displayed by transaction code for the appropriate date. Plus, select the Printing Method for the report and how to display the Revenue Summary.

Sort Order: Revenue Group.

Display Order: Quantity, Description, Unit Price, Total.

Banquet Event (Time) (22)

This folio style displays the revenue by event by displaying each individual item that has been posted to the event. Available when the Events > Event Posting application function is set to Y and a country has not been specified in the Country Mode field for the property in the Property Controls. This report uses the same report criteria options as Folio Style 21 and can include PMS Postings, select the Printing Method, and how the Revenue Summary is to be displayed.

Sort Order: Time of the Event (Earliest to Latest).

Display Order: Event, Item, Quantity, Currency, Unit Price, Total.

Daily Plan (Room) (23)

With this folio style, charges for transaction codes associated with the LODGING group and the OTHERS group (set up via **Administration > Financial > Cashiering Management > Daily Plan Codes**) are consolidated by room/guest. Available when the **Cashiering > Daily Plans** application parameter is set to Y.

Examples:

A reservation for Mr. Smith checks in with a daily rate of EUR 100 (no packages attached) for 2 nights. He has breakfast at EUR 10 each per day. The Daily Plan Folio (Room) will appear as follows:

01/07/18	Room and Breakfast 110 Mr. Smith	\$110
01/08/18	Room and Breakfast 110 Mr. Smith	\$110

Reservations for Mr. Smith and Mr. Thompson are checked in with a daily rate of EUR 100 each (no packages attached) for 2 nights. Both guests have breakfast at EUR 10 each per day. At checkout, Mr. Smith agrees to pay for Mr. Thompson's charges as well as his own. Lodging and breakfast charges are transferred from Mr. Thompson's reservation to Mr. Smith's reservation. The Daily Plan Folio (Room) will appear as follows:

01/07/18	Room and Breakfast 110 Mr. Smith	\$110
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01/07/18	Room and Breakfast 220 Mr. Thompson	\$110
01/08/18	Room and Breakfast 110 Mr. Smith	\$110
01/08/18	Room and Breakfast 220 Mr. Thompson	\$110

Detailed Folio (Package) (24)

This folio style displays the split of packages included in a rate code or added to the reservation. Also, the VAT % for each transaction can be displayed using the VAT Percentage merge code.

- The folio will display 1 line item for the total amount of each package wrapper transaction and then separate line items for all the components of the package wrapper that are either included in the rate or Add to Rate Combined line packages.
- Add to Rate Separate line packages will continue to display as separate line items on this folio style as well.

Examples (Include details where the VAT merge code has been added to the customized folio)

A Bed & Breakfast rate code for 120 EURO has an included Breakfast rate of 20 EURO with an 8% inclusive tax on the room charge and a 25% inclusive tax on the breakfast food. This would produce a folio like the following:

Date	Text	Charges EURO	Credits EURO
09/09/18	Bed & Breakfast	120.00	
	Room Charge	100.00 (8%)	
	Breakfast	20.00 (25%)	
	Total	120.00	0.00

If the above example included exclusive generates on the package components, they would be printed as separate line items as in this example.

A Bed & Breakfast rate code for 120 EURO has an included Breakfast rate of 20 EURO with an 8% exclusive tax of the room charge and a 25% exclusive tax on the breakfast food. Also, an extra bed posting with an exclusive tax of 10% is posted to the reservation. This example would produce the following folio:

Date	Text	Charges EURO	Credits EURO
09/09/18	Bed & Breakfast	Breakfast	
09/09/18	Room Charge	100.00 (8%)	
09/09/18	Breakfast	20.00 (25%)	
09/09/18	Room Exclusive Tax	8.00	
	F&B Exclusive Tax	5.00	
	Extra Bed	60.00 (10%)	
	Extra Bed Exclusive Tax	6.00	
	Total	199.00	0.00

If a Supplement or Reference is added to the wrapper transaction code, then it will be displayed after the line item for the wrapper posting on the folio.

Group Folio (Package) (25)

Note: Available only when the Country Mode is not set Latin America, Hungary, Germany, or France and the **Cashiering > Package Arrangement Code** application parameter is set to **N**.

When using this folio style to generate a folio, all the package/wrapper transactions are first grouped by the Transaction Date, then by the Rate Code, and then by the Rate Amount.

The folio displays 1 line item that shows the Quantity multiplied by the Rate Amount for each Rate Code that has distinct Rate Amount. The package components, i.e., Room and Package charges, are also shown in the same manner (Quantity multiplied by Amount). But this is applicable only for Included in Rate and Combined Line Packages. Add to Rate Separate Line packages do not post wrapper, therefore they display as separate line items.

Charges that are not part of the package wrapper posting follow the grouped wrapper charges for each date and reference/supplement shows only for these charges.

Examples:

The following examples display how folio 25 will display based on the following Block Reservation for the first night (02/01/13):

- Arrival: 02/01/2018
- Departure: 02/03/2018
- Rooms: 30 (10 assigned to each Rate Code below)
- Rate Codes: B (100.00) / B (120.00) / B (150.00)

Inclusive Package/Exclusive Tax

Taxes: 10% on Rooms / 25% on Breakfast food.

Date	Text	Charges	Credits
02/01/18	B&B (10*100.00) 1,000.00	()	
	Transient Room Revenue (10*90.00)	900.000 (10%)	
	Food & Beverage (10*10.00)	100.00 (25%)	
	Tax (10*9.00)	90.00 ()	
	F&B Tax (10*2.50)	25.00 ()	
02/01/18	B&B2 (10*120.00) 1,200.00	()	
	Transient Room Revenue (10*110.00)	1,100.00 (10%)	
	Food & Beverage (10*10.00)	100.00 (25%)	
	Tax (10*11.00)	110.00 ()	
	F&B Tax (10*2.50)	25.00 ()	
02/01/18	B&B3 (10*150.00) 1,500.00	()	
	Transient Room Revenue (10*140.00)	1,400.00 (10%)	
	Food & Beverage (10*10.00)	100.00 (25%)	
	Tax (10*14.00)	140.00 ()	
	F&B Tax (10*2.50)	25.00 ()	
02/01/18	Miscellaneous Charges (Routings, and so on) displayed here on down		

Inclusive Package/Inclusive Tax

Taxes: 8% on Rooms / 25% on Breakfast food

Date	Text	Charges	Credits
02/01/18	B&B (10*100.00) 1,000.00	()	
	Transient Room Revenue (10*90.00)	900.000 (10%)	
	Food & Beverage (10*10.00)	100.00 (25%)	
02/01/18	B&B2 (10*120.00) 1,200.00	()	
	Transient Room Revenue (10*100.00)	1,000.000 (10%)	
	Food & Beverage (10*10.00)	100.00 (25%)	
02/01/18	B&B3 (10*150.00) 1,500.00	()	
	Transient Room Revenue (10*130.00)	1,300.00 (10%)	
	Food & Beverage (10*10.00)	100.00 (25%)	
02/01/18	Miscellaneous Charges (Routings and so on) displayed here on down		

Detailed Folio (Name) (26)

This folio style sorts all transactions for the group by guest's last name, then by transaction date.

- Prints all charges for one guest, then prints the next guest's charges.
- Prints Supplements for each transaction.
- Prints Generates immediately following the transaction code from which they were generated.

Sort Order: Guest Last Name, Transaction date, internal transaction number.

Credit Bills On Folios

A credit bill applies a credit against charges on a folio. You can associate a credit bill with a folio if the folio was generated prior to the current business date. However, an exception is allowed for deposits. You can generate a deposit folio when the Cashiering > Advanced Deposit Handling application setting is defined.

Using the Same Day Credit Bills application setting, you can define when a Credit Bill for the folios can be issued. There are three configuration options:

- **All:** You can create a credit bill on all folios on the same date the folios are generated.
- **Deposit:** You can create a credit bill on deposit folios on the same date the folios are generated.
- **Never:** You cannot create a credit bill on folios on the same date they are generated.

Follow these guidelines when associating a credit bill with a folio:

- You can apply a credit bill to a folio for only a certain number of days after the folio creation date. You configure the maximum number of days using the Maximum Credit Days application setting under the Cashiering Group in OPERA Controls.
- You can prepare a credit bill for up to the remaining amount on the original folio. For example, if you have a folio for \$100.00 and you have already issued a credit bill for \$20.00, then you can only issue a credit bill for \$80.00 for that folio.
- You cannot associate a credit bill with another credit bill.
- You cannot apply a credit bill to a voided bill.
- You cannot apply a credit bill for which all or part of payment was direct bill.
- [Generating a Credit Bill](#)

Generating a Credit Bill

To generate a credit bill, you must activate the Credit Bill functionality under the Cashiering group.

1. From the OPERA Cloud menu, select **Financials**, then **Cashiering**, and then **Folio History**.
2. Search and select a folio.
3. Click the vertical ellipsis button associated with the folio you selected and then select **Generate Credit Bill**.
4. On the Credit Bill screen:

- a. Select **Individual Transactions** to select an individual transaction to apply the credit against.
 - b. Select **All Transactions** to apply the credit against all previously posted transactions.
5. When adding charges in the Post Charges panel, click the vertical ellipsis button and select **Add Charge**.
 - a. Enter the transaction code of the charge and enter the price as a negative value. The quantity will set to 1 by default.
 - b. Enter additional information such as the Supplement, Reference, or a Check Number. The Supplement field is mandatory for all negative posts.
6. When adding payments in the Post Payments panel, click the vertical ellipsis button and select **Add Payment**.
 - a. Enter the payment method and the amount of the payment. You must add a minus sign to the payment amount, for example, –13.20. Cash or Check Payment types are not allowed for negative amounts.
 - b. When making a payment for All Transactions, the payment amount is pre-filled in the Amount field.
7. Enter any value in the Reference field for the negative payment. This field is mandatory for all negative payments
8. The Supplement field is available but not mandatory.
9. Click **Settle Credit Bill** or click **Settle and Print Credit Bill** if a printout is needed.
10. On the next screen, select a terminal to process the payment.

Creating Currency Exchange Rates

Currency exchange rates can vary depending on the type of transaction being conducted, such as settlement, or posting restaurant charges, or cashing traveler's checks. In addition, exchange rates for buying foreign currency (the usual foreign currency exchange transaction) can also differ from exchange rates for selling foreign currency. Exchange rates are time and date sensitive; they are set up to become effective on a certain date/time and remain in-effect until they are superseded by a rate with a newer effective date. Finally, exchange rates can include a percentage of commission that the property charges for handling the exchange.

Follow these steps to create a currency exchange rate:

1. From the Application menu, select **Financials**, select **Cashiering**, and then select **Currency Calculator**.
2. Click the **I Want To . . . menu** and select **Manage Exchange Rates**.
3. Click **New**.

Click the **vertical ellipsis** next to the New button to view past exchange rates or future exchange rates.
4. Select one or more check boxes indicating the exchange covered by the new exchange rate. Exchange type options are:
 - a. **Cash** – for performing cash currency exchanges.

- b. **Check** – for performing foreign currency traveler's check exchange.
 - c. **Settlement** – for posting a settlement (payment) in foreign currency.
 - d. **Posting** – for posting charges in a foreign currency. You can use this for accommodation and package item charges from rate code and package elements configured in another currency.
 - e. **Commission** – used when performing commission payments.
 - f. **Certificate** – for printing an e-certificate voucher (OCIS e-certificates).
 - g. **Membership** – used to calculate membership points in a different currency other than the property's local currency.
5. Enter or confirm the **Property**.
 6. Select the **Currency**. The exchange rate will apply to the currency you select.
 7. Enter the **Begin Date** of the exchange rate (the effective date and time for the current exchange rate).
 8. Enter a **Begin Time** of the exchange rate.
 9. Enter the **Buy Rate / From Buy Rate**.
 - a. **Buy Rate**: When buying foreign currency, one unit of the local currency equals this many units of the foreign currency.
 - b. **From Buy Rate**: When buying foreign currency, one unit of the foreign currency equals this many units of the local currency.
 10. Enter the **Buy Commission**. This is the commission percentage the property charges for accepting foreign currency.
 11. Enter the **Net Buy Rate**. This view-only field shows the effective exchange rate ($\text{Net Buy Rate} = \text{Buy Rate} + [\text{Buy Rate} \times \text{Buy Commission}] / 100$).
 12. The following section applies when the Sell Currency parameter is active:
 - a. Enter the **Sell Rate / From Sell Rate**. Enter either the Sell Rate or the From Sell Rate. OPERA Cloud will calculate the complementary exchange rate and display both exchange transactions in the Exchange Info area.
 - **Sell Rate**. When selling foreign currency, one unit of the local currency equals this many units of the foreign currency.
 - **From Sell Rate**. When selling foreign currency, one unit of the foreign currency equals this many units of the local currency.
 - b. Enter the **Sell Commission**. If a commission is charged for this kind of currency exchange, enter the percentage of the Sell Rate charged as a commission.
 - c. Enter the **Sell Commission**. If a commission is charged for this kind of currency exchange, enter the percentage of the Sell Rate charged as a commission.
 - d. Enter the **Net Sell Rate**. This view-only field shows the effective exchange rate ($\text{Net Sell Rate} = \text{Sell Rate} - [\text{Sell Rate} \times \text{Sell Commission}] / 100$).
 13. Click **Save**.
See related help topic: Calculating Currency Exchanges

Manage Billing

Billing enables you to post and adjust guest charges, move charges, post payments, generate folios, print and share folios, and perform many other tasks related to guest billing. You can also view the charges posted to the guest's folio.

The guest folio provides eight billing windows (numbered 1 – 8). Each window holds charges, payments, or adjustments based on the guest or property requirements. For example, a guest might want room rate charges stored in Window 1, room service and restaurant charges in Window 2, business center charges in Window 3, and so on. You can also set up different payment methods for each window and move payment methods from one window to another.

When you only have charges on a single billing window, the billing window opens in single window view. This is indicated by the single window view button being disabled. If there are charges on two billing windows, it opens in panel view where two billing windows appear side by side. If there are charges on more than two windows, the billing windows open in panel view with the billing window drawer open to show the other windows. You can toggle between single and panel views by clicking the appropriate view button on the billing window.

You can do the following when managing a guest's billing:

- Post charges to the guest account by transaction code, price, and quantity. You can post charges in any of eight separate Windows.
-
- Accept and post guest payments by credit card, cash, or check to any of the eight Windows.
- Reverse a payment by creating a new transaction in the same amount. This option appears after you select a payment transaction.
- Edit postings or transfer entire folios or partial postings to other folios or guest rooms.
- Adjust transaction by amounts or percentages. You can provide reason codes and descriptions for the adjustments.
- Split a single transaction into two transactions based on an amount or a percentage. Split amounts appear in separate rows on the Manage Billing screen.
- Print, email, fax, or preview a folio by Window or currency.
- Search for all transactions made by the guest or enter search criteria to find only specific transactions.
- Move postings from one Window to another Window.
- View notifications. The notification window opens up by default with a red notification icon showing the number of notes waiting to be read.
- Expand the guest's business card to view profile information and more.
- [Advance Billing and Folios](#)
- [Transferring Transactions](#)
- [Viewing a POS Check Image for a Charge](#)
- [Posting Credit Card Rebates](#)

- [Routing Limits](#)
- [Service Recovery Adjustments](#)
- [Posting Service Recovery Allowance Adjustments](#)
- [Cashier Login](#)
- [Pre Stay and Post Stay Charging](#)
- [Viewing the Billing Summary](#)
- [Finding and Researching Guest Transactions](#)
- [Researching Transactions](#)
- [Void Folios](#)

Advance Billing and Folios

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

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

Transferring Transactions

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

- [Transferring Guest Folio Postings](#)
- [Transferring Transactions Using Drag and Drop](#)
- [Transferring Generates with Main](#)

Transferring Guest Folio Postings

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

1. From the **OPERA Cloud** menu, select **Front Desk**, and then select **In House**.
2. Search for and open the reservation.
3. Click **I Want To . . .** and then click **Billing**.
4. Click the vertical ellipsis button and select **Transfer Posting**.
5. Under Select a Transfer Scope, select either **Entire Folio** or **Partial/Selected Postings**.
 - a. If you select **Entire Folio**, select either **To a Room** or **From Room(s)**. Enter the room number and the guest's name.
 - b. If you select **Partial/Selected Postings**, select **To a Folio Window** and choose the window, or select either **To a Room** or **From Room(s)**. If you select the room options, enter the room number and the guest's name.
6. Under Select a Transfer Direction, select one of three options:

- a. **To a Folio Window** — select to transfer transactions between folio windows of the current reservation.
 - b. **To a Room** — select to transfer transactions from the current reservation to a different reservation . This option is only available to users who are granted the **Manual Transfer of Transactions Between Reservations** task under the Financials group.
 - c. **From Room(s)** — select to transfer transactions from a different reservation to the current reservation. This option is only available to users who are granted the **Manual Transfer of Transactions Between Reservations** task under the Financials group.
7. Under Split Options, select one of three options: **Do not split**, **Amount**, **Percentage**, or **Quantity**. Enter an amount or percentage if you selected either Amount or Percentage.
 8. In the Selected Transactions panel, click the vertical ellipsis button and select **Search Transactions**.
 9. Enter your search criteria and click **Search**.
 10. Select a transaction to transfer and click the down arrow to move it into the selected section of the screen. Click **Select**.
 11. Click **Transfer**.

Transferring Transactions Using Drag and Drop

A quick way to transfer a guest's charges between folio windows is to use drag and drop functionality. This method does not let you split charges when transferring. You can also drag and drop a transaction from the current reservation to a different reservation.

1. From the Billing screen, click **Move Charges** and then select either the **Windows** option or select the **Other Reservations** option.
 - a. **Windows** — select this option to transfer the transaction to another window within the current reservation.
 - b. **Other Reservations** — select this option to transfer the transaction from the current reservation to a different reservation. This option is only available to users who are granted the **Manual Transfer of Transactions Between Reservations** task under the Financials group.
2. If you select the **Windows** option, click the window from which you want to move a transaction. From the table listing transactions for the window, click the transaction you want to move and drag and drop it to another window. The transaction moves into the new window. The balance in both windows updates to reflect the change.
3. If you select the **Other Reservations** option, click the **Add a reservation** link to search for and add a different reservation to the Move Charges panel. Click the transaction you want to move and drag and drop it to the reservation in the Move Charges panel. The balance on both reservations updates to reflect the change.

Transferring Generates with Main

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

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

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

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

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

7. Click **Transfer**.

Viewing a POS Check Image for a Charge

A Point of Sale (POS) partner can post a guest check image using the OPERA XML posting specification. After posting the check, the image will be available for viewing and printing from OPERA Cloud billing. POS charges appear in a folio window with a check number in the supplement field. You also can include the POS check image when generating folios. Supported folio styles are: (1) Detail folio (date), (9) Detail Folio (room), (10) Summary by stay and check Number (Date), (14) Summary by check number (date) and (26) Detail folio (name).

POS check images are retained for 730 days and purged with the daily purge routine.

To view, print, or email the check image:

1. From the OPERA Cloud menu, select **Front Desk**, and select **In House** or any checked-in or departure reservation.
2. Search for reservations.
3. From the search results, click the row-level **I Want To . . . menu** and select **Go To Billing** (or click the **link** for the Balance amount).
4. Click the **information icon** in the reference column for a POS posting to view the check image.
5. To email or print the POS check, click **Print**. The following options appear:
 - Select **Email** to send the image as an email attachment. If the email address is not configured, click **New Email** and enter an address. The new email address will save in the guest's profile.
 - Select **Preview to Print** to generate a PDF of the check image for printing.

Example 6-1 Generating a Folio

To generate a folio that includes the POS check image:

1. Select **Information Folio**.
2. Select a **folio style**: (1) Detail folio (date), (9) Detail Folio (room), (10) Summary by stay and check Number (Date), (14) Summary by check number (date) and (26) Detail folio (name).
3. Select the **Destination**.
 - a. Select **Email** to send a PDF of the folio as an email attachment. If the email address is not configured, click **New Email** and enter an address. The new email address will save in the guest's profile.
 - b. Select **Preview to Print** to generate a PDF of the folio
 - c. Select **download** for a PDF version of the folio.

[Viewing Folio Histories](#)

Posting Credit Card Rebates

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

1. From the OPERA Cloud menu, select **Front Desk** and then select **In-House**.
2. Search and open the reservation with a credit card payment type.
3. Click **I Want To . . .** and then select **Go To Billing**.
4. Click **Post Payment** and then select a Window to apply the rebate.
5. From the Method field drop-down, select a credit card type and enter the card number and expiration date.
6. Enter the amount of the rebate as a negative number, for example, -120.00.

After entering the negative number, click outside of the field. The Override Debit Activity to Process Rebate dialog appears.

7. If you want to override the validation against the original amount, select the check box. If the rebate amount is greater than the original charge, OPERA Cloud will prompt, Debit Activity for Credit Card Rebate is Insufficient.
8. Enter any value in the Reference field.
9. Click **Apply Payment**.

Routing Limits

Setting a routing limit enables you to impose a limit on the total value of transactions that can be routed to a folio window. For example, a guest's company might only agree to pay a certain amount or percentage of the bill or only pay certain expenses for their employee. This agreed amount or percentage of the guest's bill can be routed

to a specific folio window so that payment is made by the company's credit card and the remaining balance paid by the guest.

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

With an amount limit, you can specify a maximum amount for the routing instruction. For example, if you set a limit of 200 on a window routing instruction for transaction code 1001, the first 200 charged by the guest to transaction code 1001 would be routed per the instruction to window 2 of the Billing screen. Any overage would automatically be split off and transferred to window 1. If the routing instruction was set up for room routing, the first 200 would go to window 1 of the target room and any overage would automatically be split off and transferred to window 1 on the originating guest's Billing screen.

The following rules govern the behavior of routing limits:

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

Service Recovery Adjustments

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

Posting Service Recovery Allowance Adjustments

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

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Search for and open a reservation.
3. Click **I Want To . . .** and then click **Billing**.
4. On the Billing screen, select a transaction and click the vertical ellipsis and then select **Post Service Recovery Adjustment**.
5. In the Selected Transactions panel, click the vertical ellipsis button and select **Search Transactions**.
6. Enter your search criteria and click **Search**.
7. Select a transaction to adjust and click the down arrow to move it into the selected section of the screen. Click **Select**.
8. On the Adjustment panel:
 - a. Select **Amount** or **Percentage** and enter either an adjustment amount or a percentage of the original posted amount.
 - b. In the **Department** field, select the department responsible for the adjustment.
 - c. In the **Reason** field, select a reason code associated with the selected department.
 - d. Enter additional information about the adjustment into the **Reason Text** field.
9. Click **Process Adjustment**.

Cashier Login

Cashier Login is a security feature designed to prevent unauthorized users from accessing cashiering functions. You can configure employee cashiering privileges in the Administration menu under Financial > Cashiering Management > Cashier. Each cashier receives an ID number assigned by the system, however, you can manually update the ID. The cashier's OPERA Cloud password serves as the cashier's login password.

In OPERA Controls, when the Cashiering parameter Force Cashier Login is set to On, you need a cashier logon to access cashiering functions such as:

- Reservation Deposits
- Reservations Check Out
- Reservation Billing Summaries

- Accounts Receivable Invoices
- Block Post Unallocated Deposits
- Posting Journal
- Post It

Pre Stay and Post Stay Charging

The Pre Stay Charging and Post Stay Charging features control whether the property allows charges to be made to a reservation before check in or after check out. These features operate according to rules established in the Cashiering group under OPERA Controls.

After activating pre stay charging in OPERA Controls, you can:

- Allow pre stay charging for a set number of days prior to guest arrival.
- Specify eligible payment methods for pre stay charging.
- Restrict pre stay charging privileges to certain reservation types.
- Allow charging only if the reservation is on queue waiting to be checked in.
- Make pre stay charging a default option on guest Payment Instructions.

After activating post stay charging in OPERA Controls, you can:

- Make post stay charging a default option on guest Payment Instructions. This enables posting charges after checkout regardless of the payment type associated with the reservation.
- Restrict post stay charging privileges to certain reservation types.
- Activate the open folio functionality.
- Specify when an open folio needs to be closed (options are Sameday, Unrestricted, or a defined number of days).
- Define payment types that you can associate with a reservation to enable post stay charging.
- Set the number of days before automatically closing an open folio with a zero balance.

Pre Stay Charging Example

Paul Jensen makes a reservation for next Monday with pre stay charging allowed and a payment method and reservation type covered by the pre stay rules. He later calls to request tickets to a concert he wants to attend Monday evening. The property can reserve the tickets and post the cost of the tickets to his reservation.

Post Stay Charging Example

Pat Anderson has post stay charging enabled on her reservation and AMEX credit card information associated with her profile. The property allows folios to remain open only on the day of checkout. When she checks out on May 6, she uses the AMEX credit card for settlement. Later the same day, she goes to the lobby bar for lunch. The meal can be automatically posted to her folio by the POS interface. Anderson is still in town the next day, May 7, so she stops at the hotel for lunch again. This time, the meal

cannot be automatically posted by the POS interface because your property's post-stay charges rules limit an open folio to SAMEDAY.

Viewing the Billing Summary

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

Finding and Researching Guest Transactions

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

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, select **Manage Reservation**.
2. Search and select a reservation.
3. Click **I Want To Go to Billing**, click **Actions**, and then select **Search Transactions**.
4. Select the **Non-Billed Transactions** check box, select the desired transactions, and then click **More....**

Generate Information Folio: Generates an information folio for a bill review of all or selective charges posted to a guest folio or group master reservation.

Researching Transactions

You can research guest transactions from the Manage Reservation screen.

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

Void Folios

The Void Folio feature is available when the Void Folio application parameter is turned on. This feature allows you to void already issued guest folios. You can void a folio only on the same business date the guest checks out.

Use the following guidelines when voiding a folio:

- A folio that contains a Bucket Redemption transaction code cannot be voided.
- A bill can be voided only on the same business date as it was created.

- A bill can be voided only if it has not been moved to AR transfer.
- Once the guest checks out, voiding the bill will reinstate the guest.
- Void bill removes the bill number from financial postings.
- Voided bills will show a status of **Void** and with zero amounts in the Folio_Tax table.
- [Voiding a Folio](#)

Voiding a Folio

You must have the Void Folio application parameter turned on to void a folio.

1. From the OPERA Cloud menu, select **Bookings**.
2. Select **Reservations** and then select **Manage Reservation**.
3. Search and open a reservation an in-house reservation that already has a folio generated or a checked-out reservation with the current business date.
4. Click **I Want To . . .** and select **Go To Billing**.
5. Click **I Want To . . .** and select **Void Folio** under the Modify/Update tab.
6. Select a folio from the displayed list and click the vertical ellipsis icon.
7. Click **Void Folio**.

Batch Charges

Batch Charges enables you to simultaneously post a single charge to multiple rooms or to individual rooms in a group. You can also post a single charge to all rooms associated with one travel agent or to all checked-in guests.

Examples of batch posting includes charging each member in a group for baggage handling or charging a number of individual guests for a sightseeing excursion.

- [Auto Folio Settlement Screens](#)
Path: Financials – Cashiering – Batch Folios
- [Auto Folio Settlement](#)
Auto Folio Settlement enables you to automatically process payments for reservations. This reduces the labor cost of manually processing payments and facilitates a seamless settlement process for guests and hotel staff.
- [Applying Batch Postings](#)

Auto Folio Settlement Screens

Path: Financials – Cashiering – Batch Folios

The Batch Folios screen includes three steps: Folio Options, Reservation Selection, and Billing Options. When an auto folio settlement is processed, this is followed by the Auto Folio Settlement Summary screen.

Folio Options

The **Folio Settlement Type** field includes a multi-selection tool to specify the types of settlements to process. The **Use Days on Reservation** check box is selected by default. This check box specifies that the system should use the check-out date on each reservation when processing the settlement. Deselect this check box to use a specific date or number of days to process automatic folio settlements.

After clicking **Next**, the system returns a list of reservations meeting the selected conditions.

Reservation Selection

In the **Search** section of this panel, you can search for profiles, travel agents, companies, and groups associated with the reservation, room numbers, rate codes, and so on. You can include and exclude VIP levels and Specials in your search. The **Departures Only** check box allows you to limit your search to only departing reservations. To limit your search results to only checked-out reservations with an open folio balance, select **Checked Out** for the Reservation Status and select the **Open Balance** option. Clicking **Search** updates the search results with applicable reservations.

After selecting one, several, or all reservations and clicking **Next**, the process continues to the Billing Options panel.

Billing Options

In this panel, you have several options for how to process an automatic folio settlement:

- **Payment Types:** Only payment methods that are enabled in OPERA Controls are available for selection.
- **Minimum Window Balance:** When an amount is provided in this field, a billing window must have a balance greater than this amount to be included in the auto settlement process. If the balance is less than this amount, the window is skipped. If left blank, all windows are included.
- **Include Credit Balance:** Select this check box if billing windows with credit balances are to be included in the settlement. If the check box is not selected, these billing windows are skipped from processing altogether.
- **Print Folio:** Select this check box to print all folios that are being settled as a part of the automatic process.
- **Billing Windows:** Select the desired Billing Windows that are to be considered for Auto Folio Settlement. By default, only window 1 is selected. A payment method icon appears for each billing window to indicate the window's payment type.
- **Auto Folio Settlement Types:** This filter refers to the Folio Settlement Type value from Payee Profiles connected to the billing window, not the reservation itself. You can select all, none, or specific Folio Settlement Type values to process eligible reservations.

After making selections for billing options, you can select **Folio Style** to choose from a list of predefined folio styles, and **Generate Batch Folios** to process the settlement and proceed to Auto Folio Settlement Summary screen.

Auto Folio Settlement Summary Screen

This screen shows a table including all selected reservations and the processing status of each billing window. Selecting the plus sign to expand a row in the table shows more information for each billing window included in the settlement process. A red X icon indicates that a billing window was not processed successfully. A green check icon indicates that billing windows were successfully settled for the reservation. Each billing window record shows the window number, the balance of the window after settlement process and any errors or reasons that the billing window was not settled.

There are three options for viewing records:

- **Default:** shows all reservations and all billing window records for each reservation.
- **Failed:** shows all reservations with at least one failed billing window. When expanded, only the billing window records with an error are displayed.
- **Success:** shows all reservations with successfully processed billing windows.

This screen also provides a **Print** button to generate a report, which includes all results showing on the screen at the time of report generation. This report can be generated only from this screen, and includes columns for Name, Room, Arrival, Departure, Window, Posted Amount, and text from the Status field.

The **OK** button completes the settlement process and closes the Auto Folio Settlement Summary page.

Auto Folio Settlement

Auto Folio Settlement enables you to automatically process payments for reservations. This reduces the labor cost of manually processing payments and facilitates a seamless settlement process for guests and hotel staff.

Using Auto Folio Settlement, hotel staff can:

- Set folios to settle automatically rather than manually processing them one at a time.
- Schedule automatic folio settlements to only process for certain payment types, window numbers, and reservation types.
- Process automatic folio settlements as a part of the night audit process, after all charges have been posted to guest folios.
- [Auto Folio Settlement Process](#)
- [Auto Folio Settlement Impact](#)
- [Auto Folio Settlement Conditions/Assumptions](#)
- [Auto Folio Settlement Prerequisites](#)
- [Troubleshooting Auto Folio Settlement](#)

Auto Folio Settlement Process

From the Batch Folios screen, you can select folios to automatically settle and initiate the automatic folio settlement process under these conditions:

- Reservations must be eligible for automatic settlement.

- Payment type must be eligible for automatic settlement. Cash and check payment types are not able to be automatically settled, and other settings in OPERA Controls can restrict other payment types.
- The window selection you choose to settle must include a posted amount for settlement. Folios with a zero balance are not eligible to be automatically settled.
- Your user account must have access to the Batch Folio feature.
- [Running the Batch Folio Process for Automatic Folio Settlement](#)

Running the Batch Folio Process for Automatic Folio Settlement

1. From the **Navigation Bar**, select **Financials**, select **Cashiering**, and then select **Batch Folios**.
2. In the Folio Options section, select **Auto Folio Settlement**.
 - a. Select a **Folio Settlement Type**. The options in the multi-selection field are configured for your property and enable you to settle folios for specific types of reservations.
 - b. Select the check box to **Use Days on Reservation** or deselect the check box to specify the date or number of days since the last automatic settlement took place.
 - c. Click **Next**.
3. In the Reservation Selection section, apply search filters to narrow your reservation search results and select one or more reservations for auto folio settlement.
 - a. Open the **Search** panel to view search filters. To limit your search results to only checked out reservations with an open folio balance, select **Checked Out** for the Reservation Status and select the **Open Balance** option. Click **Search**.

Note:

For a reservation to appear in the search results using the Checked Out and Open Balance search filters, the reservation must already be checked out and it must have a pending balance. Also, the Payment Instructions on the reservation must have **Post-Stay Charging** and **Auto Settle** options selected.

- b. Select one or more reservations to automatically settle. You can select the check box in the table header to select all reservations. When you have chosen all reservations to settle, click **Select**.
4. In the Billing Options section, select the **Payment Methods** to automatically settle, and then select options:
 - a. Enter a **Minimum Window Balance** to restrict the balance for which this process automatically settles. For example, if you want to settle all folios with a balance of \$1000 or more, enter \$1000 in this field.
 - b. Select the check boxes to **Include Credit Balance** and **Print Folio**. Note that if you are automatically settling a large number of folios, you might not want to print each one.

5. Click the appropriate numbered boxes to select **Windows to Settle**, and optionally select any folio windows for which you want to transfer charges to window 8.
6. If needed, click **Folio Style** to apply a style to the selected folios, and then select a folio style from the list of available styles.
7. Click **Generate Batch Folios** to proceed.
8. Review the **Auto Folio Settlement Summary**, and click **Print** to print a report or **OK** to complete the automatic folio settlement process.

Auto Folio Settlement Impact

Activating the Auto Folio Settlement functionality with its related controls and tasks impacts the following features.

Reservations:

- Booking Reservations — Adds an **Auto Settle Only** check box to the Reservation Selection screen. This can be selected by default, depending on settings in OPERA Controls.
- Managing Reservations — Adds an **Auto Settle** check box in the Payment Instructions screen.

Financials — Batch Folios:

- Adds an **Auto Folio Settlement** check box to the Folio Options screen, enabling you to select a batch folios option for folios set for automatic settlement by type, days on reservation, date since last automatic settlement, or days since last automatic settlement.
- Adds a payment method on the Billing Options screen multi-selection field, options include credit balance and to print folio, windows to settle selector, and windows to transfer to window 8 selector.
- Adds an **Auto Folio Settlement Summary** page that confirms all reservations selected for automatic settlement and shows a status for each. A red x indicates that no folio windows were found to process.

Night Audit — Night Audit Process:

- The process can include **Auto Folio Settlement** as an option.

Reports — Auto Settlement Transaction Report (auto_settlement):

- Adds a new financial group report that prints a status summary of the automatic settlement process.

Auto Folio Settlement Conditions/Assumptions

- For folio settlement to automatically take place, there must be selected folios available for settlement.
- Reservations that are set to automatically settle must have an outstanding balance, and all selected billing windows must include the selected payment type to be considered for auto settlement.
- Any folios that are set to automatically settle must have a payment type that is configured in OPERA Controls. Cash and check payment types are not eligible for automatic settlement.

Auto Folio Settlement Prerequisites

- Folio Settlement types must be set up for the property.
- You must have access to Batch Folios functionality.
- Reservations must be marked for auto settlement.
- Reservations must be credit card or direct bill payment types; cash and check reservations are not considered for automatic folio settlement.
- The profile associated with the reservation must have a settlement type configured and the **Auto Settle** check box under the **Payment Instructions** on the reservation must be selected to qualify for the Auto Settlement process.

Troubleshooting Auto Folio Settlement

Table 6-1 Troubleshooting Auto Folio Settlement

Problem / Issue	Cause	Resolution
Folios are not automatically settled for a certain type of payment.	Payment type is not specified in OPERA Controls for Payment Methods.	Update OPERA Controls to include payment type to automatically settle.
Folios are not automatically settled at all during automated end of day process.	OPERA Control for Auto Settlement Rules is set to Off.	Set OPERA Control for Auto Settlement Rules to On.
'No folio windows were found to process' message on Auto Folio Settlement Summary page.	Payment types, window selection, or another search setting did not find eligible folios to settle.	Make different selections on the search screen to locate folios eligible for automatic settlement, such as a different payment type, window, or another search setting.

Applying Batch Postings

1. From the **OPERA Cloud** menu, select **Financials**, select **Cashiering**, and then select **Batch Charges**.
2. On the Batch Charges screen, search for reservations.
You can filter your search using **Include Pseudo Rooms**, **Departures Only**, and **Include No Post**.
3. Select one or more reservations and then click **Post Charge**.
4. On the Posting Details screen, enter the transaction code of the charge and the price, and then click **Post Charge**.

Processing Batch Deposits

Note: Batch Deposit is applicable to properties with payment integration. Processing requires that the reservations have the following: a credit card payment method

configured for EFT (electronic funds transfer); a deposit amount owed; a status of Reserved or Due In.

You can process multiple reservation deposits at the same time. The process submits each credit card in the batch and charges the card after receiving approval.

1. From the **OPERA Cloud** menu, select **Financials**, select **Cashiering**, and then click **Batch Deposits**.
2. Search by property for reservations with deposits due. Use additional search fields to narrow your search.
3. Sort your search results and select one or more reservations showing deposits due for processing.
4. Click **Process Selected** to initiate processing of credit card charges.
 - a. A receipt is automatically generated in the background and stored in Receipt History (Financial > Cashiering > Receipt History).
 - b. The User Activity Log on reservations will update with an entry for the deposit processed.
5. After the batch authorization is completed, you are prompted to generate the Batch Deposit Posting report.

Generating Batch Folios

You can generate folios for multiple guests without having to open individual guest billing screens or the Folio History screen. You can generate folios before, during, or after a guest stay. After generating a Batch Folio, you can print, fax, email, or preview the Batch Report.

1. From the **OPERA Cloud** menu, select **Financials**, select **Cashiering**, and then select **Batch Folios**.
2. On the Folio Options panel:
 - a. Enter or select the property.
 - b. Select the folio option based on the type of batch folio you want to generate.

Folios are organized by guest departure days. You can also select **All Guests** for in-house guests regardless of departure dates.
 - c. Click **Next**.
3. On the Reservation Selection panel:
 - a. Search for reservations matching the Folio Option you selected in the previous step.
 - b. From your search results, select the reservations to include in the batch.
 - c. Click **Select**.
4. On the Billing Options panel:
 - a. Select one option under each of the following groups: Folio Scope, Billing Windows, and Payment Method.

Your options vary depending on whether the guest is in house or has checked out. For example, a checked out guest would not receive an Advance Bill.

When selecting Only Credit Cards as your payment method, click **Simulate Zero Balance** to print the folio showing a zero balance without posting a payment or checking out the guest.

5. On the Batch Report Destination screen:
 - a. Make changes to the folio destinations if needed. You can either individually change the destination for each folio or change it for all folios. Confirm your selections before generating the batch folios.
 - b. Click **Process** to print, fax, email, or preview the batch report.
- [Generating Auto Folio Settlement Folios](#)

Generating Auto Folio Settlement Folios

The Auto Folio Settlement option prints all folios of auto settlement guests having the specified auto folio settlement type associated with their profiles.

1. From the OPERA Cloud menu, select **Financials**, select **Cashiering**, and then select **Batch Folios**.
2. Select or confirm the **Property** name.
3. From the Select a Batch Folios Option section, select **Auto Folio Settlement**.
4. Select one or more **Folio Settlement Types**.
5. Select the **Use Days on Reservation** check box or enter the **Date Since Last Auto Settled**.
6. Click **Next**.
7. On the Reservation Selection panel, select reservations matching your Folio Options and click **Select**. You can use search to refine your search results.
8. On the Billing Options panel, select **Settlement Options**. You can also select the **Billing Windows to Settle or Transfer Settled Windows to Window 8**.
9. Click **Folio Style** to select the display style of the folio or click **Generate Batch Folios** to print.

Viewing Folio Histories

Folio History provides a research tool for reviewing, sending, or printing folios. OPERA Cloud stores a copy of each folio when the guest checks out, when an accounts receivables invoice is created, when a deposit folio is created (if deposit folios are enabled), or when a passerby folio is generated.

1. From the **OPERA Cloud** menu, select **Financials**, and then select **Cashiering**.
2. Click **Folio History**.
3. Search for folios by property.

Search results show a list of folios broken out by active folio windows.
4. Locate the folio, click the row-level **vertical ellipsis**, and select from the following options:

- a. Send to. Use this option to print, email, fax, or download the folio.
- b. Generate Credit Bill. Use this option to create a credit bill.

 **Note:**

A credit bill applies a credit against charges on a folio. You can associate a credit bill with a folio if the folio was generated prior to the current business date. The credit bill must not exceed the maximum number of credit days.

Commissions

Prerequisite for Commissions

The Commissions feature enables you to process commission payments for travel agents and other sources of reservations at your hotel.

- [Detaching Reservations from Travel Agents or Sources](#)
- [Attaching Travel Agents / Sources to Reservations](#)
- [Placing Commission Processing on Hold](#)
- [Transferring Zero Commissions to History](#)
- [Processing Commission Payments](#)

Detaching Reservations from Travel Agents or Sources

1. From the **OPERA Cloud** menu, select **Financials**, select **Commissions**, and then select **Bank Account**.
2. Select a **Property** and click **Search**.
3. In the search table, select a Bank Account and click the vertical ellipses and then click **Go to Commissions**.
4. A message appears informing you that Commission Records successfully processed. Click **OK**.
5. On the Manage Commissions screen, locate the attached reservation and click the vertical ellipsis next to it and then select **Detach Reservation**.
6. Click **Detach Reservation** on the Confirmation screen.

Attaching Travel Agents / Sources to Reservations

Use the Manage Commissions screen to attach a Travel Agent/Source to a reservation. You can also detach a reservation from a Travel Agent/Source.

1. From the **OPERA Cloud** menu, select **Financials**, select **Commissions**, and then select **Bank Account**.
2. In the search table, select a Bank Account and click the vertical ellipses and then click **Go to Commissions**.

3. A message appears informing you that Commission Records successfully processed. Click **OK**.
4. On the Manage Commissions screen, click the vertical ellipsis next to the travel agent/source and select **Attach Existing Reservation**.
5. Click **Attach Existing Reservation** on the Confirmation screen.

Placing Commission Processing on Hold

You can place unpaid commission records on hold for Travel Agents or Sources. You can also release a hold.

1. From the **OPERA Cloud** menu, select **Financials**, select **Commissions**, and then select **Travel Agent/Source**.
2. Enter a **Property** and for **View By**, select **View All**, **Source**, or **Travel Agent**.
3. Enter a **Name** and click **Search**.
4. Click **I Want To...** next to the travel agent/source and select **Commission**.
5. A message appears informing you that Commission Records successfully processed. Click **OK**.
6. On the Manage Commissions screen, click the vertical ellipsis button next to the travel agent/source and select **Hold**.
7. Select a **Hold Reason** from the drop-down list and enter a description for the hold and then click **OK**.

Transferring Zero Commissions to History

The Manage Commissions function processes commission payments to travel agents and other sources of reservations. You can also use it to process reservations that do not qualify for a commission. The system sends such zero commission reservations to commission history and marks them as paid. This prevents issuing a check or EFT payment to the travel agent/source.

1. From the **OPERA Cloud** menu, select **Financials**, select **Commissions**, and then select **Travel Agent/Source**.
2. Search for a Travel Agent or Source.
3. Select the **Actions** drop-down list associated with a Travel Agent or Source and then select **Go to Commissions**.
4. A message appears telling you that Commission Records successfully processed. Select **OK**.
5. From the Manage Commissions screen, select an Agent or Reservation.
6. Select the **Actions** drop-down list, and then select **Process Zero**.
7. When the Process Zero Confirmation message appears, select **Process Zero**.

Processing Commission Payments

Use Manage Commissions to process commissions owed on reservations.

1. From the **OPERA Cloud** menu, select **Financials**, select **Commissions**, and then select **Bank Account**.
2. Enter or select a **Property** and other search criteria, such as a **Bank Name** or **Account Number**. Click **Search**.
3. Click the vertical ellipsis associated with an account and then select **Go to Commissions**. A message appears telling you that Commission Records successfully processed. Click **OK**.
4. On the **Manage Commissions** screen, click **I Want To . . .** and then select **Process Payment**.
5. Enter **From** and **To** dates for the departure.
6. Click **Process**.

Internal Charge Number

Internal Charge Number Prerequisites

Internal Charge Number functionality provides guests with a unique, internal charge number for their reservation that enables them to charge directly to their hotel folio. This is a convenience that enables the guest to use one method of payment throughout the property and any other associated locations during their stay. The Internal Charge Number can be used before the reservation is checked in and after checking out. The unique charge numbers are generated automatically. Hotel staff can view guest postings for research and audit purposes. Guests can use the assigned charge card number for purchases made at the hotel, as well as other integrated locations throughout the resort or theme park.

Internal Charge Number functionality provides the following benefits.

The guest can:

- Use one charge card for purchases at the property and related locations such as theme parks, spa facilities, and restaurants.
- Receive one bill for all related purchases in one folio at the hotel.

Hotel staff can:

- Configure charge card numbers in a variety of ways, including adding prefixes and suffixes to the number using property information, guest identification numbers, and so on.
- Ensure that all new reservations are automatically provided with an internal charge card number at the time a confirmation number is generated.
- Search for postings by charge card number in the Posting Journal when the third-party system is configured to provide this information.
- [Reviewing Postings to the Internal Charge Number in the Posting Journal](#)
- [Accessing an Internal Charge Number from the Changes Log](#)
- [Internal Charge Number Setup](#)
- [Troubleshooting Internal Charge Numbers](#)
- [Internal Charge Number Impact](#)
- [Internal Charge Number Conditions/Assumptions](#)

- [Internal Charge Number Prerequisites](#)

Reviewing Postings to the Internal Charge Number in the Posting Journal

1. From the Navigation Bar, select **Financials**, select **Cashiering**, and then select **Posting Journal**.
2. Enter search criteria, such as Room Number, Cashier ID, and including the internal charge number in the **Reference** field. Note that this is dependent on the third-party system providing this data in the posting message.
3. Click **Search**.
4. Click the **Code** link to review posting details.

Accessing an Internal Charge Number from the Changes Log

1. From the Navigation Bar, select **Miscellaneous**, and then select **Changes Log**.
2. Select a **Property**, select **Reservation** in the **Activity Group** field, select the **Activity Type NEW**, select or confirm the **Activity Date From** and **Activity Date To** fields, and then click **Search**.
3. Double-click a row in the search results to review information. You can identify the internal charge number in the **Description** field: **CHARGE NUMBER -> 10000000**, for example.
4. Click the **X** icon to close the Changes Log.

Internal Charge Number Setup

1. To enable internal charge numbers in OPERA Controls, from the Administration menu, select **Enterprise**, and then select **OPERA Controls**.
2. Select **Reservations** from the Groups menu.
3. Ensure the **Create Internal Charge Number** setting is enabled.
4. Modify **Charge Number Pattern** settings:
 - a. Add a **Charge Number Pattern Prefix** if the internal charge numbers should begin with a specific alpha or numeric code. For example, enter DL in this field if you want all internal charge numbers to begin with the letters DL.
 - b. Add a **Charge Number Pattern** to define the pattern to be used to generate internal charge numbers. For example, press **Ctrl** and click to select **PROPERTY** and **NAME ID** from the multi-selection pane, and then click **Save**. This defines the number creation pattern to use and the guest's name ID when creating new internal charge numbers. Leave this field blank to use the Oracle Sequence Number.
 - c. Add a **Charge Number Pattern Suffix** if the internal charge numbers should end with a specific alpha or numeric code. For example, enter ORL in this field if you want all internal charge numbers to end with the letters ORL.
 - d. Enter a value in the **Charge Number Maximum Size** field to specify a maximum number of characters to be used in internal charge numbers. The minimum value is five and maximum is 60 characters.

Troubleshooting Internal Charge Numbers

Table 6-2 Troubleshooting Internal Charge Numbers

Problem / Issue	Cause	Resolution
Internal Charge Numbers are not generated when reservations are created or imported into the system.	OPERA Control for Create Internal Charge Number is set to Off .	Set the OPERA Control for Create Internal Charge Number to On .
Internal Charge Number is not found when used with a posting from a third-party system.	Reservation is not active for posting.	Verify why the reservation is not active for posting. For example, the status might not be correct, or the Pre and Post Stay rules are not valid.

Internal Charge Number Impact

Activating the Create Internal Charge Number parameter with its related controls impacts the following features:

Reservations

- When a confirmation number is generated (that is, when a reservation is created in the property management system or received from a third-party system), a charge number is generated and associated with the reservation.

Changes Log

- There is a field (**CHARGE NUMBER**) in the changes log, which is available when viewing logs for reservations with a charge number associated.

Folio Windows

- Postings can be made from third-party systems to guest folios when purchases are made using an internal charge number at the third-party's POS terminals.

Posting Journal

- Postings from third-party systems are included in search results in the **Posting Journal Reference** field. This assumes that the third-party system delivers the appropriate information in the posting message and it is saved in the **Reference** field.

Internal Charge Number Conditions/Assumptions

- When the **Create Internal Charge Number** parameter is set to **On**, all new reservations that are assigned a confirmation number have an internal charge number created.
- Assuming the Pre Stay Charges function is active in the property, internal charge numbers can be used for posting before the reservation is checked in.
- Advanced Checked In status is considered an active status and internal charge number functions for Advanced Checked In reservations.

- OPERA posts charges to folio window 1, including the internal charge number and any additional data provided by the third-party POS system in the **Reference** field of the posting. This is dependent on the POS system passing this data in specific elements in the posting message.
- If credit limit checking is configured for a third-party system, the credit is validated before a posting is allowed. If there is not enough available credit, the posting fails.
- If the NoPost check is configured for a third-party system and the reservation has the NoPost flag active, the posting fails.
- Assuming the Post Stay Charges function is active in the property, charge numbers can be used after the reservation has been checked out, up until the next day following the departure date of the reservation.
- OPERA accepts any charge number posting from the third-party system and posts it to the folio of the reservation that is mapped to that charge card number, as long as the reservation is valid with the posting rules configured.
- An external system must handle Hotel Charge ID replacement or deactivation.
- Searches for internal charge number are only available from the Posting Journal, not from the reservation search, and is dependent on this information being provided by third-party systems.
- Only the internal charge number is created by the OPERA system. If a physical card is generated and provided to the guest, this is created in an external system that interfaces with OPERA to fetch the internal charge number of the reservation. Depending on the external system, each guest can have an individual charge number or physical card that is mapped back to the reservation's internal charge number.

Internal Charge Number Prerequisites

- For an internal charge number to be generated for a reservation, the **Create Internal Charge Number** parameter must be set to **On**.
- Reservations must be active (that is, the status must be Advanced Checked In or Checked In) to be located in the system when a third-party inquiry is made, or otherwise fit any Pre and Post Stay Charging rules. A room number does not need to be assigned for a reservation to be considered active.
- If postings are made outside of the OPERA system, any third-party point of sale systems such as restaurants, gift shops, and theme parks must be integrated and configured to work with the OPERA system.

Charging Purchases Using Post It

Post It provides a way to charge rooms or credit cards for snacks, beverages, mini-bar items, and other goods and services.

1. From the **OPERA Cloud** menu, select **Financials**, select **Cashiering**, and then select **Post It**.
2. Select an article or a transaction code for posting. Alternatively, if the item has a UPC number, you can enter value in the UPC field using a UPC scanner or by manually typing it.

The selected item and its price (and associated taxes) appear in the cart.

3. Select [x] next to an article in the cart to remove the item.
4. Repeat the steps to post additional items to the cart.
5. Settlement – select a payment method:
 - a. If settling the cart balance to a room reservation, enter a room number or guest name to perform a search; select the required reservation from search results.
 - b. If settling to a credit card, enter the payment method, card number, expiration date, and card holder name (swipe or tap card if payment integration is active at property).
 - c. You can also search and select a profile and enter reference text to generate a personalized folio.
6. Click **Complete Sales** to post the settlement.
7. To post negative items, first select the **Activate Minus Posting** button and then select the article(s) being adjusted. The button then changes to **Deactivate Minus Posting** to enable the posting of articles.

Credit Card Settlement

Credit Card Settlement allows you to view and modify credit card transactions prior to final processing. The Credit Card Settlements screen provides a list of credit card transactions. The screen provides information on the charge amount, charge date, guest name, room number, folio number, window number, credit card number, expiration date, and approval code.

Amounts on hold and Amounts to be settled appear at the bottom of the screen. The system calculates these amounts in real-time based on the transactions you select:

- The Total Amount to be Settled represents the total amount of one or more credit card payment transactions selected for settlement.
- The Total Amount on Hold represents the total amount of all credit card payment transactions not selected for settlement.

After reviewing transactions, the system sends the charges electronically to a third-party credit card processing company for batch settlement processing. Credit Card Settlement usually runs once a day as part of the end-of-day routine. You can also run this option at any time, for example, at the end of a shift.

- [Settling Credit Card Transactions](#)

Settling Credit Card Transactions

1. From the **OPERA Cloud** menu, select **Financials**, select **Cashiering**, and then select **Credit Card Settlements**.
2. Enter a property and additional search criteria if needed and click **Search** to view credit card transactions.
3. Select transactions to review and modify.
4. Select **Settle Credit Cards** to begin processing.

Calculating Currency Exchanges

The Currency Calculator lets you calculate exchange amounts between different currencies based on established exchange rates.

1. From the **OPERA Cloud** menu, select **Financials**, select **Cashiering**, and select **Currency Calculator**.
2. Click either **Buy** or **Sell**.
3. Select an exchange type.

Exchange types include cash, check, posting, and so on. Each exchange type can have a different exchange rate.

4. Select a **From Currency** to convert from and select a **To Currency**.
5. Enter an amount for the From Currency. The currency exchange information automatically populates on the screen.

Finding Receipts

The system stores a copy of each payment and paid out receipt. Use Receipt History to view, print, fax, or email receipts.

1. From the **OPERA Cloud** menu, select **Financials**, select **Cashiering**, and select **Receipt History**.
2. Enter a property and any additional search criteria as needed and click **Search** to search for receipts.
3. After locating a receipt, click the vertical ellipsis button and select **Send to** to email, fax, download, print, or preview the receipt.
4. Select a receipt destination option and click **Process**.

End of Day Procedures

End of Day closes and balances each day's business activities. It reconciles guest folios and processes credit card transactions. It also posts fixed charges and provides a cumulative balance of accounts receivables.

The routine consists of a series of procedures. During a procedure, the system may generate a message to resolve issues. For example, it might notify you to complete arrivals not checked in or arrivals not yet checked out.

The End of Day routine rolls the business date forward and prints final reports.

Table 6-3 End of Day Procedures

Procedures	Description
Country and State Check	Checks for country and state codes to complete a guest's address.

Table 6-3 (Cont.) End of Day Procedures

Procedures	Description
Arrivals not Checked In	Verifies that guests who are expected to arrive have either checked in or changed their reservation status or arrival date. If not resolved, End of Day may list the reservation status as No Show.
Arrivals with Deposit Balance Check	When activated, an additional check for Arrivals with Deposit Balance is added to the Night Audit process prior to the Arrival not yet Checked in, the Night Audit will stop if there are any such Arrivals identified and cannot be continued unless all these Reservations are checked in or their Deposit Balance is zero.
Departures not Checked Out	Verifies that guests expected to check out have checked out or have extended their stay. You must resolve each guest's Due Out status. You can either extend or check out the guest.
Open Folios	An Open Folio is a guest account that is allowed to remain open after checkout. It allows the guest to check out with an outstanding balance and to continue charging until final settlement is made.
Cashier Closure	Closes any open cashiers other than the End of Day routine cashier.
Weather or Notes	Enter weather related information or other factors that impact the business day; for example, weather delaying airline flights.
Roll the Business Date	<p>Moves the business date forward one day. Arrivals, check outs, charges, and other activities occurring afterwards assume the new date.</p> <p>The business date can be rolled when:</p> <ul style="list-style-type: none"> • All the anticipated departures are checked out, extended, or otherwise resolved. • All cashiers are closed. <p>When the above two tasks have been accomplished, the system displays a waiting time before rolling the business date. You may change this setting as needed. The default waiting time is 0.5 minutes. The system then broadcasts a warning to all users that the business date is about to be rolled, and then rolls the business date forward.</p>
Pseudo Rooms not Checked In	OPERA allows selecting the way to manage Pseudo Rooms during End Of Day procedure: to allow auto check in for Pseudo Rooms in DUE IN status, and/or to allow auto check in Pseudo Rooms when they are checked out.

Table 6-3 (Cont.) End of Day Procedures

Procedures	Description
Posting Room and Tax	<p>Checks each in-house guest (and any guaranteed reservations with a No Show status) and posts the day's room and tax charges.</p> <p>During the Post RT, Packages, Fixed Charges procedure the system automatically posts the charges for Room and Tax, Fixed charges, Packages, and Package Profit/Loss to all in house guests.</p> <p>The Postings status page displays specific information about each posting, such as how many times each posting has been run (iterations), the starting and stopping time, and the posting's status.</p> <p>The Post Room and Tax function checks each in-house guest and any guaranteed reservations with a No Show status, and posts the day's room and tax charges, package charges, and any affiliated fixed charges to the guest's folio.</p> <ul style="list-style-type: none"> • Room and Tax - Posts room night's charges and applicable taxes. • Other Fixed Charges - Specific charges attached to a reservation that post according to specific reservation or posting rules. • Package Charges - Depending on how the property has set up packages, the system will post related package charges, for example, breakfast). • Package Profit/Loss - An internal accounting of whether or not the property sustains a profit/loss on packages. <p>No matter how many times a day this procedure is run, OPERA Cloud does not allow duplicate charges. The End of Day Routine system tracks the folios that have been charged and the folios that are new. There is no system downtime during the End of Day Routine. As discrepancies are found, the system prompts to make any necessary changes. Once all data is verified, the system will post the room and associated fixed charges.</p>
Audit	Balances each transaction code and verifies the sum of all transaction codes used throughout the business day.
Run Additional Procedures	Runs additional procedures that are defined and scheduled in the End of Day Setup function.
Auto Folio Settlement	Auto Folio Settlement enables you to automatically process payments for reservations. This reduces the labor cost of manually processing payments and facilitates a seamless settlement process for guests and hotel staff.
Print Final Reports	Generates the reports and prepares them for printing, emailing, or faxing.

Use End of Day search to retrieve properties for end of day processing. You can search for a single property or several properties within a chain. If running End of Day for several properties, Search results appear beneath the date and time on the Manage End of Day screen.

You can create or activate extra End of Day procedures and reports using End of Day Setup.

- [Running End of Day](#)

- [Running End of Day for Multiple Properties](#)
- [Income Audit](#)
- [Roll Business Date](#)
- [Post Room and Tax](#)
- [Mandatory and Optional End of Day Sequence Procedures](#)
- [Running End of Day Additional Procedures](#)
- [End of Day and Reservation Statistics](#)
- [Finalizing End of Day](#)
- [Print Final Reports](#)

Running End of Day

The End of Day routine is specific to each property. You must identify the property before starting the End of Day process. You can run End of Day for one or more properties simultaneously.

1. From the **OPERA Cloud** menu, select **Financials**, select **End of Day**, and then select **Manage End of Day**.
2. Search for one or more properties.
3. From your search results, click **Manage**.
4. On the End of Day screen, click **Start**.
5. If running End of Day for multiple properties, select **Back** to return to the Search screen and repeat steps 2 and 3 above.

Running End of Day for Multiple Properties

You can run End of Day for multiple properties at the same time. Upon initiating End of Day for multiple properties, each selected property tile shows a status indicator until the End of Day is completed.

1. From the **OPERA Cloud** menu, select **Financials**, select **End of Day**, and then select **Manage End of Day**.
2. Search for properties.
3. Click **Manage** on a property tile.
4. Click **Start** to begin the End of Day process.
5. Click **Back** to return to the Manage End of Day screen.

You can now select a different property tile and start running the End of Day for that property.

End of Day steps do not appear when running multiple End of Day procedures unless a message appears requiring an acknowledgment or a response. When this happens, select the property tile's alert to view the notification.

Income Audit

You can use the Income Audit option by setting the Administration - OPERA Controls - End of Day - Income Audit to Active. Manage Income Audit lets you adjust revenues after the End of Day routine finishes. You can access and adjust transactions from previous business dates for guests still in-house. Afterwards, you can run final reports and close the business date. After a guest checks out, you can no longer adjust charges.

For example, an auditor can start the audit at 2:01 am on Saturday, post room and tax for Friday, roll the business date so any new charges will be posted to Saturday and then run the interim reports. On Monday, the income auditor can view the reports and make any necessary changes to the revenues, paid outs, etc. for guests. The final reports will then be run on Monday that will include any adjustments the End of Day Sequence or income auditor has made to Friday's income.

- You can audit up to five days left open by the End of Day routine (maximum of five days).
- You can audit only the transactions associated with a specific date.
- After an Income Audit, the system locks revenues to ensure reporting accuracy.
- After closing a day, you cannot adjust Income Audit for that date.
- You must close days in chronological order starting with the oldest.
- [Running Income Audit](#)
- [Print Interim Reports](#)

Running Income Audit

You can run Income Audit after the End of Day routine finishes by selecting **Continue**. If running Income Audit at a later time, do the following:

1. From the **OPERA Cloud** menu, select **Financials**, select **End of Day**, and then select **Manage Income Audit**.
2. On the **Manage Income Audit**, click **Manage** on a property tile ready for income audit.
3. Click **Setup** to change procedures or reports or select **Start**.
4. If prompted, select a default printer before the report runs.
5. Review or adjust Reservations or Post It charges.
6. After the report status appears, select **Back** to close the business date.

Print Interim Reports

The OPERA Controls End of Day - Audit must be set to Active for OPERA Cloud to print Interim Reports. OPERA Cloud generates the selected interim reports and prepares them for the Income Auditor as established in End of Day Routine Setup. Use these Interim Reports with the Income Audit feature to make corrections, adjustments, and postings to guest folios as necessary.

If your property does not use the Income Audit feature, the auditor can now close the business date and print final reports.

If the property uses the Income Audit feature, the Interim reports are then run after the procedures. These reports are referenced when the income auditor makes adjustments and new charges.

It is suggested that the interim reports include the Preliminary Manager's Report, Preliminary Trial Balance, and Preliminary Journal by Transaction Code.

Roll Business Date

The business date can be rolled when:

- all the anticipated departures are checked out, extended, or otherwise resolved.
- all cashiers are closed.

When the above two tasks have been accomplished, the system displays a default waiting time before rolling the business date. You may change this setting as needed. The system then broadcasts a warning to all users that the business date is about to be rolled, and then rolls the business date forward.

Post Room and Tax

During the Post RT, Packages, Fixed Charges procedure the system automatically posts the charges for Room and Tax, Fixed charges, Packages, and Package Profit/Loss to all in house guests.

The Postings status page displays specific information about each posting, such as how many times each posting has been run (iterations), the starting and stopping time, and the posting's status.

The Post Room and Tax function checks each in-house guest and any guaranteed reservations with a No Show status, and posts the day's room and tax charges, package charges, and any affiliated fixed charges to the guest's folio.

- Room and Tax - Posts room nights charges and applicable taxes.
- Other Fixed Charges - Specific charges attached to a reservation that post according to specific reservation or posting rules.
- Package Charges - Depending on how the property has set up packages, the system will post related package charges, for example, breakfast).
- Package Profit/Loss - An internal accounting of whether or not the property sustains a profit/loss on packages.

No matter how many times a day this procedure is run, OPERA Cloud does not allow duplicate charges. The End of Day Routine system tracks the folios that have been charged and the folios that are new. There is no system downtime during the End of Day Routine. As discrepancies are found, the system prompts to make any necessary changes. Once all data is verified, the system will post the room and associated fixed charges.

Mandatory and Optional End of Day Sequence Procedures

The End of Day Routine consists of a series of steps. Of the steps there is the sequence that processes procedures and reports during the End of Day Routine. You

can print an unlimited number of reports. Furthermore, you can determine which procedures or reports are to be executed on which days. After you have selected the End of Day Sequence option, OPERA displays the current End of Day Mandatory Procedures that run at the property during the End of Day Routine. All procedures are displayed, but only the Optional Procedures are editable. End of Day Interim Procedures and Reports is enabled when Income Audit controls is Active.

The following Mandatory or Optional procedures are run during the End of Day sequence based on the configuration of your property. (End of Day - Income Audit)

List Name	Procedure Name	Mandatory/ Optional	Description
Reservation No Shows	reservation.no_show	Mandatory	Processes no-shows. Reclassifies all reservations from Due Ins to No Shows when the reservation's expected day of arrival has passed. For example, if the business date has rolled from April 4 to April 5, 2018, all April 4 Due Ins will be reclassified as No Shows.
Synchronizing Front Office Statuses	Synchronizing Front Office Statuses	Mandatory	Synchronizes (matches) the number of persons and room status (occupied/vacant) in the room table with the number of persons and room status from the reservations table. The reservations table is the controlling table.

List Name	Procedure Name	Mandatory/ Optional	Description
Updating Room Statuses	hkpkg.update_room_status_proc	Mandatory	The night audit procedure hkpkg.update_room_status_proc will update all No Show rooms to the room status selected here. If no status is selected, then the room status of the no show assigned rooms will not be changed. If a reservation with an assigned room number cancels on the expected day of arrival, the reservation too shall adhere to this set room status.
Creating Guest Ledger	refresh_fin_summary.refresh_reservation_summary	Mandatory	Updates each guest's reservation balance.
Generate Reservation Statistics	update_statistics.update_reservation_statistics_main	Mandatory	Updates each guest's stay statistics, such as, number of rooms, number of guests, room revenue, and promotion code.
Populating Trial Balance	refresh_fin_summary.populate_trial_balance	Mandatory	Populates a summary table of the day's transactions for each transaction code for the Trial Balance report.
Populate Folio Tax Summary	refresh_fin_summary.populate_folio_tax	Mandatory	TBD
Generating Reservation Statistics	update_statistics.update_reservation_statistics_main	Mandatory	Updates each guest's stay statistics, such as, number of rooms, number of guests, room revenue, and promotion code.
Calculating Historical Information	pms_prform00.update_profile_reservation_statistics	Mandatory	Update profile statistics.

List Name	Procedure Name	Mandatory/ Optional	Description
Purge	Purge	Mandatory	This procedure searches and automatically deletes resolved maintenance requests which are greater than 60 day.
Membership Trans & Points	Membership_P.Create_daily_membership_tran	Mandatory	Creates daily membership transactions and calculate points (only when the OPP MEM Membership license code is Active).
Generate Data-Export	Generate_Export_NA_Data	Optional	Export data. The procedure is not visible if the OPP EXP Export Files add-on license is Inactive. When an Export File has a status of EXPORT PENDING, it means that the file generation process was not completed or not even started. COMPLETED is displayed if the data export was created without any errors. If EXPORT PENDING is displayed, then the user typically goes back into the night audit, and the process to generate the export files is restarted before going to the next step.
Populate Audit Box	Refresh_Fin_Summary.Populate_audit_box	Optional	Populates Audit box
Back Office Export	bof_package.export_bof_data	Optional	Back Office export when using Back Office.
Cancel Waitlist Reservations	delete_waitlist	Optional	Cancels all waitlist reservations for the previous business date.

List Name	Procedure Name	Mandatory/ Optional	Description
Purge Resolved Room Maintenance Requests	hk_maint.purge_room_maintenance	Optional	This procedure searches and automatically deletes resolved maintenance requests that are greater than 60 days.
Populate the temporary store table for Processing Commissions	insert_resv_commissions	Optional	Searches for reservations with travel agent commissions attached, and places all commissionable reservations into a temporary table, and calculates commissions.
Process Awards Timeout Messages	pms2crs_interactive_events.process_awds_timeout_messages	Optional	Processes awards timeout messages.
Allotment Cutoff	pms_grgrid.night_allotment_cutoff	Optional	Searches for all allotments whose cutoff date matches the previous business date. If an allotment's cutoff date matches the previous business date all unreserved rooms will be released back to general inventory.
Delete Messages	pr_b_del_msg_on_checkout	Optional	Deletes traces and messages for checked out guests.
Execute Rate Strategies	rate_strategy_pkg.set_rate_strategy	Optional	If rates strategies have been established, then this procedure will execute those rate strategies.
A/R Aging	update_invpurgedtl_bucket	Optional	If the property is running the OPERA AR function, then run this procedure to update the property's accounts receivable (A/R) amounts and related A/R aging information.

List Name	Procedure Name	Mandatory/ Optional	Description
Authorization Credit Card	Night_Audit_Authorization	Optional	At check in, a property usually seeks credit card authorization for a certain dollar amount (estimate of the amount of charges to be settled upon check out) for each reservation. If stay charges approach the property's initial estimate, this procedure will attempt to authorize a higher credit limit. If the authorization is not given (for whatever reason) an exception report can be produced allowing the property to contact the guest the next day to rectify the situation.
Past Arrival Waitlisted Reservations become turnaways	Turnaway_waitlist	Optional	Cancels all waitlist reservations for the previous business date.
Credit Card Offline Settlements Processed	cc_offline_settlements	Optional	Similar to the night audit credit card authorization procedure, 3 attempts will be made and if these attempts are not successful, the procedure will show as FAILED and the night audit will continue as normal. But if less than 3 failures are received, then the procedure will show as COMPLETED and will continue as normal.

Running End of Day Additional Procedures

Run Additional Procedures to help with corrections, adjustments, and postings to guest folios as necessary.

1. From the **OPERA Cloud** menu, select **Financials**, select **Manage Income Audit**.
2. On the **Manage Income Audit** screen, click **Manage**.
3. On the Income Audit screen, from the **Steps** menu, select **Run Additional Procedures**.
4. In the End of Day Setup panel, click Final Procedure tab, select a procedure and click the vertical ellipses to set it to **Active** or **Inactive**.

The Procedures section is view only and it displays information about each procedure, such as the Iteration Number, the Start and End time, and the procedure's Status (running, completed). Errors are displayed above the status grid. The iteration only changes numbers if there was an error in the previous iteration. If a previous night's procedures have not been completed, OPERA Cloud does not allow the next End of Day Sequence to run.

End of Day and Reservation Statistics

Reservation statistics tables are created during the end of day process for the current business date.

Transactions within the Financial Transactions table are recorded and stored with the market code, source code and room class of the originating reservation. If a transaction is routed or transferred to another reservation (irrespective of the transactions posting date) with a different room class, market segment or source code, the entries in the financial transaction table are not be updated with the above data for the target reservation. Financial journals and reports print from the financial transaction table and are therefore referenced to the financial information and filtration based on the originating reservation.

Reservation statistic tables that are created during the end of day process (for the current business date and a have revenue association) summarize and calculate revenues by the room class, market segment and source code of the reservation they are linked/associated to for the specific transaction at the time the business date is rolled. It is not intended be a direct reflection of the components such as market/source etc. of the actual posting for reasons such as transfer, routing, room moves, and so on.

An exception to the revenue statistic calculation in the end of day process as described above are those transactions which are routed or transferred to a PM (pseudo) account. Those revenues for statistical reporting are recorded under the room class, market segment and source code of the reservation from which they were last routed/transfer on the business date of the posting.

Finalizing End of Day

The last step in the EOD procedure is Finalizing the End of day. A pop-up message is displayed to the end users that need to be accepted . It closes the business date.

End Of Day Reports

1. From the **OPERA Cloud** menu, select **Financials**, select **End of Day**, and then select **End of Day Reports**.
2. On the End of Day screen, search for the **Property** and select a **Date**.
3. Select the check boxes for **Status Filed**, **Sent**, or **Not Processed** and click **Search**.
4. From the search table, select a report and click the **Action** vertical ellipses and click **Preview**, to preview the report.
5. Click the vertical ellipses in the Search panel and click **Regenerate and Send to** or **Send to** link.
6. On the Batch Reports screen, select a **Report Destination** and click **Process**.
7. Click **Skip Report** to skip processing or click **Stop Batch**.

After process completion, the **Status** shows Complete and Message **Finished Successfully**.

Print Final Reports

OPERA Cloud generates the selected final reports and prepares them for printing on the default End of Day Sequence printer based on the configuration of your property. The Night Auditor compares the data conveyed in different folios against points of sales outlets daily reports, the housekeeping room status report, and so on. This cross-referencing function is a vital procedure in the internal control.

Note:

If the end of day sequence gets hung up on a report, when the end of day sequence is re-started it will begin with the reports that have not finished printing. For example, when running the final reports, the user gets hung up on report 15 out of 24. When the final reports are started again, it will start with the 15th report and finish running them.

End of Day Sequence Mandatory and Additional Reports are considered your final reports of the day because the information contained in these reports cannot be changed (once the date has changed, any postings, etc. will be reflected on the new day). The reports processed in the Balancing Reports phase are not considered final because that information can change (the date has not yet been changed and therefore postings, etc. will effect today's information).

7

Miscellaneous

The Miscellaneous menu enables you to create or search for a variety of information and perform a variety of functions using features such as the Changes Log (search and create reports on logged activities by property, activity group, activity type, and date range), Service Requests (create service requests by assigning priorities, dates, and times), and Telephone Book (create phone numbers and categories for properties, restaurants, and transportation).

- [Property Brochure](#)
- [Track It](#)
- [Exports](#)
- [Telephone Operator](#)

Property Brochure

The Property Brochure is a resource that central sales, reservations, and on-property staff can use to obtain detailed information about services, facilities, accommodation at your property, and details on transportation options and local attractions in surrounding areas of your property. The Property Brochure can include high-quality photographs of your property accommodations and facilities and information on popular local attractions, dining and retail, local airports, transportation services, and other facilities.

Your property's primary details and contact information appear in the business card format at the top of the Property Brochure screen. The remaining information is presented in the following three panels:

- **Property Details.** Tabs for Directions, Airports, and Transportation.
- **Features.** Tabs for Amenities, Dining & Retail, Local Attractions, Event Spaces, Images, and Calendar.
- **Miscellaneous.** Tabs for Alternate Properties, General Notes, and Additional Details.

Viewing the Property Brochure

You can open the Property Brochure from the Look to Book (LTB) Sales screen or in full-size mode from the Miscellaneous, Property Brochure menu. You can also add the Property Brochure menu option to your Quick Links in F2 [Quick Launch](#).

When the OPERA Cloud multi-property or Reservation Systems subscription is active and you are initialized to a Hub location, you can select and view the details for any property associated with the Hub; select the Property Code from the Property list.

If filtering is available within a panel, use it to hide or unhide information.

1. Select **Filter Results** and select or enter the information you want to appear in the tab.

2. Click **Apply Filters**.
3. After applying filtering, click **Reset** to remove the filters.

The [Property Calendar](#) is available from the Features panel of the Property Brochure.

Track It

Prerequisites: [Track It](#)

Track It manages storage and delivery of guest luggage, parcels, vehicles (valet), and lost items.

Track It tickets are optionally linked to a reservation if related to an arrival, in-house, or departure reservation.

Track It requests can also be managed on a smartphone using the OPERA Cloud mobile web application.

- [Prerequisites for Track It](#)
- [Managing Track It Requests](#)

Prerequisites for Track It

OPERA Controls

Group: General

The **Track It** function must be **Active**.

Managing Track It Requests

Adding a Track It Request

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Track It**, and then select **New**.
2. Select **Parcel**, **Valet**, **Baggage**, or **Lost** category.
3. Select or enter a **property name**.
4. Enter a **ticket / reference number**, and select an **Action** and **Type**.
5. Add a **Description**, **Quantity**, (current) **Location**, **Action date**, and optionally assign the request to a staff member by selecting a **user** from the list.

Note:

Track It on mobile devices shows the 'My Requests' by default. This is a listing of requests assigned to the user.

6. To associate the Track It request with a reservation:
 - Select **Attach Reservation** and search for the reservation.

- Select the reservation in the search result and then click **Select Reservation**.
7. Click **Save**.

Searching for and Editing Requests

1. From the **OPERA Cloud** menu, select **Miscellaneous**, and then select **Track It**.
2. Enter search criteria and then click **Search**.
 - To search Requests assigned to you, select **Assigned**.

 **Note:**

By default, only Open status requests are included in the search.

3. To edit a request, click the vertical ellipsis and select **Edit**.
4. To assign a request to a staff member, select **User** from the list.
5. To associate the Track It request with a reservation:
 - Select **Attach Reservation** and search for the reservation.
 - Select the reservation in the search result and then click **Select Reservation**.
6. To view the history of a request, select **View History** from the vertical ellipsis. The request history appears in a screen.

Deleting a Request

1. From the **OPERA Cloud** menu, select **Miscellaneous**, and then select **Track It**.
2. Enter search criteria and then click **Search**.
 - To search Requests assigned to you, select **Assigned**.

 **Note:**

By default, only Open status requests are included in the search.

3. To Delete a request, select the **Track It** item in the result, click the vertical ellipsis and select **Delete**, and then confirm your deletion.

Searching for and Closing (Resolving) Requests

1. From the **OPERA Cloud** menu, select **Miscellaneous**, and then select **Track It**.
2. Enter search criteria and then click **Search**.
 - To search Requests assigned to you, select **Assigned**.

 **Note:**

By default, only Open status requests are included in the search.

3. To edit a request, click the vertical ellipsis and select **Edit**.

- Once you action and complete the Track It request, select an appropriate **Action** from the list to close the request (for example, select 'DONE' or 'DELIVERED').

Exports

The exports feature provides the ability to create and export data files, such as back office data, to third-party interfaces and receiving systems.

- [Data Exports](#)
- [Export Files](#)
- [Membership Exports](#)
- [Creating or Editing a General Export File](#)
- [Back Office Exports](#)
- [Creating or Editing a Back Office Export File](#)
- [Exporting a General or Back Office Data File](#)
- [Creating a Component Export File](#)
- [Viewing Export Details](#)

Data Exports

OPERA Cloud provides the ability to export data to a third-party receiving system or interface using the General export feature or the Back Office export feature. For example, you may want to export revenue data to an accounting system.

To export data, you would create a General export file or a Back Office File (BOF) from one of the provided templates. There are different templates based on the receiving system or interface to which the file would be exported. Once the file is exported, the receiving system or interface translates the data based on the mapping configured for the export.

If you already have an export file that was created in OPERA Property Management System release 5.5.2 or earlier, you can only export a file and cannot edit it. You would need to create a new export file to have the ability to make changes.

Export Files

The Exports feature is used to collect information from different tables or views in OPERA and export that data to an ASCII text file or to an XML file, which can be sent to a third-party system for processing. For example, to calculate award points for your loyalty program, you might use the Membership export to gather data for your members and then export this data to a fulfillment house. The fulfillment house would then process the data and calculate the membership award points.

The below export types exist in OPERA. With the exception of Country, each export type requires an active license.

- **General** Use this type for all general or generic exports provided by OPERA system inserted data (SID). You can export from the existing generic templates or create a customized export.

- **Back Office** Use this type for accounts payable, daily report, fixed assets, payroll, general ledger, and financial statement exports.
- **Membership** Use this type for membership statements you need to export and send to a fulfillment house.
- **Country** Use this type for country-specific legal exports.

Export File Workflow

The export file process typically consists of the following steps:

1. To begin, you might be prompted to input parameters to control the execution of the export generation. For example, the parameter screen can prompt for the start and end dates for the date range to be covered by the export. Not all exports use a parameter screen.
2. When export generation is started, a pre-processor (Pre-Export Procedure) runs. This only occurs if a pre-processor is defined for the export. This procedure is specific to the export and populates views and sets variables and filters. Each export makes use of views that are supplied as standard with OPERA. Views are collections of data that are pulled from the many hundreds of OPERA database tables specifically for use in creating exports and reports.
3. The export generation process pulls data from the views, applies parameters and filters (if defined in the export setup), and calculates formulas, as appropriate. Exported data is stored in tables and can be viewed through the View Exports option. The ASCII export file is actually generated when the **Export Data** option is selected from the Exports screen. The export file is then stored in the export directory where it can be picked up by other applications for further processing. For example, it can be picked up by a back office application.
4. When the export is automatically generated during End of Day processing, the data and export file are generated with no user intervention required.
5. A post-processor (Post Export Procedure), if one is used for the export, runs to perform clean-up after the export data is generated. This could include activities such as truncating temp tables and resetting variables that were set by a parameter form.

Export File Generation

You have three options for creating and generating export files:

- **Automatic Generation of Export Files** You can select a procedure (GENERATE EXPORT NA DATA) in End of Day (Night Audit) processing for creating export files. Only files selected for End of Day processing in the export setup are run automatically.
- **Manual Generation of Exports Files** You can manually create export files as needed. For example, if files fail to automatically export during the End of Day routine procedure, you might need to manually export them.

Exports Screen

The Exports screen is used to collect information from different views/tables and export the data to an ASCII text or XML file. The screen shows all the generic exports provided by OPERA SID data. From this screen, you can generate and view export data files, and also alter export file configurations.

Credit Card Information Handling

In all OPERA tables, credit card numbers and expiration dates are stored as encrypted. Based on the Reservations Credit Card Information View user permission, you can view the credit card information on OPERA Screens. Regardless of the Credit Card Information View permission, you cannot modify export data containing credit card information. The credit card information on export files output is not masked. If the Credit Card Information View permission is not granted, credit card numbers and expiry dates in the export data are fully masked with Xs when displayed on screen where export data can be seen. If you have the Credit Card Information View permission granted, you can view the number in the export data but not modify it.

- [Export File Delivery Configuration](#)
- [Export File Details](#)
- [Export Data Definitions](#)
- [Creating and Associating Export Mapping Types and Codes](#)

Export File Delivery Configuration

With delivery configuration, you select the delivery methods and enter the delivery destinations for export files. Each export has its own delivery configuration and unique delivery destination or end point.

Use the Delivery Configuration screen to complete the configuration process. To access the Delivery Configuration screen, from the OPERA Cloud menu, select **Miscellaneous**, select **Exports**, and then select an export type, such as General, Back Office, Membership, or Country. Click the vertical ellipsis button next to the export file and select **Edit**. From the Export Configuration screen, click the **Delivery Configuration** link to open the Delivery Configuration screen.

For the delivery method, you can select **SFTP** or **HTTPS** and enter the end point for the export or select **File System** and enter a target directory for the export.

Export File Details

The export file details specify the particular features of the export file. You can create the export file by copying an existing export file as a template, and editing it, if necessary, or by starting from scratch with a blank Export File Details screen. If you select the template option, you are prompted to select the export file types to be copied as templates.

From the Export File Details screen, you can configure the specific details of the export file.



Note:

To copy an existing export file delivery configuration to the Delivery Method Maintenance screen, right-click anywhere on the Export File Details screen and then click **Copy to Export Delivery Methods**. The Export Delivery Methods screen appears.

Export Details

The below table lists all the details you can configure for the export file.

Table 7-1 Export Details

Field	Description
File Type	Name of the export. Enter a new file type name for the export.
XML	When selected, the export generates via XML messaging. By default, this option is selected and unavailable if the export has been created as an XML export. It is available to be selected when the export is configured manually (rather than being created from a preconfigured template) as an XML export.
XML Doc	Available when the XML option is selected. In this field specify the name of a wrapper tag for the export. For example, if you wanted the XML export to begin with a tag <code><umf></code> and end with a tag <code></umf></code> , you would specify <code>umf</code> in this field. Additionally, select the ellipsis button to further configure the XML.
Encoding	(20 Character Max) Enter the encoding attribute to add to the <code><?xml?></code> file header.
Processing Instructions	(2000 Character Max) If needed, enter any additional processing instructions to the XML file header.
Document Type Name	(100 Character Max) Used to define an optional document type name (<code><!DOCTYPE "_doc_type_name"></code>).
Document Type System ID	(100 Character Max) Used to Define an optional document type system ID (<code><!SYSTEM "_system_id_"></code>).
Document Type Public ID	(100 Character Max) Used to define an optional document type public ID (<code><!PUBLIC "_public_id_"></code>).
File Description	Long description of the export file type.

 **Note:**

By default, the File Extension Formula field populates with 'XML' when this option is selected. File Extension Formula can, however, be edited to change the filename extension.

Table 7-1 (Cont.) Export Details


Field	Description
Export Source	Select the down arrow to choose from a list of available views for the export procedure.
Source Description	The description is automatically populated when the Export Source view is selected.
	<div data-bbox="1068 541 1356 1260"><p> Note:</p><p>When the EXP_SCACTIVITY_VIEW data source is used, and the Activity > Use Time Zones for Activities application parameter is set to Y, date and time information related to activities is converted to the logged-in user's time zone; if no time zone is specified for the logged-in user, the logged-in property time zone is assumed; if the logged-in property does not have a time zone assigned, the database time zone is assumed.</p></div>
Pre Export Procedure	Internal set-up procedure that is executed before the data export is done. The pre-export procedure is a pre-processor that populates and filters views and sets variables.
Post Export Procedure	Internal setup procedure that is executed after the data export is done. The post-export procedure is a post-processor that truncates temp tables following export generation and can also reset parameters that were set for the export.

Table 7-1 (Cont.) Export Details

Field	Description
Parameter Form	Used for exports that can be manually generated. This field contains the name of the parameter form which is used to generate a manual export. The parameter form prompts for the required input from the user in order to generate a manual export. An example of the required parameters is the date range for which the export needs to be run. Each pre-export procedure has a unique parameter form, as the procedure is hard-coded within the form. Normally, if the parameter form is used, the pre-export procedure need not be used, but this can vary depending on the definition of the export.

 **Note:**

When automatically generating exports via End of Day processing, a parameter form should not be used because the export is generated automatically and there is no opportunity for manual input.

Table 7-1 (Cont.) Export Details


Field	Description
Night Audit Export	Select this option if the export is to be run during the End of Day procedures.
	 Note: When an export is set up to run during the End of Day (Night Audit) procedures, a frequency can be selected to generate this particular export file during the End of Day process. In the event you select such an export and manually generate the export file, the setting in the Frequency field is ignored and the export is generated irrespective of the frequency setting. In addition, the export automatically generates an export file based on the Frequency during the End of Day process.
Frequency	When the Night Audit Export option is selected, select the down arrow to select the frequency of how often the export is to be run during the night audit process - Daily, End of month, End of Year, or Weekly.
Delivered Via	Select the delivery method: OXI, SFTP, HTTP, or PREDEFINED. When a value is selected, the relevant additional fields display to complete the configuration.

Table 7-1 (Cont.) Export Details

Field	Description
SFTP	<p>Select this option if the export is to be delivered via a secure FTP channel. When you make this selection, the Delivery Configuration button appears. Use Delivery Configuration to set up the details of the SFTP communications.</p> <p>Also for SFTP export file transfer, an Export Definition can be added to each export file, including XML export files, to associate a specific character set to be used. This character set is used for the export file and the value defined for the Exports > Export Character Set application setting is overridden. To override the Export Character Set setting, the following must be entered for the Export Definition of the export file:</p> <ul style="list-style-type: none"> • Code EXPORT CHARACTER SET • Description Export Character Set (or any text description for the Code) • Value Must be a valid Oracle Character Set <p>For SFTP, if the export file transfer initially fails, it is retried the number of times specified in the EXPORTS > HTTP/SFTP FILE TRANSMISSION ATTEMPTS application setting.</p>
HTTP	<p>Select this option to use an HTTP upload of the export file. This file can be uploaded and automatically transferred to the HTTP address during End of Day processing or on demand (for more current information).</p>

 **Note:**

If the export is configured to run during End of Day processing and the HTTP transmission fails, the night audit continues to run to complete the End of Day. However, an error message appears in the naweather.rdf report to notify the user of the transmission failure. As this report is non-mandatory, properties using the HTTP transmission must configure the report.

Table 7-1 (Cont.) Export Details

Field	Description
HTTP Address	(Available when HTTP is selected.) Type the database HTTP address where the export file is uploaded.
Protocol	(Available when HTTP is selected.) If you are communicating with a Web Service, select the down arrow to choose the protocol used for extracting XML (for example, SOAP) from the uploaded file. If you are not communicating with a Web Service, leave this field blank.

Table 7-1 (Cont.) Export Details

Field	Description
SOAP Action	<p>(Available when SOAP is selected in the Protocol field.) Enter the SOAP action, if any, to be applied by the Web Service.</p> <p>The export file is uploaded to the receiving host using HTTP protocol with content type application/octet-stream, using the POST method.</p>

 **Note:**

If **Compress** is selected, the content type of the compressed file is **application/x-zip-compressed**.

OPERA passes the following parameters to the receiving host (HTTP listener) in the HTTP POST command, which the receiving module can use:

- filename name of the file being transferred using HTTP protocol.
- crc length of the transferred file in bytes.

Once the receiving module has received and processed the file, it must generate an HTTP response, which is captured by the OPERA sending module. This response is an XML text document. The format of the document is as follows if the file was successfully received and processed:

```
<?xml version="1.0" encoding="UTF-8"?
><YOURMODULENAME><STATUS>OK</STATUS></
YOURMODULENAME>
```

The format is as follows if an error occurred:

```
<?xml version="1.0" encoding="UTF-8"?
><YOURMODULENAME><STATUS>ERROR</
STATUS><ERROR>Error Text is here</ERROR></
YOURMODULENAME>
```

YOURMODULENAME is the name of the module (for example, the servlet) which is receiving the export files. This name is for information only purposes and can be anything the property wants. Other tags in the XML should not be changed.

Table 7-1 (Cont.) Export Details


Field	Description
	<div style="border: 1px solid #0070C0; padding: 10px; background-color: #E6F2FF;"> <p> Note:</p> <p>If the OPERA sending module does not receive a response in the proper XML format (within the Retry Interval), it assumes that an error occurred during the file transfer.</p> </div>
OXI	Available when an OPX_XXX OXI add-on license is active. When OXI is selected, the Delivery Configuration button appears. Select this option to transport the export file via the OXI interface.
Type	(Available when OXI is selected.) Enter up to 20 characters to uniquely identify the OXI Action Type.
Interface	(Available when OXI is selected.) Select the down arrow to choose the third-party system to which OPERA connects through OXI.
PREDEFINED	Select this option to transport the export file via a predefined interface.
Dest. Code	(Available when PREDEFINED is selected.) Select the unique configured export delivery method destination code.
Encryption Type	Not available when OXI is selected. To encrypt the export file, select the encryption format (only AES is available at this time). The export file is encrypted using the selected algorithm and the key entered in the Key field. Encryption is performed on the raw file (that is, prior to zipping). The remote site must use the same method and key for decryption. In addition, the remote site must provide their own decryption software in order to decrypt the file.
Key	(Available when an Encryption Type is selected.) Enter the encryption key to be used to encrypt the export file. The AES key must equal 32 characters.

Table 7-1 (Cont.) Export Details

Field	Description
Filter Condition	Condition for the export. By default, depending on the view, all data is exported. But if a certain type of data only requires to be exported, then the condition can be filled. Technically, this is the where clause in the select statement. For example, market codes statistics export, if only certain market codes statistics are required, like FIT, COM and IND, then the condition Market code IN (FIT,COM,IND) can be entered, where market code would be one of the column names in the Export source view/table. When clicking OK, the export setup is saved and now the columns can be defined. When the export setup is saved, the button option Export Columns is available. Select this button and the entire list of columns, which are available in the view, are brought up. This occurs the first time, when setting up a new export. If the columns are already defined, then the option Export Columns lists out the columns, which have been selected. New columns can also be added.

Table 7-1 (Cont.) Export Details

Field	Description
File Name Formula	<p>Name of the ASCII export file which is created when the option to generate file is selected. This field can accept SQL formula so that the file name can include dates or other program specific exports information (First5Characters of Property Code +Current System Month+F would be SUBSTR(property code,5) MM F). This should be a valid SQL formula. On clicking the list of values box, a list of all the columns defined in the Export Source View/Table appears. These are the columns that can be used to create the File Name Formula. The name of the ASCII text file can be made from any of these values or can also be any string of characters. If the file must always be called WY P296, then enter 'WY P296' (the single quotes are necessary). If the file has to depend on the business date of the property, then enter the following:</p> <pre>'WY' TO_CHAR(PMS_P.BUSINESS_DATE, 'MMDD') 'EXP'</pre> <p>This gives the name WY1103EXP for a business date of November 3.</p>
File Extension Formula	<p>Used to create any file extension for the daily export. This field can accept SQL statements so that the extension can include dates or other program specific export information (Current System Month +Day MM DD). Examples for the file extension name would be TXT or EXP. The single quotes are necessary.</p>

 **Note:**

When the export file is created, the resulting filename appears just as it was configured in the File Name Formula field. This includes the case of the text, rather it all be capitalized, all lower case, or a combination of capitalized and lower case text.

Table 7-1 (Cont.) Export Details

Field	Description
Zip File Name	The name of the zipfile if the export files are to be zipped. To make use of this functionality, the General > Compression Utility application setting must specify the zip program name. The zip program name (executable file) must be present in the \RUNTIMES directory. (The ZIP and UNZIP freeware utilities provided by Oracle are located in the Oracle bin directory on the application server and do not need to be moved to the \RUNTIMES directory.)

 **Note:**

In order for zipping of export files to work correctly, the FORMS60_OUTPUT registry setting must use a mapped drive letter on the application server and cannot use a Universal Naming Convention (UNC) path. This is a limitation of PKZIP, a DOS utility, which does not recognize UNC pathing. For example, the path could be D:\MICROS\OPERA\EXPORT but cannot be \\machinename\MICROS\OPERA\EXPORT.

Any value enclosed in single quotes can be specified as a zipfile name; the value can be concatenated with a valid OPERA expression (for example, 'WY_296_'||pms_p.business_date).

OPERA validates the zipfile name entered here in order to help avoid a filename that contains invalid characters. (Invalid characters in the zipfile name would prevent the zipfile from being automatically created during End of Day processing.) Invalid zipfile names are possible if the filename was specified prior to the validation feature being introduced. If an export file does not have a valid zipfile name, End of Day processing continues without creating the zipfile. An appropriate entry is

Table 7-1 (Cont.) Export Details

Field	Description
Compress Data	made to the User Activity Log in the End Of Day activity group. Select this option to delimit the column data in the export file. The delimiter can be specified in the Col Separator field.
Col. Separator	Appears when the Compress Data option is selected. Select the space, tab, comma, or Enter (CRLF or carriage return line feed) option as the character column separator. The data column is delimited by the selected character that follows it.
Always Export Header and Footer	Based on the export setup, if no data has been generated within the export, if a header and footer are defined, and if a file name is given in the export setup, OPERA always generates the export file that contains no information other than the header and the footer. If this option is selected, the header and footer columns of the export should only be Formula type columns. When saving the export with this option selected, the following reminder prompt appears: 'Always Export Header and Footer is checked. Ensure that the header (and/or footer) definition only uses formula columns.' You can continue and save the export without using formula columns for the header and/or footer. However, if there are no records in the export (that is, if the export view is empty), an exception message is thrown. This message appears: "No records were found for the export source view. Export failed due to invalid column configuration in export header or footer and option Always Export Header and Footer being active."
Inactive	Select this option to make a file type Active or Inactive. If this option is selected, the file type is Inactive. If deselected, the file type is Active.
Add Newline	Select this option to have each record displayed on a separate line in the ASCII text file.
Component Export	Select this option to expose the Components button. Selecting the Components button enables you to configure components to be included in the export file.

Export Data Definitions

Some exports might require a property to define specific export codes and corresponding values before running the export. These export codes and their values are the data definitions for the export. Each Data Definition for a standard export includes the following components:

- The data views from which the export is developed.

- The pre-processor used for the export, along with any filter conditions applied by the pre-processor.
- The parameter form (if any) used to set controls for the export.
- Filter conditions for the export, if any.
- The post-processor used to "clean up" after the export is generated.
- The file name and extension formula.
- The data layout of the export ASCII file.

 **Note:**

Depending on the template you select for your export, specific codes and possibly default values can auto-populate the Export Definitions screen.

The following table lists the export data definitions and describes each term and the definition for it.

Table 7-2 Export Data Definitions

Term	Definition
FILE_TYPE	The name of the export.
FILE_GROUP_ID	The group to which the export belongs.
RESORT	Property for which export is set up. If resort is null, then it is a template record.
FILE_TYPE_DESC	The long description of the export.
SOURCE_VIEW_CODE	This field can only be edited when configuring new exports. Select the down arrow and select the view used for this export from the list of values.
FILE_NAME	The file name formula is the name of the ASCII export file that is created when the export is generated.
FILE_EXTENSION	Used to create any file extension for the daily export. This field can accept SQL statements so that the extension can include dates or other program specific export information (Current System Month + Day MM DD). Examples for the file extension name would be TXT or EXP. The single quotes are necessary.
FILE_LOCATION	Location where the export is saved.
COL_SEPERATOR	This field appears when the Compress Data check box is selected. Select the down arrow and select the delimiter used to separate the columns from the list of values. The available options are: Space, Tab, Comma, and Enter (CRLF or carriage return line feed).

Table 7-2 (Cont.) Export Data Definitions

Term	Definition
WHERE_CLAUSE	<p>The condition for the export. By default, depending on the view, all data is exported. However, if only certain information is required to be exported, then you can enter a value in this field.</p> <p>Technically, this is the where clause in the select statement. For example, if only certain market codes statistics are required in the market codes statistics export, such as FIT, COM, and IND, then the condition Market code IN (FIT, COM, IND) can be entered (where market code would be one of the column names in the Export source view/table).</p> <p>When clicking OK, the export setup is saved and now the columns can be defined. When the export setup is saved, the button option Export Columns becomes available.</p> <p>To define the export columns, select the Export Columns button. Once selected, the Export Columns Details screen appears, displaying the columns available in the view.</p>
RUN_IN_NA_YN	Indicates if the export is run as part of the night audit procedure or not.
ZIP_FILE_LOC	Location where the Zip file of the export is saved.
COMPRESSDATA_YN	Indicates if the data included in the export is compressed or not.
ZIP_FILE_NAME	The name of the export Zip file.
PRE_EXP_PROC	<p>The pre-export procedure is an internal setup procedure that is executed prior to the data export. The pre-export procedure is a pre-processor that populates and filters views and sets variables. The procedure extracts the data and stores it in a temporary table. The view (defined in the Export Source field) reads from this table and creates the export data. The temporary table is deleted once the export is complete. If a pre-export procedure is not specified, the export looks at the values defined in the Parameter Form field.</p>
POST_EXP_PROC	<p>An internal setup procedure that is executed after the data export is complete. The post-export procedure is a post-processor that truncates temp tables following export generation and can also reset parameters that were set for the export.</p>

Table 7-2 (Cont.) Export Data Definitions

Term	Definition
PARAMETER_FORM	The Parameter Form field is used for exports that can be manually generated. This field contains the name of the parameter form which is used to generate a manual export.
	<div data-bbox="1136 520 1274 562" style="border: 1px solid #0070C0; padding: 5px;"> Note:</div> <p>When automatically generating exports via End of Day processing (the Night Audit Export check box is selected), the parameter form should not be used because the export is generated automatically and there is no opportunity for manual input.</p>
	Typically, this field is not required if the pre-export procedure is defined; however, this can vary depending on the definition of the export. Each pre-export procedure has a unique parameter form as the procedure is hard-coded within the form. If a value is not defined in the Parameter Form field, the procedure looks at the view utilized for the export (defined in the Export Source field).
BATCH_SEQ	Batch Sequence number assigned to the export.
ADD_NEWLINE_YN	Select this check box to have each record displayed on a separate line in the ASCII text file.
NA_FREQUENCY	The frequency the export runs in the night audit procedure.
ALWAYS_HDRFOOTER_YN	Based on the export setup, if no data has been generated within the export, if a header and footer is defined, and if a file name is given in the export setup, OPERA always generates an export file that contains no information other than the header and the footer.
FTP_UPLOAD_YN	Export file has to be uploaded automatically by OXI to FTP site.
UPLOAD_TYPE	Type of FTP upload. Can be DCO, REV, FOLIO, PA, or PS.
OXI_INTERFACE_ID	Interface ID from OXI, required if upload_type is not available. A valid OXI interface is required to upload to FTP.

Table 7-2 (Cont.) Export Data Definitions

Term	Definition
HTTP_UPLOAD_YN	Export file has to be uploaded automatically by IAS to HTTP site.
HTTP_ADDRESS	URL address of HTTP server which received the export file.
NA_WHEN_TO_EXPORT	Day of the week when the export routine is run in the night audit and the NA_FREQUENCY is set to 'Day of Week.'
COMPONENT_EXPORT_YN	Indicates if this export contains export components.
PARENT_ID	If this export is an export component, this column contains the exp_file_id of the parent export.
EXPORT_SEQUENCE	Sequence of running the export.
APPEND_TO_FILE_YN	Indicates if the data should be appended to an existing file.
TRANSFER_METHOD	Protocol used to upload the export file to HTTP server.
SOAP_ACTION	Soap Action information if SOAP protocol is used to upload the export file.
XML_YN	Indicates if the export is an XML file.
XML_DOC_NAME	Main tag for the xml document.
AUTO_EXPORT_YN	Configure Auto Export Y/N.
SFTP_YN	SFTP Y/N.
ENCRYPT_TYPE	The Encryption Type.
ENCRYPT_KEY	The Encryption Key.
LOG_LEVEL	Internal.
EXPORT_TYPE	Internal Column. Used to map this export to the iteration export type in the exp_iterations table.
LARGE_REC_LENGTH_YN	Indicates if this export contains records where the data length can exceed 4k.
XML_ENCODING	For XML exports, this allows adding the encoding attribute to the <?xml?> file header.
XML_PROCESSING_INSTRUCTIONS	For XML exports, this allows for additional processing instructions to the XML file header if needed.
XML_DOCUMENT_TYPE_NAME	For XML exports, this defines the optional document type name (<!DOCTYPE _doc_type_name SYSTEM "_system_id_" PUBLIC "_public_id_">).
XML_DOCUMENT_TYPE_SYSID	For XML exports, this defines the optional document type name (<!DOCTYPE _doc_type_name SYSTEM "_system_id_" PUBLIC "_public_id_">).
XML_DOCUMENT_TYPE_PUBID	For XML exports, this defines the optional document type name (<!DOCTYPE _doc_type_name SYSTEM "_system_id_" PUBLIC "_public_id_">).

Table 7-2 (Cont.) Export Data Definitions

Term	Definition
MULTI_PROPERTY_YN	Multi-property Export Y/N.
EXPORT_CHARACTER_SET	The character set used to write the export files. It must be a valid Oracle Character Set, such as UTF8 or US8PC437.

Creating and Associating Export Mapping Types and Codes

You can create a new mapping type and a new mapping code independently of each other.

1. From the **Administration** menu, select **Interfaces**, select **Export Mapping**, and then click **Mapping Types/Codes**.
2. To create a new mapping type, click the vertical ellipsis button and select **New**.
3. Enter a **Property** name, select a **Mapped To** code, mapping **Type**, and **Description** of the export mapping type, and then click **Save**. If multiple types are required, repeat these steps.
4. To create a new mapping code, on the Mapping Types/Codes panel, enter search criteria and click **Search**.
5. Select a mapping Type and click **Edit**.
6. Expand the Mapping Codes panel and click **New**:
 - Select a **Mapping Code** and **Description**.
 - Select a **Data Type** and enter a Display Sequence number.
 - Click **Required** if you must specify a value when associating this export mapping code with an OPERA Cloud code.
 - Click **Use LOV** to enable a drop-down list of values for this Mapping Code and select an LOV Name.
7. Click **Save**. If multiple codes are required, repeat these steps.
8. To associate export mapping types/codes to OPERA Cloud codes, from the **Administration** menu, select **Interfaces**, select **Export Mapping**, and then click **Export Mappings**.
 - a. Enter a **Property** name, select a **Mapped To** code, and then click **Search**.
 - b. Click the vertical ellipsis button, select **Edit**, and select a mapping type.
 - c. Enter a value for each mapping code in the Export Value column. This is the value associated with the OPERA Cloud code that is exported to the receiving system. Click **Save**.

Membership Exports

You can export membership data from the OPERA database into files and use these files for various purposes depending upon your needs. For example, if you have a

loyalty program, you can export membership statements to a data file that can be sent to a fulfillment house for the processing of membership points.

The following export types can be used for Membership exports:

- **General** This option enables you to export commonly used data from existing templates. These export files are pre-configured and can be modified.
- **Membership Export** This option enables you to export data related to memberships, membership points, and membership statements.

The following Membership Export file types can be selected for the membership export. These are available in OPERA as system integrated data (SID).

Table 7-3 File Types

File Type	Description
BA EXPORT	British Airways Export
CI EXPORT	China Airlines Export
CX EXPORT	Cathay Pacific Airlines Export
FF EXPORT	Frequent Flyer Export
FF EXPORT PC	Frequent Flyer Export
GL1 EXPORT	Airline Guests Reservations Export
GV1 EXPORT	Gold Passport Reservations Export
MEM EXPORT	Membership Fulfillment Production Export
OCIS AMERICAN	OCIS American Airline Export
OCIS ALASKA	OCIS Alaska Airline Export
OCIS DL EXP	OCIS DL Export
PA EXPORT	Passages Export
QF EXPORT	Qantas Airways Export
SCC EXPORT	SCC Export
SR EXPORT	Swiss Air Export
UA EXPORT	United Airlines Export
VS EXPORT	Virgin Atlantic Airways Export

Export File Sources

When creating a membership export, you must select the source of your export file. These sources are the views for the export procedure. You can select from the following sources for exporting membership statements:

- **MEMBER_STATEMENT_EXP_MEM_VW** Select this option if you want the statements to contain detailed membership information for each member.
- **MEMBER_STATEMENT_EXP_TRX_VW** Select this option if you want the statements to contain membership statement transactions information.

Centrally Managed Memberships

You can export membership award points and membership transactions for centrally managed membership programs to a statement. Membership award points for

centrally managed membership programs enables you to export frequent flyer membership types to airlines.

Three templates are included for the central membership award points and transactions export. You can use the templates in their existing form or modify and rename them according to your needs. These templates export positive award points, unless you delete the filter command, which would enable negative points to be included in the export.

- **OCIS_ALASKA** (OCIS Alaska Airline) This template is for the transaction level. It identifies bonus points (column contains FORMULA of H5B). One transaction appears per line. Provides the view of MEMBER_STATEMENT_EXP_TRX_VW.
- **OCIS_AMERICAN** (OCIS American Airline) This template is for the transaction level. One transaction appears per line. It provides the view of MEMBER_STATEMENT_EXP_TRX_VW.
- **OCIS_DL_EXP** (OCIS DL Export) This template is for the membership level. It combines the total accumulated points on one line (for all transactions for one member). Provides the view of MEMBER_STATEMENT_EXP_MEM_VW.

Creating or Editing a General Export File

Creating a General Export File

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Exports**, and then select **General**.
2. Click the vertical ellipsis button and select **New**.
3. On the **Create New Export** screen, select a property for the export, select the file type you want to export, and click **Continue**.

Note:

You select a file type based on the system that receives the data. The file type functions as a template and populates most of the fields for the export.

4. In the **Details** section for the export, verify the information is correct for the export file. If you need to make changes to this information, click the vertical ellipsis button and select **Edit**. You can edit the following fields:
 - a. **File Type:** The name of the export.
 - b. **Description:** The long description of the export.
 - c. **File Name from Columns:** The name of the export file that is created when the export is generated; the SQL formulas in this field define the name. You can change these formulas by selecting a different column name.
 - d. **File Extension Formula:** This formula creates the file extension for the export.
 - e. **Zip File Name:** The file name if exporting a zip file. You can select a predefined file name.

- f. **Parameter Form:** The name of the parameter form used to generate the manual export. This field sets the controls for manually generated exports and is not required if a pre-export procedure is defined; however, this can vary depending on the definition of the export. Each pre-export procedure has a unique parameter form.
 - g. **Export Contents Configuration:** Select one of the following: **Always Export Header and Footer** (select to generate an export file that contains only header and footer information), **Compress Data** (select to delimit the column data in the export file), **Add Newline** (select to have each record on a separate line in the text file), or **Inactive** (select to make the file type inactive).
 - h. **Configure for Automatic Export:** Select **Night Audit Export** if you want to generate the export during the night audit. Select the **Frequency** that the export file is generated.
5. Click the **Columns** link, all of the columns in the export are listed. To add additional columns, click the vertical ellipsis button and select **New**.
 6. Click the **Definitions** link. You have the option to add a custom definition for the export by clicking the vertical ellipsis button and selecting **New**.
 7. Click the **Delivery Configuration** link to select the type of server that receives the file. Click the vertical ellipsis button and select **Edit** to make changes to the configuration.

Editing a General Export File

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Exports**, and then select **General**.
2. Enter a **Property** and click **Search**.
3. Select the file type you want to edit in the search results, click the vertical ellipsis next to it, and click **Edit**.
4. To edit the details of the export configuration, refer to step 4 in the above procedure.
5. You can click **Save** to save your changes or if you decide not to save your changes, click **Cancel** to close the screen.

Back Office Exports

The Back Office export feature helps you meet your hotel's data export needs and avoid redundant data entry by providing functions for Accounts Payable, Daily Report, Fixed Assets, Payroll, General Ledger, and Financial Statements. All functions integrate directly to the General Ledger System.

The Back Office export type provides a method of exporting OPERA revenues and statistical figures to a third-party, non-OPERA system. The Back Office interface functionality extracts data from certain OPERA databases and creates ASCII files that can in turn be read by the non-OPERA system.

The Back Office interface can export data for different types of information, such as Revenue Data, City Ledger Checkout Information, Market Segment Statistics, or Daily Hotel statistics. The layout of each ASCII file is user-definable and enables you to select the information types to be transferred to the external system in the required

format. You can also define whether the interface program appends records to the ASCII file each day or overwrites/creates a new file with each new export of data.

Back Office Export Workflow

The Back Office export workflow consists of the following steps:

1. During installation, you assign account numbers from your chart of accounts to every OPERA transaction code.
2. OPERA posts transaction codes to reservations, folios, groups, companies, travel agents, wholesalers, and so on.
3. During the End of Day Sequence, OPERA moves transactions into their ledger components, producing daily balanced ledger entries.
4. With an OPERA-compatible Back Office system, the balanced daily journal entries are exported to a network transfer file. Your Back Office system then imports the transfer file as a journal entry.
5. Ledger history is stored in OPERA. You can inquire on any ledger account for any past day and view all transactions.

Back Office Features

The Back Office system includes the following features:

- **Revenue Transfer** All room, food and beverage, and package component revenues posted during night audit processing is transferred into the back office accounting system and into guest history files.
- **Market Statistics Transfer** Repeat guest history data is a valuable resource for the sales and marketing department. Data fields such as last date here (from - to), market/group code, postal codes, market IDs, plan codes, room types, special requests, source of business, promotions codes, location codes, VIPs, and user-defined field data provide a wealth of information that helps your marketing department improve guest return rates. This data extraction is also designed for market analysis to see where your business is coming from.
- **Daily Statistics Transfer** General Ledger and Statistic Ledger analysis information. Transactions are captured for revenues, miscellaneous expenses (which can be processed through Paid-Outs), sub-ledgers' activity and balances, (Guest, Advance Deposits and Accounts Receivable), payments (cash, credit cards, script, and gift certificates), travel agent commissions activity (commissions payable, commission expense, pre-deducted commissions, and checks written).
- **City Ledger Transfer** Accounts receivable (A/R) invoice charges and payment entries, adjustments and void payments transactions, partial payments transactions, direct bill aging information, and company statements transactions.

Creating or Editing a Back Office Export File

Creating a Back Office Export

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Exports**, and then select **Back Office**.
2. Click the vertical ellipsis button and select **New**.

3. On the **Create New Export** screen, select a property for the export, select the file type you want to export, and click **Continue**.

 **Note:**

You select a file type based on the back office system that receives the data. For example, if you are exporting revenue data to a SCALA interface, you select SCALA_REVENUE to generate your export. To view file types for legacy back office exports, you must activate the OPP_BO license.

4. In the **Details** section for the export, verify the information is correct for the export file. If you need to make changes to this information, click the vertical ellipsis button and select **Edit**. You can edit the following fields:
 - a. **File Type**: The name of the export.
 - b. **Description**: The long description of the export.
 - c. **File Name from Columns**: The name of the ASCII export file that is created when the export is generated; the SQL formulas in this field define the name. You can change these formulas by selecting a different column name.
 - d. **File Extension Formula**: This formula creates the file extension for the export.
 - e. **Zip File Name**: The file name if exporting a zip file. You can select a predefined file name.
 - f. **Parameter Form**: The name of the parameter form used to generate the manual export. This field sets the controls for manually generated exports and is not required if a pre-export procedure is defined; however, this can vary depending on the definition of the export. Each pre-export procedure has a unique parameter form.
 - g. **Export Contents Configuration**: Select one of the following: **Always Export Header and Footer** (select to generate an export file that contains only header and footer information), **Compress Data** (select to delimit the column data in the export file), **Add Newline** (select to have each record on a separate line in the ASCII text file), or **Inactive** (select to make the file type inactive).
 - h. **Configure for Automatic Export**: Select **Night Audit Export** if you want to generate the export during the night audit. Select the **Frequency** that the export file is generated.
5. Click the **Columns** link, all of the columns in the export are listed. To add additional columns, click the vertical ellipsis button and select **New**.
6. Click the **Definitions** link. You have the option to add a custom definition for the export by clicking the vertical ellipsis button and selecting **New**.

Editing a Back Office Export

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Exports**, and then select **Back Office**.
2. Enter a **Property** and click **Search**.

3. Select the file type you want to edit in the search results, click the vertical ellipsis next to it, and click **Edit**.
4. To edit the details of the export configuration, refer to step 4 in the above procedure.
5. You can click **Save** to save your changes or if you decide not to save your changes, click **Cancel** to close the screen.

Exporting a General or Back Office Data File

After creating a general data file or back office data file, you can export it to the third-party interface or receiving system that manages your data. For example, you can export revenue data to an accounting system.

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Exports** and then select **General** or **Back Office**.
2. Search by property and select the data file you want to export.
3. Click the vertical ellipsis button next to the data file you want to export and select **Export Data**.
4. Select an export date and click **Generate**.

The date selection is only applicable when a parameter form is associated with the export.

Creating a Component Export File

Component files can be created to export a subset of data from a larger data export. For example, you might create a membership export and choose to create a component export for only the membership preferences or membership points.

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Exports**, and then select **General**, **Back Office**, **Country**, or **Membership** depending on the export type for which you want to create a component file.
2. Locate the file type you previously created, click the vertical ellipsis button, and select **Create Component**.
3. Search by property for the file type you want to export and click **Continue**. Proceed to create the component file just as you would for other export data files.

Viewing Export Details

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Exports**, and then select one of the following export types: **General**, **Country**, **Membership**, or **Back Office**.
2. Locate the export file for which you want to view details, click the **vertical ellipsis** button next to it and select **View Exports**. All the exports for that file appear.
3. For each export you want to view, click the **vertical ellipsis** button and select **View Details**.

Telephone Operator

By using the Telephone Operator, these are some of the tasks that you can quickly perform:

- Search for guest information.
- Leave messages for guests and groups.
- Set up traces (notifications for your colleagues about actions that they must take relative to the reservation or on the guest's behalf).
- Set up wake up calls.
- Set up locators (information from a guest who wants to be located for an important call or delivery, but plans on being in a location other than the room, such as the bar, pool, or restaurant).

8

Reports

The report feature provides pre-configured report files. The system uses these files to generate reports for previewing, printing, faxing, or emailing.

- [Reports Overview](#)
- [Working with Watermarks](#)
- [About Stationery Editor \(Oracle Business Intelligence \(BI\) Publisher\)](#)
- [Report Descriptions](#)

Reports Overview

OPERA Cloud includes a number of predefined standard reports.

To access OPERA Cloud reports, select **Reports** and then select **Run Reports** from the OPERA Cloud menu.

From the Run Report screen, you can:

- Search for and access a report based on specific criteria
- Email the report
- Print the report to an email addressable printer
- Preview and print a report

Note:

Depending on OPERA Controls and OPERA Tasks associated with your user roles, the reports you have available might be different from the reports included in this guide. For example, financial reports might not be available to maintenance staff.

Reports that support multiple properties are indicated in the search results, and you can generate them for multiple properties when you are logged in to a Hub location.

- [Generating Reports](#)

Generating Reports

1. From OPERA Cloud menu, select **Reports**, and then **Run Reports**.

2. On the Run Reports screen, enter or confirm the **Property Code**. If you are logged in at the hub level, you will have the option to view either Global reports or Property reports.
3. Enter a report name and/or select a **Report Group** from the drop-down menu, and then click **Search**.
4. Select a report from the search result. From the result you can generate a report (with default parameters) by following these steps:
 - a. To print the report, select a printer from the **Select Printer** drop down list. This lists any email addressable printers. Click the **Print** button to print report to selected printer.
 - b. To download the report, click **Download As** tab, select a file format and then click **Download**. Formats available are HTML, RTF, XML, Delimited, and Delimited Data.
 - c. To email the report, click the **Email** tab. Enter the email address of the recipient and then click **Email**.
 - d. To preview the report, click the **Preview** button. A PDF file is generated and displayed in a separate browser window. To Print the PDF, select the print icon or press [CNTRL][P] to launch the print dialogue for your browser.
 - e. To edit the report parameters, click the **Edit Report Parameters** button. On the **Report Parameters** page, edit the report parameters as required.
 - Select a report destination and format per the above steps to generate the report.
 - Click **Cancel** to return to report search page.

Working with Watermarks

The watermark feature lets you add faint text to the background of reports created in PDF format. You can create the watermark to appear on different report groups. You can also open watermark settings and create watermark text, and set its size, color, and position on the page. This can be configured on a global, report group, or individual report level.

1. To enable watermarks:
 - a. From the OPERA Cloud Administration screen, select **Enterprise**, and then select **OPERA Controls**.
 - b. In the search field, type **watermark** and then click the magnifying glass to search.
 - c. Ensure the **Enable Watermark for Reports** Parameter is set to **On**.
 - d. In the Settings panel, click the pencil icon to configure watermark settings.
 - e. Select the watermark mode, add or edit the watermark text, update the x-position, y-position, angle, font size, and colors, and then click **Save**.
2. To update watermark settings for a report, or to remove a watermark from a report:
 - a. From the OPERA Cloud Navigation Bar, select **Reports**, and then select **Manage Reports**.
 - b. Search to find the report to configure, click the vertical ellipses, and then click **Edit**.

- c. Scroll to the bottom of the page, update watermark settings using the drop-down menu, and then click **Save**.

You have several ways of customizing watermarks:

- Simple - the default watermark configuration:
 - Font size: 100 pts.
 - Font name: Helvetica
 - Font color: light gray
 - Watermark position: centered between the lower left corner and the upper right corner of the page on a 55 degree slant.
- Enhanced - allows you to customize the position, font size, and color for the watermark.
- Report Group Watermark
- No Watermark

About Stationery Editor (Oracle Business Intelligence (BI) Publisher)

Oracle Business Intelligence (BI) Publisher Desktop is an add-in for Microsoft Word and is used to customise the layout of stationery templates such as confirmation letters, registration cards, and guest folios. Oracle BI Publisher Desktop plugs into Microsoft Word and enables you to create report templates. A report template is a type of template that includes layout information for a report, such as the fields the report contains and the placement of these fields in the report.

The Oracle BI Publisher tab and Oracle BI Publisher toolbar appear in Microsoft Word after you install Oracle BI Publisher Desktop.

 **Note:**

Sometimes the BI Publisher tab is referred to as the Stationery Editor.

Oracle BI Publisher uses Microsoft Word and Extensible Stylesheet Language Formatting Objects (XSL-FO) to customize reports, folios, confirmation letters, and stationery output.

The report templates are designed using Microsoft Word and uploaded in Rich Text Format (RTF). Data from the OPERA Cloud database is exported to an XML format and merged with the RTF template to produce the report output in PDF, HTML, or RTF formats.

You install the Oracle BI Publisher Desktop software on workstations used for creating the report template design.



Note:

You can still run OPERA Cloud reports without installing Oracle BI Publisher Desktop.

You should use Oracle BI Publisher to create your report templates. If you use a different tool to create these templates, you must manually code the XSL statements and references to the data fields. It is also recommended to use the same version of Oracle BI Publisher Server and Oracle BI Publisher Desktop on your workstation environment.

- [Using Stationery Editor](#)
- [Creating and Running Custom Reports](#)
- [Installing Oracle BI Publisher Desktop on a Workstation](#)

Using Stationery Editor

Template Preparation and Sample Data

After selecting to customize a template such as a confirmation letter, or folio, two files (*.rtf and *.xml) are downloaded to the client workstation and Microsoft Word automatically opens the [filename].rtf. Use the Oracle BI Publisher toolbar to load the corresponding XML data (select **Data**, select **Load XML Data**, and then select the applicable XML file).

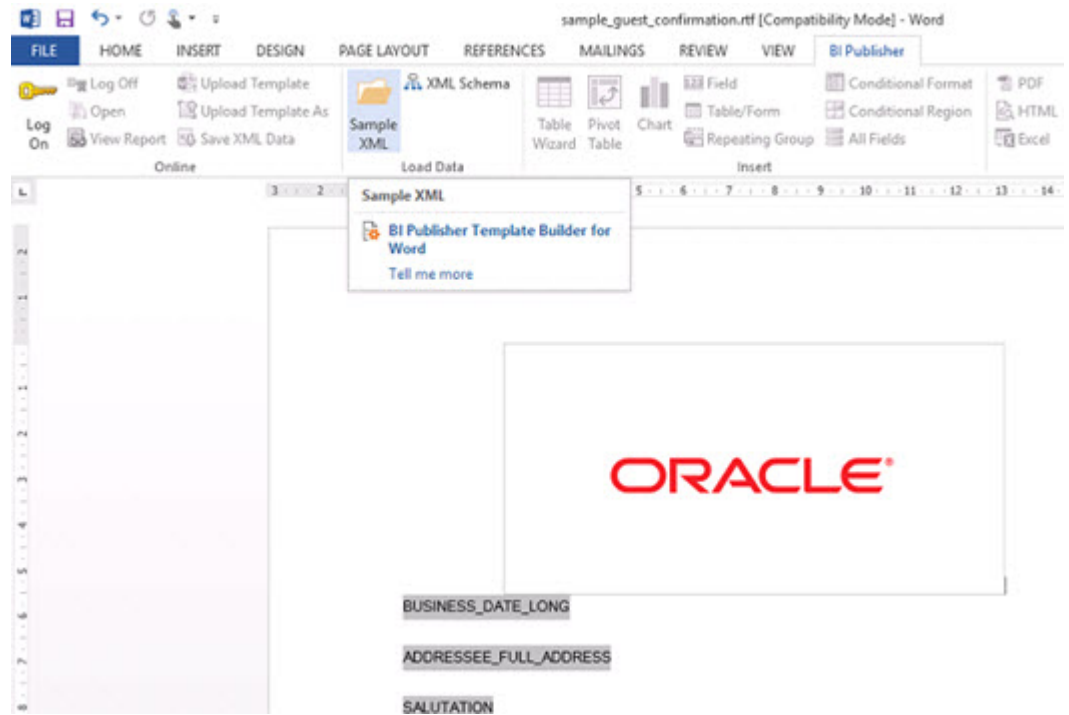


Note:

The Oracle BI Publisher toolbar appears in Microsoft Word after installation of the Oracle BI Publisher software. If the toolbar does not appear automatically, select **View**, select **Toolbars**, and then select **Template Builder** to add it to the existing toolbar display. Alternatively, you can use the Oracle BI Publisher function menu, which always appears with the other function menus at the top of Microsoft Word once the Oracle BI Publisher software has been installed.

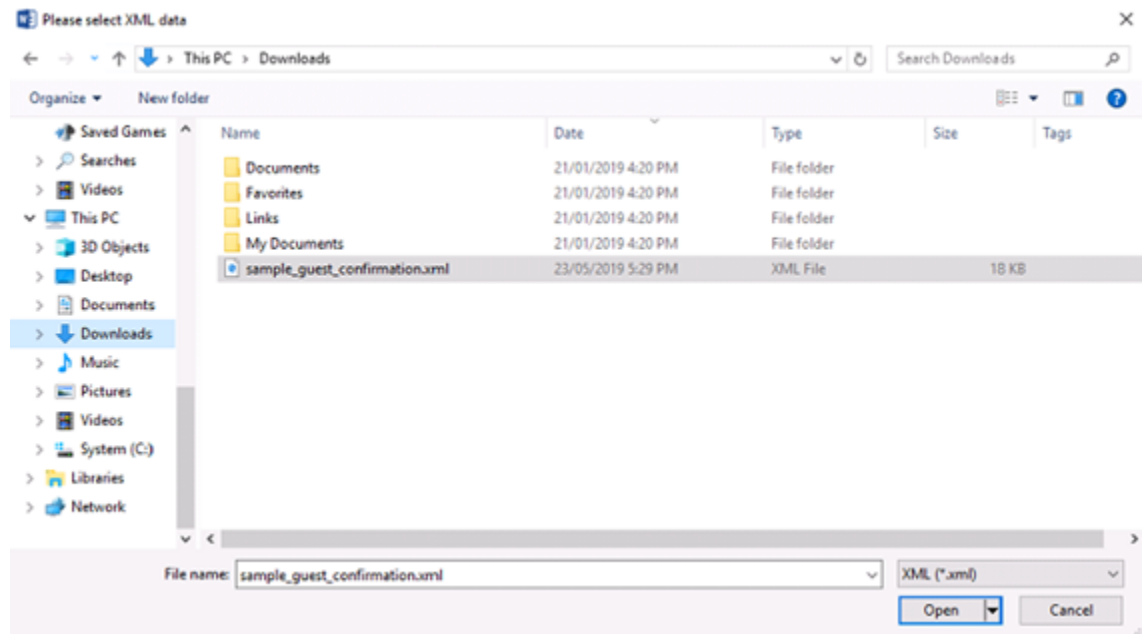
The **Load XML Data** menu option is used to load sample data for the template. Sample data consists of every XML tag (field) available for inclusion in the template. This default data is used when previewing the customized report to view how the report looks once it is generated within OPERA Cloud.

Figure 8-1 Load XML Data



Select the XML file from the download directory on the workstation that corresponds to the type of template you want to customize. The XML file should be the sample_xxx that corresponds to the template you are customizing. For example, if you are creating a confirmation letter for your resort and you named the file "email_confirmation," you will not see a corresponding XML file. Rather, you would select the file "sample_guest_confirmation.xml" to load the available elements for customization on the template.

Figure 8-2 sample_guest_confirmation.xml file



Once the XML is selected, a “Data loaded successfully” message appears and informs you that the sample XML data is now loaded for use in customization.

Microsoft Word functionality is used to add style elements to the report (for example, font styles and sizes, font color and weight, and so on). To add text, simply type the text where you would like it to appear.



Note:

Only standard operating-system packaged fonts are supported.



Note:

Although this tool utilizes Microsoft Word for customization, not all elements can be used on the template. An RTF template is a document which describes how data is presented. It does not contain knowledge of how to extract data, only tags containing field names. Macros cannot be used because the report is stored in *.RTF format.

Adding and Editing Form Fields

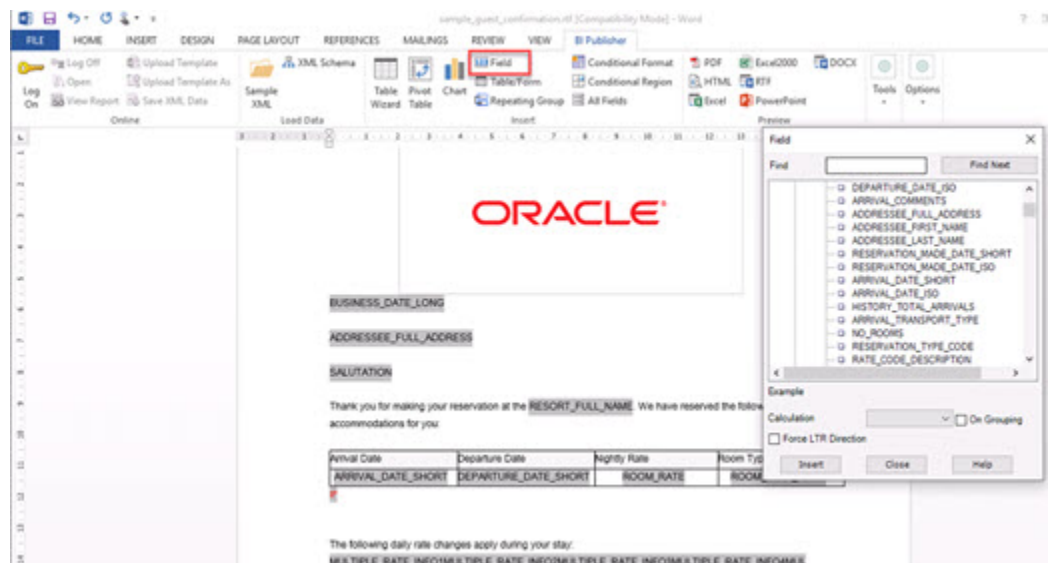
Form fields can be added or edited directly from the report template in the following ways:

- clicking an existing field or selecting **Tools** and then selecting **Field Browser** to edit existing fields or

- clicking **Insert** and then selecting **Field** to add a new field to the template document.

When editing existing fields using the Field Browser, select a field from the list to view or modify the corresponding XML tag. Once your fields are modified, click the **Update** button to apply your changes and then click **Close** to exit the Field Browser.

Figure 8-3 Selecting a Field from the List of Field Values



It is recommended that tables are used to keep the field positions static. When creating a new table in Word, be sure to set the AutoFit behavior to 'AutoFit to Contents' to avoid truncating fields larger than the actual cell size or resizing a cell to accommodate a field with a longer description than the display data. Refer to Microsoft Word Help (**F1**) for more details.

After the XML data has been loaded into the Template document, use the **Insert** and **Field** menu items to insert new fields in the document and edit accordingly.

Select the XML tag or field to add to the customizable report from the list of available fields. The Tree of available fields is divided into the sections applicable to the report, (for example, header, footer, body, and so on). You can add fields by highlighting and dragging to the document or double clicking on a selected field from this list.

Advanced Layout Options

Adding and Editing IF Statements for Conditional Regions of the Template

Notice that IF statements appear throughout the document template. IF and ENDIF represent the IF and END IF statements provided with the sample reports. All content contained within the IF to ENDIF statements only appears based on the conditions of the IF statement being met. For instance, if a guest has a reservation where a deposit is not required for their stay, the IF statement suppresses the field DEPOSIT_DUE from displaying on the confirmation.

To add new IF statements to the report template, select **Insert** and then select **Field** to add a new field to the template document. Next, double click the newly created field to

display the Text Form Field Options screen and then click the **Add Help Text** button to create your IF statement.

Figure 8-4 Adding IF Statements

The following activities are available during your stay:

Type	Date	Location	Pax	Start Time	Duration	Notes
ACTIVITY_TYPE	ACTIVITY_DATE	ACTIVITY_LOCATION_DESCRIPTION	ACTIVITY_PAX	ACTIVITY_START_TIME	ACTIVITY_DURATION	ACTIVITY_NOTES

Viewing and/or editing the condition of an existing IF statement can be done one of two ways. First, double-click on the field for the IF statement you want to modify. The Text Form Field Options screen appears. Click the **Add Help Text** button. The Form Field Help Text screen appears. From here you can manually edit the IF statements to meet your requirements.

The conditional regions rely on expressions `<?if:?>` and `<?end if?>`.

```
<?if: [ELEMENT][CONDITION]?>
```

Where element is the field name and condition is what must evaluate to true. Ensure the [ELEMENT] from the XML is referenced in uppercase.

IF can be combined with other string functions.

CONTAINS

Using the CONTAINS function, an expression can be constructed to output conditional text when an element contains a specific string value. This is similar to a LIKE operator.

```
<?if: contains(ELEMENT,'txt_to_search_for')='true'?>Yes it does <?end if?>
```

For example:

```
<?if:(VIP='V1')>
```

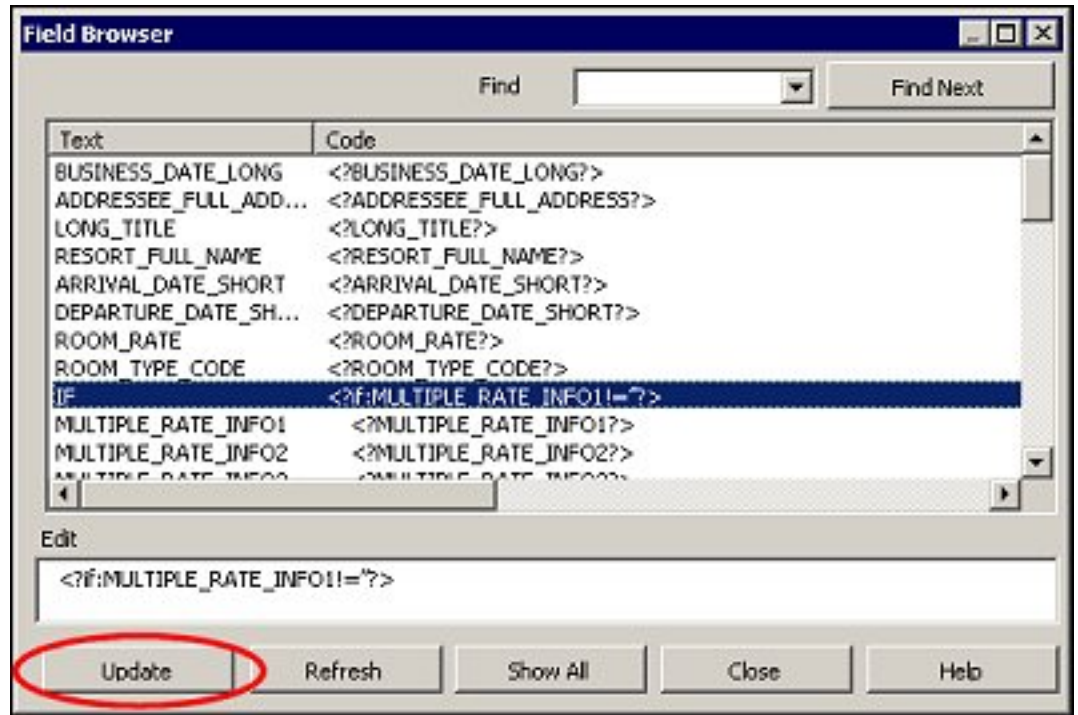
STARTS-WITH

To evaluate the start of a string, use the STARTS-WITH function:

```
<?if: starts-with(COMPANY_NAME,'Oracle')?><?end if?>
```

Or, you can use the Field Browser (select **Tools** and then select **Field Browser**) to view and/or edit the condition of an IF/ENDIF statement and then click the **Update** button to apply your modifications.

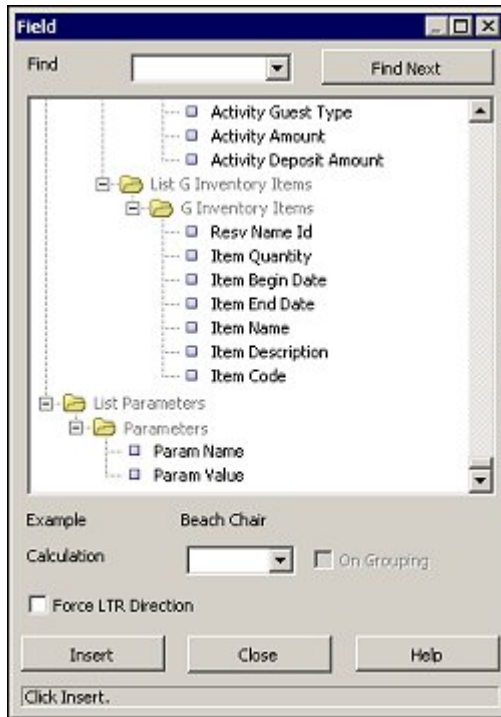
Figure 8-5 Field Browser screen



Adding Conditions for Internal Parameters

Each customizable report contains internal parameters that are used for report generation. These parameters can be utilized when creating conditions for report generation. For example, if a property wants to display a graphic on a confirmation letter only when generating output in a PDF format, these internal parameters would be used. The XML Tags of **Param Name** and **Param Value** are displayed in the available fields list.

Figure 8-6 Internal Parameters List

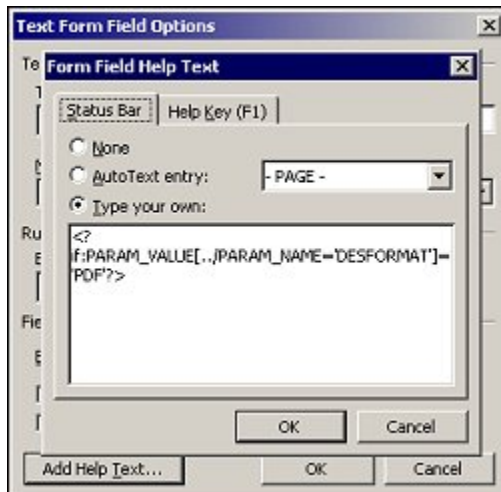


To see the list of available internal parameter values, open the **[filename].xml** that is downloaded to the workstation along with the customizable **[filename].rtf** file (where **[filename]** is the name of the file you have customized).

In this example, a condition is created for text to only appear if the report output is PDF format. To accomplish this, add the field **Param_Name** and then double click to edit. In the Form Field Help Text screen, insert the following line:

```
<?if:PARAM_VALUE[../PARAM_NAME='DESFORMAT']='PDF'?>
```

Figure 8-7 Form Field Help Text screen



Insert an ENDIF statement to close the condition, then click **OK** and **OK** again to return to the customized report.

Inserting Images

There are two methods for inserting images into templates. For HTML email delivery (for example, confirmation letters), images must be published to a web server and the URL reference method must be used to reference the URL to the image. Referencing the image using the URL method provides a faster load/processing time for the template file since the file is smaller when the image is referenced rather than imbedded in the file.

Note:

There is a file size limit of 2MB for RTF templates.

Directly Inserting Images

For PDF output, images can be inserted directly into the RTF template.

Insert the jpg, gif, or png image directly in the template by selecting **Insert** and then selecting **Pictures**.

Inserting Images with URL References

Reference to a web image means the image is fetched at runtime; the image can be updated at any time without the need to modify the template(s).

Include an alternative text link for an image.

To insert images with URL references:

1. Insert a dummy graphic into the layout in Word by selecting **Insert** and then selecting **Pictures**.
2. Right-click the image and select the **Format Picture** option and then click the **Alt Text** tab.
3. Enter the following syntax to reference the image location:

```
URL:{'http://<image location>'}
```

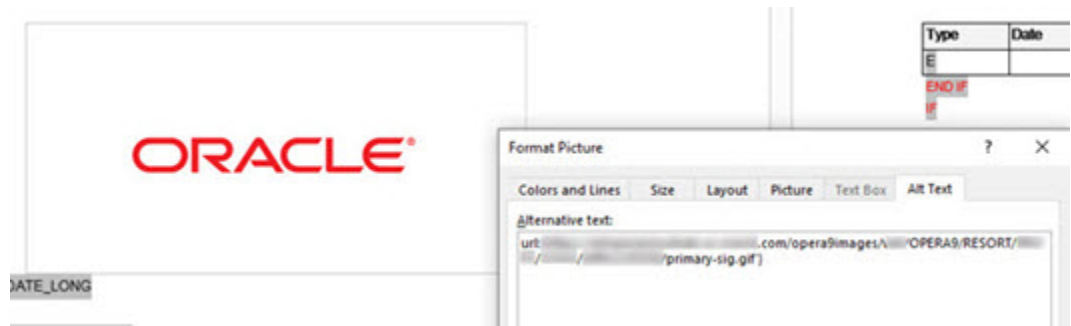
Some examples for web images:

```
URL:{'http://www.example.com/images/ora_log.gif'}
```

```
URL:{'http://www.hotelsserver.com/images/logo.gif'}
```

At runtime, the dummy graphic is replaced with the image published at the specified web address.

Figure 8-8 Format Picture and Alt Text tab



Graphic Image Size

The external images used within the document should be sized to suit the layout of the document and then published to the web server. The dummy graphic (used as a place holder within the RTF) can also be set to the required image size using picture tools.

Formatting Date and Number Fields

In addition to preformatted date strings in the XML, all date fields are also provided as canonical date/time values. These fields are identified with the suffix `_ISO` in the element name. Canonical dates can be formatted in BI Publisher using one of the following methods for specifying the desired output format:

- Specify an explicit date format mask using Microsoft Word's native date format mask.
- Specify an explicit date format mask using Oracle's format-date function.

Note:

Only one method should be used. If both the Oracle and MS Word format masks are referenced for a field, the data is formatted twice causing unexpected behavior.

To apply the Oracle BI Publisher format mask to a date field:

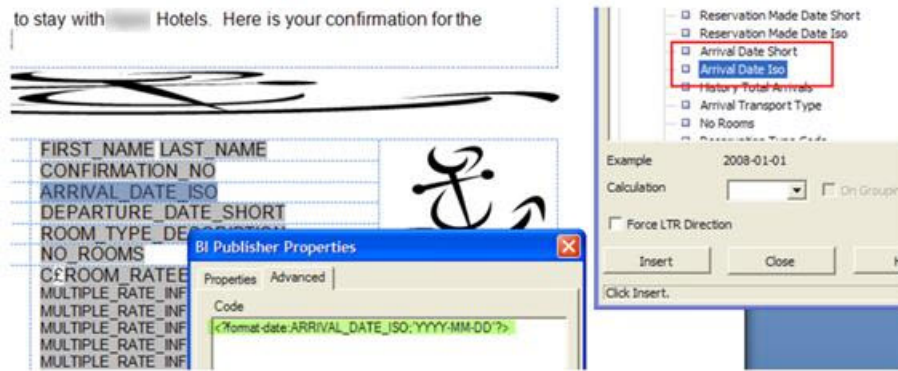
1. Open the **Form Field Options** dialog box for the placeholder field.
2. Set the Type to **Regular Text**.
3. Click the **Add Help Text** button to open the Form Field Help Text dialog.
4. Insert the following syntax to specify the date format mask:

```
<?format-date: [DATE FIELD]; '[MASK]'?>
```

For example:

```
<?format-date:ARRIVAL_DATE_ISO;'YYYY-MM-DD'?>
```

Figure 8-9 Date Format Mask



BI Publisher has a number of predefined format masks that can be used with the <? format-date> function for _ISO date fields:

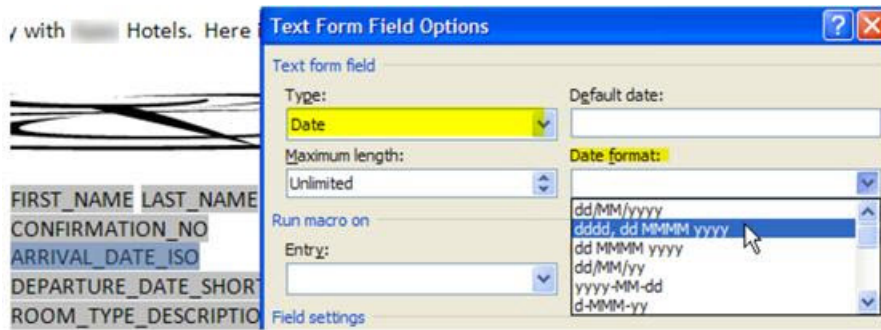
Table 8-1 Predefined Format Masks

Mask	Output for US Locale
SHORT	12/31/1999
MEDIUM	Dec 31, 1999
LONG	Friday, December 31, 1999
SHORT_TIM E	12/31/99 6:15 PM
MEDIUM_TI ME	Dec 31, 1999 6:15 PM
LONG_TIME	Friday, December 31, 1999 6:15 PM
SHORT_TIM E_TZ	12/31/99 6:15 PM GMT
MEDIUM_TI ME_TZ	Dec 31, 1999 6:15 PM GMT
LONG_TIME _TZ	Friday, December 31, 1999 6:15 PM GMT

Country locales can also be used to format a date value using a national character set. For localized stationery, any ISO date field set to output a 'LONG' mask outputs a translated string.

Alternatively, the Microsoft Word format mask can also be used on ISO date elements. Open the field properties and set the field type as date and select the date format mask required for the field.

Figure 8-10 Text Form Field Options with field type as a Date

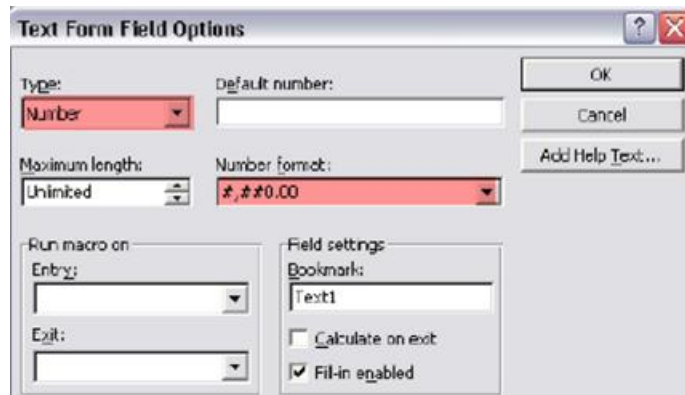


Number formatting is achieved using similar method to date formatting. BI Publisher supports two methods for specifying the number format:

- Specify an explicit format mask using Microsoft Word's native number format mask.
- Specify an explicit format mask using Oracle's format-number function.

To use Microsoft Word format mask, open the field properties and set the field type as number and select the number format mask required for the field.

Figure 8-11 Text Form Field Options with field type as a number

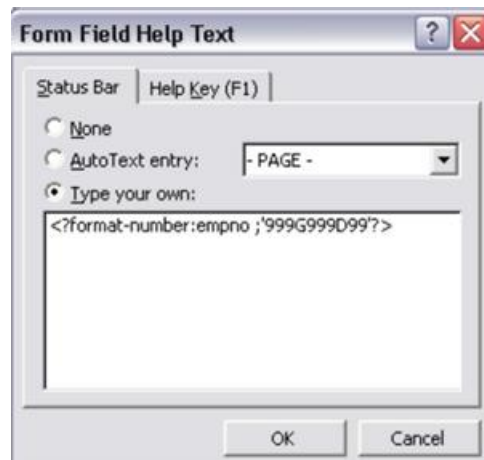


To use the Oracle BI Publisher format mask, specify an explicit format mask using Oracle's format-number function.

1. Open the **Form Field Options** dialog box for the placeholder field.
2. Set the Type to **Regular Text**.
3. Select the **Add Help Text** button to open the Form Field Help Text dialog.
4. Insert the following syntax to specify the number format mask:

```
<?format-number:fieldname;'999G999D99'?>
```

Figure 8-12 Form Field Help Text



 **Note:**

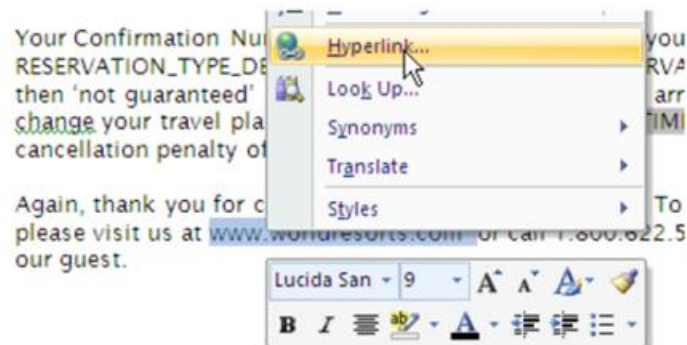
For further information on formatting dates and numbers, refer to <https://docs.oracle.com/middleware/12211/bip/BIPRD/GUID-7BD3C665-851A-43FE-BA2D-7501390D95AC.htm>

Adding Hyperlinks for PDF and HTML Output

The RTF template can contain links to web locations. When generated to PDF or HTML format, you can click the hyperlink to open the website. (This feature is typically used in HTML confirmation letters.)

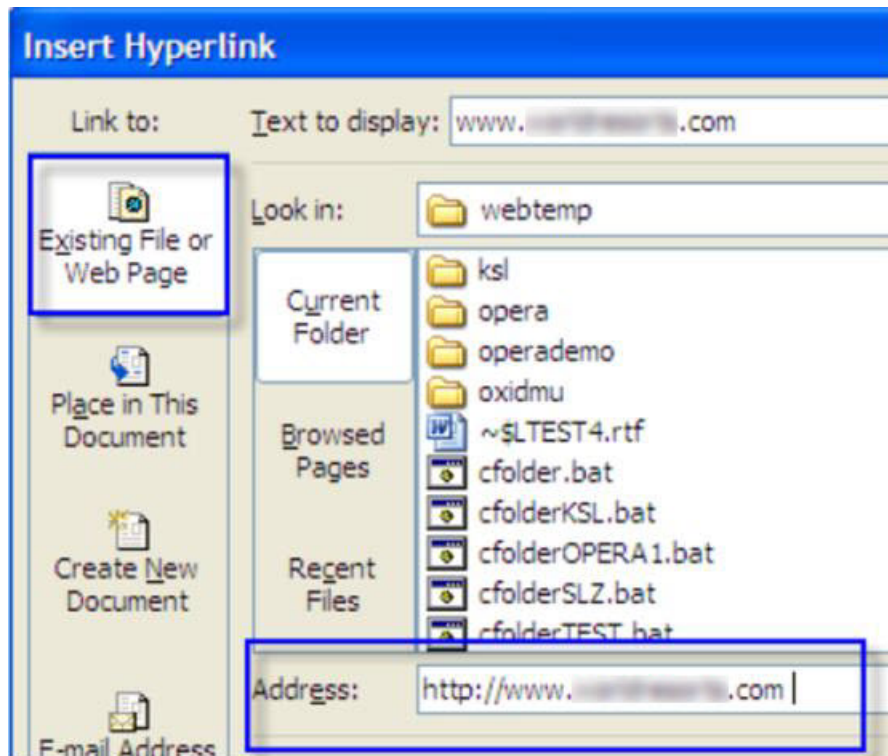
1. Within the template, select an area of text and select **insert** and then select **hyperlink**.

Figure 8-13 Inserting a link in the template



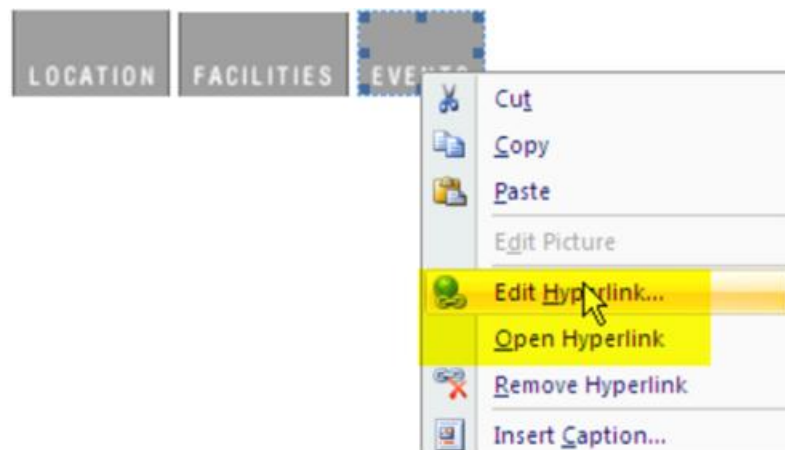
2. In the dialog box, enter the **URL** and click **OK**.

Figure 8-14 Entering the URL for the link



3. Links can also be defined on images in the template for PDF and HTML output. Select an image and select **Insert** and then select **hyperlink**. In the resulting email or PDF file, the image is a button the recipient can click to launch the URL.

Figure 8-15 Defining a link for an image

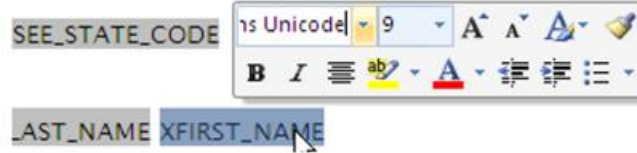


Non-Western Fonts

Only OS-packaged, standard fonts are supported. To support internationalization and non-Western character sets, a unicode font must be used in the RTF template. Arial Unicode and Lucida Sans Unicode are two standard Unicode fonts installed with Microsoft Windows and Microsoft Office.

Format any string or date field that outputs non-Western characters with Arial or Lucida Sans Unicode to ensure correct output.

Figure 8-16 Selecting a Unicode font



Extended SQL and XSL Functions

BI Publisher has extended a set of SQL and XSL functions for use in RTF templates. The syntax for these extended functions are the following:

<?xdofx:expression?> for extended SQL functions

<?xdoxslt:expression?> for extended XSL functions

An SQL example is IF-THEN-ELSE used for a conditional region.

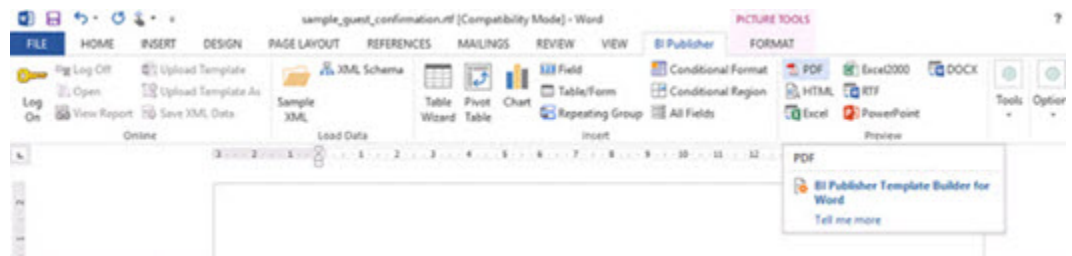
```
<?xdofx:if [ELEMENT][condition] then result1 else result2 end if?>
```

For further information, refer to <https://docs.oracle.com/middleware/12212/bip/BIPRD/GUID-B39D756A-C54D-4C64-A822-DD2CFFC3A54E.htm#BIPRD3160>.

Preview and Finalize the Template

Once the customization is complete, you can preview your customized template from within Microsoft Word to verify the layout and information is correct. The Preview feature is available in several formats: PDF, HTML, Excel, or RTF. Refer to step 11 in the [Creating and Running Custom Reports](#) topic for more information on uploading the modified RTF template.

Figure 8-17 Preview Options for Custom Report



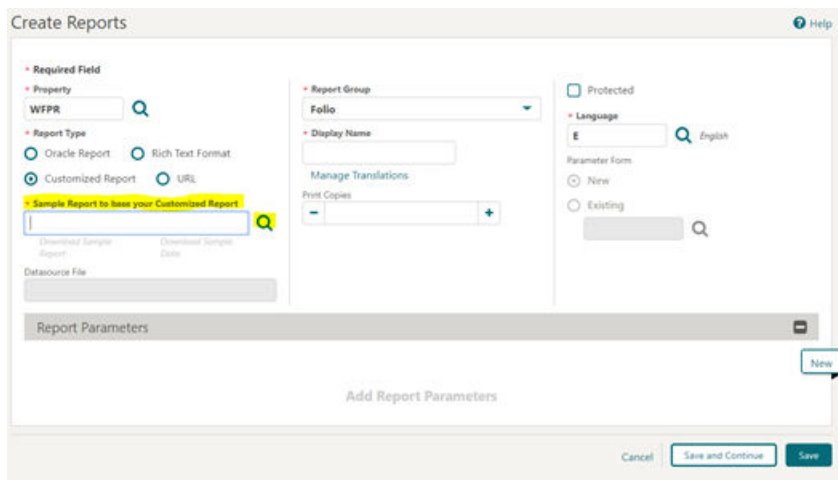
Creating and Running Custom Reports

This section describes the steps for creating a custom report using the Oracle BI Publisher Desktop tool.

Creating the custom report

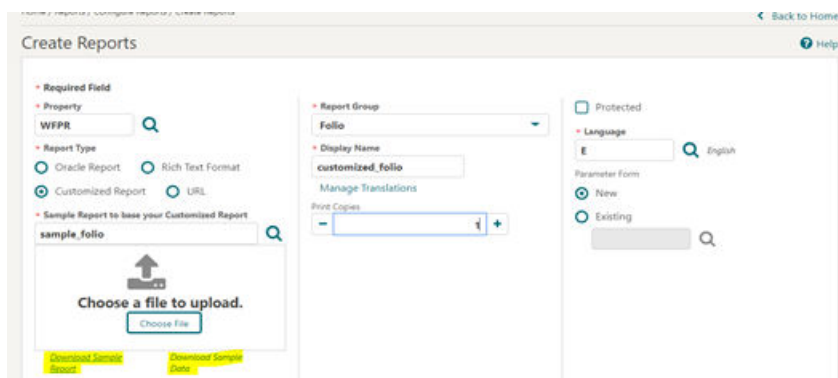
1. Select **Reports**, select **Configure Reports**, and then select **Create Reports**.
2. Enter or select the **Property**.
3. Select a **Report Group**. For example, Confirmation Letter, Folios, Registration Cards, and so on.
4. Select **Customized Report** for the **Report Type**.
5. Select the **Sample Report to base your Customized Report** on by clicking the search icon next to the field, selecting a sample report, and then clicking **Select**. This is the Rich Text Format (RTF) file.

Figure 8-18 Sample Report to base your Customized Report



6. Click **Download Sample Report** and click **Download Sample Data** to download the sample report and sample data.

Figure 8-19 Download Sample Report and Sample Data links

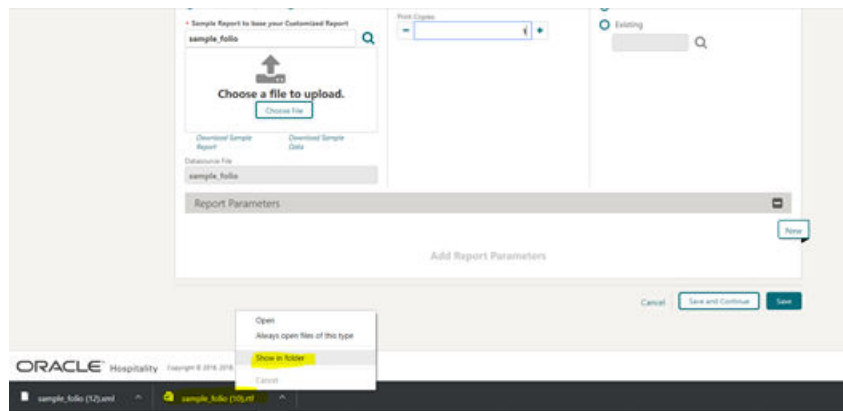


 **Note:**

Once downloaded, the files are located in the default download folder (that is, the Downloads Folder on your local machine).

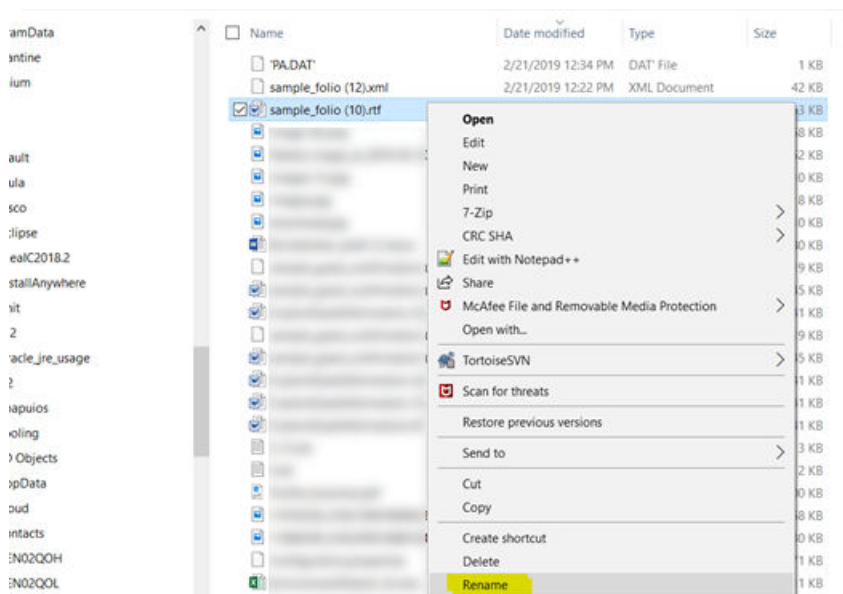
7. Navigate to the file location and right click the downloaded file and then click the **Show in folder** option. You can also navigate to the preset download folder to open or view the file.

Figure 8-20 Show in folder option



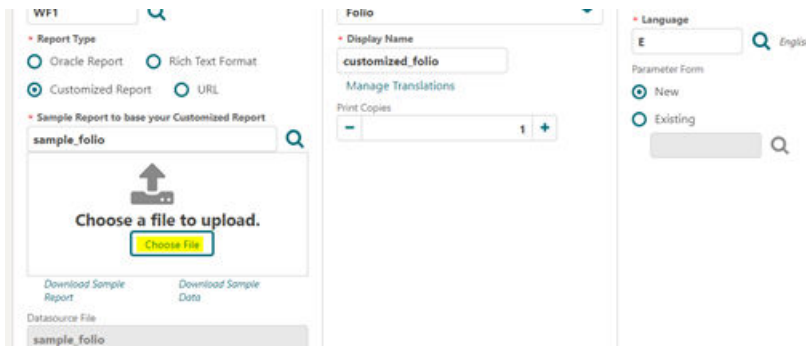
8. Rename the .rtf file (that is, the sample_folio) per your requirement and ensure the updated name does not begin with "SAMPLE." No name changes are needed for the XML files. Right click the .rtf file and then select the **Rename** option to change the name.

Figure 8-21 Rename File



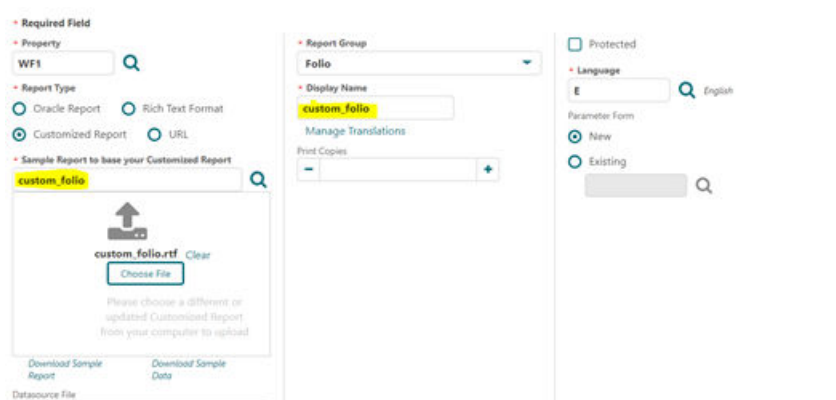
9. Customize the file as needed and then save the file.
10. Save the file and close it.
11. Upload the customized file by clicking **Choose File** and then select the .rtf file (that is, the customized file) from the location and click **Open**.

Figure 8-22 Choose File



Once Uploaded, the file display name in the **Display Name** field automatically updates to the uploaded .rtf file's name.

Figure 8-23 Display Name matches the uploaded .rtf file's name



12. Enter the number of **Print Copies** based on your requirements (for example, enter 1 or 2).
13. Enter or select a **Language** based on your requirements (for example, English).
14. Add **Report Parameters** if needed.
15. Click **Save**.

Running the report

This section describes the steps to validate the customization for the sample reports.

1. Select **Bookings, Reservations**, and then **Manage Reservation**.
2. Select **Departures** for the **Search Type** and then click **Search**. Verify the search results only contain departure reservations.

3. Select any reservation with a balance.

Figure 8-24 Select a reservation with a balance

I Want To...	Property	Confirmation Number	Name	Arrival	Departure	Room	Balance	Guest
7		27927		12-14-2018	12-14-2018	2409	\$0.00	
▲		19383		12-11-2018	12-14-2018	2201	\$604.50	
▲		14763		12-11-2018	12-14-2018	2408	\$647.50	
▲		17736		12-11-2018	12-14-2018	2413	\$671.00	

4. Click **I Want To...** and then select **Go To Billing**.
5. On the Billing screen, click the **Information Folio** link.

Figure 8-25 Information Folio link

Billing

Reservation Details

Confirmation Number: 14763 | Status: Departure | Room: 2408 | Balance: \$647.50

Move Charges

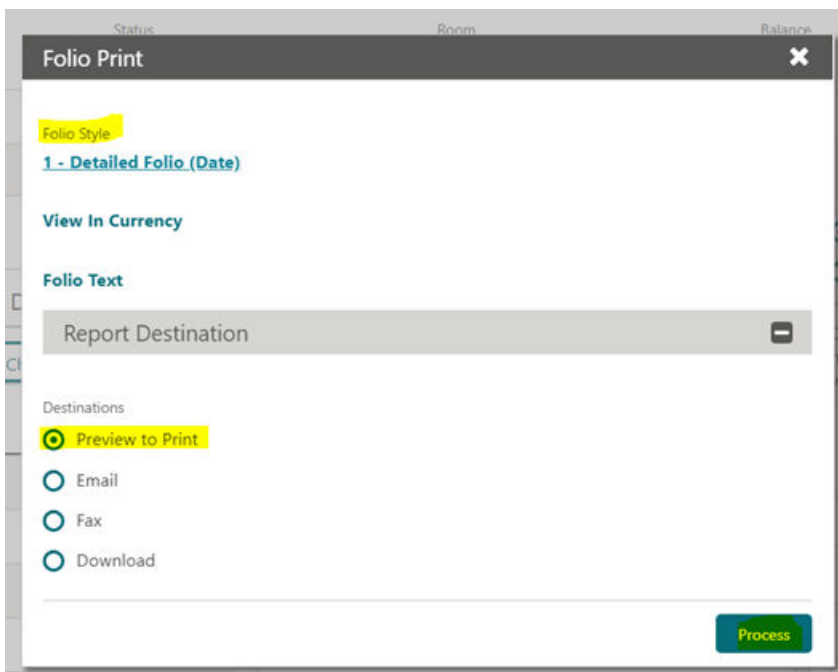
Views: [] []

1	CA	\$449.50		
View Options	Post Charge	Information Folio		
Date	Code	Description	Amount	Supplies
12-12	1000	Room Charge	180.00	

2	\$198.00			
View Options	Post Charge	Information Folio		
Date	Code	Description	Amount	Supplies
12-13	1000	Room Charge	180.00	

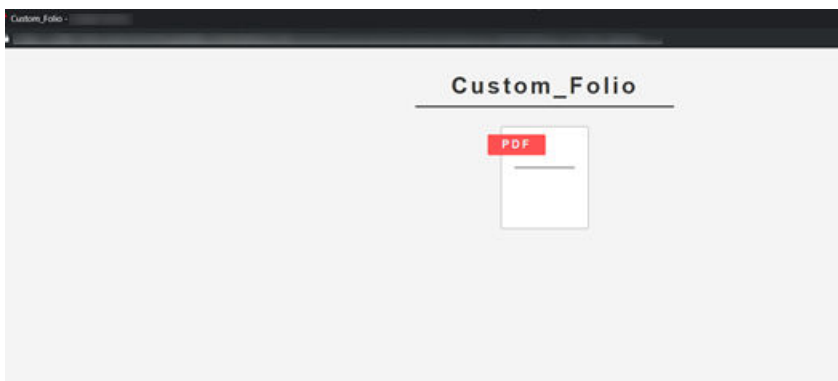
6. Select **Preview to Print** for the report destination option on the Folio Print screen. Click **Process**.

Figure 8-26 Folio Print



The Folio appears with the configured customized report.

Figure 8-27 Custom Folio PDF



7. Open the PDF to view the report with folio details.

Figure 8-28 Custom Report Output

The screenshot displays a report titled "HOSPITALITY" with the Oracle logo. It includes a "Customize BI Reports" section and a "Customize Reports" link. The report details a reservation for "Test Property" on "2018-12-14" with a room number of 2408, arrival on 12-11-18, and departure on 12-14-18. It lists guest information (Mr. [redacted], United States) and reservation details (Page No. 1 of 1, Folio No., Conf. No. 14763, Cashier No. 9999, User ID). A table of charges is provided below, showing a total of 198.00 USD. The report concludes with a "Thank You For Staying With Us 02-27-19" message and a summary of the balance and net amount.

Date	Text	Exchange	Charges USD	Credits USD	Charges USD	Credits USD
12-13-18	Room Charge		180.00		180.00	0.00
12-13-18	Occupancy Tax		7.20		7.20	0.00
12-13-18	Room Sales Tax		10.80		10.80	0.00
Total			198.00	0.00	198.00	0.00

Balance: 198.00 USD
Total incl. vat: 198.00 USD
Net Amount: 180.00 USD

Installing Oracle BI Publisher Desktop on a Workstation

Windows platform software requirements:

- Windows 10
- Windows 8.1

Additional requirements:

- Microsoft Word 2013 and 2016 versions
- Java JRE 1.8 and above versions

Installation Procedure

Oracle BI Publisher Desktop must configure some Microsoft Word components. If you run Microsoft Word during this process, the installation fails.

Note:

Be sure to close any Microsoft Office products prior to running the installation. This includes not only Microsoft Word but also Outlook or any software that uses Microsoft Word as a text editor.

Note:

OPERA certifies Microsoft Office 2016 Desktop Apps even when licensed under Microsoft Office 365.

Verifying the Certified Versions of Oracle BI Publisher Desktop

Verify all versions of the BI Publisher (BIP) server have a certified version of the BIP Desktop. Refer to product documentation to determine the proper version intended for your applications and ensure a compatible (matching) BIP Desktop tool is installed. BIP Desktop should be DOWNLOADED from the following site: <https://www.oracle.com/technetwork/middleware/bi-publisher/downloads/index.html>

If a previous version of BI Publisher Desktop exists (same version or not), it must be uninstalled prior to the new installation.

Only a user with admin rights can perform the BIP Desktop installation on the workstation. Right click on the executable and choose **Run as Administrator**.



Note:

The PC admin user who performs the install must have access to the Desktop tool.

To determine which versions of BI Publisher server have a certified version of the BIP Desktop, refer to the following list:

- Microsoft Office 2016 is certified for BIP Desktop version 12c (12.2.1.2,12.2.1.3 and 12.2.1.4).
- Microsoft Office 2013 is certified for BIP Desktop versions 11.1.1.9 and 12.2.1 (12c).

For the Windows client PC platform, verify the following versions:

- For Desktop 12.2.1
 - 64-bit Windows 7, 8.1, 10

For the JRE version, verify the following:

- For Desktop 11.1.1.6, 11.1.1.7, 11.1.1.9:
 - 1.7.0_80+ or 1.6.0_35+
 - 32-bit or 64-bit
- For Desktop 12.2.1:
 - 1.8.0_51+
 - 32-bit or 64-bit



Note:

The versions of Microsoft Office, BI Publisher Desktop, and the Java JRE must all match as either 32-bit or 64-bit.

Table 8-2 Microsoft Office Compatibility

Microsoft Office Type & Version	Compatible with BI Publisher 12.2.1.4.0 version (32 and 64 bit version respectively)?
MS Office 2016 version (32 and 64 bit version respectively)	Yes
MS Office 2013 version (32 and 64 bit version respectively)	Yes

Installing Oracle BI Publisher Desktop

The following procedure describes the steps for installing Oracle BI Publisher Desktop 12.2.1.4.0 for Microsoft Office 2016 (32-bit) on a Microsoft Windows 10 machine with JRE 1.8 (32-bit).

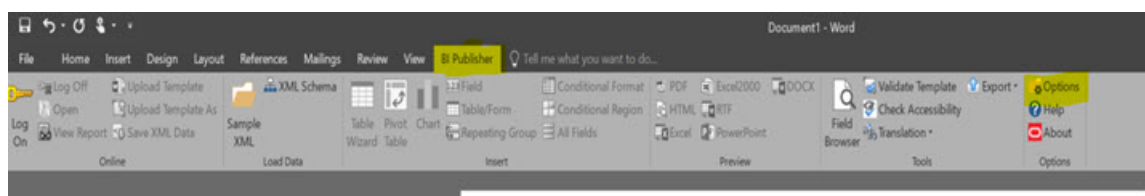
1. Upon initiating the Oracle BI Publisher Desktop 12 c installation, you are prompted to choose from multiple languages. Click the drop-down list to select the setup language for this installation and then click **OK** to continue.
2. Click **OK** to begin the Oracle BI Publisher Desktop - InstallShield Wizard process. A Welcome screen appears.
3. Click **Next** to continue.
4. Click **Browse** and choose the desired folder to install BI Publisher Desktop. Click **Next** to run the Setup.
5. Click **Finish** and then open Microsoft Word. The BI Publisher tab is now located on the Microsoft Word menu bar.

Post Installation Steps

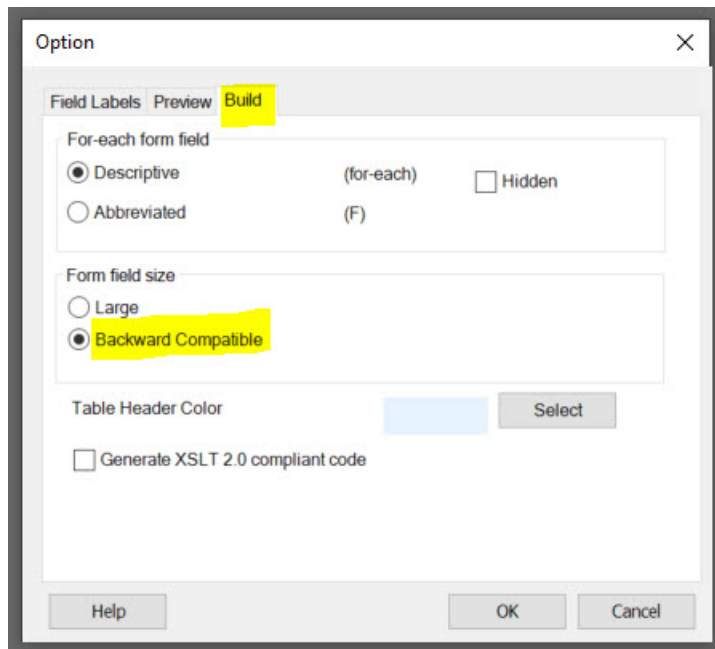
After installation of the BI Publisher Microsoft Word plug-in, the following steps must be completed for the customized RTF to properly build:

1. Open Microsoft Word.
2. Click the **BI Publisher** tab in your Microsoft Word toolbar and select **Options**. An Option screen appears.

Figure 8-29 BI Publisher Tab



3. Click the **Build** tab and select the **Backward Compatible** option.

Figure 8-30 Option screen

4. Click **OK** to close the screen.

Uninstalling Oracle BI Publisher Desktop

1. Uninstall the Template Builder from the Microsoft Windows **Control Panel, Add or Remove Programs** option.
2. Go to the installation folder (for example, C:\Program Files\Oracle) and verify the BI Publisher directory is removed. Delete this folder if it still exists.
3. Open Microsoft Word and verify the BI Publisher tab no longer appears.
4. Shut down and restart your workstation machine before reinstalling BI Publisher.

Report Descriptions

The following contain short description of reports, categorized by their report group.

- [Accounts Receivable Reports](#)
- [Activity Reports](#)
- [Arrivals Reports](#)
- [Blocks and Groups Reports](#)
- [Catering Configuration](#)
- [Event Reports](#)
- [Commissions Reports](#)
- [Configuration Reports](#)
- [Departures Reports](#)
- [End of Day Reports](#)

- [Financials Reports](#)
- [Forecast Reports](#)
- [Guests In-House Reports](#)
- [Housekeeping Reports](#)
- [Miscellaneous Reports](#)
- [Profiles Reports](#)
- [Reservations Reports](#)
- [Statistics Reports](#)
- [Yield Management Reports](#)

Accounts Receivable Reports

Accounts Receivable Report by Activity Type (aractivity) - displays all accounts receivable accounts for a specified date range.

Aging by Type Only (aragetype) - displays all accounts receivable accounts with an outstanding balance for the selected account type.

Aging Summary By Type (araging) - displays the current outstanding balance of each account type as of the business date selected.

Aging Summary of All Accounts (aragingdet/aragingdetail) - displays all accounts receivable accounts that have an outstanding balance or activity on the account.

Accounts Receivable Activity - All Types (aractivity) - displays a log of all postings and payments made on an accounts receivable account for a particular date.

Accounts Receivable Adjustments (aradjustments) - displays adjustments that have been made to a posting from a previous business date (that is, posted and audited). Adjustments involve reversal of the original transaction (or group of transactions) and re-posting the correct transactions. Adjustments can be made to a single transaction or to multiple related transactions.

Accounts Receivable Aging Summary for All Types (arallagetype) - displays all account types and the corresponding accounts that fall under each account type.

Accounts Receivable Apply/Unapply Payments (ar_payments_tracking) - provides a report of applied and unapplied payments for a specified date range, accounts, and payment methods.

Accounts Receivable Collection Statistics (ar_collectionstat) - displays accounts with invoices paid in full or the balance is equal to 0.00. The report calculates how many days it took to bring any invoice balances to 0.00 from the date the record was transferred to accounts receivable.

Accounts Receivable Credit Balance (arcreditbal) - displays all accounts that have or had a credit balance on a selected business date. A credit balance is defined as the respective account having a credit on their account, rather than owing monies to the property (a debit).

Accounts Receivable Credit Card Transfer (arctransfer) - displays all transactions transferred from front office to accounts receivable to completely settle a guest folio.

Accounts Receivable Credit Limit (ar_balance) - displays a summarized alphabetic listing of all accounts with their balances for the current business date.

Accounts Receivable Detailed Aging (aragingdet/aragingdetail) - displays all account invoice details per accounts receivable account. This report lists each invoice, transaction or folio that contributes to the current balance of each individual accounts receivable account. The information displays the invoice balance for each line item in the appropriate aging level.

Accounts Receivable Ledger (arledger) - displays all transactions that have been posted directly on an accounts receivable account or transferred to an accounts receivable account for a selected business date. Print this report to verify that all transactions balance back to the accounts receivable ledger portion of the trial balance.

Accounts Receivable Master List Detail (ardirectdet) - displays a list of all configured accounts receivable accounts and a more detailed breakdown of the account setup. The information includes account status, permanent account Y/N, credit limit, batch statement Y/N, as well as more basic account information such as account number and name, address, contact, and phone number.

Accounts Receivable Master List Summary (ardirect) - displays a list of all configured accounts receivable accounts with basic account information. This will include the account number, account name, address, contact information, and the telephone and fax numbers configured in the Accounts Receivable setup.

Accounts Receivable Payments / City Ledger Settlements Summary (arpayments) - displays all payments posted to an accounts receivable account for a specific date.

Accounts Receivable Trace (artraces) - displays messages that notify the accounting department staff of actions they are expected to take.

Accounts Receivable Transfer Report (artransfer) - displays all transactions transferred from front office to accounts receivable to completely settle a guest folio. Details of the folio are completely reclassified as part of the accounts receivable ledger.

Days Credit Sales Outstanding (days_credit_sales_outstanding) - calculates the total accounts receivables outstanding (non-credit card) for the current business date. The report then subtracts daily balances from the outstanding until it reaches 0. The number of days it takes to reach 0 is displayed at the bottom of the report and represents the total days sales outstanding.

- [Account Statistics Report \(rep_acc_stats.rep\)](#)

Account Statistics Report (rep_acc_stats.rep)

[Prerequisites for Account Statistics Report](#)

The Account Statistics report shows the number of room nights generated by a master (with the option to roll up subsidiary statistics) and whether the reservations (split between group and individual) were attached to a company, travel agent, or source profile, and if so, which one(s). The account statistics can be detailed by source code, origin code, market code, company profile, travel agent profile or source profile.

For this report, the definition of a Master Account is any company, agent, or source profile that has hierarchical relationships linked beneath it and does not have any hierarchical relationships linked above it.

SELECTION CRITERIA

Property. Filter account statistics by the selected Properties. When logged into a Property:

1. The Property filter should be Visible, Required, and displayed at the top of the Parameter.
2. The logged in Property will be passed to the Property filter.
3. No other Properties will be available for selection.

HUB. When Logged into a HUB:

1. The Property filter should be Visible, Required, Multi-Select, and displayed at the top of the Parameter.
2. The Property selected in the Report Property search filter should be passed to the Property filter.
3. All Properties in the HUB will be available for selection.

From Date. Filter account statistics from the selected date.

To Date. Filter account statistics to the selected date.

Account. Multi selection of Accounts, which opens Search and Select-Profile.

- When selected, the field displays the list of selected profiles.
- The Account Name or Account ID value can be entered in this field, which will be validated against the Search and Select Profile.

Owner Code. Filter accounts by Owners. This filter applies to the account being detailed, not to the accounts that may be reported as details of that account.

Priority. Filter accounts by Priority codes. This filter applies only to the account being detailed, not to the accounts that may be reported as details of that account.

Territory. Filter accounts by Regions. This filter applies only to the account being detailed, not to the accounts that may be reported as details of that account.

Business Segment. Filter accounts by Business Segments. This filter applies only to the account being detailed, not to the accounts that may be reported as details of that account.

Country. Filter accounts by Account Countries. This filter applies only to the account being detailed, not to the accounts that may be reported as details of that account.

Postal From/To. Filter accounts by a Postal Code range. This filter applies only to the account being detailed, not to the accounts that may be reported as details of that account.

Profile Type. Filter accounts by Profile Type (Company, Travel, or Source). This filter applies only to the account being detailed, not to the accounts that may be reported as details of that account.

Rollup Sub-Account Statistics. If checked, the selection field is enabled. Select from a list of all configured hierarchical relationship types where the From Type and the To Type equal the type selected in the Profile Type LOV. For example, if Company is selected in the Profile Type LOV, then the Relationship LOV will list Company to Company hierarchical relationships. Hierarchical relationships with a From Type or To Type that are not equal to Company will not be displayed. The report will then

calculate statistics from all accounts linked to the master account via that relationship type.

Net/Gross. Select the Net or the Gross option button depending on how you want to display actual figures.

Currency. Visible when the application parameters Rate Management > Ability to Quote Rates in Foreign Currency is Active. (parameter already exposed in Cloud)

REPORT DATA

This report displays the following information broken down by:

- Name, Name 2, Name 3.
- Address Line 1, City, Postal, Country, State.
- Address Line 2, Priority, Owner Name, Owner Code, Business Segment, Territory.
- Stays.
- Total Nights (Individual, Blocked, Total).
- Net Revenue or Gross (depending on the selection made: Room, Food and Beverage, or Miscellaneous), and Total Revenue.

This report does not consider DAY USE rooms in the Room Nights figures.

The figures in rep_acc_stats are calculated using the following Profile summary tables:

1. profile_yearly_statistics - when the date range requested includes a full calendar year.
 2. profile_monthly_statistics – when the date range requested includes full calendar months, but not a complete calendar year.
 3. company_stat_daily (or agent_stat_daily or source_stat_daily) – when the date range requested includes dates that are less than a full calendar month, this table is used for those dates.
- **Example 1:** If the requested date range is January 1, 2011 – December 31, 2011, then profile_yearly_statistics will be used.
 - **Example 2:** If the requested date range is January 1, 2011 – December 30, 2011, then profile_monthly_statistics will be used for January 1 – November 30 and company_stat_daily will be used for December 1 – December 30.
 - [Prerequisites for Account Statistics Report](#)

Prerequisites for Account Statistics Report

License

Oracle Sales and Event Management (OSEM) license

Example 8-1 OPERA Cloud Tasks

Report Group: Account

Activity Reports

Activity Report (rep_activity_rep) – prints past, present, and future To Do's and Activities.

- [Activity Report \(rep_activity_rep with rep_activity.fmx\)](#)

Activity Report (rep_activity_rep with rep_activity.fmx)

Prerequisites for Activity Report

This report prints To Do's and Activities. You can run the report for the past, present, and future, or spanning from the past to the future. It is ideal for a recap of all activities performed for the past week or months.

When printed for a specific Account rather than for a specific sales manager, the report also provides a great way of showing the total activity history of the account. For example, it is possible to see that the account had been contacted regularly every six weeks in the first two years in the system, but then started to be called only seldom and randomly when another sales manager took over the account. Therefore, production has gone down. If a manager/director of sales reviewed this report for key accounts on a regular basis, potential problems with certain accounts might be prevented.

SELECTION CRITERIA

Property. Available when either the OPERA Sales and Event Management (OSEM) license is active; choose the property for which the report should be printed.

Activity Filter. This option allows you to print the report by any predefined filters that have been created for the activity module. It also gives the user the option to create a new filter directly from the report order form, which will subsequently also be accessible from the Activity Search screen.

Account Name. Select to filter this report by account name.

Contact Name. Select to filter this report by contact name.

Bus. Block Name. Select to filter this report by Business Block name.

Activity Owner. Select to filter this report by activity owner.

Activity Name. Select to filter this report by specific activities.

Activity Type. Select to filter this report by activity type.

Activity Class. Select to filter this report by activity class.

Purpose. Free form field to filter for a specific activity purpose.

Activity Result. This filter is only visible when this report is run from SFA and when the application parameter ACTIVITY > ACTIVITY RESULTS is set to Y. Use the down arrow to select Activity Results from the LOV.

Activity Date Range From/To. Select a date range between which activities exist.

 **Note:**

The date and time information related to activities is converted to your logged-in time zone; if no time zone is specified for the logged-in user, the logged-in property time zone is assumed; if the logged-in property does not have a time zone assigned, the database time zone is assumed. See Activity Time Zones for details.

Group By. Allows to sort and group the report by either Account, Sales Manager, or Date. This report always considers a group by Account.

 **Note:**

When no Group by is selected, the Activities are sorted by Start Date and Time and there is no grouping by Account.

When Account is selected, the first group by is alpha by Account Name, then alpha by Contact Last Name, and then the Activities are sorted by Activity Start Date. When Owner is selected, the first group by is alpha by Account Owner Code, then alpha by Account Name, then alpha by Contact Last Name and then the Activities are sorted by Activity Start Date. When Date is selected the first group by is Activity Start Date, then alpha by Account Name and then alpha by Contact Last Name with the activities listed below.

For each group by, the Account/Contact is listed in alphabetical order first by Account then by Contact Last Name. When no Contact is attached to the Account, that Account will be displayed last, alphabetically in the account grouping.

Example:

- ABC Account / ABC Contact
- ABC Account / XYZ Contact
- ABC Account / No Contact

If there is an activity with no account included on this report, those activities are listed alphabetically by Contact after the activities with Accounts have been reported.

Page Break. This flag works together with the Group by option. A page break will occur after each member of the selected group, i.e., after each account, if Account has been selected as the Group By filter, or after each sales manager if Owner has been selected in the Group By filter.

Display Address. If this check box is selected, the addresses for linked accounts and contacts are printed on the report (including Address1, Address2, Address3, and Address4). If it is not selected, only the account and contact names and phone numbers print.

Completed (Yes/No/Both). Select to view completed, incomplete or all activities.

Display (Activities/To Do Only/Both). Select to display activities only, to do only or both.

Notes (All/Limited/None). If limited is selected only the first 100 characters of each activity note will print on the report instead of the whole note text if it is longer.

REPORT DATA

The report displays all Activities and To Do's that fall within the selected criteria. Activities are always grouped by Accounts, either as the primary or secondary group, and depend on the value selected in the Group By filter. For example, it is not possible to switch this report to print in pure date order, irrespective of the accounts these activities are linked to. When group by Owner is selected, the activities are first grouped by Owner Code and then by Account / Contact within that owner code.

Account and Contact names and phone numbers are printed in the header line of each group. If the Display Address flag is checked, the appropriate account and contact addresses print in this header line.

For each activity that exists in the selected time frame for this account, the activity owner, start date, start time and end time, the activity type code, the activity purpose, and the booking name of the linked booking id (if any) will print. Activity Notes are printed below the initial activity record if any exist, depending on the selection made on the filter to print either full notes, notes limited to 100 characters, or no notes at all.

 **Note:**

When this report is printed in SFA, the Results field prints below the Activity.

- [Prerequisites for Activity Report](#)

Prerequisites for Activity Report

License

Oracle Sales and Event Management (OSEM) license

OPERA Controls

Activity: Use Time Zones for Activities

Arrivals Reports

Arrivals and Checked In Today (arrchkinbyroom) — displays all expected guests due to arrive today and those guests who have already checked in today.

Arrivals with Scheduled Activities (resarr_activities) — displays reservations with scheduled activities and allows you to group the output by arrival date, activity type, or block code.

Arrivals: Detailed (res_detail) — provides a detailed view of all arrivals for the selected date range.

Membership Pre-Check (arrprecheckinmem) — displays reservations that have not yet checked in, and have active membership attached to the reservation.

Police (police_report) — printed daily for all guests who have a check in date equal to the business date. The report will display the sequence number, first name, last name, passport number, nationality, mother's name, father's name, place of birth, arrival date, and departure date.

Routing Details Report (routing_details) — displays all reservations that have a comp room or window routing attached to it. This report can be run for arrival, in-house, or both block and individual reservations.

Blocks and Groups Reports

Block Information (resblkinfo) - displays a detailed breakdown of a block header and room grid for a specified date range.

Block Traces (resblktraces) - displays trace text and the due date for a block.

Blocks by Cutoff Date (resblockbycutoffdate) - can be used by reservations or sales staff to determine which dates specific blocks will be cut off.

Group Departure By Room (grpdepbyroom) - displays all the reservations in house that have a group profile attached.

Group In House by Room (grpinhousebyroom) - displays all in-house reservations with a group profile attached, sorted by room number.

Group Pickup (grppickup) - provides a breakdown for all existing and future blocks.

Group Rooming List (grprmlist)- provides a list of all reservations associated with a specific block for the date range selected.

- [Block Actual Report \(rep_actbb_p\)](#)
- [Block Actual Pick Up Report \(rep_actbb\)](#)
- [Block Conversion \(rep_block_conversion.rep\)](#)
- [Block Cancellation Summary Report \(rep_cancel_summary.rep\)](#)
- [Group Room Pace \(BI\) Report \(Rep_Group_Rooms_Pace_BI.Rep with Rep_Group_Rooms_Pace_BI.FMX\)](#)
- [Daily Catering Forecast \(rep_ev_forecast.rep with rep_ev_forecast.fmx\)](#)
- [Room and Catering Revenue Pace \(BI\) \(Rep_Room_Cat_Rev_Pace_BI.Rep with Rep_Room_Cat_Rev_Pace_BI.FMX\)](#)

Block Actual Report (rep_actbb_p)

[Prerequisite for Actual Business Block Rooms Report](#)

This report compares booked room nights, revenue, and average rate with picked-up room nights, revenue, and average rate.

SELECTION CRITERIA

Property.

1. When logged into a Property:
 - a. The Property filter should be Visible, Required, and displayed at the top of the Parameter.

- b. The logged in Property should be passed (defaulted) to the Property filter.
 - c. No other Properties are available for selection.
- 2. When logged into a HUB:
 - a. The Property filter should be Visible, Required, Multi-Select, and displayed at the top of the Parameter.
 - b. The Property selected in the Report Property search filter should be passed (defaulted) to the Property filter.
 - c. All Properties in the HUB will be available for selection.
- 3. Mandatory when visible.

Stay Date Range. This field allows you to select blocks that have at least one stay day within the selected from and to date.

- 1. From Date:
 - a. The Date field with formatting based on the configured short date format for the logged in Property or HUB.
 - b. This field filters on allotment dates (Stay Dates are the dates between the start date and the end date, for example, one).
 - c. The value in this field must be earlier than or equal to the date in the Stay Date To Date field.
 - d. No default value when inserting the report.
- 2. To Date:
 - a. The Date field with format based on the configured short date format for the logged in Property or HUB.
 - b. This field will filter on allotment dates (the dates between the start date and end date, for example, one).
 - c. The value in this field must be later than or equal to the date in the Stay Date From Date field.
 - d. No default value when inserting the report.

Block Type. You must select one of the following values (select only one).

- 1. Rooms:
 - a. Radio button selection.
 - b. Only one of these three values can be selected at one time.
 - c. When Rooms is selected, only blocks that are not marked as Catering Only are returned.
- 2. Catering:
 - a. Radio button selection.
 - b. Only one of these three values can be selected at one time.
 - c. When Catering is selected, only blocks that are marked as Catering Only are returned.
- 3. All:
 - a. Radio button selection.

- b. Only one of these three values can be selected at one time.
- c. When selected, all blocks that meet the other filter criteria are returned.
- d. Default ALL when the report is inserted.

Block Status.

1. The field is defaulted with the ghost text All Codes indicating that all Block Statuses are considered.
2. The field is displayed with multi select LOV.
3. After selecting the magnifying glass, open the LOV for Search and select Block Status with an option to select one or multiple Block Statuses.
4. The list will display all Block Status codes and descriptions.
5. After selecting Block Status code(s), pass them back to the Report Request Parameter screen.
6. If multiple Block Statuses are selected, they will appear as comma separated values.

Rooms Owner. Select a room owner.

1. The field is defaulted with the ghost text All Codes indicating that all Rooms Owners will be considered.
2. The field is displayed with a multi select LOV.
3. After selecting the magnifying glass, open the LOV for search and select Rooms Owner with an option to select one or multiple Owners.
4. The list will appear with all Owner codes, Owner Name.
5. If multiple properties are selected in the Property field, the list will display the Property code against each Owner.
6. After selecting Owner code(s), pass the Owner Code(s) back to the Report Request Parameter screen.
7. If multiple Owners are selected, they will appear as comma separated values.

Change Date Status.

1. The field is defaulted with no value.
2. The field is displayed with single select LOV of all Block Status codes and descriptions.
3. After selecting the magnifying glass, open the LOV for search and select Block Status with the list of all Block Status codes and descriptions.
4. You have the option to filter a specific Block status. Only one Block Status can be selected from the LOV.
5. After selecting Block Status code(s), pass the selected Block Status code(s) back to the Report Request Parameter screen.

Sort Order. The following options should be available. Make at least one selection.

1. Sort by Rooms Owner – renamed from Sales Manager.
2. Sort by Block Status – renamed from Business Status.
3. Sort by Start Date – renamed from Arrival Date.
4. Sort by End Date – renamed from Departure Date.

- Sort by Catering Owner – renamed from Catering Manager.

Currency. Visible when the application parameter Rate Management >Ability to Quote Rates in Foreign Currency is Active.

REPORT DATA

For each booking, the report prints the following data:

- The account name and block, as well as the block ID, current block status, selected change status and status change date, rooms owner, and catering owner of the block.
- The block start and end date and block currency.
- The current room nights, revenue, and average rate (printed in the top row of the revenue box).
- The actual picked-up room nights, revenue, and average rate (printed beneath the current figures).
- The calculated difference as a third line beneath the actual values.

A sub-total by selected first sort group is printed, as well as a total for the whole report.

Note:

The current block rates are calculated from the value as it appears in the room grid of the booking regardless of any included taxes and package elements, if applicable. The picked-up rates and revenue are NET of taxes and packages. You should keep this in mind when comparing these values.

Block Actual Pick Up Report (rep_actbb)

[Prerequisite for Actual Business Block Rooms Report](#)

This report compares booked room nights, revenue, and average rate with picked-up room nights, revenue, and average rate.

SELECTION CRITERIA

Property.

- When logged into a Property:
 - The Property filter should be Visible, Required, and displayed at the top of the Parameter.
 - The logged in Property should be passed (defaulted) to the Property filter.
 - No other Properties are available for selection.
- When logged into a HUB:
 - The Property filter should be Visible, Required, Multi-Select, and displayed at the top of the Parameter.
 - The Property selected in the Report Property search filter should be passed (defaulted) to the Property filter.

- c. All Properties in the HUB will be available for selection.
3. Mandatory when visible.

Stay Date Range. This field allows you to select blocks that have at least one stay day within the selected from and to date.

1. From Date:
 - a. The Date field with formatting based on the configured short date format for the logged in Property or HUB.
 - b. This field filters on allotment dates (Stay Dates are the dates between the start date and the end date, for example, one).
 - c. The value in this field must be earlier than or equal to the date in the Stay Date To Date field.
 - d. No default value when inserting the report.
2. To Date:
 - a. The Date field with format based on the configured short date format for the logged in Property or HUB.
 - b. This field will filter on allotment dates (the dates between the start date and end date, for example, one).
 - c. The value in this field must be later than or equal to the date in the Stay Date From Date field.
 - d. No default value when inserting the report.

Block Type. You must select one of the following values (select only one).

1. Rooms:
 - a. Radio button selection.
 - b. Only one of these three values can be selected at one time.
 - c. When Rooms is selected, only blocks that are not marked as Catering Only are returned.
2. Catering:
 - a. Radio button selection.
 - b. Only one of these three values can be selected at one time.
 - c. When Catering is selected, only blocks that are marked as Catering Only are returned.
3. All:
 - a. Radio button selection.
 - b. Only one of these three values can be selected at one time.
 - c. When selected, all blocks that meet the other filter criteria are returned.
 - d. Default ALL when the report is inserted.

Block Status.

1. The field is defaulted with the ghost text All Codes indicating that all Block Statuses are considered.
2. The field is displayed with multi select LOV.

3. After selecting the magnifying glass, open the LOV for Search and select Block Status with an option to select one or multiple Block Statuses.
4. The list will display all Block Status codes and descriptions.
5. After selecting Block Status code(s), pass them back to the Report Request Parameter screen.
6. If multiple Block Statuses are selected, they will appear as comma separated values.

Rooms Owner. Select a room owner.

1. The field is defaulted with the ghost text All Codes indicating that all Rooms Owners will be considered.
2. The field is displayed with a multi select LOV.
3. After selecting the magnifying glass, open the LOV for search and select Rooms Owner with an option to select one or multiple Owners.
4. The list will appear with all Owner codes, Owner Name.
5. If multiple properties are selected in the Property field, the list will display the Property code against each Owner.
6. After selecting Owner code(s), pass the Owner Code(s) back to the Report Request Parameter screen.
7. If multiple Owners are selected, they will appear as comma separated values.

Change Date Status.

1. The field is defaulted with no value.
2. The field is displayed with single select LOV of all Block Status codes and descriptions.
3. After selecting the magnifying glass, open the LOV for search and select Block Status with the list of all Block Status codes and descriptions.
4. You have the option to filter a specific Block status. Only one Block Status can be selected from the LOV.
5. After selecting Block Status code(s), pass the selected Block Status code(s) back to the Report Request Parameter screen.

Sort Order. The following options should be available. Make at least one selection.

1. Sort by Rooms Owner – renamed from Sales Manager.
2. Sort by Block Status – renamed from Business Status.
3. Sort by Start Date – renamed from Arrival Date.
4. Sort by End Date – renamed from Departure Date.
5. Sort by Catering Owner – renamed from Catering Manager.

Currency. Visible when the application parameter Rate Management >Ability to Quote Rates in Foreign Currency is Active.

REPORT DATA

For each booking, the report prints the following data:

- The account name and block, as well as the block ID, current block status, selected change status and status change date, rooms owner, and catering owner of the block.
- The block start and end date and block currency.
- The current room nights, revenue, and average rate (printed in the top row of the revenue box).
- The actual picked-up room nights, revenue, and average rate (printed beneath the current figures).
- The calculated difference as a third line beneath the actual values.

A sub-total by selected first sort group is printed, as well as a total for the whole report.

 **Note:**

The current block rates are calculated from the value as it appears in the room grid of the booking regardless of any included taxes and package elements, if applicable. The picked-up rates and revenue are NET of taxes and packages. You should keep this in mind when comparing these values.

- [Prerequisite for Actual Business Block Rooms Report](#)

Prerequisite for Actual Business Block Rooms Report

License

Oracle Sales and Event Management (OSEM) license

OPERA Cloud Tasks

Report Groups: Blocks and Groups

Block Conversion (rep_block_conversion.rep)

[Prerequisite for Block Conversion](#)

The Booking Conversion Report calculates the booking conversion to an Actual status for any date range in absolute figures as well as conversion percentages.

For the selected date range, all bookings that reach a final status will print subject to status selection. The bookings are summarized into Actual bookings (considered Converted) and bookings on other final statuses. These other final statuses are commonly Lost or Canceled status types. You can specify one additional non-final status to include in the actual total. Typically, this status would be a Definite or equivalent status that has not yet turned to actual, but is highly expected to do so.

The report summary then calculates the ratio of all bookings on a final status in the selected date range versus those bookings that have turned ACTUAL (or are highly likely to do so).

The report summary then calculates the ratio of all bookings on a final status in the selected date range versus bookings that have turned Actual (or are highly likely to do so).

SELECTION CRITERIA

Property.

1. When logged into a Property:
 - a. The Property filter should be Visible, Required, and displayed at the top of the Parameter.
 - b. The logged in property passes (defaulted) to the Property filter.
 - c. No other Properties are available for selection.
2. When logged into a HUB:
 - a. The Property filter should be Visible, Required, Multi-Select, and displayed at the top of the Parameter.
 - b. The Property selected in the Report Property search filter should pass (defaulted) to the Property filter.
 - c. All Properties in the HUB are available for selection.
3. Mandatory when visible.

Start Date From/Start Date To. The start date range of the blocks you wish to review on this report, such as arrivals between 09/01/2007 and 09/30/2007).

Account. Select accounts to review on this report.

Current Status. Use this option to select bookings by their current status. The LOV for Current Status on this report shows only Final statuses, meaning statuses that do not have any further follow-on status assigned to them in configuration (e.g., actual, lost, canceled).

Note: When the Block status is Actual, the Net Rate, Gross Rate and Net Room Revenues are calculated based on Picked-up figures.

Status not turned. Allows selection of one other status that is configured directly prior to the Actual status (e.g., definite). This allows inclusion of blocks that are highly likely to turn Actual in the near future into the Converted statistics. The LOV shows only statuses that have the actual status configured as a follow-on status in the status flow configuration.

Market Segment. Use this filter to select blocks in a particular market segment, for example, nationwide or corporate local.

Revenue Types 1-5. Use this option to select the catering revenue types to use for calculating the catering revenue figures from and in what order these revenue types print on the report.

Note: Each revenue type field is multi-select and allows for multiple selections of revenue types per field. When revenue types are combined, for instance Food and Beverage, the revenue type values are subtotaled. As well, the filters for Revenue Types are mutually exclusive; after you select one, it is not available for selection in another Revenue Type column.

Currency. Select the currency type in which to display revenue values on this report.

REPORT DATA

The first part of the report prints the block details in two lines per booking record. The details shown for each booking include: booking status, catering status, booking name, booking id, arrival date, departure date, catering revenue types 1 -5 (as selected in filter), initial number of rooms booked, total number of rooms booked, net room rate, gross room rate, breakfast included flag, market segment, net room revenue, total catering revenue, total revenue and the reason lost, canceled or turned down for those bookings on a cancel status.



Note:

The Initial room night figure is taken from the Initial block snapshot, not from the original block figures. Therefore, you must use block snapshots to have this figure appear on the report.

Catering Revenue prints per the regular principle: if an event is actual, the Actual/Billed revenue prints. If no Actual/Billed revenue exists (and when the event is not yet actual), the Guaranteed/Expected revenues are checked. If Guaranteed Revenue is higher than Expected Revenue, Guaranteed Revenue prints. Otherwise, Expected Revenue prints. If Expected/Guaranteed Revenues do not exist, Forecast Revenues prints.

An exception to the above rule is made when the OPERA Controls parameter **Events>Use Forecast Value Only** is active. In this case, all events are created with the flag Use Forecast Revenue Only checked. While this flag is checked, all catering revenue in this report come only from the forecast figures, even if expected or guaranteed figures exist. The flag is unchecked automatically when the event turns actual, but can also be manually unchecked earlier in the life of the event.

The report summary that prints at the end is composed of four lines:

- Line1: Summarizes all bookings listed on the report including their room nights and revenues.
- Line2: Summarizes all bookings, their room nights, and revenues, on actual status plus those bookings on the status defined in filter "Status not turned." This line represents the Converted business.
- Line3: Calculates conversion percentages and factors of actual / converted bookings (line2) versus all bookings (line1) (this is, the percentage of all bookings turned actual as opposed to lost or canceled).
- Line4: Splits out the number of bookings, revenues, and room nights of bookings that are on the status, "Status not turned" to get a clearer picture of the business that might turn actual, but still has a chance of getting canceled.
- [Prerequisite for Block Conversion](#)

Prerequisite for Block Conversion

License

Oracle Sales and Event Management (OSEM) license

OPERA Cloud Tasks

Report Groups: Blocks and Groups

Block Cancellation Summary Report (rep_cancel_summary.rep)

Prerequisites for Cancellation Summary Report

The main purpose of the Cancellation Summary report is to show all groups canceled or lost for a specific cancellation date range or a specific arrival date. It can be filtered and/or sorted by cancellation reason or destination "Lost to" and therefore represents an excellent tool for pinpointing weaknesses or disadvantages the hotel might have in groups or catering operations.

SELECTION CRITERIA

Property.

1. When logged into a Property:
 - a. The Property filter should be Visible, Required, and displayed at the top of the Parameter.
 - b. The logged in Property will be passed (defaulted) to the Property filter.
 - c. No other Properties are available for selection.
2. When logged into a HUB:
 - a. The Property filter should be Visible, Required, and Multi-Select and should appear at the top of the Parameter.
 - b. The Property selected in the Report Property search filter should pass (defaulted) to the Property filter.
 - c. All Properties in the HUB will be available for selection.
3. Mandatory when visible.

Cancellation Date Range (From Date/To Date). Allows the selection of a date range in which the booking room status or booking catering status was canceled.

Start Date Range (From Date/To Date). The arrival date range for bookings to view.

Block Status. Select a business block status. Typically a lost, canceled, or refused status would be chosen here. By default, all statuses are selected.

Overall Owner. Select an overall booking owner's initials.

Rooms Owner. Select the rooms owner's initials.

Catering Owner. Select the catering owner's initials.

1. The owner fields are defaulted with the ghost text All Codes indicating that all Overall, Rooms or Catering Owners will be considered.
2. The fields are displayed with multi select LOV.
3. Select the magnifying glass, open the LOV for Search, and select Owner with an option to select one or multiple Owners.
4. The list displays all Owner codes, Owner Name.

5. If multiple properties are selected in the Property field, the list displays the Property code against each Owner.
6. After selecting the Owner code(s), pass the Owner code(s) back to the Report Request Parameter screen.
7. If multiple Owners are selected, they appear as comma separated values.

Lost to Destination. Select destinations to which bookings were lost.

Lost to Property. Free form text entry field. Provide the name of the property or competitor brand business was lost to.

Reason. Select Cancellation reason.

Block Type (Rooms Only, Catering Only, All). Enables you to filter this report to print only for blocks without catering elements, only for blocks that do have catering elements booked, or for all blocks.

Print Cancellation Comments (Rooms Only, Catering Only, All). Enables you to print cancellation comments only for rooms cancellation, only catering cancellation, or for all.

DISPLAY OPTIONS

Include All Events. If checked, all lost/canceled events are calculated into the lost catering revenue figures. If not checked, only the events canceled on the same day as the catering status on business block was changed to CAN are calculated into the catering revenue figures. Events that were canceled prior (on a different date) to the catering status being CAN would therefore be excluded if the check box is flagged.

Page Break. It is possible to create a page break after the first sort option when the Page Break check box is checked.

Sort Order. It is possible to sort the report by the following options: Cancellation Date, Arrival Date, Status, Rooms Owner, Catering Owner, Overall Owner, Rooms Reason, Catering Reason or Destination.

Currency. Visible when the application parameter Rate Management > Ability to Quote Rates in Foreign Currency is Active.

Select the currency in which the revenues on this report will display.

REPORT DATA

The report lists the following booking data: account name, block name, block code, block id, arrival date, departure date, current booking status and date the booking turned that status, rooms owner, catering owner, number of room nights, average rate, catering food and beverage revenue, catering other revenue, rooms revenue, total catering revenue, and total revenue. Business block contact name, follow up date and the destination (lost to) are also listed.

When the OPERA Controls parameter Catering Events >USE FORECAST VALUE ONLY is set to Y, the Food and Beverage and Other Revenue calculations consider the Use Forecast Only check box on the Event main screen.

Account information is displayed according to the following profile type hierarchy:

- If a Company profile is attached to the business block, the Company profile name appears.

- If a Company profile is not attached to the business block, but a Travel Agent is attached, the Travel Agent profile name appears.
- If neither a Company profile nor a Travel Agent profile is attached to the business block, and a Source profile is attached, the Source profile name appears.

Room revenue on this report is as entered on the block, not taking into account taxes or packages that might be included in the booked rate. Catering revenue is calculated downwards cascading, meaning if there is actual revenue, actual revenue prints; if there is no actual revenue, guaranteed revenue is checked and printed if existing. If no guaranteed revenue is found, expected revenue is checked and printed. If there is no expected revenue, forecasted revenue is printed.

If only the rooms part of a booking is canceled, but catering stays on production status, the block appears on the report, but only the room night and room revenue figures show as canceled.

If only the catering part of a block is canceled, but rooms are still active, only the catering figures show as canceled on the report.

If only some events are canceled, but the catering status of the block is still active, the block will not appear at all on the report.

The last page of the report summarizes the following data by block status: Room nights, room revenue, catering food and beverage revenue, catering other revenue, total catering revenue and total revenue.

It is possible to print the report for statuses other than the return-to-inventory statuses, but no revenue prints in that case (as no revenue was lost if the booking is not lost or canceled).

- [Prerequisites for Cancellation Summary Report](#)

Prerequisites for Cancellation Summary Report

License

Oracle Sales and Event Management (OSEM) license

OPERA Cloud Tasks

Report Groups: Blocks and Groups

Group Room Pace (BI) Report (Rep_Group_Rooms_Pace_BI.Rep with Rep_Group_Rooms_Pace_BI.FMX)

[Prerequisites for Group Room Pace \(BI\) Report](#)

The Group Room Pace Report is sorted by Property Year and grouped by Total, Catering Only Y (Sales) and Catering Only N (Catering).

Report Elements

- This report is a BI Publisher report. Customizing the report is not recommended. The following are the report elements:
 - Report Name - Group Room Pace (BI)

- File Name - rep_group_rooms_pace_bi.rtf
- Form to run - rep_group_rooms_pace_bi.fmx
- Data Template - rep_group_rooms_pace_bi.odt

Selection Criteria

Production Period. Each change to Revenue or Status is recorded in production change logs. When dates are entered in the Production From and To Date fields, those dates are used as filters when querying the logs. To illustrate, a business block created on status TEN in April 2018 with a start date in October 2018 turns to DEF in June 2018. In this scenario, two entries would appear in the status change log for this business block: one for the creation of the business block on status TEN in April 2018, and one for the status change to DEF in June 2018. If revenue is added to the DEF business block in July 2018, another change log entry is written to record that revenue. Because they filter on a date when something has already happened in OPERA, the dates entered here should be for today's date or earlier.

For STLY (Same Time Last Year) calculations, the report considers the Production From Date as empty and the Production To Date as the Production Date entered, minus one year.

- **From. (Mandatory).** Enter the calendar date to indicate the beginning of the Production Period for which the report is to be filtered.
- **To. (Mandatory).** Enter the calendar date to indicate the end of the Production Period for which the report is to be filtered.

Stay Dates. These dates are the calendar stay periods that appear in the report. The calculations for STLY are affected by the Fixed Stay Dates check box. When the Fixed Stay Date check box is selected, the Stay Dates used for calculating STLY are the same as those entered here. When the check box is not selected, the Stay Dates used for calculating STLY are the Stay Dates entered, minus one year.

- **From. (Mandatory).** Enter a start date range when the report will filter business blocks by allotment date.
- **To. (Mandatory).** Enter an end date ranged when the report will filter business blocks by allotment date.

Property. Select the property for which the report should be printed. When you are logged in at the hub level, the property LOV is multi select, which allows you to run the report for multiple properties.

Origin. Select Origins. This LOV lists all of the possible values from the internal field allotment_origin values from the Business Block header. When a value is selected, only events from business blocks with this origin are considered. If no value is selected, all business blocks are considered. Possible values are based on the user who created the block and the Act As and At values set on the user in Role Manager.

- If the Act As value = Conference Sales Person, and the At value = Property level, then the block is flagged as Sales and Catering.
- If the Act As value = Reservation Sales Person, and the At value = Central, then the block is flagged as ORS.
- If the Act As value = External System, then At value = not required, and the block is flagged as EXT.
- If the Act As value = Reservation Sales Person, and the At value = Property, then the block is flagged as PMS.

- If the Act As value = Conference Sales Person, and the At value = Central level, then the block is flagged as SFA.

BLOCK

New Definite. (Mandatory). Select one status code from a list of all status codes that can turn to an Actual status. The New Definite column is calculated based on the business blocks that turned to this status during the requested production period.

Incl Actual. (Enabled when a Status is selected in the New Definite field). Select this check box to include Actual business blocks with the figures in the Definite On the Books totals.

Cancel. (Mandatory). Select status codes from a list of all Return-to-Inventory statuses. The Cancel column is calculated based on the business blocks that turned to this status during the requested production period. All figures are reported as a negative.

OTB Status 2. (Mandatory). Select status codes from a list of all status to be used when calculating the first of the last two sections.

- The TY (This Year) column is calculated based on the business blocks currently in this status for the stay dates.
- The STLY (Same Time Last Year) column is calculated based on business blocks with this as a Last Status for the Production Period and Stay Period minus one year.

OTB Status 3. (Mandatory). Select status codes from a list of all status codes to be used when calculating the second of the last two sections.

- The TY (This Year) column is calculated based on the business blocks currently in this status for the stay dates.
- The STLY (Same Time Last Year) column is calculated based on business blocks with this as a Last Status for the Production Period and Stay Period minus one year.

REVENUE

Currency. Select the currency you want to be used for calculating the figures in this report. All figures are reported in the selected currency. If no value is selected, the report will be calculated using the Base Currency of the logged in Property.

Revenue. One of the options must be selected, Net or Gross. You can select the Incl Packages check box if either Net or Gross is selected.

- **Net.** When selected, Room Revenue will be calculated as: Net Room Rate calculated as Room Only.
 1. Included generates are deducted.
 2. Excluded generates are not added.
 3. Included packages and their generates are excluded.
 4. If Incl Packages is selected, then Included and Excluded Packages are included but their Included and Excluded Generates are not included.
- **Gross.** When selected, Room Revenue will be calculated as: Gross Room Rate calculated as:
 1. Included generates are not deducted.

2. Excluded generates are added.
3. Excluded packages are not added.
4. Included Packages and their generates are excluded.
5. If Incl Packages is selected, then Included and Excluded Packages are included and so are their Included and Excluded Generates.

 **Note:**

Net and Gross calculations are only done for On the Books and ACTLY (Actual Last Year) calculations. All other revenue is reported as seen in OPERA Cloud.

Owner. All 3 filters are multi select. If no value is selected, then all Owners listed in the LOV are considered.

- Block Owner. Only business blocks with this Overall Owner are considered.
- Rooms Owner. Only business blocks with this Rooms Owner are considered.
- Catering Owner. Only business blocks with this Catering Owner are considered.

Block Type. (1 of the 3 options must be selected).

- All. Select if all business blocks will be considered.
- Catering. Select if only business blocks marked as Catering Only will be considered.
- Rooms. Select if only business blocks not marked as Catering Only will be considered.

Same Time Last Year. Select how you want the calculations made for STLY. When the Fixed Stay Date check box is selected, the Stay Dates used for calculating STLY are the same as those entered in Stay Dates To/From fields. When the check box is not selected, the Stay Dates used for calculating STLY are the dates entered in the Stay Dates To/From fields, minus one year.

Report Output

- The first grouping depends on the value selected in the Block Type filter.
- If All is selected, the grouping will contain Total Sales and Catering, Total Sales, Total Catering.
- If Catering is selected, only Total Catering will print.
- If Rooms is selected, only Total Sales will print.
- The second grouping is by Stay Month (based on the Stay Date range selected in the report parameter screen)

Row Headers

- Calendar Periods. Determined by the values selected in the Stay Date range.

Production Period Section:

- **New DEF.** Calculated from business blocks that turned Definite during the Production Period. Definite is determined by the New Definite filter in the report parameter screen.

- **Can.** (Cancel). Calculated from business blocks that turned to Cancel during the Production Period. These numbers will always be reported as a negative. Cancel is determined by the Cancel filter in the report parameter screen.
- **Rev.** (Revaluations). Calculated from business blocks that were already Definite when the Production Period began and had a change during the Production Period while still in Definite. Definite is determined by the New Definite filter in the report parameter screen.
- **Slip.** (Slippage). Calculated from business blocks that were already Actual when the Production Period began and had a change during the Production Period.

An example for the above columns:

- In June 2018, Block turns DEF with 100 Rooms.
- In July 2018, Block drops to 95 Rooms (still DEF).
- In August 2018, Block turns to ACT with 97 Rooms.

If the report is run for Production Period June – August 2018, the results are:

- NEW DEF +100 rooms
- Reval -5 rooms
- Slippage +2 rooms
- Net. (Net Change) = (New Definite + Cancel + Reval + Slippage).

Rooms On The Books Section:

The Rooms On the Books column header will be updated with the Status Code selected in the New Definite filter in the report parameter screen and the Actual Status Code, if Incl. Actual is selected in the report parameter screen.

- **Total.** The current number of Room Nights for business blocks in this status for this Stay Period. If the business block is in an Actual status, picked-up room nights are considered. Otherwise, blocked room nights are considered.
- **ACTLY.** (Actual Last Year) The current number of picked-up room nights for Actual business blocks for the Stay Period minus one year (production period is not considered).
- **STLY.** (Same Time Last Year) Rooms Nights for business blocks in this status at the end of the selected Production Period minus one year for the selected Stay Period minus one year. The calculation considers the Production From Date as empty and the Production To Date as the Production Date entered, minus one year.
- **Budget.** Room Night Budget for the Stay Period as entered in the OBI Budget Forecast module.
- **ACTLY Var.** Total – ACTLY.
- **STLY Var.** Total – STLY.
- **Budget Var.** Total – Budget.

Rates On The Books Section:

The Rates On the Books column header are updated with the Status Code selected in the New Definite filter in the report parameter screen and the Actual Status Code, if Incl. Actual is selected in the report parameter screen.

- **Total.** (Total OTB Revenue ÷ Total OTB Room Nights).

- **ACTLY.** (ACTLY Revenue ÷ ACTLY Rooms Nights).
- **STLY.** (STLY Revenue ÷ STLY Room Nights).
- **Budget.** (Budget Revenue ÷ Budget Room Nights).
- **ACTLY Var.** Total – ACTLY.
- **STLY Var.** Total – STLY.
- **Budget Var.** Budget Var = Total – Budget.

Room Revenue On The Books

The Room Revenue On The Books column header are updated with the Status Code selected in the New Definite filter in the report parameter screen and the Actual Status Code, if Incl. Actual is selected in the report parameter screen.

- **Total.** Total Room Revenue for business blocks in this status for this Stay Period. If the business block is in an Actual status, picked-up room revenue is considered. Otherwise, blocked room revenue is considered.
- **ACTLY.** (Actual Last Year) The picked-up room revenue from Actual business blocks for the Stay Period minus one year (production period is not considered).
- **STLY.** (Same Time Last Year) Room Revenue for business blocks in this status at the end of the selected Production Period minus one year for the Stay Period minus one year. The calculation considers the Production From Date as empty and the Production To Date as the Production Date entered, minus one year.
- **Budget.** Room Revenue Budget for the Stay Period as entered in the OBI Budget Forecast module.
- **ACTLY Var.** Total – ACTLY.
- **STLY Var.** Total – STLY.
- **Budget Var.** Total – Budget.

On the Books Status 2 and 3 Sections:

This section reports Room Nights, Average Rate and Room Revenue for the Stay Dates based on the status selected in the OTB Status 2 and OTB Status 3 filters in the report parameter screen.

- **TY.** (This Year). Current, on the books Room Nights, Average Rate and Room Revenue for the selected Status and Stay Period.
- **STLY.** (Same Time Last Year). Room Nights, Average Rate and Room Revenue for business blocks in this status at the end of the Production Period minus one year for the Stay Period minus one year.
- **Var.** TY – STLY (This Year – Same Time Last Year).
- [Prerequisites for Group Room Pace \(BI\) Report](#)

Prerequisites for Group Room Pace (BI) Report

License

Oracle Sales and Event Management (OSEM) license

OPERA Cloud Tasks

Reports: Blocks and Groups

Daily Catering Forecast (rep_ev_forecast.rep with rep_ev_forecast.fmx)**Prerequisite for Daily Catering Forecast**

The daily Catering Forecast is a detailed catering report that can print the forecast figures per day, per event type, and divided into the selected revenue types. Each event is listed separately with a summary for each event type. It a great tool for the catering department to project their expected revenues in minute detail at any time for any time into the future.

SELECTION CRITERIA

Property. Select the property for which the report should be printed.

Date Range. This represents the event date range that the report should cover.

Bus-Block ID. It is possible to select a single business block or a range of business blocks for the report.

 **Note:**

When selecting a Master Block ID in the Bus. Block filter, OPERA will also include the Sub Block IDs linked to that Master. The report will then print all Events linked to the Master and its Sub Blocks. If a Sub Block ID is selected, only Events linked to that Sub Block will be printed.

 **Note:**

If no Account is connected to a Business Block, the Business Block Name will print in the Account field on this report. Also, the Agent Name will print if no Company is attached and the Source Name will print if no Company or Agent is attached.

Event Type. Allows you to select the event types that should be included or excluded.

 **Note:**

Alternate Events are excluded from all catering calculations on this report.

Catering Manager. It is possible to only print event for a specific catering manager or a range of catering managers. The report will rely on the catering manager initials that have been selected on the booking catering tab for this filter.

Event Status. Allows you to select the event statuses to include or exclude. Typically, lost or canceled events would not be included in the forecast. Alternatively, it is also possible to select only lost and canceled events to get an idea of the lost revenue from the cancellations over the selected date range.

Event Status Sub-Total 1 and 2. Allows the sub-totaling of different statuses. This could be used to get a sub-total for production statuses as one and another sub-total for return-to-inventory statuses as the other. This would allow you to print the report as forecast and lost/canceled overview without having to print it twice. Or it could be used to group non- deduct statuses into one sub-total and deduct inventory statuses into the other sub-total.

Event Type for Average Check. Allows you to select event types to include in the average check calculation. If the average check is used for Food and Beverage purposes, this would typically only be event types that include food and beverage servings, such as Lunch or Dinner, and not event types like Setup that generates only function space revenue if at all.

Revenue Type 1-4. Up to four revenue types or groupings of revenue types can be included for printing on the report at any one time. These are represented as separate revenue columns on the report body and described in the report footer. The check box in front of each revenue type determines whether the revenue of this type (if checked) should be included in the average check calculation. Again, average checks could be based solely on Food and Beverage revenue types and events, or alternatively could be calculated for any catering revenue that gets generated.

Events - All/Catering Only/Rooms with Catering. These options allow you to decide, based on the type of block, which events will be included in the results.

Print Exclude from Forecast Event - Both/Yes/No. Select this option to either include or exclude certain events. When Both is selected, the report prints all qualifying events. When Yes is selected, the report prints only events that have had the Exclude from Forecast Reports flag checked. When No is selected, the report prints only events that have NOT been marked as Exclude from Forecast Reports.

REPORT DATA

The report is sorted in date order starting with first date selected in the date range filter. Within each date, the events are grouped by event type. For each event, the report displays the following columns: Account name, booking ID, booking status, catering owner initials, rooms owner initials, number of covers, revenues in four columns as selected per type on the filter form, total revenue, total average check revenue (this only show the revenue of those event types and revenue types that have been selected for calculation of the average check on the filter form), and the average check value. This is calculated by dividing the average check revenue by number of covers of those event types that have been selected for average check calculation.

Revenues are calculated in the following sequence by revenue type by event. If billed revenue exists, show billed revenue. If no billed revenue exists, show actual revenue. If no actual revenue exists, show guaranteed revenue. If no guaranteed revenue exists, show expected revenue. If no expected revenue exists, show forecasted revenue. If no forecasted revenue exists, show zero.

For each day, revenues are subtotaled per event type. As a summary for each day, the sub- totals for selected statuses are printed (if so selected on the filter form) followed by a total for the day.

- [Prerequisite for Daily Catering Forecast](#)

Prerequisite for Daily Catering Forecast

License

Oracle Sales and Event Management (OSEM) license

OPERA Cloud Tasks

Report Group

Room and Catering Revenue Pace (BI) (Rep_Room_Cat_Rev_Pace_BI.Rep with Rep_Room_Cat_Rev_Pace_BI.FMX)

Prerequisites for Room and Catering Revenue Pace (BI)

The Room and Catering Revenue Pace (BI) report displays room and event revenue by Stay Period for the requested Production Period. It also displays the On the Books forecast revenue for the same Stay Period with a comparison to OBI Budgeted Revenue, Same Time Last Year (STLY), and Actual Last Year (ACTLY) figures.

- This report is a BI Publisher report. Customizing the report is not recommended. The following are the report elements:
 - Report Name = Room and Catering Revenue Pace (BI)
 - File Name = rep_room_cat_rev_pace_bi.rtf
 - Form to run = rep_room_cat_rev_pace_bi.fmx
 - Data Template = rep_room_cat_rev_pace_bi.odt

Selection Criteria

Production Period Section

Each change to Room and Event Revenue or Status is recorded in production change logs. When dates are entered in the Production From and To Date fields, those dates are used as filters when querying the logs. To illustrate, a business block that is created on status TEN in April 2018 with a start date in October 2018 turns to DEF in June 2018. In this scenario there would be two entries in the status change log for this business block: one for the creation of the business block on status TEN in April 2018 and one for the status change to DEF in June 2018. If revenue is added to the DEF business block in July 2018, another change log entry will be written to record that revenue. Because they filter on a date when something has already happened in OPERA, the dates entered here should be for today's date or earlier. Separate change log entries are written for room and event status and revenue changes.

For STLY calculations, the report displays the Production Date From as null and the Production Date To as the Production Date entered here, minus one year.

- **From.** (Mandatory). Enter the calendar date to indicate the beginning of the Production Period for which the report is to be filtered. Room Revenue is filtered on the business block change date and Catering Revenue is filtered on the event change date.
- **To.** (Mandatory). Enter the calendar date to indicate the end of the Production Period for which the report is to be filtered.

Stay Dates These dates define the stay periods that display in the report. The calculations for STLY are affected by the Same Time Last Year/Fixed Stay Dates check box. When the Fixed Stay Date check box is selected, the Stay Dates in STLY are the same as those entered here. When the check box is not selected, the Stay Dates in STLY are the Stay Dates entered, minus one year.

- **From.** (Mandatory). Enter a start date range when the report will filter events by their start date and the business blocks by allotment date.
- **To.** (Mandatory). Enter an end date range when the report will filter events by their start date and business blocks by allotment date.

Property. Select the property for which the report should be printed. When you are logged in at the hub level, the property LOV is multi select, which allows you to run the report for multiple properties.

Origin. Select Origins. This LOV lists all of the possible values from the internal field allotment_origin values from the Business Block header. When a value is selected, only events from business blocks with this origin are considered. If no value is selected, all business blocks are considered. Possible values are based on the user who created the block and the Act As and At values set on the user in Role Manager.

- If the Act As value = Conference Sales Person, and the At value = Property level, then the block is flagged as Sales and Catering.
- If the Act As value = Reservation Sales Person, and the At value = Central, then the block is flagged as ORS.
- If the Act As value = External System, then At value = not required, and the block is flagged as EXT.
- If the Act As value = Reservation Sales Person, and the At value = Property, then the block is flagged as PMS.
- If the Act As value = Conference Sales Person, and the At value = Central level, then the block is flagged as SFA.

Block:

New Definite. (Mandatory). Select one status code from a list of all status codes that can turn to an Actual status. The New Definite column will be calculated based on the business blocks and events that turned to this status during the requested production period.

Incl. Actual. (Enabled when a Status is selected in the New Definite field). Select this check box to include Actual business blocks and events with the figures in the Definite On the Books section totals.

Cancel. (Mandatory). Select status codes from a list of all return-to-inventory statuses. The Cancel column are calculated based on the business blocks and events that turned to this status during the requested production period. All figures are reported as a negative.

OTB Status 2. (Mandatory). Select one or more status codes from a list of all status codes. The 1st column in the last On the Books section are calculated based on the business blocks and events currently in this status for the stay period.

OTB Status 3. (Mandatory). Select one of more status codes from a list of all status codes. The 2nd column in the last On the Books section are calculated based on the business blocks and events currently in this status for the stay period.

Revenue – One of the options must be selected: Net or Gross. The Incl Packages check box can be selected if either Net or Gross is selected.

- **Net.** When selected, Room and Catering Revenue are calculated as:
 - Net Room Rate is calculated as ROOM ONLY.
 - * Included generates are deducted
 - * Excluded generates are not added
 - * Included packages and their generates are excluded
 - * If Incl. Packages is selected, then Included & Excluded PMS Packages are included but their Included & Excluded Generates are not included.
- Net Catering is calculated based on the Transaction Codes mapped in Revenue Type Cross Reference configuration (Administration> Financial> Transaction Management> Revenue Type Mapping):
 - Included generates are deducted.
 - Excluded generates are not added.
 - The Incl. Packages check box has no influence on the Catering Revenue calculation.

Gross. When selected, Room and Catering Revenue are calculated as:

- Gross Room Rate is calculated as:
 - Included generates are not deducted.
 - Excluded generates are added.
 - Excluded packages are not added.
 - Included Packages and their generates are excluded.
 - If Incl. Packages is selected, then Included and Excluded PMS Packages are included and so are their Included & Excluded Generates.

Gross Catering Price is calculated based on the Transaction Codes mapped in Revenue Type Cross Reference configuration (Administration> Financial> Transaction Management> Revenue Type Mapping):

- Included generates are not deducted.
- Excluded generates are added.
- The Incl. Packages check box has no influence on the Catering Revenue calculation.

 **Note:**

Net and Gross calculations are only done for On the Books and ACTLY calculations. All other revenue is reported as seen in OPERA.

Cat Rev. This LOV lists all active revenue types. Select the revenue types to be used when calculating Cat Rev in this report. If no value is selected, all Revenue Types are considered.

Currency. Select the currency to be used for calculating the figures in this report. All figures are reported in the selected currency. If no value is selected, the report are calculated using the Base Currency of the logged in Property.

Owner. All 3 filters are multi-select. Select one or more Owners. If no value is selected, then all Owners listed in the LOV are considered.

- **Overall Owner.** Only business blocks with this Overall Owner are considered.
- **Rooms Owner.** Only business blocks with this Rooms Owner are considered.
- **Catering Owner.** Only business blocks with this Catering Owner are considered.

Exclude from Forecast Event (1 of the 3 options must be selected).

- **Both.** All events are considered regardless of the Exclude from Forecast check box.
- **Yes.** Only events marked as Exclude from Forecast are considered.
- **No.** Only events not marked as Exclude from Forecast are considered.

Block Type (1 of the 3 options must be selected).

- **All.** Select if all business blocks should be considered. When selected, the Combine check box appears. See description below.
- **Catering.** Select if only business blocks marked as Catering Only will be considered.
- **Rooms.** Select if only business blocks not marked as Catering Only will be considered.
- **Combine.** This check box is only visible when the Block Type All is selected. When Combine is selected, room revenue and catering revenue figures are combined. When unselected, room revenue and catering revenue figures are separated by block type:
 - The Rm Rev - Rms (Room Revenue from business blocks where the Catering Only check box is not selected) and Rm Rev - Cat (Room Revenue from business blocks where the Catering Only check box is selected) figures are combined. The report label reads Room Rev and includes: Production, On the Books, Pace and On the Books). The Revenue, Budget and Variance figures are also combined.
 - The Cat Rev - Rms (Event Revenue from business blocks where All or Rooms is selected) and Cat Rev - Cat (Event Revenue from business blocks where Catering is selected) figures are combined. The report label reads Cat Rev and includes: Production, On the Books, Pace and On the Books). The Revenue, Budget and Variance figures are also combined.

Same Time Last Year. Select how you want the calculations made for STLY.

- When the Fixed Stay Date check box is selected, the Stay Dates in STLY are the same as those entered in Stay Dates To/From fields. When the check box is not selected, the Stay Dates in STLY are the dates entered in the Stay Dates To/From fields, minus one year.

Report Output

This is a Rooms and Catering revenue pace report that is sorted by Property and Year and grouped by Calendar Period.

Row Headers

- **Rm Rev-Rms** – Room Revenue from business blocks where All or Rooms is selected in the report parameter Block Type.
- **Rm Rev-Cat** – Room Revenue from business blocks where Catering is selected in the report parameter Block Type.
- **Cat Rev-Rms** – Event Revenue from business blocks where All or Rooms is selected in the report parameter Block Type.
- **Cat Rev-Cat** – Event Revenue from business blocks where Catering is selected in the report parameter Block Type.

Production Period Section

Figures in these columns are filtered on the Production Period and Stay Dates.

- **New DEF** – Calculated from business blocks and events that turned Definite during the Production Period. Definite is determined by the New Definite filter in the report parameter screen.
- **Cancel** – Calculated from business blocks and events that turned to Cancel during the Production Period. These numbers are always reported as a negative. Cancel is determined by the Cancel filter in the report parameter screen.
- **Reval** – (Revaluations) Calculated from business blocks and events that were already Definite when the Production Period began and had a change during the Production Period while still in Definite. Definite is determined by the New Definite filter in the report parameter screen.
- **Slippage** – This is calculated from business blocks and events that were already Actual when the Production Period began and had a change during the Production Period.

An example of the above columns:

- In June 2019, Block turns DEF with 100 Rooms.
- In July 2019, Block drops to 95 Rooms (still DEF).
- In August 2019, Block turns to ACT with 97 Rooms.

If the report is run for Production Period June – August 2018, the results are:

- NEW DEF +100 rooms
- Reval -5 rooms
- Slippage +2 rooms
- Catering Slippage is calculated for each event as Billed Revenue – Production (excluding ACT Production from the requested production period).

Net Change - Net Change = (New Definite + Cancel + Reval + Slippage).

 **Note:**

The Production Period figures are calculated from the following tables:
Room Revenue - Status change dates are taken from booking_status_changes. Room Revenue is calculated from allotment_changes. If the business block is in an Actual status, the Revenue is calculated from reservation_stat_daily.

Catering Production – Status change dates are taken from event\$status_changes. Revenue is calculated from event\$changes. If the event is in an Actual status, the Revenue is calculated from the billed revenue in gem\$event_revenue.

1st On the Books Section

- **1st Column** – The column header is updated with the Status Code selected in the New Definite filter in the report parameter screen and the Actual Status Code, if Incl. Actual is selected in the report parameter screen. The data is the revenue for business blocks and events currently in the Definite or Actual Status for that Stay Period.
- **Budget** – Budget for the Stay Period as entered in the OBI Budget Forecast module.
- **STLY** – (Same Time Last Year) Revenue for the Production and Stay Dates minus 1 Year. For Business Blocks with a last status of Actual, the room revenue figures are calculated from reservation_stat_daily. For Events with a last status of Actual, the catering revenue figures are calculated from billed revenue.
- **ACTLY** – (Actual Last Year) Picked-up Room Revenue and Billed Event Revenue for Actual business blocks and events for the Stay Dates minus 1 Year (Production Period is not considered).

An example of the above columns:

- Production Dates in the parameter screen: Jan 2019 – Feb 2019
- Stay Dates in the parameter screen: Jan 2019 – Dec 2019
- New DEF in the parameter screen: DEF Incl Actual is checked

On the Books columns calculations as follows:

- **ACT/DEF** - Current figures for business blocks currently in an ACT or DEF status with a stay date between Jan 2019 – Dec 2019.
- **ACTLY** - Current figures for business blocks currently in an ACT or DEF status with a stay date between Jan 2018 – Dec 2018.
- **STLY** - Calculated using the following filters:
 - Production Dates: Jan 2018 – Feb 2018
 - Stay Dates: Jan 2013 – Dec 2018
 - Status: business blocks with a LAST status of ACT or DEF during that period.

Pace Section:

- Var to Budget Revenue = ACT/DEF – Budget
- Var to Budget % = (ACT/DEF ÷ Budget) × 100

- $\text{Var to STLY} = \text{ACT/DEF} - \text{STLY}$
- $\text{Var to STLY \%} = (\text{ACT/DEF} \div \text{STLY}) \times 100$
- $\text{Var to ACTLY} = \text{ACT/DEF} - \text{ACTLY}$
- $\text{Var to ACTLY \%} = (\text{ACT/DEF} \div \text{ACTLY}) \times 100$

2nd On the Books Section:

This section calculates Revenue for business blocks and events currently in the OTB Statuses selected in the report parameter screen.

- **1st Column** – The column header is updated with the Status Code selected in the OTB Status 2 filter in the report parameter screen. The data is the revenue for business blocks and events currently in that Status.
- **2nd Column** – The column header is updated with the Status Code selected in the OTB Status 3 filter in the report parameter screen. The data is the revenue for business blocks and events currently in that Status.
- [Prerequisites for Room and Catering Revenue Pace \(BI\)](#)

Prerequisites for Room and Catering Revenue Pace (BI)

License

Oracle Sales and Event Management (OSEM) license

OPERA Cloud Tasks

Report Group: Block and Groups

Catering Configuration

The following reports are available for selection:

Composed Menu List**Daily Menu Item List****Menu Item List**

- [Daily Menu Item List \(rep_menuitem.rep with rep_menuitem.fmx\)](#)

Daily Menu Item List (rep_menuitem.rep with rep_menuitem.fmx)

Prerequisite for Daily Menu Item List

This report provides a list of menu items with numbers expected, guaranteed, and actual separately for each day of the selected date range. This is an ideal report to use as a forecast and guide for the kitchen in preparing food orders for the future.

If ordered for the past, it is a good indication of the more popular versus the less popular food items sold.

SELECTION CRITERIA

Property. Select the property for the report you are printing.

Data Range From/To Date. Includes menu items sold on days included in the date range.

Business Block. Select Business Blocks for this report.

 **Note:**

When selecting a Master Block ID in the Bus. Block filter, OPERA Cloud also includes the sub Block IDs linked to that Master. The report then prints all events linked to the Master and its Sub Blocks. If a Sub Block ID is selected, only events linked to that sub Block will be printed.

Event Type. Select event types for this report.

Event Status. Select event statuses for this report.

Department. You can select (single or multi select) the department responsible for a menu item. If an item is assigned to several departments, it prints in each department section.

Menu Class. Allows filtering of the configured items by the selected menu classes.

REPORT DATA

The report is grouped by responsible department and then sorted in date order. Within each date, the menu name is printed with the menu items listed below it in alphabetical order. If an item is configured with several responsible departments, it prints in the sections of all departments it is assigned to.

Data printed for each menu item is: Menu item name (alphabetically), numbers expected, guaranteed, set and actual, Unit Price, Total Price, Unit Cost, and Total Cost. A sub-total is displayed at the end of each menu entry per date, and a grand total is displayed for each responsible department.

- [Prerequisite for Daily Menu Item List](#)

Prerequisite for Daily Menu Item List

License

Oracle Sales and Event Management (OSEM) license

OPERA Cloud Tasks

Report Group

Event Reports

The following event reports are available for selection:

Catering Progress

Detailed Catering Summary**Equipment List in Event Order****Daily Catering Forecast****Event List Detailed****Meal Type Forecast By Day****Daily Menu Cost Report****Sales Manager Month End Progress****Monthly Catering Forecast**

- [Catering Pace / Progress Reports \(Rep_Catering_Progress.Rep with Rep_Catering_Progress.FMX\)](#)
- [Banqueting Equipment List \(rep_equipment_list.rep with rep_equipment_list.fmx\)](#)
- [Daily/Weekly List of Events – Detailed \(sample_event_list_detailed.rep with rep_evord.fmx\)](#)
- [Meal Type Forecast by Day \(BI\) \(Rep_Meal_Type_Forecast_bi.rep with rep_Meal_Type_Forecast_BI.FMX\)](#)
- [Menu Cost Report \(rep_menu_cost.rep with rep_menu_cost.fmx\)](#)
- [Sales Manager Progress \(BI\) \(Rep_MGR_Progress_BI.Rep with Rep_MGR_Progress_BI.FMX\)](#)
- [Monthly Catering Forecast \(rep_month_forecast.rep with rep_month_forecast.fmx\)](#)

Catering Pace / Progress Reports (Rep_Catering_Progress.Rep with Rep_Catering_Progress.FMX)

[Prerequisites for Catering Pace / Progress Reports](#)

The Catering Pace Progress report displays the catering production for a certain time period compared to budgeted covers and revenue for the same stay date period and another comparison to the production for the same stay date range last year. The produced covers, revenue, and average checks are grouped by stay date periods (either calendar month or fiscal period, depending on the hotel's configuration).

You can run the report for a limited production period (such as 01 June 2018 to 30 June 2018), which would only show the production during that time frame. Alternatively, you can run the report with the production date range left blank, which would represent catering covers and revenue for the stay date range at the moment of printing (also known as On-the-Books).

The report operates without a defined credit status and therefore only reports on the last status of an event during the production period. For example, if the report is run for production period June 2018, and the property has an event that was created with 100.00 USD food revenue on status TEN on 02 June 2018, turned DEF on 10 June 2018, and became ACT on 20 June 2018, the 100.00 USD food revenue only appears in the column for status ACT, which was the last status this event was on in the reported production period. This is important to note when comparing this report to other catering production reports like the Catering Production report (Rep_Catering_Summary), which operates with a credit status and could therefore

count the event twice: once in the defined credit status (usually DEF) and once in the last status (here ACT) if the event passed both statuses in the production period.

Selection Criteria

Property. Select the property for which the report should be printed. When you are logged in at the hub level, the property LOV is multi-select, which allows you to run the report for multiple properties.

Event Period (Event From/Event To). Enter the event start and end date range to filter the events included in this report.

Production Period (Begin Date/End Date). Defines the date range for recording event changes. Each change to an event status or to event revenue is recorded in a specific production change log. The Production Date Range filter scans the entries in the production change log for any event changes that fall under the other criteria selected on the filter form. Due to the nature of the filter, only dates in the past are valid entries, because there cannot be any entries in the event change log after the current business date. To illustrate, an event created on status TEN in April 2018 with the event date in October 2018 can turn to status DEF in June 2018. In this scenario, two entries would appear in the change log for this event: one for the creation of the event on status TEN in production period April 2018, and one for the status change to DEF in June 2018.

Group Each Period by (Market Segment). This field sorts each period by the market segments selected here. When OPERA Sales and Catering Management catering budget information is configured, and the Catering Pace Report (rep_catering_progress) is run without a Market Segment filter, the budget information prints on the report with a variance to the booked numbers. However, when you run the report with a Market Segment filter selected, the budget information does not print.

Event Status 1 and 2. Allows a selection of up to two different status columns to print on the report. This report only reports an event under the last status that it was in the production period. If an event turned DEF and ACT in the selected production date range, it will only be reported in the ACT column, not in both DEF and ACT. The first column of the report always prints the ACT status and the second column is calculated from the ACT column plus values from the status selected in status filter 1. In most set-ups, it makes sense to select the status just prior to ACT in the status filter 1, such as DEF.

Status1 & 2 – Last Year. Allows the selection of up to two different status columns to print for the production in the same production date range and stay date range one year back. It makes sense to select the same status code that was selected for the current production period in order to compare last year's production to the current production within the same status codes.

Covers – Event Type. Select the Event Types to use for calculating covers and average check.

RevPor. – Rev Type. Select the Revenue Types to use for calculating Revenue per Occupied Room. The figure in the report is calculated by dividing the sum of these revenue types by the number of blocked rooms for those groups. If the business blocks status is in an actual status, the picked-up rooms are used instead of blocked rooms.

Avg Check – Rev Type. Select the Revenue Types that should be used for calculating the Average Check. The figure in the report is calculated by dividing the sum of these revenue types by the number of covers.

 **Note:**

When the application parameter Use Forecast Value Only is set to Y and an Event has a Food and Beverage Minimum Rate Code attached, forecasted revenue is not reported or recorded for the Revenue Types that are configured to contribute to the F and B Minimum. If the Rate Code is changed to one that does not require a minimum, and expected revenue has not been added to those revenue types, the forecasted revenue for revenue types configured to contribute to the F and B Minimum is reported.

Variance based on Status 1, 2 or Both. Select the status column for calculating the variance to budget on the report. Typically, the variance would be compared to a combination of DEF and ACT bookings.

Print Exclude from Forecast Event - Both/Yes/No. Select this option to either include or exclude certain events. Select **Both** to print all qualifying events. When **Yes** is selected, only events that have had the Exclude from Forecast Reports check box selected print (the Exclude from Forecast Reports check box is accessible on the Revenue Summary Panel. When **No** is selected, only events that have not been marked as Exclude from Forecast Reports print.

Report Data

The budget figures in this report come from the Budget Forecast module.

The first four columns of the report show the produced catering revenue by revenue type, total catering revenue, covers, average check, and revenue per occupied room by status for each calendar month in the selected stay date range. The first column is hardcoded to always show the ACTUAL produced figures. The second column adds the production of status 1 defined in the report parameter screen to the ACTUAL produced figures and show the total of those two statuses. The third and fourth columns show the production of statuses 1 and 2 as defined on the report order form respectively.

Each event is counted for only one of the selected status codes, namely the last one that it was on at the end of the production period. No event is recorded under the DEF and ACT status columns, even if it passed through the DEF status into the ACT status during the selected production period.

The next two columns of this report represent the budget figures that have been entered for the stay date range that the report is run for, as well as the difference of the current produced figures to the budget figures, depending on which status column has been selected on the filter form for comparison.

The next two columns show the production of the same production period exactly one year back. If the current production period is June 2018 for stays dates June 2018 to December 2018, the last year columns calculate the production in June 2017 for stay dates June 2017 to December 2017.

The following two columns show the budget for last year and the variance of the produced figures versus the budgeted figures last year.

The last column shows the actual figures produced last year.

Forecast figures are calculated as event production for this report if no expected, guaranteed, or actual figures exist for a specific revenue type. For example, if an event

had forecasted revenue for 500.00 USD Room Rental, 1000.00 USD for Food and 100.00 USD for Decoration, but only the function space is booked at a rate of 450.00 USD when the event becomes DEF, the revenue recorded in this report as production on the status change will still be 450.00 USD Rental, 1000.00 USD Food and 400.00 USD Decoration.

- [Prerequisites for Catering Pace / Progress Reports](#)

Prerequisites for Catering Pace / Progress Reports

License

Oracle Sales and Event Management (OSEM) license

OPERA Cloud Tasks

Reports: Events

Banqueting Equipment List (rep_equipment_list.rep with rep_equipment_list.fmx)

[Prerequisites for Banqueting Equipment List](#)

This report is a great tool for the banquet operations staff. It can be used with Banquet Event Orders (BEO) as a detailed document for equipment organization and setup. You can print the report in a daily format with a page break after each day or in a continuous weekly format. You have the option to print more details like the account name, contact name, communication details, and all relevant notes instead of the plain format that essentially prints only the equipment requirements.

Date Range. Allows you to select any event date range. To generate the report, enter either the Date Range or Business Block ID.

Property. This is a multi-property report enabling you to run it for multiple properties when logged in at the HUB level.

Business Block. It is possible to order the report for one or several specific business blocks.

Note:

When selecting a Master Block ID in the Business Block filter, OPERA Cloud includes the Sub Block IDs linked to the Master Block. The report prints all Events linked to the Master Block and its Sub Blocks. If a Sub Block ID is selected, only Events linked to that Sub Block are printed.

Event Status. This allows filtering the report by event status. Generally, this would only include production status code. Cancellation status codes should be excluded.

Event Type. Allows filtering the report by event type.

Responsible Dept. Allows you to select responsible departments, for example, if audio visual equipment is provided by an outside vendor, the report can be generated to show only the items the vendor is responsible for providing.

Resource Item. Allows you to select one or more specific items as report filters.

Report Type – Daily/Weekly. When Daily is selected, a page break per day occurs. When on Weekly, the report prints continuously for the span of the selected date range.

Print Details. If you select Detailed, additional information on the account name, contact name, and communication details print beneath the event time and name. If you select Plain, this information is excluded.

Account and Contact information appear on the report according to the following profile type hierarchy:

- If a Company profile is attached to the business block, the Company profile name appears.
- If a Company profile is not attached to the business block, but a Travel Agent is attached, the Travel Agent profile name appears.
- If neither a Company profile nor a Travel Agent profile is attached to the business block, and a Source profile is attached, the Source profile name appears.

Print External Y/N/B. Select Yes, No or Both.

- Yes prints items that have an X in the External (E) column in the Event Resources screen. This includes items configured as External or items configured as Critical that are attached to an event and the quantity requested exceeds the configured Quantity.
- No prints items that are not marked as External in the Event Resources screen.
- Both prints all items regardless of the External flag.

REPORT DATA

The report is sorted in date order and within each date in event time order. Information available on the report is per event, event start and end time, event name and ID, function space, set-up style, and number of attendees.

If you select Detailed on the report order form, additional information about the account name, contact name, contact on site, block name, and catering owner code, as well as contact communication details, are printed for each event also.

For each event, the following resource details print: required quantity, item name, item attribute, price and rate description, indicator if the item is to be externally ordered, and the responsible department.

Following each item, item notes print if any are attached to the item, followed by event notes after all items are printed.

- [Prerequisites for Banqueting Equipment List](#)

Prerequisites for Banqueting Equipment List

License

Oracle Sales and Event Management (OSEM) license

OPERA Cloud Tasks

Reports: Event Report Group

Daily/Weekly List of Events – Detailed (sample_event_list_detailed.rep with rep_evord.fmx)**Prerequisite for Daily/Weekly List of Events – Detailed**

This line report is extremely useful as a daily or weekly communication tool to all departments in the hotel about upcoming catering events, their location (the function space), number of attendees, set-up style, and so on. In addition to the basic event details, this report also prints items from the booking level, such as the responsible managers, booking and catering status, and event status. Event notes can be printed, and the report indicates whether there are sleeping rooms associated with the catering events. The report is sorted and grouped first by the event date and then within each date sorted by business block name, followed by event start time.

SELECTION CRITERIA

Account. Select an account to print only events linked to that account.

Contact. Select a contact to print only events linked to the contact.

Business Block. Select a Business Block to print only events linked to that business block.

 **Note:**

When selecting a Master Block ID in the Bus. Block filter, OPERA Cloud also includes the Sub Block IDs linked to that Master. The report then prints all Events linked to the Master and its Sub Blocks. If a Sub Block ID is selected, only Events linked to that Sub Block are printed.

Date Range. Select the date range of the events that should be included in the report.

Event Status. Select the status of the events that should be included in the report.

Event Type. Select the event types of the events that should be included in the report.
Function Space. Select a function space to print only events booked in that space.

Event w/o Space Assignment only. If this flag is checked, only events that fit the other filter criteria that do not have a function space attached to them print. Also, when this flag is selected, the Function Space filter becomes inaccessible along with any values selected in that filter.

Print Event Notes ?. If checked, event notes print beneath the Doorcard field on the report.

Alternate Events. When checked, alternate events are included in the report.

Report Type - Daily/Weekly. When Daily is selected, a page break per day occurs. On Weekly, the report prints continuously for the span of the selected date range.

REPORT DATA

The report prints in booking ID order within each date. The primary company name, primary contact name, booking name, booking status, catering status, rooms owner, catering owner, and booking ID print on the booking group level. The report also prints an indication of whether any sleeping rooms are part of the booking, and if so, the number of rooms.

Beneath the booking information, the report lists the events attached to the booking for the appropriate date in start time order. Information printed for each event includes event description, event ID, event status, event start and end time, doorcard, assigned function space, number of attendees, and the set-up style for the function space.

If event notes are attached to any event and the Print Event Notes flag has been checked on the report filter form, these event notes print underneath the Doorcard field of each event.

- [Prerequisite for Daily/Weekly List of Events – Detailed](#)

Prerequisite for Daily/Weekly List of Events – Detailed

License

Oracle Sales and Event Management (OSEM) license

OPERA Cloud Tasks

Report Group

Meal Type Forecast by Day (BI) (Rep_Meal_Type_Forecast_bi.rep with rep_Meal_Type_Forecast_BI.FMX)

[Prerequisites for Meal Type Forecast by Day \(BI\)](#)

The Meal Type Forecast (BI) report is an easy to read forecast report for banquet operations. It is broken down by Catering Covers, Status, and Event Date.

Report Elements

- This report is a BI Publisher report. Customizing the report is not recommended. The following are the report elements:
 - Report Name = Meal Type Forecast by Day
 - File Name = rep_meal_type_forecast_bi.rtf
 - Form to run = rep_meal_type_forecast_bi.fmx
 - Data Template = rep_meal_type_forecast_bi.odt

Selection Criteria

Event Dates:

- **From.** (Mandatory). Enter the calendar date to indicate the beginning of the Event period for which the report is to be filtered.

- **To.** (Mandatory). Select the end date of the Event period when the report is filtered.

Property. Select the property for which the report should be printed. When you are logged in at the hub level, the property LOV is multi select, which allows you to run the report for multiple properties.

Block Origin. The Block Origin LOV lists all of the possible values from the internal field allotment_origin values from the Business Block header. When a value is selected, only events from business blocks with this origin are considered. If no value is selected, all business blocks are considered. Possible values are based on the user who created the block and the Act As and At values set on the user in Role Manager.

- If the Act As value = Conference Sales Person, and the At value = Property level, then the block is flagged as Sales and Catering.
- If the Act As value = Reservation Sales Person, and the At value = Central, then the block is flagged as ORS.
- If the Act As value = External System, then At value = not required, and the block is flagged as EXT.
- If the Act As value = Reservation Sales Person, and the At value = Property, then the block is flagged as PMS.
- If the Act As value = Conference Sales Person, and the At value = Central level, then the block is flagged as SFA.

Event:

Definite. (Mandatory) Select one Status Code from a list of all status codes that can turn to an Actual status. This selection will be used to filter by event status.

Incl Actual. (Enabled when a Status is selected in the Definite field) Select this check box to include events in an ACTUAL status in the Definite totals.

Status. (On the Books) Select Status Codes from the list of all status codes (does not include the status selected in the Definite LOV) that will represent the other status code groupings listed in the report. This selection is used to filter by event status.

Summary Statuses. (Mandatory) Select Status Codes from the list of all status codes to represent the status codes added together for the summary grouping at the beginning of the report (this filter is not dependent on the values selected in any of the other status fields).

Meal Type 1. (Mandatory) Select one Meal Type to be represented in the 1st Meal Type Column.

Meal Type 2 - 5. Select Meal Types to be represented in the 2nd – 5th Meal Type Columns. If no value is selected in a field, then no figures will be calculated for that column in the report.

Revenue (You must select one of the options)

- **Net.** When selected, Catering Revenue will be calculated as:
 - Net Catering Price is calculated based on the Transaction Codes mapped in Revenue Type Cross Reference configuration (Administration>Financial>Transaction Management>Revenue Type Mapping): Included generates are deducted; or Excluded generates are not added.

- **Gross.** When selected, Catering Revenue will be calculated as:
 - Gross Catering Price is calculated based on the Transaction Codes mapped in Revenue Type Cross Reference configuration (Administration>Financial>Transaction Management>Revenue Type Mapping): Included generates are not deducted; or Excluded generates are added.

Currency. Select the currency you want used for calculating the report. All revenue figures will be reported in the selected currency. If no value is selected, the report is calculated using the Base Currency of the logged in Property.

Meal Type Revenue. (Mandatory). Select the listed Active Revenue Types for use in the Revenue calculation in the Meal Type Revenue columns.

Revenue Type 1 - 4. Select the listed Active Revenue Types for use in the calculation for the Rev Type Columns 1-4 at the end of the report. If no value is selected in a field, then no figures are calculated for that column in the report.

Owner. (Select Owners. If no value is selected, then all Owners listed in the LOV will be considered.)

- **Block Owner.** Only Events from business blocks with this Overall Owner are considered.
- **Rooms.** Only Events from business blocks with this Rooms Owner are considered.
- **Catering.** Only Events from business blocks with this Catering Owner are considered.

Exclude from Forecast. (select 1 of the 3 options).

- **Both.** All events are considered regardless of the Exclude from Forecast check box.
- **Yes.** Only events marked as Exclude from Forecast are considered.
- **No.** Only events not marked as Exclude from Forecast are considered.

Block Type (select 1 of the 3 options).

- **All.** Select if events from all business blocks will be considered.
- **Catering.** Select if only events from business blocks marked as Catering Only will be considered.
- **Rooms.** Select if only events from business blocks not marked as Catering Only will be considered.

Report Data

The 1st grouping is a summary of the status codes selected in the Summary Statuses filter in the report parameter screen. The Status Codes are listed in this header in descending sequence.

The 2nd grouping is the figures for the status code selected in the Definite filter in the report parameter screen. If the Incl Actual check box is selected, then the ACTUAL status is included with this total.

The 3rd and further groupings are for the figures for the status codes selected in the Status filter. If more than one status code is selected, then there will be more than one

grouping. Each status code in this filter gets its own grouping / page. The status codes are listed in descending sequence order.

Year. The Year is displayed in the column header.

Date. Each date (with day of week) in the selected date range will print, regardless if there is data to report.

Meal Type 1 – 5. The current figures for the event types linked to this Meal Type.

Covers. Current number of attendees for the meal type in the column header. If the event is in an Actual status, then the Actual Attendees are reported. If the event is not in an Actual status, and Guaranteed Attendees are populated, then the Guaranteed Attendees are reported. If the event is not in an Actual status, and Guaranteed Attendees are not populated, then the Attendees are reported. Avg (Check) = (Revenue / Covers).

Revenue. Catering revenue for the event types linked to the meal type calculated using the revenue types selected in the Meal Type Revenue field in the report parameter screen. The Revenue reported is the On the Books figure.

If the application parameter Events > Use Forecast Value Only is set to Off, Revenues are calculated in the following sequence by Revenue Type by event:

If the event is in an ACTUAL status, billed revenue is reported for all Revenue Types.

If the event is not in an ACTUAL status and Guaranteed revenue is added, then the Guaranteed revenue is reported for that Revenue Type

If the event is not in an ACTUAL status, Guaranteed revenue has not been added, and Expected revenue has been added, then the Expected revenue is reported for that Revenue Type.

If the event is not in an ACTUAL status, Guaranteed revenue has not been added, and Expected revenue has not been added, then the Forecasted revenue is reported for that Revenue Type.

If the application parameter Events > Use Forecast Value Only is set to On, the Revenue calculation considers the Use Forecast Revenue Only check box in the Event Details Tab. If the event is in an ACTUAL status, billed revenue is reported for the event. If the event is not in an ACTUAL status and the Use Forecast Revenue Only check box is selected, the Forecast revenue is reported for the event. If the event is not in an ACTUAL status, the Use Forecast Revenue Only check box is not selected, and Guaranteed revenue exists, then the Guaranteed revenue is reported for this event. If the event is not in an ACTUAL status, the Use Forecast Revenue Only check box is not selected, and Guaranteed revenue does not exist, then the Expected revenue is reported for this event.

Totals by Revenue Type

Rev Type 1 – 4. Catering revenue totals for each date and qualifying Event calculated using the revenue types selected in the report parameter screen. The figures in these columns are not filtered by Meal Type. If no value is selected in one of the fields, then no calculation will be done for that column in the report.

At the bottom of the 1st grouping are additional rows that are included in the 1st grouping.

- Budget (Meal Type columns) – These fields include the Budgeted Covers, Revenue, and Avg Check for each Meal Type / Month and are filtered by the

Revenue Types and Block Type filter (Catering Only Y/N) selected in the report parameter screen. The Budget figures are taken from the OBI Budget Forecast module.

- Budget (Revenue Type columns) These fields include the Budgeted Covers, Revenue, and Avg Check for each Revenue Type / Month and are filtered by the Revenue Types and Block Type filter (Catering Only Y/N) selected in the report parameter screen. The Budget figures are taken from the OBI Budget Forecast module.
- Last Year. This is the calculation of The On the Books figures for this Meal Type as of the end of the Same Month last year. If the Date Range selected in the report parameter screen is 12/10/18 – 12/31/18, the figures in Last Year will be the figures for 12/1/17 – 12/31/17. This section includes Covers, Avg Check, and Revenue.
- Variance. (Meal Type Totals – Budget).
- Var to STLY. (Meal Type Totals – Last Year).

The Final Section is the Covers Summary by Meal Type and Day.

- **Date.** Each date in the date range selected in the report parameter prints, regardless if there is data to report.
- **Meal Type 1 – 5.** The current Covers for the event types linked to this Meal Type, filtered by the Summary Statuses selected in the report parameter screen.
- **Total Covers.** Total Covers for the Date.

- [Prerequisites for Meal Type Forecast by Day \(BI\)](#)

Prerequisites for Meal Type Forecast by Day (BI)

License

Oracle Sales and Event Management (OSEM) license

OPERA Cloud Controls

Events: Catering_MealTypes

OPERA Cloud Tasks

Report Groups: Events

Menu Cost Report (rep_menu_cost.rep with rep_menu_cost.fmx)

Prerequisites for Menu Cost Report

The Menu Cost report (Miscellaneous>Reports) shows booked menus per day with revenue versus cost information.

SELECTION CRITERIA

Property. Select the property for the report you are printing.

To/From Date Range. Select a To and From date range. Only events scheduled within this time frame are included in the report.

Business Block. Select a business block to run this report, or select multiple business blocks.

 **Note:**

When selecting a Master Block ID in the Bus. Block filter, OPERA Cloud includes the Sub Block IDs linked to that Master. The report then prints all events linked to the Master and its Sub Blocks. If a Sub Block ID is selected, only events linked to that Sub Block will print.

Event Status. Select one, multiple, or all event statuses to appear in the report.

Menu Class. Select one, multiple, or all menu classes to appear in the report.

Menu. Select one, multiple, or all menus to appear in the report.

Print Menu Details. When selected, this option allows the menu details to appear in the report.

Print Package Menus. When selected, this option allows package menus to appear in the report. For Package Menus however, cost is calculated from the event, and revenue is calculated from the revenue split in the menu configuration.

 **Note:**

A (P) denotes a package menu when they are included in this report.

REPORT DATA

The report prints information about booked menus for the events that fall into the selection criteria defined on the report order form. The information is grouped and summarized by date and within each date by menu class. The report shows the menu name, menu item name, event id, included in menu flag, quantity, price per person, total menu price, cost per person, total cost per event, and the variance between total menu/menu item revenue and total menu/menu item cost for each menu and menu item listed. Subtotals are listed at the bottom of the following columns in each table; Quantity, Price, Total Menu, Cost, Total Cost and Variance.

- [Prerequisites for Menu Cost Report](#)

Prerequisites for Menu Cost Report

License

Oracle Sales and Event Management (OSEM) license

OPERA Cloud Tasks

Report Group

Sales Manager Progress (BI) (Rep_MGR_Progress_BI.Rep with Rep_MGR_Progress_BI.FMX)

[Prerequisites for Sales Manager Progress \(BI\)](#)

The Sales Manager Progress report is an easy to read month-end report showing sales managers' performance vs. their goals compared to On the Books figures. This report has three outputs: one organized by Manager and Year; one organized by Manager and Month using Production Goals; and the third organized by Manager and Month using Arrival Goals.

Prerequisites

- This report can only be configured in a property with an active OPERA Sales and Event Management license.
- To run this report requires you to have the REPORTS>Blocks and Groups task in the selected property.
- To run this report requires you to have the BLOCKS>Block Print task in the selected property.
- This report is a BI Publisher report. Customizing the report is not recommended. The following are the report elements:
 - Report Name = Sales Manager Month End Progress
 - File Name = rep_mgr_progress_bi.rtf
 - Form to run = rep_mgr_progress_bi.fmx
 - Data Template = rep_mgr_progress_bi.odt

Selection Criteria

Goal Period

These mandatory LOVs list the Report Periods selected in the Report Period fields. You cannot select a Goal Period outside of what has been selected in the Report Period.

- **From.** (Mandatory). Select the calendar date to indicate the beginning of the Sales Manager's Goal Period for which the report is to be filtered.
- **To.** (Mandatory). Select the end of the Sales Manager's Goal Period for which the report is to be filtered.

Report Period

These mandatory LOVs list the same periods offered when configuring sales goals. The periods selected here will be the ones on which the monthly versions of the report are grouped.

- **From.** (Mandatory). Select the calendar date to indicate the beginning of the period for which the report is to be filtered.

- **To.** (Mandatory). Select the end of the period for which the report is to be filtered.

Stay Periods When Configured. (Visible when the application parameter General > Combine Rooms and Catering Goals is set to On and enabled when the Goal option Production is selected.) When this check box is selected:

- The Report Period fields are disabled.
- The report displays the Stay periods configured as Arrival Periods in Production Goals. If Arrival Periods are not configured for the Production Goals, then no data will print in the report when Stay Periods as Configured is selected.

Property. Select the property for which the report should be printed. When you are logged in at the hub level, the property LOV lets you run the report for multiple properties.

Origin. Select Origins. This LOV lists all of the possible values from the internal field allotment_origin values from the Business Block header. When a value is selected, only events from business blocks with this origin are considered. If no value is selected, all business blocks are considered. Possible values are based on the user who created the block and the Act As and At values set on the user in Role Manager.

- If the Act As value = Conference Sales Person, and the At value = Property level, then the block is flagged as Sales and Catering.
- If the Act As value = Reservation Sales Person, and the At value = Central, then the block is flagged as ORS.
- If the Act As value = External System, then At value = not required, and the block is flagged as EXT.
- If the Act As value = Reservation Sales Person, and the At value = Property, then the block is flagged as PMS.
- If the Act As value = Conference Sales Person, and the At value = Central level, then the block is flagged as SFA.

Block:

New Definite. (Mandatory). Select one status code from the list of all status codes that can turn to an Actual status. The New Definite column is calculated based on the business blocks and events that turned to this status during the requested production period.

Incl Actual. (Enabled when a Status is selected in the New Definite field). Select this check box to include business blocks and events in an Actual status in the Definite On the Books totals.

Cancel. (Mandatory). Select status codes from a list of all return-to-inventory statuses. The Cancel column is calculated based on the business blocks and events that turned to this status during the requested production period. All figures are reported as a negative.

OTB Status 1. (On the Books) Select Status Codes from the list of all status codes. The 1st On the Books column is calculated based on the business blocks and events currently in this status for the report period.

OTB Status 2. (On the Books) Select Status Codes from the list of all status codes. The 2nd On the Books column is calculated based on the business blocks and events currently in this status for the report period.

Event

F and B Revenue Type. Select active Revenue Types to include in the Food and Beverage Revenue calculations in the report.

Other Revenue. Select active Revenue Types to include in the Other Revenue calculations in the report.

Covers. Select Event Types to indicate which will be included in the Covers calculation in the reports. If no value is selected, all event types are considered.

Filter. Select Owners. If no value is selected, then all Owners listed are considered.

Rooms Owner. Select if only business blocks with this Rooms Owner will be considered.

Catering Owner. Select if only business blocks with this Catering Owner will be considered.

Block Owner. Select if only business blocks with this Block Owner will be considered.

Exclude from Forecast Event (1 of the 3 options must be selected)

Both. Select if all events will be considered regardless of the Exclude from Forecast check box.

Yes. Select if only events marked as Exclude from Forecast will be considered.

No. Select if only events not marked as Exclude from Forecast will be considered.

Block Type (1 of the 3 options must be selected)

All. Select if all business blocks will be considered.

Catering. Select if only business blocks marked as Catering Only will be considered.

Rooms. Select if only business blocks not marked as Catering Only will be considered.

Output

To determine whether the report is based on Yearly or Monthly output, select one or both check boxes.

- **Yearly.** Select to generate the Yearly output.
- **Monthly.** Select to generate the Monthly output. Whether Arrival or Production goals are generated depends on the selection in the Goal filter. When Monthly output is selected (Arrival or Production), the Sub Total per Year figures and Owner appear in the report.

Goal (visible only when the application parameter General > Combine Rooms and Catering goals is set to On).

Select one option button to determine which Monthly report option is generated. These options are accessible when the Output Monthly check box is selected (the Yearly option does not report on Goals).

- **Arrival.** Arrival Goals are used in the report, and the Variance is calculated against the On the Books figures.
- **Production.** Production Goals are used in the report, and the Variance is calculated against the Net Change (production) figures. The Goal Period listed in the report is the calendar timeframe period entered in the Goal From/To fields.

For Example:

Rooms and Catering Goal 1 Configured as:

- Production 01.01.18 - 01.31.18
- Arrival Period 01.14.18 - 12.31.18

Rooms and Catering Goal 2 Configured as:

- Production 01.01.18 - 01.31.18
- Arrival Period 01.01.15 - 12.31.17

If the report is run for Production Goals with the following date filters:

- Report Period 01.01.14 - 12.31.17
- Goal Period 01.01.14 - 01.31.14

The report output will have 3 Goal Period rows:

- Jan-14 to Dec 14, and Jan 15 to Dec 17, and Total

None. When selected, the report prints the same as the Production Goal minus the Goal and Variance columns.

**Note:**

When selected, the report prints the same as the Production Goal minus the Goal and Variance columns.

Revenue

Select one of the options, Net or Gross. The Incl Packages check box is selectable if either Net or Gross is selected and you want Included and Excluded Packages in the report.

- **Net.** When selected, Room and Catering Revenue is calculated as:
 - Included generates are deducted
 - Excluded generates are not added
 - Included packages and their generates are excluded
 - If Incl Packages is selected, then Included & Excluded Packages are included, but their Included & Excluded Generates are not included.
- Net Catering is calculated based on the Transaction Codes mapped in Revenue Type Cross Reference configuration (Administration>Financial>Transaction Management> Revenue Type Mapping):
 - Included generates are deducted
 - Excluded generates are not added
- **Gross.** When selected Room and Catering Revenue will be calculated as:
 - Gross Room Rate is calculated as:
 - Included generates are not deducted

- Excluded generates are added
- Excluded packages are not added
- Included Packages and their generates are excluded
- If Incl Packages is selected, then Included & Excluded Packages are included and so are their Included & Excluded Generates.
- Gross Catering Price is calculated based on the Transaction Codes mapped in Revenue Type Cross Reference configuration (Administration> Financial> Transaction Management> Revenue Type Mapping):
 - Included generates are not deducted
 - Excluded generates are added

Currency. Select the one currency for which all revenue figures will be reported. If no value is selected, the report will be calculated using the Base Currency of the logged in Property.

Report Output

- This option will print when the Output Yearly is selected in the report parameter screen.
- The 1st grouping is by Owner (which Owner is determined in the report parameter screen).
- The 2nd grouping is by Stay Year (based on the Reporting Period range selected in the report parameter screen).
- The report will print the requested Years for each of the selected Owners with a Total at the end for all of the selected Owners.
- This option does not report Sales Manager Goals.

Production Period Section

This section shows data calculated based on the Goal Period date range selected in the report parameter screen. It is grouped by the business block allotment stay years, based on the selected Report Period range.

- Year – Stay Year as determined by the range selected in the Report Period filter in the report parameter screen.
- New DEF – (New Definites). Room nights calculated from business blocks that turned to Definite during the Production Period. Definite is determined by the New Definite filter in the report parameter screen.
- Cancel – Room nights calculated from business blocks that turned to Cancel during the Production Period. Cancel numbers will always be reported as a negative. Cancel is determined by the Cancel filter in the report parameter screen.
- Reval – (Revaluations) Room nights calculated from business blocks that were already Definite when the Production Period began and had a change during the Production Period while still in Definite. Definite is determined by the New Definite filter in the report parameter screen.
- Slip – (Slippage). This is calculated business blocks that were already Actual when the Production Period began had a change during the Production Period.

An example of the above columns:

- In June 2019, Block turns DEF with 100 Rooms

- In July 2019, Block drops to 95 Rooms (still DEF)
- In August 2019, Block turns to ACT with 97 Rooms

If the report is run for Goal Period June – August 2012, the results are:

- NEW DEF +100 rooms
- Reval -5 rooms
- Slippage +2 rooms
- Catering Slippage is calculated for each event as Billed Revenue – Production (excluding ACT Production from the requested production period).

Note:

The Production Period figures are calculated from the following tables: - Room Revenue - Status change dates are taken from booking_status_changes. Room Revenue is calculated from allotment_changes. If the business block is in an Actual status, the Revenue is calculated from reservation_stat_daily. - Catering Production – Status change dates are taken from event\$status_changes. Revenue is calculated from event\$changes. If the event is in an Actual status, the Revenue is calculated from the billed revenue in gem\$event_revenue.

- **Net Change** - Net Change = (New Definite + Cancel + Reval + Slippage). Cancel numbers are always reported as a negative.
- **ADR** - Average Daily Rate (Room Revenue / Net Change). The figures in this field conform to the property's currency format.
- **Room Revenue** – Calculated as the sum of the Room Revenue from (New Definite + Cancel + Reval + Slippage). Cancel numbers are always reported as a negative.
- **FB Revenue** – (Food & Beverage Revenue) reports the sum of F and B Revenue from (New Definites + Cancel + Reval + Slip). Revenue Types are determined by the FB Rev filter in the report parameter screen. Cancel numbers are always reported as a negative.
- **Other Revenue** – Reports the sum of Other Catering Revenue from (New Definites + Cancel + Reval + Slip). Revenue Types are determined by the Other Rev filter in the report parameter screen. Cancel numbers are always reported as a negative.

On the Books Section

On the Books data is calculated based on the current values at the time the report is run and grouped by the business block allotment stay years based on the Report Period range selected in the report parameter screen.

- **DEF/ACT** - The column header is updated with the Status Code selected in the New Definite filter in the report parameter screen and the Actual Status Code, if Incl. Actual is selected in the report parameter screen. The data is the revenue for business blocks currently in the Definite or Actual Status for that Stay Period.
 - Rooms – The current room nights for business blocks in this status.
 - ADR – Average Daily Rate. (Room Revenue ÷ Rooms)

- Room Revenue – The current room revenue for business blocks in this status.
- **Status 2** – The current figures for business blocks currently in the Status selected in the OTB Status 2 LOV in the report parameter screen.
 - Rooms – The current room nights for business blocks in this status.
 - ADR – Average Daily Rate. (Room Revenue ÷ Rooms)
 - Room Revenue – The current room revenue for business blocks in this status.
- **Status 3** – The current figures for business blocks currently in the Status selected in the OTB Status 3 LOV in the report parameter screen.
 - Rooms – The current room nights for business blocks in this status.
 - ADR – Average Daily Rate. (Room Revenue ÷ Rooms)
 - Room Revenue – The current room revenue for business blocks in this status.

Monthly Production Tab

This option prints when the Output Monthly and Production Goal options are selected in the report parameter screen.

- The 1st grouping is by Owner (Owner is determined by the selection in the report parameter screen).
- The Sales Manager Name for the Owner codes selected in the report parameter screen will be listed.
- The 2nd grouping is by Stay Month (based on the Report Period range selected in the report parameter screen).
- The report will print the requested Period for each of the selected Owners with a Total at the end for all of the selected Owners.
- This option will include Sales Manager Production Goals with a Variance to Net Change.

Production Period Section

The data in this section is calculated based on the Production that occurred during the periods selected in the Goal Period LOV. If more periods are selected in the Report Period than in the Goal Period, the additional periods will have On the Books data, but no figures will be reported for the Production Period columns.

Row Headers

- **Rooms** – (Room Nights). The number of rooms booked per year, per Owner.
- **ADR** – (Average Daily Rate). = (Rooms Rev / Rooms) This field conforms to the property's currency format.
- **Rooms Rev** – (Rooms Revenue). This field conforms to the property's currency format.
- **FB Rev** – (Food & Beverage Revenue). The Revenue Types used in this calculation are determined by the selection made in the FB Revenue LOV in the report parameter screen. This field conforms to the property's currency format.
- **Other Rev** – (Other Revenue). The Revenue Types used in this calculation are determined by selection made in the Other Revenue LOV in the report parameter screen. This field conforms to the property's currency format.

- **Cat Covers** – (Catering Covers). The Event Types used in this calculation of the number of event attendees are determined by the selection made in the Covers LOV in the report parameter screen. If no value is selected, then all values are considered.
- **Avg Check** = (FB Revenue / Cat Covers). This field conforms to the property's currency format.

Column Headers

- **New Definite** – Calculated from business blocks that turned Definite during the Production Period. Definite is determined by the New Definite filter in the report parameter screen.
- **Cancel** – Calculated from business blocks that turned to Cancel during the Production Period. These numbers are always reported as a negative. Cancel is determined by the Cancel filter in the report parameter screen.
- **Reval** – (Revaluations) Calculated from business blocks that were already Definite when the production Period began and had a change during the Production Period while still in Definite. Definite is determined by the New Definite filter in the report parameter screen.
- **Slippage** – This is calculated from business blocks that were already Actual when the Production Period began and had a change during the Production Period.

An example for the above columns:

- In June 2018, Block turns DEF with 100 Rooms
- In July 2018, Block drops to 95 Rooms (still DEF)
- In August 2018, Block turns to ACT with 97 Rooms

If the report is run for Goal Period June – August 2018, the results are:

- NEW DEF +100 rooms
- Reval -5 rooms
- Slippage +2 rooms

Net Change – Net Change = (New Definite + Cancel + Reval + Slippage). Cancel numbers are always reported as a negative.

Goal – The configured Goals for the Owner for that Production Month.

Variance – Variance = (Net Change – Goal). This calculation is used when Production Goal is selected in the report parameter screen.

On the Books Section

On the Books data is calculated based on the current values at the time the report is run and is grouped by the business block allotment stay months based on the Report Period range selected in the report parameter screen. If more periods are selected in the Report Period than in the Goal Period, the additional periods will have On the Books data, but no figures will be reported for the Production Period columns.

- **DEF,ACT** – (On the Books Definites). The column header will be updated with the Status Code selected in the New Definite filter in the report parameter screen and the Actual Status Code, if Incl. Actual is selected in the report parameter screen. The data is the revenue for business blocks currently in the Definite or Actual Status for that Stay Period.

- **Status 2** – (On the Books Status 2). The current figures for bookings currently in the Statuses selected in the OTB Status 2 LOV in the report parameter screen.
- **Status 3** – (On the Books Status 3). The current figures for bookings currently in the Statuses selected in the OTB Status 3 LOV in the report parameter screen.

Monthly - Arrival Tab

This option will print when the Output Monthly and Production Arrival Goal options are selected in the report parameter screen.

- The 1st grouping is by Owner (which Owner is determined in the report parameter screen).
- List the Sales Manager Name for the Owner codes selected in the report parameter screen.
- The 2nd grouping is by Stay Month (based on the Report Period range selected in the report parameter screen).
- The report prints the requested Period for each of the selected Owners with a Total at the end for all of the selected Owners.
- This option includes Sales Manager Production Goals with a Variance to On the Books DEF,ACT.

Production Period Section

Production Period data is calculated based on the Production which occurred during the periods selected in the Goal Period LOV. If more periods are selected in the Report Period than in the Goal Period, the additional periods will have On the Books data, but no figures will be reported for the Production Period columns.

Row Headers

- **Rooms** – Room Nights.
- **ADR** – Average Daily Rate (Rooms Rev / Rooms). This field conforms to the property's currency format.
- **Rooms Rev** – (Rooms Revenue). This field conforms to the property's currency format.
- **FB Rev** – (Food & Beverage Revenue). The Revenue Types used in this calculation are determined by the selection made in the FB Revenue LOV in the report parameter screen.
- **Other Rev** – (Other Revenue). The Revenue Types used in this calculation are determined by the selection made in the Other Revenue LOV in the report parameter screen.
- **Cat Covers** – (Catering Covers). The Event Types used in this calculation of the number of event attendees are determined by the selection made in the Covers LOV in the report parameter screen. If no value is selected, then no Cover calculation is made.
- **Avg Check** – (FB Revenue / Cat Covers).

Column Headers

- **New Definite** – Calculated from business blocks that turned Definite during the Production Period. Definite is determined by the New Definite filter in the report parameter screen.

- **Cancel** – Calculated from business blocks that turned to Cancel during the Production Period. These numbers will always be reported as a negative. Cancel is determined by the Cancel filter in the report parameter screen.
- **Reval** – (Revaluations). Calculated from business blocks that were already Definite when the production Period began and had a change during the Production Period while still in Definite. Definite is determined by the New Definite filter in the report parameter screen.
- **Slippage** – This is calculated from business blocks that were already Actual when the Production Period began and had a change during the Production Period.

An example for the above columns:

- In June 2019, Block turns DEF with 100 Rooms
- In July 2019, Block drops to 97 Rooms (still DEF)
- In August 2019, Block turns to ACT with 95 Rooms

If report is run for Goal Period June – August 2012, the results are:

- NEW DEF +100 rooms
- Reval -5 rooms
- Slippage +2 rooms
- **Net Change** - Net Change = (New Definite + Cancel + Reval + Slippage). Cancel numbers will always be reported as a negative.

On the Books Section

On the Books data is calculated based on the CURRENT values at the time the report is run and is grouped by the business block allotment stay months based on the Report Period range selected in the report parameter screen. If more periods are selected in the Report Period than in the Goal Period, the additional periods will have On the Books data, but no figures will be reported for the Production Period columns.

- **DEF, ACT** – (On the Books Definities) The column header update with the Status Code selected in the New Definite filter in the report parameter screen and the Actual Status Code, if Incl. Actual is selected in the report parameter screen. The data is the revenue for business blocks currently in the Definite or Actual Status for that Stay Period.
- **Goal** – The configured Goals for the Owner for that Production Month.
- **Variance** – Variance = (On the Books DEF,ACT– Goal). This calculation is used when Arrival Goal is selected in the report parameter screen.
- **Status 2** – (On the Books Status 2). The current figures for bookings currently in the Statuses selected in the OTB Status 2 LOV in the report parameter screen.
- **Status 3** – (On the Books Status 3) the current figures for bookings currently in the Statuses selected in the OTB Status 3 LOV in the report parameter screen.
- [Prerequisites for Sales Manager Progress \(BI\)](#)

Prerequisites for Sales Manager Progress (BI)

License

Oracle Sales and Event Management (OSEM) license

OPERA Cloud Tasks

Reports: Blocks and Groups

Blocks: Block Print

Monthly Catering Forecast (rep_month_forecast.rep with rep_month_forecast.fmx)

Prerequisites for Monthly Catering Forecast

This report is another option to use for forecasting event revenues. Where the Daily Event Forecast report breaks down the revenue into daily sub-totals, this report only prints the total revenue per event type per status type, followed by a breakdown of revenues into the selected revenue types by status type for each calendar month that falls within the selected date range.

SELECTION CRITERIA

Property. Select the property for the report.

Date Range. This represents the event date range that the report should cover.

Account. Select specific accounts to run in this forecast.

Event Type. Select event types to include or exclude.

 **Note:**

Alternate Events are excluded from all catering calculations on this report.

Average Check. The revenue of the event types selected here are the basis for calculation of the average check.

Catering Manager. It is possible to only print the events for a specific catering manager or a range of catering managers. The report relies on the catering manager initials selected on the booking catering tab for this filter.

Event Status 1 – 4. You can summarize revenues for up to four events status codes. It is possible to combine several statuses into one total by selecting them into the same line.

Revenue Types 1 –4. You can include up to four revenue types or groupings of revenue types to print on the report at any one time. These are represented as separate revenue columns on the report body. The check box in front of each revenue type determines whether the revenue of this type/these types (if checked) should be included in the average check calculation. Average checks could be based solely on Food and Beverage revenue types and events, or alternatively could be calculated for any catering revenue that gets generated.

Events - All/Catering Only/Rooms with Catering. These options allow you to decide, based on the type of block, which events will be included in the results.

Print Exclude from Forecast Event - Both/Yes/No. Select this option to either include or exclude certain events. When Both is selected, the report prints all qualifying events. When Yes is selected, the report prints only events that have had the Exclude from Forecast Reports flag checked. When No is selected, the report prints only events that have not been marked as Exclude from Forecast Reports.

REPORT DATE

The report is sorted in calendar month order starting with the first month covered by the selected date range. The first summary area of the report lists the event types that have been used during that month in rows. The total revenue associated with these event types in that month is shown next, divided into the selected status types. This is followed by a column that shows the total Food and Beverage Revenue per event type across all status types. This is calculated from the revenue types flagged as Food and Beverage revenue type in revenue type configuration. The number of covers per event type is printed next, followed by the Average Check, which in this part of the report is calculated by dividing the Food and Beverage revenue by the number of covers (irrespective of the revenue types selected for the average check on the report order form).

The second summary section for each month lists the status types beneath each other. The revenue associated with each status is printed next, divided into the revenue types selected on the report order form. Two revenue totals are printed in the next two columns; the first one being the total of all revenue types flagged for average check calculation, followed by a total of all other revenue, irrespective of the selected revenue types. The covers for each status type follow. The last column is again the average check column, but in this case the calculation is based on the total of selected revenue types divided by the number of covers.

The grand total summary of the report repeats the pattern of the second summary per month. Statuses are listed per row, with two lines per status – dividing the bookings into Sales Only and Sales and Catering revenues. Sales Only includes only those bookings for which the Catering Only flag is off, whereas the Sales and Catering rows include the revenues for all bookings irrespective of the setting of the Catering Only flag. The revenues are broken down in up to four selected revenue types. The total revenue per status row is shown in two columns, one summarizing the revenue of the revenue types selected for average rate calculation, the second column summarizing the rest revenues. Total number of covers per status row print next, followed by the average check, which is calculated by dividing the Total (Sel.) column by the number of covers.

All revenues are calculated downwards cascading, meaning, if actual revenue exists, actual revenue will print. If no actual revenue exists, guaranteed revenue is checked and printed. If no guaranteed revenue exists, expected revenue is checked and printed. If expected revenue also does not exist, the forecasted revenue is printed. The same is valid for covers.

- [Prerequisites for Monthly Catering Forecast](#)

Prerequisites for Monthly Catering Forecast

License

Oracle Sales and Event Management (OSEM) license

OPERA Cloud Tasks

Report Group

Commissions Reports

Commissions Pre Payment (prepayment) - provides the same information displayed in the commission processing screen. This includes all reservations that have been placed in commission processing because a travel agent or source profile are attached to the reservation.

Paid Commissions (postpayment) - provide the same information displayed in the commission register screen. This includes all reservations and corresponding travel agents/source profiles that have been processed.

Travel Agent Master Listing (tamaster) - includes all configured travel agent profiles in the property. The information displays includes the travel agent address, IATA number, phone number and commission code.

Travel Agent Summary (ta_summary) - a month-by-month digest of commissions, room revenue, non-room revenue, room nights, number of guests, guest nights, and no show and cancelled reservations for each travel agent.

Configuration Reports

Account Types (cf_accounttypes) - displays the property's configured accounts receivable account types. The accounts receivable license must be active in order to configure any account types.

Alerts (cf_alerts) – displays the property's configured alert types.

Articles (cf_articles) - displays the property's configured articles. Articles allow a property to post certain items to a guest folio in such a way that they appear to have come from a single transaction code.

Back Office Interface Market Codes Mapping (cf_bof_mktcodes_map) - displays the property's configured Back Office mappings for market codes.

Back Office Interface Statistic Codes Mapping (cf_bof_statcodes_map) - displays the property's configured Back Office mappings for statistic codes.

Back Office Interface Transaction Codes Mapping (cf_bof_trxcodes_map) - displays the property's configured Back Office mappings for transaction codes.

Budgets (cf_budgets) - displays the property's configured budgets.

Cancellation Reasons (cf_cancelreasons) - displays the property's configured cancellation reasons.

Cashiers (cf_cashiers) - displays the property's configured cashiers.

Cities and Postal Codes (cf_postal_codes) - displays the property's configured cities and postal codes.

Country Codes (cf_countrycodes) - displays the property's configured countries.

Credit Limits (cf_creditlimit) - displays the property's configured credit limits.

Discount Reasons (cf_creditlimit) - displays the property's configured discount reasons.

Districts (cf_districts) - displays the property's configured districts.

eCoupon Codes (cf_ecoupons) - displays the property's configured eCoupon codes.

Exchange Rates (cf_exchange_rates) - displays the property's configured exchange rates. The report includes all details that are set in the exchange rate setup.

Features (cf_features) - displays the property's configured features.

Folio Grouping Codes (cf_folio_groupings) - displays the transaction codes associated with the folio groupings of arrangement, expense and group codes.

Housekeeping Sections (cf_hksections) - displays all housekeeping sections and days of the week that correspond to the property's attendants.

Item Inventory (cf_iteminventory) - displays the property's configured items.

Languages (cf_languages) - displays the property's configured languages.

Market Codes (cf_marketcodes) - displays the property's configured market codes.

Master Codes (cf_mastercodes) - displays the property's configured master codes.

Origin Codes (cf_origincodes) - displays the property's configured origin codes.

Out of Order Reasons (cf_outoforderreasons) - displays the property's configured out of order reasons.

Package Codes (cf_packagecodes) - displays the property's configured packages.

Preferences (cf_preferences) - displays all preferences that have been configured in the application.

Profile Changes (cf_profilechanges) - displays all changes made to profiles for the date range specified.

Rate Category (cf_ratecategory) - displays the property's configured rate categories.

Rate Class (cf_rateclass) - displays the property's configured rate classes.

Rate Code – Details (cf_ratecodedetail) - displays the details of the property's configured rate codes.

Rate Code Header (cf_ratecodeheader) - displays rate header information of the property's configured rate codes.

Rate Seasons (cf_rateseason) - displays the property's configured seasons.

Reason Codes (cf_reasoncodes) - displays the property's configured adjustment codes.

Regions (cf_regions) - displays the property's configured regions.

Relationship Types (cf_relationshiptypes) - displays the property's configured relationship types.

Reservation Types (cf_reservationatypes) - displays the property's configured reservation types.

Revenue Buckets (cf_revenue_buckets) - displays the transaction codes associated with the various revenue buckets.

Room Classes (cf_roomclasses) - displays the property's configured room classes.

Rooms (cf_rooms) - displays the property's configured rooms and corresponding information.

Room Types (cf_roomtypes) - displays the property's configured room types and corresponding information.

Routing Codes (cf_billinginstructions) - displays the property's configured routing codes.

Source Codes (cf_sourcecodes) - displays the property's configured source codes.

Special Requests (cf_specialrequests) - displays the property's configured special request preferences.

State Codes (cf_statescodes) - displays the property's configured states.

Tax Types (cf_taxcodes) - displays the property's configured tax types.

Tax Types by Transaction Codes (cf_taxtypesbytrxcodes) - displays the property's configured tax types, organized by transaction codes.

Titles (cf_titles) - displays the property's configured titles. The output includes the language with which the title has been associated.

Transaction Codes (cf_trxcodes1) - displays the property's configured transaction codes, grouped by transaction group, then subgroup, then transaction code.

Transaction Codes by Transaction (cf_trxcodes2) - displays the property's configured transaction codes in numerical order by transaction code.

Transaction Codes by User Groups (cf_usergrp_trxcode) - displays the property's configured transaction codes in numerical order by transaction code.

Turnaway Reasons (cf_turnawayreasons) - displays the property's configured turnaway reasons.

Waitlist Priorities (cf_waitlistpriorities) - displays all waitlist priorities and their defined sequence order to display.

Departures Reports

Departures (departure_all) - lists all departure rooms scheduled for a specified date. Day-use rooms are also calculated on the report.

Departure Extended (depextended) - lists all guests which were due out today and have extended their stay.

Departure Individual & Group (depindgrp) - displays all departures of individual guests and groups sorted by room number for a given date.

Detailed Checkout (detailed_checkout) - provides a detailed view of checkout information for a given date.

End of Day Reports

Aging Summary By Type (arallagetype) - displays the current outstanding balance of each account type as of the business date selected.

Accounts Receivable Detailed Aging (aragingdet/aragingdetail) - displays all accounts receivable accounts that have an outstanding balance or activity on the account.

Accounts Receivable Ledger (arledger) - displays all transactions that have been posted directly on an accounts receivable account or transferred to an accounts receivable account for a selected business date. Print this report to verify that all transactions balance back to the accounts receivable ledger portion of the trial balance.

Accounts Receivable Transfer Report (artransfer) - displays all transactions transferred from front office to accounts receivable to completely settle a guest folio. Details of the folio are completely reclassified as part of the accounts receivable ledger.

Cancellations by End of Day Process (nacancel) - displays all cancellations that were due to arrive and were cancelled during the end of day process.

Cashier Audit (finpayments) - displays all payments that have been posted for the selected business date.

Cashier Summary (nacashiersummary) - displays each cashier's total intake, currency for the day, credit cards, and other - prepaid commissions and manual credit cards.

Credit Card Authorization (nacc_authorization) - displays details of all credit cards that have had an authorization amount held on the card via the batch process.

Deposit Transferred at Check In (nadepransci) - display all reservations that had a deposit posted, and checked in today. The information will include who checked in the guest.

Deposit Ledger (deposit_ledger) - used by the accounting department to determine how much deposit revenue has been posted in the hotel for the date specified in the report filter.

Financial Payment and Revenue (findeptcodes) - displays a sum of all transactions posted for the date specified.

Group Business - In-House Detail (nagrpbusiness) - displays the current reservations in-house that are associated with a block.

Group Business - In-House Summary (nagrpbussumm) - names currently in-house, number of rooms, persons, and revenue associated with these rooms.

Guest Trial Balance (gl_trial_balance) - displays all guests in-house and their folio balances for a specific date equal to or less than the current business date.

Guests by Tax Type (taxexempt) - should be run to determine the tax status of each in-house reservation.

Guests In-House Complimentary (gi_c_h) - displays those guests who have complimentary room rates.

Manager Report (manager_report) - provides details of guest statistics for room occupancy and revenue.

Matrix Trial Balance (matrix_trial_balance) - displays a summarized financial picture of the four ledgers - deposit ledger, guest ledger, package ledger, and accounts receivable ledger.

Night Audit Guest Ledger Detail (naguestleddetail) - displays a breakdown of a guest's total bill into Room Charges, Other Charges, Credits, and the current balance on each guest account. This breakdown takes into consideration comp windows for those properties using comp accounting with their guest ledger.

Night Audit Daily Status (nadailystat) - displays a brief summary of guest statistics for room occupancy and revenue. It is considered a summary version of the more detailed Manager Report.

No Shows of the Day (nanoshow) - generated during the night audit sequence and displays reservations that were due to arrive today, but did not cancel the reservation and the reservation was not canceled during the night audit process.

Package Allowance Guests In House (finpkgallow) - displays all guests who have an attached package configured with an allowance.

Package Ledger Balance (pkgledger_balance) - lists all postings made to the package ledger and runs during the night audit sequence. This report displays total credits and offsetting debits, as well as profit and loss on all packages. Print this report to analyze whether or not hotel packages are making or losing revenue. This detailed report corresponds to the summarized package ledger portion of the trial balance.

Paid Outs (napaidout) - displays all the paid-out transactions of the day to guests and is generated during the night audit sequence.

Posting Adjustments (naadjustments) - displays adjustments that have been made to all posting activity for the previous day.

Posting Corrections (nacorrections) - displays all corrections that have been made to a posting for the current day. This report can be used as a checklist for tracking cashiers' activity.

Posting Error Reasons (naerror) - part of the night audit sequence of reports and displays errors that occurred during posting room and tax activity.

Userlog - Today's Checkout (nauserlogtodaycheckout) - displays all persons who checked out a guest for the current day, and runs as part of the night audit sequence.

Weather/Title (naweather) - displays the full property name, and the business date and time the end of day is being generated. Additionally, as one of the steps in closing the date, you can enter notes about the business date that is being closed. The report displays those notes to refer back to the date and the reported figures. This can include the temperature, world news, local business, or weather affecting bookings.

Financials Reports

Cashier Audit (finpayments) - displays all payments that have been posted for the selected business date.

Cashier Shift Bag Report (cashier_shift_bag_bi) - displays the Payment Type (such as Cash and Others), Bag Number, Cashier Name, Cashier ID, Date, and Shift Drop

Location. The report can be filtered by Date From and Date To (only for the current and past dates), Cashier ID, and Payments (Cash and Others).

Check Ledgers (check_ledgers) - displays all check ledgers for the selected business date.

Comp Open Balance (comp_open_balance) — sums and accounts for the total open balance of all charges posted to comp windows or comp transaction codes that are not yet settled, for reporting revenue accurately.

Corrections and Cancelled Payment (fincorrectionscalpay) - displays all corrections by cashier ID and can be run by transaction code range. This journal displays all same-day reversals (debits) made to posting slips. Adjustments are made to previous days postings, or claimed revenue.

Credit Card Rebates (creditcard_rebates) - displays credit card rebate overrides. The date, time, name of the credit card holder, folio number, credit card type, credit card number, amount, override (Y/N), and the cashier who entered the rebate.

Credit Cards Report (check_rep) — displays a report of credit card usage for the selected date.

Currency Exchange Summary (curr_exch_sum) - displays the amount of monies exchanged for the selected date per currency code.

Deposit Ledger (deposit_ledger) - used by the accounting department to determine how much deposit revenue has been posted in the hotel for the date specified.

Detailed Folio Report (Poland) (folio_details) - developed to meet reporting requirements for properties in Poland. The intent is to display all amounts posted to a guest folio for the specified date. A summary of all folios generated.

Effective Package Allowance (effpkgallowance) - provides a summarized list of all packages that are in use for the current business date. It provides a detailed breakdown of all package charges, including the allowance balance as compared to the actual package debits and credits.

Effective Package Allowance Trial Balance (effpkgallowance) - provides a summarized list of all packages for which the package wrapper has been posted for the current/past business date while the reservation is/was in-house.

Financial Payment and Revenue (findeptcodes)- displays a sum of all transactions posted for the date specified.

Financial Transaction Summary (fintrxsummary) — provides a summary of all financial transactions for a specified date range, grouped by transaction code, transaction date, transaction group, or transaction subgroup.

Financial Transactions by Block (finjrnl_blk) - allows the property to see the revenues, taxes, and package credits generated by specific blocks and transaction codes.

Financial Transactions by Folio Number (finjrnlbytrans3) — lists transactions per folio created by the selected workstations during the report timeframe. The report shows only transactions that would have been visible on the folio and billing screen and omits internal transactions.

Financial Transactions by Tax Type (finjrnlbytax) - displays each transaction posted for the dates selected. This report is different from other financial transaction reports in that it is intended to display the taxes posted. The output groups results by tax

transaction codes. If any postings do not have a tax transaction code attached, they are grouped together under a “no tax” heading.

Financial Transactions with Generates (finjrnbytrans2) - lists each transaction code and the corresponding amounts for the dates specified. Also included is a breakdown of the taxes and package credits attached to each transaction code posted and the user that posted each transaction.

Folio Tax Revenue (foliotax_revenue) - displays the total of all charges posted to a guest on a particular date. If charges were routed and paid for by another guest, the other guest's total reflects these charges.

Folio Tax - Style 01 (foliotax_01) - developed to meet reporting requirements for properties in Spain to display the breakdown of VAT Tax that was posted on each reservation for a specified date range.

Folio Tax - Style 02 (foliotax_02.rdf) - developed to meet reporting requirements for properties in Poland. The report displays a breakdown of VAT Tax that was posted on each reservation for a specified date range. To save paper, the report prints only those tax groups (1 to 10) that were used in the requested time frame.

Folio Tax - Style 03 (foliotax_03.rdf) - developed to meet reporting requirements for properties in Portugal. The report displays a breakdown of VAT Tax that was posted on each reservation for a specified date range.

Folio Tax - Style 04 (foliotax_04) - developed to meet reporting requirements for properties in Turkey. The report displays a breakdown of VAT Taxes that were used on each reservation for a specified date range.

Folio Tax - Style 05 (foliotax_05) - developed to meet reporting requirements for properties in India. The report displays a breakdown of Luxury Taxes that were used on each reservation for a specified date range.

Guest Balance Snapshot (guest_balance_snapshot) — provides a summarized snapshot of all current guest balances.

Guest Ledger (guest_ledger) - displays the current balance associated with in-house guests for today.

Guest Trial Balance (gl_trial_balance) - displays all guests in-house and their folio balances for a specific date equal to or less than the current business date.

Invoices of Today's Check Outs by Bill Number (fininvtodaycobybill) - displays all guests who have checked out today by billing/invoice number.

Italian Folio Tax (istat/istat_monthly) - prints statistical information for all bills and is formatted based on the style of the report selected. The report output is grouped by folio types and displays the net, VAT and gross revenue for all bills generated in the property.

Journal by Cashier and Article Code (finjrn_articles) - displays one line for each posted article for the selected date. Similar to other financial reports, this allows you to see when, to whom, and who posted an article to a reservation or an accounts receivable account.

Journal by Cashier and Transaction Code (finjrnbytrans) — provides a detailed summary of transactions for a specified date range, grouped by cashier, check number, room number, or transaction code.

Journal by Foreign Currency (finjrnbyforcurr) - displays all postings for today that were posted in a currency not equal to the property' base currency.

Lodging Tax Exempt (lodging_tax_exempt) — displays details and summary information about tax exempt revenue for a specified date range.

Open Balances: All (finopbalall) - displays the current balance on reservations or blocks. This includes advance deposits.

Package Ledger Balance (pkgledger_balance) — lists all postings made to the package ledger and runs during the night audit sequence. This report displays total credits and offsetting debits, as well as profit and loss on all packages. Print this report to analyze whether or not hotel packages are making or losing revenue. This detailed report corresponds to the summarized package ledger portion of the trial balance.

Package Ledger Detail (effpkgledgerdtl) — detailed breakdown of all package charges for each room. The report includes all package postings for the current business date. As a cross reference, if the guest has checked out, the debit column will be equal to the credit column. Print this report to obtain a list of internal department charge-back totals.

Package Option (package_option) — displays the guest name, room number, arrival and departure dates, rate code, package name, description, date posted, allowance, posted amount, and overage.

Package Postings (finpkgposting) - displays all posted charges that have been associated with a package. This report provides users with summary information about package postings and serves as an audit trail on cashiers and transaction codes.

Paid Outs (finpaidout) - displays all the paid-out transactions of the day to guests and is generated during the night audit sequence.

Payment Tax Invoices (fin_payment_tax) - developed to comply with legal requirements in Thailand. When generating a payment receipt, the sample_payment_tax must be configured and used.

Room Revenue by Tax (tax_type_details) - displays the amount of room revenue generated within each tax type for a reservation.

Tax Exempt (taxexempt_02) - gives a detailed daily breakdown of room revenue and the taxes that each specific guest is exempt from.

Tax Report (tax_report) - contains the total amounts posted to a company/travel agent/source/group profile. The report output displays the sequence number, tax number, net amount and tax amount posted to a company, travel agents, source, or group profiles.

Trial Balance (trial_balance) - displays a summarized financial status of the property for a specific date. The data displayed includes all transactions posted, and then a breakdown of business within each of the five ledgers. The ledgers are guest, accounts receivable, deposit, package and inter hotel.

Userlog Transfers (finuserlogtransfers) - displays all folios that have been transferred to another guest or account for a specific date or range of dates.

Userlog Transfers Today (nauserlogtodaycheckout) — displays all folios that have been transferred to another guest or account for the current business date.

Forecast Reports

Block Forecast (blk_forecast) - used to determine the current status of blocks. The report can be printed for a forecast of current status, picked up, contracted, or how many rooms are still available.

Business on the Books (business_on_the_books) - displays the mix of business currently comprising a property's occupancy.

Detailed Availability Forecast (detail_avail) — provides a detailed breakdown of room availability for a selected date range.

Facility Forecast (facility_forecast) — provides a forecast of occupancy and housekeeping tasks for the next five days including and following the selected business date.

Four Week Forecast (fourweek_forecast) - displays the forecasted occupancy for each room type for four weeks at a time.

Future Occupancy Report (resfutureoccupancy) — displays the forecasted occupancy for the property for the selected date range, broken down by individual reservations, block reservations, block rooms not picked up, and all rooms.

Guest Preference Report (preference_forecast) — displays a forecast of guest preferences based on their reservation dates, using the preference code for each day for reservations that are arriving, in house, due out, or for sometime in the future.

History and Forecast (history_forecast) - gives you a clear picture of past reservation activity as well as what reservations are anticipated in the future.

History and Forecast Block (history_forecast_blk) - gives you a clear picture of past reservation activity as well as what reservations are anticipated in the future, broken down into individual and block business.

Inventory Forecast (inventory_forecast) - displays each item with the number available and reserved for each date in the date range.

Length of Stay (los_forecast) - displays a length of stay forecast based on room class or type.

Length of Stay by Market Code (los_market_forecast) - displays a length of stay forecast based on market group, market code, room class, or room type. The lengths of stay are predetermined at 1 - 4 nights, 5 – 11 nights, 12 – 29 nights and 30+ nights, unless rate tiers are active. When this is active, the lengths of stay groupings will be based on those configured for the property.

Package Forecast (pkgforecast) - displays a daily breakdown of the number of reservations, or anticipate reservations, with an attached package.

Preference Forecast (sp_forecast) — displays a forecast of preferences broken down by room number for the specified date range. You have several options to filter this data in the report parameters, for example, including only certain room classes or blocks.

Reservation Booking Pace (reservation_pace) — provides a forecast of the booking pace for individual rooms and revenue, as well as block rooms and revenues for a specified date range. The report can include tentative inventory.

Reservation Forecast Reports (res_forecast1 and res_forecast2) - generates a reservation forecast by date, for a specified date range.

Rooms on the Books Report (room_type_forecast) - forecasts for a year out from the selected date for all the reservations currently on the books.

Room Type Forecast (rooms_books) - for each room type, report details include total physical rooms (total number of rooms configured for the room type), out of order rooms, inventory rooms (total rooms available minus out of order rooms), total rooms sold (total reserved rooms), and available rooms (available to sell plus sell limits set at room type level minus total sold).

Three Month Forecast Report (three_month_forecast) - a three-month outlook report based on the number of room nights, room revenue, and average rate per market main group per month.

Yearly Forecast Report (stat_forecastyearly) — an annual outlook report for the year ahead.

Guests In-House Reports

Cash Paying Guest In—House including Pmrooms (giinclpmcashbyname) - displays all guests in-house including pseudo and posting master accounts paying by cash.

Checked Out Guest Messages (gicomessage) - displays a list all checked-out guests, the departure date, and the status of the message.

Credit Card History (creditcard_history) - summarizes all credit card transactions within the selected time frame.

Credit Limit Report - All Payment Methods (gi_authlimit) - verifies authorization amounts for guests in house.

Deposit Activity (deposit_activity) - used by the accounting department to determine how much deposit revenue has been received in the hotel for a particular date.

Detailed Checkout Report (detailed_checkout) - breaks down the total charges attached to the transaction codes that have been attached to each revenue bucket and then displays a total of all charges for the guest's stay.

Guest In-House Traces (gitraces) - identifies traces for a specific department so you can take action on a trace that is applicable to that department.

Guest Preferences (guest_preferences) - displays those reservations for the date range specified which have preferences attached to the profile. You can choose to print all profiles or those profiles with preferences of arrivals, in house, or departing.

Guests In-House By Company (gi_inhousebycomp) - displays all guests in house that have a company profile on the reservation.

Guests In-House By Group (gibygroup) - displays detail for all blocks in house grouped by block.

Guests In-House By Room Number (gibyroom) - displays various information for all guests in house and will be sorted by room number.

Guests In-House Cash Payment Method (gicashbyname) - displays all guests in house paying by cash or check, and is sorted alphabetically by last name.

Guests In-House Complimentary (gi_c_h) - displays all in house guests with a complimentary room rate or a house room rate.

Guests In-House No Video Check Out (ginovideo) - displays a list of all guests in house who are not authorized to checkout through the video checkout system.

Guests In-House PM Account By Name (gipmbyname) - displays all in pseudo rooms in alphabetical order so you can see all house accounts by name and balance.

Guests In-House PM Account By Room (gipmbyroom) - displays all in pseudo rooms in room number order so you can see all house accounts by name and balance.

Guests In-House Rate Check (giratecheck) - displays a comparison of the rate amount being charged for a reservation to the configured rate code amount and then determines the variance.

Guests In-House Special Requests (gisprequest) - displays all special requests for in-house services such as flowers, chocolate, an iron, or exercise bicycle for a guest reservation.

Meal Vouchers (vouchers) - You can print meal vouchers for today, days in advance, or for guests in-house. The vouchers are for one person and are based upon the package elements and forecasted package elements that have been defined from the rate code and/or package setup.

Messages for Guests In-House and Due Arrivals (giarrmessage) - can be run during downtimes so messages can be relayed to all guests due in or in house.

No Posting Allowed Guest (ginopost) - displays all checked in guests who have no posting privileges on their reservation.

No Video Check Out (ginovideo) - displays a list of all guests in house who are not authorized to checkout through the video checkout system.

Package Allowance Guests In-House (finpkgallow) - displays package allowances for guests in-house.

Projected Guests In-House (gifuturebyname) - displays a projected number of guests in-house for a specified date range.

Rate Variance (giratevariance) - displays consolidated rate check statistics for guests in house.

Room Moves (room_move) - shows which reservations have been moved to a different room number for a particular date or a range of dates.

Room Revenue by Tax Type (tax_type_details) - displays room revenue broken down by tax type for a specified date range.

Wake Up Calls (wake_up_calls) - provides a list of all wake up calls associated to reservations for the date range selected.

Zero Rate Rooms (gi_zeroraterooms) - displays all guests that have zero rates. Sharing guests will be zero-rate candidates in most cases. Print this report to determine which in-house guests should or should not be at zero rate status.

Housekeeping Reports

Assign Rooms All (hkassignroomall) - displays all rooms that have been blocked using the reason codes under the assignment status of all, general, and show. General assignment will prevent the room from being displayed when you search for vacant rooms.

Facility Forecast (facility_forecast) - displays a five day forecast summary for the property, that includes numbers of arrivals, stay overs, departures, adults, and children. Also displayed is a break down of the facility tasks as well as the total number of items needed to be completed for the selected days.

House Status (hkroomstatusbytype) - displays all the movements for the day for each room type.

Housekeeping Detail Report (hk_details) - provides a detailed report on housekeeping status.

Housekeeping Discrepancy Report (hk_discrepancy) - displays a list of rooms and their housekeeping status, along with a column including any discrepancies.

Housekeeping Status (hk_allstatus) - displays the status for all activity in every room in the hotel.

Housekeeping Stayover (hkstayover) - displays all guests who are stayovers in the hotel.

Housekeeping VIP by Room Number(hkvipbyroom) - displays all VIPs in-house and due in by room number.

Out of Order By Reason (hkooobyreason) - displays all rooms that are out of order and the reason.

Queue Reservation Activity (qresv_activity) - queue rooms activity for the day or days selected.

Queue Reservations (qresv) - displays a list of reservations in the queue for the selected date.

Queue Rooms (qrooms) - provides a list of rooms in the queue for the selected date.

Room Discrepancy (hkroomdiscrepancy) - displays all discrepant rooms - a listing of all room statuses that are inconsistent with housekeeping status and front office status. The "sleep" discrepancy reflects that housekeeping status is occupied and front office status is vacant. The "skip" discrepancy reflects that front office status is occupied, and housekeeping status is vacant. Print this report to verify room status discrepancies.

Room Maintenance Not Resolved (hk_maintenance) - displays the all maintenance requests or work orders on rooms that are resolved as well as unresolved.

Room Status Changes (room_status_changes) - displays changes made in a room status that was completed by a user, telephone interface, or automatically changed by the system.

Rooms (hkroomstatusperroom) - displays all of your property's rooms. Print this report to see a list of all rooms and their housekeeping status.

Task Assignment Summary (task_assignment_summary) - displays every room in the property along with the Housekeeper assigned to take care of it and any special needs that the room may require.

Vacant Rooms Report (hkvaroom) - displays a list of vacant rooms and all room statuses in the hotel.

Miscellaneous Reports

Balance Check Report (balance_check) - lists the output of the ledger imbalance checks for any date earlier than the current business date.

Frequency of Reports (frequent) - displays statistics about all the reports configured in the hotel.

No Post Flag Activity Log (user_log_detailed) - displays user log changes specific to the no-post flags on reservations. Since reservations can be modified by any user who has permission, it can lead to potentially non-qualified people to determine whether the guest is allowed to charge to the room.

Offline Credit Card Settlements Pending (cc_offline_settlement) - displays a list of all of the pending offline credit card settlements.

Police Report (police_report2) - created to adhere to legal reporting requirements for properties in Portugal. The properties are required to print a report for all arrivals and departures of the day with the morning information on a daily basis. Accompanying guests on a reservation will be included on the report output.

Property Overview (property_overview) - displays daily statistics (today, yesterday, and month-to-date), weekly forecast (arrival rooms, departure rooms, total rooms, ADR, and occupancy), and arrival information (VIP, membership type, and specials with title, name, arrival, departure, room type, room number, rate, and arrival time).

Transport Request (transreq) - displays those reservations and in-house reservations that have requested transportation service.

User Activity Log (user_activity_log) - displays all activity that has taken place by user, group, type of activity, etc., for the date specified.

Profiles Reports

Activity Listing (rep_activity) - when the OPERA Cloud Sales & Event Management license code is active, the report displays a detailed breakdown of Activities by date range, accounts, contacts, blocks, and other parameters.

Activities Scheduled for Profiles Only (osa_profile_only) - displays activities that are associated to profiles (not reservations) and that fall within the date range selected.

Duplicate Profile (prduplicateprofile) - displays profile address, membership and passport information to assist in determining if a duplicate profile exists in your system.

Guest Birthday (pr_birthday) - displays all guest profiles that have a birthdate entered. The report includes information on stay history, VIP status, and the next scheduled reservation.

Incomplete Address (princompleteaddress) - displays all profiles that have incomplete address information.

Individual Profile Productivity - Summary (prof_prod_sum) - provides a summary of reservation statistics for individual profiles only.

Member Report (member) - displays all reservations that have or had a membership attached to the reservation.

Membership Pre-Check In (arrprecheckinmem) - displays reservations not yet checked in that have an active membership attached to the reservation.

Membership Stays Report (loyalty_member_stay) - provides a detailed listing of loyalty guests, along with their membership types and levels for the selected date range.

Profile Address (pr_address) - lists basic address information for all profiles in the system.

Profile Notes (pr_notes) - displays all the profile notes attached to profiles.

Profile Production Statistics (profileproductivitystat) - allows a property the means to determine the production a profile is generating for their property.

Profile Productivity Length of Stay (prof_prod_los) - allows the user to display profile production by pre-defined length of stay groups.

Profile Productivity Statistics-Detailed (profile_productivity_detailed) - allows a means of printing a detailed breakdown of each reservation that comprised the production for a specific profile.

Profile with Accounts Receivable Number (pr_with_ar_no) - displays all profiles that have an accounts receivable number configured and attached to the profile.

Profile Cleanup Report (prcleanup) –

Restricted List (pr_restricted) - displays a list of all profiles that have been marked with a restricted status.

Sample Enrollment by Agent (sample_mem_enroll_agent) – a customizable report displaying a list of agent enrollments in a time period.

Sample Profile Data Portability (sample_prof_data_port) – displays profile data such as name, address, communication details, and relationship information.

Reservations Reports

Alerts (alerts) - displays all guests with an attached alert that falls within the date range selected. The alert functionality is based on the activation of the alerts application function in the reservation application settings.

Detailed Availability (detail_avail) - displays availability based on room types for a specified date range. The report can reflect either availability or occupancy.

Duplicate Reservations (duplicate_reservations) - identifies multiple reservations for the same guest.

Forecast Future Occupancy (resfutureoccupancy) - after you select a date range, you can calculate a summarized forecasted occupancy. This includes the projected arrivals and departures for a specific date. The report can be run from the current business date to any date in the future.

Housekeeping Forecast (resforecasthk) - displays the number of guests who have arrived, departed, or are stay-overs and then the number of Arrival rooms, departure

rooms, and the rooms that have been marked for evening service, for a specified day or date range.

No Shows of the Day (nanoshow) - displays a detailed report of all no show reservations of the selected date.

Rate Change Report (res_rate_compare) - displays all of the due in, in-house, and checked in reservations that have had the rate code or rate amount updated on a specific date.

Reservation Booking Pace (reservation_pace) - captures how many individual and block reservations were on the books on any specific day, and tracks booking trends to maximize revenues.

Reservation By (rereserved) - displays all reservations for a specific date range and the type of filter you choose.

Reservation Cancellations (rescancel) - displays all cancellations for a specified date range, including the current business date. But this report will not include pseudo rooms in its data results.

Reservation eCoupons (resv_ecoupons) -

Reservation Entered On and By (resenterdon) - displays reservation agents' reservation statistics. Review this report to get a listing of production activity on individual or all reservation agents.

Reservation Pre-Blocked (respreblocked) - allows you to determine what room assignments have been made then to see the Front Office status of the room and the housekeeping status. This is useful when run for the current business date as the front desk can keep track of the room status and make a room blocking change when necessary.

Reservation Rate Check (res_rate_check) - compares the price charged on the reservation versus the price setup on the rate detail for that room type stored in the RTC field. The report displays the total price being charged including all shares to determine if the reservation should be highlighted as a variance. Reservations without a rate code are not included on the report since there will be no variance to report against.

Reservation Summary Report (ressummary) - provides a summarized breakdown per day of all Reservation activity in the property.

Reservation with Discounts (res_with_discounts) - displays a list of reservations which have discounts applied and meet the search criteria selected.

Reservations - Made Yesterday (resreservyesterday) - displays the hotel reservation production from the previous day.

Reservations for Repeat Guests (resrepeatguest) - displays reservations for the specified arrival date range that have an attached profile that has stayed at your property at least one time. To display on the report the reservation status has to be reserved or due in.

Reservations Repeat Guest (resrepeatguest) - displays all reservations for the specified arrival date range, that have an attached profile that has stayed at the property as least one time in the past.

Reservations with Notes (res_with_notes) - displays all notes attached to the reservation and primary profile which can be filtered by note type, include internal

notes, and exclude notes older than a selected date. Reservations are selected by arrival date range.

Reservations with Rate Changes (res_rate_changes) - provides visibility on guests with rate changes, which allows you to tailor your welcome letter and other information to address any additional amenities and packages to which the guest is entitled.

Reservations with Room Class Upgrades (res_with_upgrades) - displays details of when an upgrade discrepancy has been created, as well as identifying reservations based on the booked room class from the RTC field compared with the blocked room class from the room type field.

Reservations with Travel Agent Profile Changes (res_agent_changes) – displays all travel agent profile modifications made to reservations after the booking has been created, including IATA number changes and name changes.

Restrictions Detail (raterest) - can be run for up to 90 days prior to the current business date, to display the restrictions that were in place on a given date.

Room Plan (resroomplan) - displays an enhanced summary of the availability of each individual room in the property, showing 15 days per display.

Turnaway Day/Month-to-Date/Year-to-Date (turnaway_dmy) - shows how many rooms have been turned away for a selected stay date and the month-to-date and year-to-date values. For example, the report displays how many rooms have been turned away between the beginning of the month and the selected stay date. The report does not show when those reservations have been turned away.

Turnaway Details (turnaway_details) - displays the details for each turnaway in a group-by format.

Upsell (resupsell) - displays any guests who paid additional monies to be upgraded to another room type. You can use this information to track the number of upsells and additional room revenue that front desk agents generated at check-in.

Waitlist (reswaitlist) – displays details about guests whose reservations cannot be made because of lack of availability.

Statistics Reports

Account Statistics report (rep_acc_stat) - shows the number of room nights generated by a master and the reservations that were attached to a company, travel agent, or source profile. The account statistics can be detailed by source code, origin code, market code, company profile, travel agent profile or source profile.

Comp Analysis Statistics (stat_comp_statistics) -

Country by Revenue Statistics (stat_country_revenue) - displays a year to date comparison of room revenue and room night totals for statistical tracking of country information. Print this report for forecasting and budget projection purposes.

Country Revenue Day/Month-to-Date/Year-to-Date (country_revenue_statistics) - displays daily country statistics based on information entered in the primary profile on each reservation. The report provides daily, monthly, and yearly figures.

Country Specific Statistics (stat_countryspec) - meets the reporting requirements for properties in Norway and Sweden.

Day/Month-to-Date/Year-to-Date (blk_forecast) - displays a breakdown of reservations by the selected grouping and sub grouping.

Extended Stay Summary and Detail(extended_stay_stats) — displays a breakdown of extended stay reservations.

Matrix Report (matrix_report) - allows you to cross-reference market, region, room type, rate category, rate code, origin or source statistics for a specified month.

Nationality/Country Statistics by Day (stat_countrybyday) - generates both nationality and country statistics per day. The statistics output can include room nights or persons.

Nationality/Country Statistics by Month (stat_countrybymon) - allows the properties to generate both nationality and country statistics per month.

On the Books Sales Statistics (otb_sales_statistics) - provides the ability to view reservations booked per room type for a past date and for a future date. The information includes individual and group reservations, definite and tentative block reservations, waitlisted individual and group reservations, total number of reserved rooms, out of order and service rooms, turnaways, available rooms, occupancy in percent, overbooking level, projected occupancy in percent, number of guests in house, double occupancy in percent and the individual and group revenue and average rate.

Region Statistics Year View (stat_region_yearview) - displays a breakdown per month, for the current year, a breakdown of reservation arrivals, room nights and revenue production per configured region.

Reservation Statistics (res_statistics1 and res_statistics2) - shows a statistical breakdown of reservations generated from a variety of filter options.

Sales Tiered Statistics (sales_tiered_stats) - displays a breakdown of the Room Nights, Room Revenue, and ADR by guest Length of Stay.

Special Requests Statistics (specials_statistics) - displays daily, month- to-date, and year-to-date statistics per specials code. Details include rooms sold, guests in house, room revenue, food and beverage revenue, other revenue, total revenue, average room rate, arrival rooms, arrival guests, no-show rooms, no-show guests, cancellation rooms, and cancellation guests.

Statistics - Room (statroom) - displays revenue and room usage by room for each month. Use this report to monitor room usage, keep track of rooms needing repairs, or to change the room-ordering sequence.

Statistics - Room Type (statroomtype) - displays by room the amount of room revenue generated per Room Type, the Potential Rooms that are available for a date, and the number of rooms occupied in the room type for a specific date or a date range.

Statistics by Length of Stay (sales_tiered_stats2) - displays a breakdown of the Room Nights, Room Revenue and ADR by guest length of stay.

Statistics by Length of Stay Day/Month-to-Date/Year-to-Date (sales_tiered_stats3) - displays a breakdown of the room nights, room revenue, and ADR by guest length of stay, but also the percentage of revenue and percentage of occupancy for a selected day, month-to-date, and year-to-date.

Yearly Forecast (stat_forecastyearly) - The yearly forecast report displays all reserved rooms in a summary breakdown of either deduct or non-deduct. The

reservation type determines whether the room reserved has a status of deduct or non-deduct. The figure represents both reservations and rooms held against a block.

Yield Management Reports

Revenue Management System Hurdle Point (hurdle_point) - displays all hurdle points (rates) for a property for a date range specified. The report can be used to check the hurdle point by product class/yield category for up to a year and also indicates the sell to capacity values that have been set for the hotel in addition to providing you with inventory information.

Revenue Management System Hurdle Point 2 (hurdle_point2) - displays all hurdle points (rates) for a property for a date range specified, including total rooms sold and delta. The report can be used to check the hurdle point by product class/yield category for up to a year and also indicates the sell to capacity values that have been set for the hotel in addition to providing you with inventory information.

Revenue Management System Override (yield_override) - allows you to track overrides that have been made in OPERA PMS.

Revenue Management System Rate Code (yield_rate_code) - used to determine the Rate Strategies that have been set for indicated rate codes.

Revenue Management System Setup (yield_room_type) - displays room type, product class, and flow through statistics. This report can be used to determine what product class is assigned to each room type in OPERA Cloud as well as indicating which room type is the flow through room type.

Part II

OPERA Cloud Mobile Application

This part of the OPERA Cloud Help system contains information on working with the OPERA Cloud Mobile Application.

- [Overview](#)

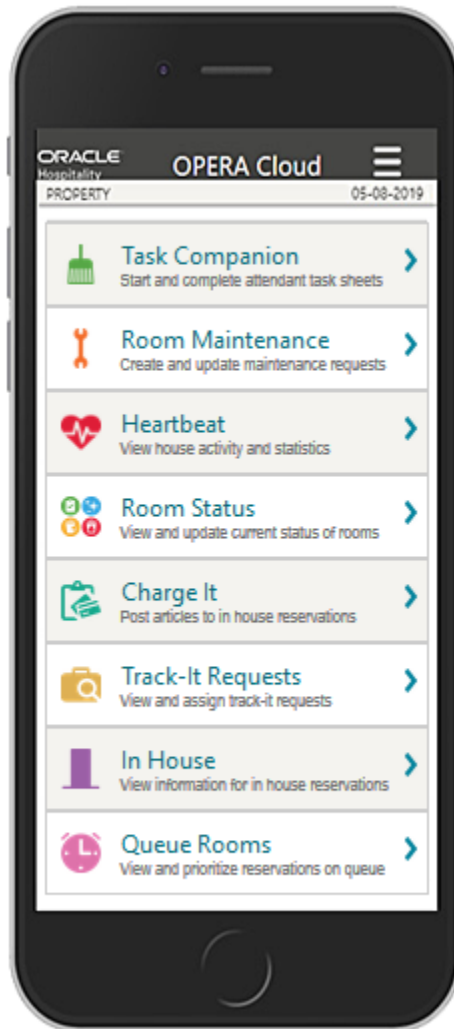
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Overview

OPERA Cloud Mobile application extends key OPERA Cloud features to smartphone devices.

With it, you can view property activity and statistics, view in-house reservation information, and post article/item charges to in-house reservations. You can also manage task sheets, room status, queued rooms, room maintenance, and Track-It requests.

The OPERA Cloud mobile web-application is accessible through a browser app on any smartphone via the /mobile end-point for your OPERA Cloud URL. For example – <https://operacloud.oracle.com/mobile>.



Key Features:

Task Companion

Start and complete attendant task sheets.

Room Maintenance

Create and update maintenance requests.

Heartbeat

View house activity and statistics.

Room Status

View and update current status of rooms.

Charge It

Post articles to in house reservations.

Track-It Requests

View and assign track-it requests.


In House

View information for in house reservations.

Queue Rooms

View and prioritize reservations on queue.

Hamburger Menu

Find the following menu items within the hamburger (three-line icon ) menu at the top right of the screen:

- **Change Settings:** Select the language to use in the application, and then tap **Save**.
- **Change Location:** For multi-property operations, you can search and select another property location. From the search results, select the Hub or Property and then tap **Select**.
- [Task Companion \(Housekeeping\)](#)
- [Room Maintenance](#)
- [Heartbeat](#)
- [Room Status](#)
- [Charge It](#)
- [Track-It Requests](#)
- [In House](#)
- [Queue Rooms](#)

Task Companion (Housekeeping)

Prerequisites for Mobile Task Companion

Task Companion replaces the need for printed task sheet reports by providing real-time, interactive housekeeping task management for room attendants.

If the **Housekeeping Task Scheduling** function is active, select from the list of tasks. Multiple tasks are combined into a single task list.

Using Task Companion

1. Tap to select the assigned task sheet number. For easier identification and selection, you can indicate the assigned attendant for each task sheet.

On the summary page, the following information appears: the total count of allocated rooms, a count of rooms per room status, a list of the room numbers assigned to the task sheet, and task sheet instructions if applicable.

Note:

Rooms assigned in the task sheet are sequenced according to their auto-priority.

2. Tap **Start** to begin the task. The following options appear for the first room:
 - a. **Start** — Tap to begin the task for the room.
 - b. **Skip** — Tap to skip the room.

- c. **View Reservations** — Tap to view details of arrival, stay over, or departure reservations.
- d. **View My Room List** — Tap to view a list of rooms assigned to the task sheet.
- e. **View Traces** — Tap to create, view, or update traces for the room reservations. (The Traces function must be active.)
 - **Resolve trace** — Tap to resolve a trace.
 - **Create trace** — Tap to create a trace by selecting a **Department**, selecting the **date range**, entering the message into the **Trace Text** field, and then tapping **Save**.
- f. **Do not Disturb** — Tap to flag a room as DND. The room is skipped and the next room appears (guest service status function is active).
- g. **Request Assistance** — Tap to send notifications to other users that assistance is required.
 - Select from **General** or **Emergency** notifications.

 **Note:**

The **Request Assistance** action only sends a notification to users assigned a role with the **Receive Task Companion General Assistance Notifications** and/or **Receive Task Companion Emergency Assistance Notifications** tasks granted.

- h. **On-break** — Tap to pause a task and set its status as “on-break.” This status is indicated in the Housekeeping Attendant Console.
3. When **Start** is selected, the following specific room details appear:
- Preferred service time
 - Room specific task instructions
 - a. **Maintenance Requests** — Tap to create, view, or update maintenance requests for the room. (The Maintenance function must be active.) For more information, see [Room Maintenance](#) .
 - b. **Request Assistance** — Tap to send notifications to other users that assistance is required. Select from the **General** or **Emergency** notification options.

 **Note:**

The **Request Assistance** action only sends a notification to users assigned a role with the **Receive Task Companion General Assistance Notifications** and/or **Receive Task Companion Emergency Assistance Notifications** tasks granted.

- c. **View Reservations** — Tap to view the details of arrival, stay over, or departure reservations.
- d. **View Traces** — Tap to create, view, or update traces for the room reservations.

- e. **Resolve Trace** — Tap to resolve a trace.
- f. **Create Trace** — Tap to create a trace by selecting a **Department**, selecting the **date range**, entering the message into the **Trace Text** field, and then tapping **Save**.
- g. An option is available to update the room status (for example, update room status to clean or inspected) once the task is complete.
- h. Options are available to update housekeeping status (for example, update housekeeping status to vacant or occupied). These housekeeping status options are used to report a discrepancy between housekeeping's status and the front office's status.

 **Note:**

Depending on the Task Companion Timer setting in OPERA Controls, a time counter might increment or decrement during completion of the task.

- i. **Finish this room** — Tap to complete the task, close the page and begin the next room in sequence.

 **Note:**

The room no longer shows in the room list since the task has been completed and the Task Companion advances to the task for the next room.

- [Prerequisites for Mobile Task Companion](#)

Prerequisites for Mobile Task Companion

OPERA Controls

Group: Room Management

Function: Task Sheets

The following OPERA Controls are optional:

Function: Housekeeping Task Scheduling

Function: Maintenance

Function: Guest Service Status

Function: Inspected Status

Function: Pickup Status

Parameter: Attendant Console

Parameter: Task Companion Assistance

Group: Reservations

Function: Reservation Traces

OPERA Tasks

The Request Assistance action sends a notification to other users assigned a role with the following tasks:

Main Task: Inventory

Task: Room Management Workspace


- Receive Task Companion Emergency Assistance Notifications
- Receive Task Companion General Assistance Notifications

Room Maintenance

Prerequisites for Room Maintenance

Room Maintenance enables you to record, view, or resolve maintenance requests for rooms, such as changing a light bulb or repairing a faulty lock, air conditioning unit, or leaky faucet. You can assign maintenance requests to staff according to a staff member's skills and/or qualifications.

Adding a Maintenance Request

1. Tap  to create a maintenance request.
2. Search for and select a **room**.
3. Select a **reason code** from the list.
4. Enter additional remarks.
5. To assign the request to a specific user, search for and select the user.
6. Tap **Create Maintenance Request** to save the request and close the page.

Searching for Maintenance Requests

1. Use the search fields to filter and view existing maintenance requests by entering search criteria and tapping **Search**.



Note:

The **Show** field is populated with the value "Unresolved" by default.

2. Tap the **Show** field and select **Resolved** to view resolved maintenance requests. Select **ALL** to list both resolved and unresolved maintenance requests.
3. Tap **Search** to view results.

 **Note:**

My (Assigned) Requests appear by default in the search results, listing all maintenance tasks assigned to you.

4. To view all other requests, change your selection to **All Requests** or **Unassigned Requests**.

Updating Maintenance Requests

1. Tap a maintenance request to open, view, or update its details.
2. Tap the **User** field to search for and assign a user to the task.
3. Update the **Reason** and **Remarks** as needed.
4. Tap **Save** to save updates to the request.
5. Tap **Delete** to delete the request.

Resolving Maintenance Requests

1. Tap a maintenance request to open, view, or update its details.
 2. Tap **Resolve** to update the status to resolved and close the page.
- [Prerequisites for Room Maintenance](#)

Prerequisites for Room Maintenance

OPERA Controls

Group: Room Management

Function: Maintenance

Heartbeat

You can use Heartbeat to view real-time statistics for your property.

Tap **Heartbeat** and select from the following options:

- **Activity** — Select to view arrivals, in-house, departure, and day-use room counts for today (current date), month to current date, and year to current date.
- **Room Status** — Select to view a summary of room status for occupied, vacant, and assigned rooms. View the number of rooms on queue and view any discrepant rooms.
- **60 Minutes** — Select to view activity in the past 60 minutes: Arrivals, Departures, Cleaned, and Inspected Rooms.
- **Comp / House Use** — Select to view a count of Arrival, Inhouse, and Departure Rooms flagged for house use and complimentary purposes.
- **Summary** — Select to view Rooms Sold, Average Rate, Total Revenue, and RevPAR for today (current date), month to current date, and year to current date.

Room Status

[Prerequisites for Room Status](#)

Room Status enables you to update the room status of a specific room (for example, clean to inspected). You can also update the housekeeping status to report a Skip or Sleep discrepant room.

Updating Room Status

1. Enter search criteria and tap **Search**.
 2. Tap the room you want to update.
 3. Select a new room status for the room.
 4. Update the housekeeping status to report a room discrepancy.
 - a. An occupied room set to a **Vacant** status registers a skip discrepancy.
 - b. A vacant room set to an **Occupied** status registers a sleep discrepancy.
 5. Tap < to return to the search results.
- [Prerequisites for Room Status](#)

Prerequisites for Room Status

OPERA Controls

The following OPERA Controls are optional.

Group: Room Management

Function: Inspected Status

Function: Pickup Status

Function: Discrepant Rooms

Charge It

[Prerequisites for Charge It](#)

Charge It enables you to post articles, such as mini bar items, to in-house reservation accounts.

To use Charge It, you add items to a shopping cart and then post the balance of the cart to a reservation account.

Using Charge It

1. Perform a search for a reservation by entering a **Name** or a **Room**.
2. Tap to select a reservation from the search results.
3. Tap items to post to the cart. You can tap the same item multiple times to add multiple quantities of the item.

4. To delete an item, tap **View Cart** and then tap the **X** next to the item you want to remove from the cart.
 5. Tap **Post to Room** to post the cart balance to the reservation account. A confirmation message appears informing you the charges have been successfully posted to the room.
 6. Tap < to return back to the search page.
- [Prerequisites for Charge It](#)

Prerequisites for Charge It

OPERA Controls

Group: Cashiering

Function: Charge It

Function: Articles

Track-It Requests

[Prerequisites for Track-It Requests](#)

Track It enables you to manage the storage and delivery of guest luggage, parcels, vehicles (valet), and lost items.

If related to an arrival, in-house, or departure reservation, Track-It tickets are optionally linked to a reservation.

In Track It, a list of open Track-It requests appear, but only assigned tickets appear by default via the My Requests search filter.

Using Track It

1. Tap **Unassigned** to view all unassigned requests.
2. Tap **All Requests** to view both assigned and unassigned requests.
3. To view a list of open Track-It requests for each group, toggle between **Parcel**, **Valet**, **Baggage** (Luggage), and **Lost** groups.
4. Tap any request in the search results to view and manage the Track-It request details.

Managing a Track-It Request

Both the Track It request details and the linked reservation (if a reservation is linked) appear.

1. Tap **Action** and select the appropriate action from the list to update the status of the request.
 2. To close the request, tap **Action** and select an appropriate **Action** from the list to close the request (for example, select **DONE**, **DELIVERED**, or **COMPLETE**).
- [Prerequisites for Track-It Requests](#)

Prerequisites for Track-It Requests

OPERA Controls

Group: General

Function: Track It

In House

In House enables you to view the primary details of reservations that are currently in-house.

Searching for In-House Reservations

1. Search by entering a **Name** or **Room Number** and tapping **Search**. Entering no criteria in the search fields results in a list of all in-house reservations.
2. Tap any reservation in the search results to view its details.
3. Tap < to return to the search results.

Queue Rooms

Prerequisites for Queue Rooms

Queue Rooms enables you to view and manage Arrival rooms on queue. The number of rooms on queue and the current and average wait times appear. The Room Type section lists the number of rooms on queue per room type and shows a count of rooms in each room status.

Using Queue Rooms

1. Tap **View Reservation on Queue** to view a list of reservations.
 2. Tap any reservation to view its reservation details, including the assigned room.
 3. Tap **Prioritize** to set a reservation as a top (number one) priority.
 4. Tap **Remove from Queue** to remove the reservation from the queue status.
 5. Tap < to return to the results page.
- [Prerequisites for Queue Rooms](#)

Prerequisites for Queue Rooms

OPERA Controls

Group: Room Management

Function: Queue Rooms

Part III

Administration

The OPERA Cloud Administration menu enables the configuration and setup of Enterprise, Inventory, Financial, Booking, Client Relations, and Interfaces components. These components enable customer-facing and back office functions, channel and other external interfaces, user roles and tasks, and single and multi-property operations. You define your system by creating parameters, codes, rates, accounts, rules, types, groups, reasons, and a myriad of other configurations.

- [Enterprise Administration](#)
- [Inventory Administration](#)
- [Financial Administration](#)
- [Booking Administration](#)
- [Client Relations Administration](#)
- [Interfaces Administration](#)

10

Enterprise Administration

The Enterprise menu is for those responsible for global property and control settings, and configuring main interfaces, scheduling batch processes and reports, and managing images used throughout the system.

- [Configuring Property Brochure Master Data](#)
- [Configuring Property Details](#)
- [Adding the Property Image to the Business Card](#)
- [OPERA Controls](#)
- [Batch Processing](#)
- [Manage Track It](#)

Related Topics

- [page 10-1](#)

Configuring Property Brochure Master Data

Property Details and the Property Brochure reference information and images configured in various other areas of OPERA Cloud Administration. Refer to the following table for configuring master data content used in the Property Brochure.

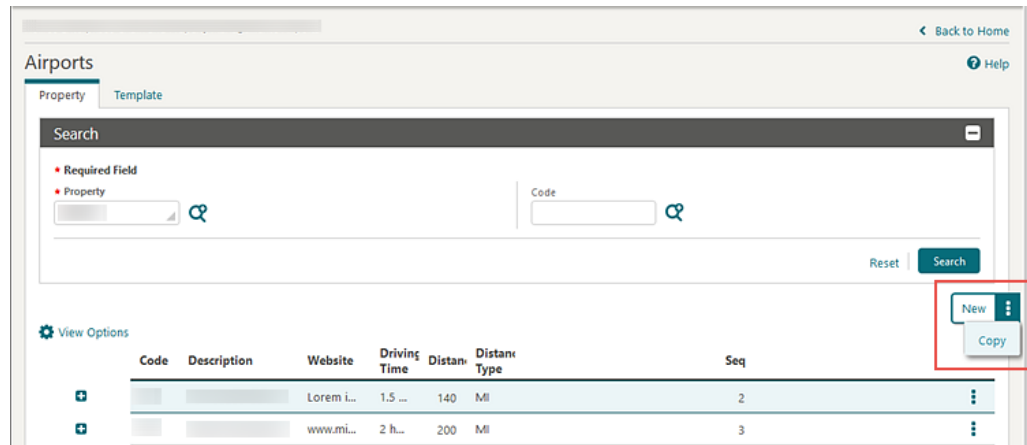
Table 10-1 Tabs

Property Brochure Tabs	Paths to Property Brochure Configuration
Property Note Types	Administration > Enterprise > Chain and Property Management > Note Types > (Note Group = PROPERTY). You can use the preconfigured Note Types for Directions or configure your own.
Airports	Administration > Enterprise > Chain and Property Management > Airports.
Transportation	Administration > Enterprise > Chain and Property Management > Transportation.
Amenities	Administration > Enterprise > Chain and Property Management > Amenities.
Attractions	Administration > Enterprise > Chain and Property Management > Attractions.
Attraction Categories	Administration > Enterprise > Chain and Property Management > Attraction Categories

Table 10-1 (Cont.) Tabs

Images	Administration > Enterprise > Image Management. Upload images in PNG, JPG, JPEG, GIF formats to the following menus: <ul style="list-style-type: none"> • Maps • Property • Site Plan
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You can copy master data to other properties. [Copying Configuration Codes to Multiple Properties](#)



Configuring Property Details

Use the Properties presentation screen to configure the details for the property. The information entered here is used to derive the details that appear on the [Property Brochure](#).

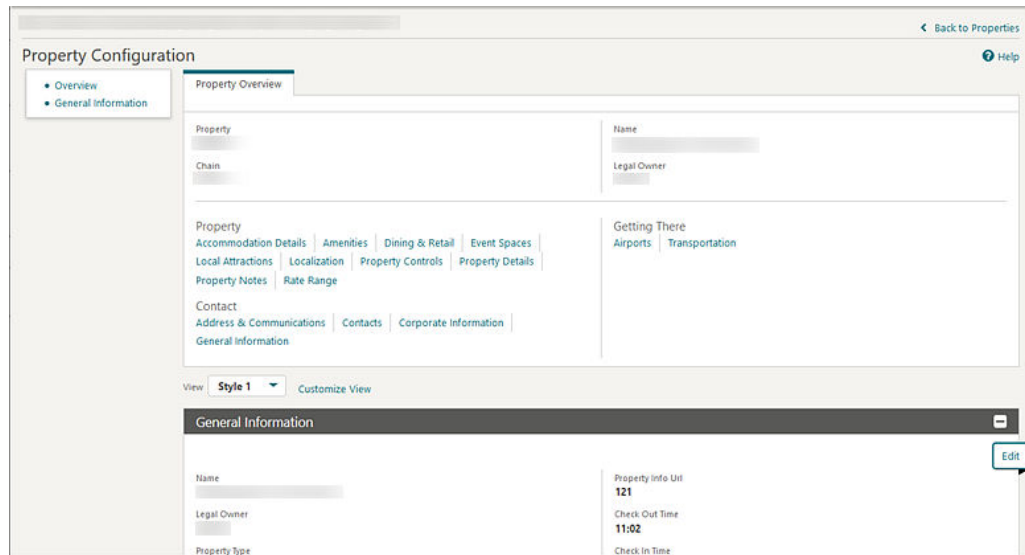
1. From the Administration menu, select **Enterprise**, select **Chain and Property Management**, and then select **Properties**.
2. Select or confirm the **Property** name and click **Search**.
3. Select property's row level **vertical ellipsis** and click **Edit**.
4. On the Property presentation page, click any of the **details links** to add or edit the details. Refer to the following table.
5. Click **Save**.

Table 10-2 Configure Property Details

Property Details Panel	Description
General Information	Edit general information about the property. This information appears in the Property Brochure business card.

Table 10-2 (Cont.) Configure Property Details

Accommodation Details	Enter the number of accommodations by type, such as single rooms, double rooms, guest room floor, guest room elevators, non-smoking rooms, max adults, executive floors, and so on.
Amenities	Add and manage property amenities. This information appears in the Features > Amenities area of property brochure.
Dining and Retail	Configure dining and retail on the property including a description, hours, price ratings, and notes. This information appears in the Features > Dining & Retail area of property brochure.
Event Spaces	Identifies event spaces at the property. This information appears in the Features > Event Spaces area of property brochure.
Local Attractions	Manage the description, city, latitude/longitude coordinates, driving time, hours of operation, and other details of local attractions. This information appears in the Features > Local Attractions area of property brochure.
Property Controls	Manage local currency, currency format, date and time controls, and so on. This information appears in the Property Brochure business card.
Property Details	Add and manage property details. This information appears in the Miscellaneous > Additional Details area of property brochure.
Property Notes	Create text based notes about the property. This information appears in the Miscellaneous > General Notes area of the Property Brochure.
Rate Range	Create date ranges for minimum and maximum rates.
Airports	Provide website addresses, driving directions, driving time, and other information about local airports. This information appears in the Property Details > Airports area of the Property Brochure.
Transportation	Add or edit transportation services and options. This information appears in the Property Details > Transportation area of the Property Brochure.
Address and Communications	Create the address, phone number(s), email address(s), and web address of the property. This information appears in the Property business card.
Contacts	Add and edit contacts at the property.
Corporate Information	Edit the corporate business units, operating units, department codes, and divisions.



Adding the Property Image to the Business Card

You can add an image (PNG, JPG, JPEG, or GIF formats) on the business card; the image selected as the primary image appears in the business card.

1. From the Administration menu, select **Enterprise**, select **Image Management**, and then select **Property**.
2. Select or confirm the **Property** name.
3. Click **New**.
4. Select or enter the **Property** name.
5. Select **Set Image as Primary** and provide a description of the image.
6. Select either the image or URL path to the image:
 - a. Click **Choose Image** to upload an image from your local computer.
 - b. Or, enter the **URL** path of a secured website image in the External Image via URL field to display an image from the internet or from an internal content management system.
7. Click **Save**.

Updating Property Image

1. From the Administration menu, select **Enterprise**, select **Image Management**, and then select **Property**.
2. Select or confirm the **Property** name.
3. Click **Search**.
4. Click the **vertical ellipsis** on the image and select **Edit**.
5. Use **Choose an Image Source** to select the image from either your computer or from a secured website image or content management system.
6. Select **Set Image as Primary**.

7. Click **Save**.

OPERA Controls

OPERA Controls provide the ability to customize OPERA Cloud functionality to your specific needs. You can do this by activating or deactivating Functions, turning Parameters on or off, and selecting values for Settings.

- [OPERA Controls — Accounts Receivables](#)
- [OPERA Controls — Activity](#)
- [OPERA Controls — Blocks](#)
- [OPERA Controls — Cashiering](#)
- [OPERA Controls — Channel Management](#)
- [OPERA Controls — Commissions](#)
- [OPERA Controls — Country Specific](#)
- [OPERA Controls — Credit Card](#)
- [OPERA Controls — End of Day](#)
- [OPERA Controls — Events](#)
- [OPERA Controls — Exports](#)
- [OPERA Controls — Front Desk](#)
- [OPERA Controls — General](#)
- [OPERA Controls — IFC](#)
- [OPERA Controls — Inventory Management](#)
- [OPERA Controls — Look To Book Sales Screen](#)
- [OPERA Controls — Membership](#)
- [OPERA Controls — Profile](#)
- [OPERA Controls — Rate Management](#)
- [OPERA Controls — Reservations](#)
- [OPERA Controls — Room Management](#)

OPERA Controls — Accounts Receivables

The following tables outline the functions, parameters, and settings that can be configured in the OPERA Controls Accounts Receivables group.

Table 10-3 OPERA Controls — Accounts Receivables Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
ACCOUNTS RECEIVABLE [ACCOUNTS_RECEIVABLES]		Activates functionality for management of all debtor accounts and invoices along with the associated collection processes such as generating statements and reminder letters.
FINANCE CHARGES [AR_FINANCE_CHARGES]		Enables the ability to post a calculated percentage or fixed amount charge based on reminder cycle days – typically used for charging late payment fees
	DEFAULT FINANCE CHARGES TRANSACTION CODE SETTING [AR_FINANCE_CHARGES_TRN_CODE]	Identifies the transaction code used when automatically generating finance charges on an accounts receivables account.
FIXED CHARGES [AR_FIXED_CHARGES]		Enables the ability to auto-post a charge to an Accounts Receivables (AR) account based on defined posting cycle – daily, weekly, monthly
TRACES [AR_TRACES]		Enables the ability to record an actionable date-driven reminder on an Accounts Receivables (AR) account

Table 10-4 OPERA Controls — Accounts Receivables Parameters

PARAMETER	DESCRIPTION
AUTOMATIC TRANSFER OF DIRECT BILL FOLIOS [AUTO_TRANSFER_AR]	Activates the automatic transfer of direct bill settled folios from front office to their respective accounts receivables during End of Day routine. When inactive all front office folios settled to direct bill must be manually transferred to their AR Accounts via the Transfer Front Office option.
CHARGES TRANSFER [AR_POSTINGS_TRANSFER]	Enables you to transfer individual charges from one invoice to another invoice between different AR accounts. In order to enable, the AR>No Modify application parameter must be inactive and the Cashiering>Folio No Reprint application parameter must be inactive.
CONSOLIDATE CREDIT CARDS [CONSOLIDATE_CC]	Activated the automatic compression and transfer of credit card settlements to their respective AR accounts during the End of Day process. When inactive, all credit card settlements must be manually compressed into an invoice and the invoices manually transferred to their respective AR Accounts.
CREATE INVOICES WITH NEGATIVE AMOUNTS [CREATE_INVOICES_WITH_NEGATIVE_AMOUNTS]	Allow creation of invoices in AR with a total amount less than zero (that is, credit notes).

Table 10-4 (Cont.) OPERA Controls — Accounts Receivables Parameters

PARAMETER	DESCRIPTION
CREDITS AGING [AGE_CREDIT]	When active, unallocated payments will be included the respective aging buckets calculations. When inactive, unallocated payments always remain in the "Current" age bucket.
INVOICE FINALIZE DATE [AR_CLOSE_INVOICE]	Enables functionality to finalize each invoice to prevent any further modifications. The invoice aging can then be based on the finalized date. Refer DATE FOR AGING setting.
MARK INVOICES AS PRINTED [AR_INVOICES_PRINTED_CHECK]	After generating a statement, mark the invoices listed on the statement as printed. This indicator appears in invoice management.
NO MODIFY INVOICE [AR_NOMODIFY_INVOICE]	Prevents an invoice from being modified (adjusted) after it is generated. Any adjustment must be made via a new invoice (that is, credit note). The CREATE INVOICES WITH NEGATIVE AMOUNTS parameter should be activated when this parameter is active.
SIMPLE REMINDER [SIMPLE_REMINDER]	<p>When the parameter is active, the Reminder Details screen sorts reminder letters in the order in which they were set up, starting with the first letter configured. This is typically the order in which these letters are generated for reminder letter mailings. There may be more than one letter "queued" to be generated for the account depending on the age of the account balance and which letters have already been generated.</p> <p>When the parameter is inactive, reminder letters are sorted based on the number of days in the reminder cycle, lowest to highest. For this parameter setting, reminder letters are generated depending on the age of the account balance, not on which letters have already been mailed. For example, assuming there are 30, 60, and 90-day cycles, if the account balance is 63 days old when letters are generated, the 60 day letter is sent, regardless of whether the 30 day letter was sent.</p>
STATEMENT NUMBERS [STATEMENT_NUMBERING]	Assigns a number to all AR statements generated, enabling you to search and manage invoices by statement number reference. Note - You must customize an AR statement template, using the sample_statement_numbering template, and reference your custom template in all AR account types as the template to generate.
UNALLOCATED PAYMENTS ON REMINDERS [UNALLOCATED_PAYMENT_ON_REMINDER]	When the parameter is active, any unallocated payments in an AR account will be included on the AR reminder letter generated.

Table 10-5 OPERA Controls — Accounts Receivables Settings

SETTING	DESCRIPTION
ACCOUNT PICTURE [ACCOUNT_PICTURE]	<p>Defines the account number format mask used when creating new AR accounts.</p> <ul style="list-style-type: none"> • X represents alphanumeric characters. • A represents letters. • 9 represents numbers. • Dash (-) is used to separate values by using double quotation marks "-". A dash cannot be at the end of the account number format. <p>For example, XA99"-99 permits values such as ZD35-93, 2E76-12, and so on.</p>
AGING LEVEL DETAILS [AGING_LEVEL_DETAILS]	<p>Defines the aging periods for invoices. Set the ending number of days, and OPERA Cloud calculates the next beginning number. For example, if you enter 30 in the first field, aging period one (current) is 0 - 30 days. OPERA Cloud calculates that aging period two begins at day 31 and asks you to supply the end day for that period, such as 60. OPERA Cloud calculates the beginning of aging period three as day 61 and asks for the end of this aging period, and so on. This pattern continues until you have filled out all five fields. The last field calculates automatically as everything over the last number you entered.</p>
CREDIT CARD TRANSACTION CODE [AR_CREDIT_TRANSACTION_CODE]	<p>Identifies the transaction code to use when consolidating credit cards settlements as an invoice in AR.</p>
DATE FOR AGING [DATE_FOR_AGING]	<p>Ages invoices based on this date value.</p> <ul style="list-style-type: none"> • ART (AR Transfer from Front Office Date) • INC (Invoice Finalized Date) • COD (Check Out Date) • ING (Invoice Generation Date)
DEFAULT AR FOLIO STYLE [AR_FOLIO_STYLE]	<p>Identifies the folio style used when printing a folio from accounts receivables.</p>
DEFAULT MARKET CODE [AR_MARKET_CODE]	<p>Identifies the default market code for new postings and new invoices.</p>
DEFAULT ROOM CLASS [AR_ROOM_CLASS]	<p>Identifies the default room class for new postings, new invoices, and payments.</p>
DEFAULT SOURCE CODE [AR_SOURCE_CODE]	<p>Identifies the default source code for new postings and new invoices.</p>
MINIMUM REMINDER DAYS [MINIMUM_REMINDER_DAYS]	<p>Identifies the number of minimum days between sending 2 reminder letters to the same account.</p>
OLD BALANCE TRANSACTION CODE [AR_BAL_TRANSACTION_CODE]	<p>Identifies the old balance transaction code.</p>

Table 10-5 (Cont.) OPERA Controls — Accounts Receivables Settings

SETTING	DESCRIPTION
RESTRICT FOLIO TYPES FOR PARTIAL TRANSFER OF INVOICES [RESTRICT_FOLIO_Types_TRANSFER_INVOICE]	Selected folio types restrict users from changing the invoice amount to be transferred between accounts.
Zero Invoice Purge Days ZERO_INVOICE_PURGE_DAYS	Number of days to purge zero balance invoices.
Mandatory AR Account for Direct Bill Payment Type MANDATORY_AR_ACCOUNT_FOR_DIRECT_BILL_PAYMENT_TYPE	Create Reservation or check-in is not possible with Direct Bill payment for a reservation with no AR Account.

OPERA Controls — Activity

The following tables outline the functions, parameters, and settings that can be configured in the OPERA Controls Activity group.

Table 10-6 OPERA Controls — Activity Parameters

PARAMETER	DESCRIPTION
Activity Results [ACTIVITY_RESULTS]	When active, values can be configured that the user can select from as the resolution when an Activity is completed,.

Table 10-7 OPERA Controls — Activity Settings

SETTING	DESCRIPTION
ACTIVITY PURGE DAYS [ACTIVITY_PURGE_DAYS]	This will be used to decide which records will be purged. Activity records with a Completed Date greater than this many days in the past will be purged. We will also purge non Activity records that were created earlier than this many days in the past. If no value is entered, no records in the activity change log will be purged..
DEFAULT DURATION [DEFAULT_DURATION]	The default activity duration (in minutes).
DEFAULT START TIME [DEFAULT_STARTTIME]	The default start time (HH24:MI) for activity creation.

OPERA Controls — Blocks

The following tables outline the functions, parameters, and settings that can be configured in the OPERA Controls Blocks group.

Table 10-8 OPERA Controls — Blocks Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
BUSINESS BLOCK [BUSINESS_BLOCK]		Enables the ability to reserve a block of rooms for varying room types, quantities and dates between a start and end date range. Rooms can be held in non-deduct or deduct status and the inventory held can be washed manually or automatically based on a wash cycle. Individual reservations are then input to deduct rooms from block inventory rather than house inventory.
ALTERNATE DATES [ALTERNATE_DATES]		Exposes Alternate Date fields on Block Header; these fields are used to identify alternative start dates for the block and all specified dates are then shown in the result grids.
BLOCK RESTRICTIONS [SET_BLOCK_PICKUP_ RESTRICTIONS]		Enables the ability to set rate restrictions on the block level.
GROUP ROOMING LIST IMPORT [GROUP_ROOMING_LI ST_IMPORT]		Ability to import reservation data from an external file to form basis of rooming list entry for a group block.
MASTER SUB ALLOCATIONS [MASTER_SUB_ALLOC ATIONS]		Master and Sub allocation for Business Blocks allows for more control over the number of rooms designated for wholesale reservations by allowing for all required inventory to be placed on the Master so that the Sub-Allocation can pull its inventory from the Master. The Master Allocation, in turn pulls the allotted inventory from house availability.
MASTER SUB BLOCKS [MASTER_SUB_BLOCK S]		Enables a 'roll-up' parent/sub hierarchy for group blocks for single or multiple properties. Updates to master blocks can be automatically synchronized to all sub-blocks.
	SYNCHRONIZE MASTER SUB BLOCKS PARAMETER [SYNCHRONIZE_MAST ER_SUB]	Enables the synchronization of data from the master block to the sub block.
TOUR SERIES [TOUR_SERIES]		The tour series functionality allows the setup of reoccurring blocks on a define frequency.

Table 10-8 (Cont.) OPERA Controls — Blocks Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
	TOUR SERIES HANDLING SETTING [TOUR_SERIES_HANDLING]	Determines whether tour series performs as a simple copy or as sub-bookings. Valid values: <ul style="list-style-type: none"> • S (Simple Copy) • M (Master/Sub)
TRACES [BLOCK_TRACES]		Enables the ability to setup actionable date-driven reminders for specific blocks.

Table 10-9 OPERA Controls — Blocks Parameters

PARAMETER	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
ACCESS EXCLUSION [ACCESS_EXCLUSION]		Enables access exclusion for the block. When a block access exclusion is configured for a business block, specific central reservation offices (CROs) cannot edit the block (i.e., add a new reservation or modify an existing reservation in the block; cancel a reservation in the block, or both).
ALIAS [BOOKING_ALIAS]		Enables the entry of a booking name alias.
ALLOW RATE EDITING WITH RATE CODE [ALLOW_RATE_EDITING_WITH_RATE_CODE]		Enables rate editing with rate code.
AUTO ASSIGN SUB BLOCK CODE [AUTO_SUB_BLOCK_CODES]		Automatically generates sub business block codes. Enables regular tour series in addition to custom tour series.
BLANK BUSINESS BLOCK START DATE [DEFAULT_BLANK_BLOCK_START_DATE]		Sets the arrival date to blank for new business block.
BLOCK CODE TEMPLATE [BLOCK_CODE_TEMPLATE]		Activates the block code template functionality.
	TEMPLATE PATTERN SETTING [BUSINESS_BLOCK_TEMPLATE]	Specifies the block code format to be used when a new block is created.

Table 10-9 (Cont.) OPERA Controls — Blocks Parameters

PARAMETER	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
BLOCK CONTRACT GRID [BLOCK_CONTRACT]		Shows the contract as a selectable option in the room rate grid.
	AUTOLOAD CONTRACT GRID PARAMETER [AUTOLOAD_CONTRACT_GRID]	Loads the contract grid with the initial grid.
BLOCK OWNER LOCKING [BLOCK_OWNER_LOCKING]		Makes the block owner locking status setting appear.
	BLOCK OWNER LOCKING STATUS SETTING [BLOCK_OWNER_LOCKING_STATUS]	Specifies the status at which the Owner field becomes locked within the block status flow.
BLOCK RANKING [RANKING]		Enables the Ranking field to be available on business blocks.
BLOCK RATE CODE NO OVERLAP [BLOCK_RATECODE_NO_OVERLAP]		Disables blocks with overlapping dates from having the same rate code.
BUSINESS BLOCK TYPE [BUSINESS_BLOCK_TYPE]		Activates the Business Block Type field on the business block.
COPY WITH DATE OPTION [COPY_WITH_DATE_OPTION]		Copies business blocks with the option to select a date range from the source business block.
CUTOFF [CUTOFF]		Activates the cutoff functionality for Cutoff Days / Cutoff Date and cutoff procedure, releasing back to the house all of the block inventory not yet picked up.
DEPOSIT REQUIRED FOR BLOCKS [BLOCK_DEPOSIT_REQUIRED]		Requires a deposit for blocks with the deposit reservation type.
ELASTIC BLOCK [ELASTIC_BLOCK]		Activates the elastic block functionality. Which allows for reservations to be picked-up that exceed the number of rooms allocated on the block, in room types other than those allocated on the block, and to extend the block dates.

Table 10-9 (Cont.) OPERA Controls — Blocks Parameters

PARAMETER	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
	SELL LIMITS [SELL_LIMITS]	This function provides the ability to define a set number of rooms per room type that can be borrowed from house availability after the total rooms within the block have been picked up. After the maximum number of rooms in the limit is reached, the user must have the appropriate permissions to continue pick up of reservations above the sell limit. Sell limits are not deducted from inventory and are based on house availability.
	SHOULDER DATES [SHOULDER_DATES]	Activates the Block Shoulder Dates functionality. This functionality allows for control of the dates before and after the block dates that a block reservation can extend.
	MAXIMUM SHOULDER DAYS [MAX_SHOULDER_DAYS]	Defines the maximum number of days a block can arrive early or checkout late.
ENFORCE BLOCK CODE PATTERN LENGTH [ENFORCE_BLOCKCODE_TEMPLATE_LENGTH]		Enforces the maximum length based on the block code pattern for manual entry when the block code template is not defined.
LOWEST GUARANTEED RATE [RATE_PROTECT]		Enables the lowest guaranteed rate for business blocks.
MULTI BLOCK RATES [MULTI_BLOCK_RATES]		Enables you to select multiple rate codes on a block.
	MAXIMUM BLOCK RATES [MAXIMUM_BLOCK_RATES]	Controls the maximum number of rates that can be attached to a block.
Name Validation in Rooming List NAME_VALIDATION_ROOMING_LIST		When enabled, first and last name entries in Group rooming list will require a minimum number of alpha-numeric characters. Last name requires 2 characters and first name requires 1 character.
OCCUPANCY SPLIT PER ROOM TYPE [USE_OCCUPANCY_FACTOR_ROOMBLOCK]		Enables the number of occupants per room type to be entered in the block grid. Based on the number of occupants, a rate per occupancy can also be added for a more accurate forecast.

Table 10-9 (Cont.) OPERA Controls — Blocks Parameters

PARAMETER	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
RATE CODE MANDATORY BLOCK HEADER [MANDATORY_RATE_CODE_BLOCKS]		Makes the rate code mandatory on the block.
RETURN BLOCK TO HOUSE [BLK_TO_HOUSE]		Returns block rooms to the house after cutoff.
ROOM TRANSACTION CODE ON BLOCK [ROOM_TRX_CODE_ON_BLOCK]		Makes a field appear for storing the transaction code to use when posting room charges for the reservations linked to the business block.
SHIFT DATE [SHIFT_DATE]		Activates the shift date functionality.
UNIQUE BLOCK CODE [UNIQUE_BLOCKCODE]		Makes the block code unique.
USE SINGLE BLOCK STATUS FOR ROOMS AND CATERING [USE_SINGLE_BLOCK_STATUS]		When active, the rooms and events on a block will be controlled by the block status.
WASH SCHEDULE [WASH_SCHEDULE]		Enables you to configure the wash schedule.
WEB FUNCTION SPACE CONFIG [WEB_FUNCTION_SPACE_CONFIG]		Allows you to configure a function space with the meeting rooms on the web options even though the property does not have the license code active, which allows you to configure a schedule for cutting off the block rooms.

Table 10-10 OPERA Controls — Blocks Settings

SETTING	DESCRIPTION
BLOCK CODE GENERATION PATTERN [DEFAULT_BLOCK_CODE_TEMPLATE]	<p>Defines the block code pattern to auto generate the block code.</p> <p>Valid values:</p> <ul style="list-style-type: none"> • 'Y', 'YY', 'YYYY' for year • 'M', 'MM', for month number • 'MON' for the month name • 'D', 'DD' for the day number • '?' to define the increment position • 'A' for any alpha

Table 10-10 (Cont.) OPERA Controls — Blocks Settings

SETTING	DESCRIPTION
BLOCK CODE VALIDATION RULE [BLOCK_CODE_VALIDATION_RULE]	Controls the validation of when a specific block code can be reused. Note: this setting is only available when the Unique Block Code parameter is inactive. Valid values: <ul style="list-style-type: none"> NON_OVERLAPPING_DATES START_OF_INVENTORY_WEEK For example, if the parameter value is set to 90 and the block is 91 nights, the block room nights and revenue will not be calculated when you access the Block presentation until you select the Calculate link.
CATERING STATUS WHEN COPYING AN EVENT [COPY_CATERING_STATUS]	Identifies the catering status when copying an event. Valid values: <ul style="list-style-type: none"> All status codes where the catering deduct inventory = N and starting status = Y.
COPY BLOCK NOTES [COPY_BLOCK_NOTES]	Copies block notes by default. Valid values: <ul style="list-style-type: none"> Yes No
COPY BOOKING STATUS [COPY_BOOKING_STATUS]	Identifies the booking status while copying a booking. Valid values: <ul style="list-style-type: none"> All status codes where the starting status = Y.
DEFAULT NEW BLOCK STATUS [DEFAULT_NEW_BLOCK_STATUS]	Identifies the default block status for new blocks. Valid values: <ul style="list-style-type: none"> All status codes where the starting status = Y.
MAX BLOCK AVAIL DAYS [MAX_BLOCK_AVAIL_DAYS]	Defines the maximum number of days from the current business date, for which a block can be created.
MAXIMUM BLOCK ADVANCED BOOKING DAYS [MAX_BLOCK_ADV_BOOKING_DAYS]	Defines how far into the future from the current business date a group block can be created.
MAXIMUM NUMBER OF NIGHTS FOR BLOCK RESERVATION [MAX_BLOCK_DAYS]	Defines the maximum number of nights a block reservation can be booked.
MAXIMUM NUMBER OF BLOCK DAYS [MAXIMUM_NIGHTS_FOR_BLOCK_RESERVATIONS]	Defines the maximum number of nights allowed for a block.

Table 10-10 (Cont.) OPERA Controls — Blocks Settings

SETTING	DESCRIPTION
PROFILE PROMPT FOR BLOCKS [PROMPT_PROFILE_B B]	Determines whether to prompt for linking of profiles to block. Valid values: <ul style="list-style-type: none"> • N (none) • P (prompt) • R (required)
ROOMING LIST RESERVATION METHODS [RESV_METHOD_TYPE]	Identifies the reservation methods that enable entry of the rooming list due date. Valid values: <ul style="list-style-type: none"> • All booking methods.
TURN BOOKING INTO ACTUAL UPON [TURN_BOOKING_INT O_ACTUAL_UPON]	Turns a booking into status ACTUAL upon booking arrival / booking departure. Valid values: <ul style="list-style-type: none"> • ARRIVAL (bookings turn to ACTUAL on the booking arrival date) • DEPARTURE (bookings turn to ACTUAL on the booking departure date) • NOTUSED (bookings do not turn to ACTUAL)

OPERA Controls — Cashiering

The following tables outline the functions, parameters, and settings that can be configured in the OPERA Controls Cashiering group.

Table 10-11 OPERA Controls — Cashiering Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
ADVANCED GENERATES [ADVANCED_GENERA TES]		Stops posting generates after specified days, adjustment of generates after a certain number of days.
ARTICLES [ARTICLES]		Articles allows the posting of individual items linked back to a single transaction code – mini bar items for example. Each article has a default price so users do not need to recall amount to post.
AUTO SETTLEMENT RULES [AUTO_FOLIO_SETTLE MENT]		This functions allows for folios to be automatically settled every X number of days during the end of day routine or manually settled via the batch folio option. Useful for extended-stay properties with guests who require their balance to be settled every X days for expense claiming purposes.

Table 10-11 (Cont.) OPERA Controls — Cashiering Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
	PROMPT PAYMENT SCREEN FOR AUTO FOLIO SETTLEMENTS PARAMETER [PROMPT_PAYMENT_S CREEN_FOR_AUTO_F OLIO_SETTLEMENTS]	The Payment screen appears before processing each Folio Settlement.
	AUTO SETTLEMENT TO BE PERFORMED DURING END OF DAY PARAMETER [AUTO_FOLIO_SETTLE _EOD]	On/Off control that schedules automatic settlement to be performed during end of day activities. Enables or disables automatic settlement for end of day activities.
	TRANSFER CHARGES TO WINDOW 8 PARAMETER [AUTO_FOLIO_MOVE_ TO_WIN]	Activates the transferring of settled charges to billing window 8.
	END OF DAY AUTO FOLIO SETTLEMENT TYPES SETTING [AUTO_FOLIO_SETTLE _TYPE]	Specifies the auto folio settlement types to be settled automatically during the end of day routine.
	BILLING WINDOWS TO PROCESS DURING END OF DAY SETTING [AUTO_FOLIO_SETTLE _WIN]	Specifies the billing windows (1–8) to be selected by default for automatic settlement during the end of day process.
	DEFAULT AUTO SETTLEMENT ON RESERVATION PARAMETER [AUTO_FOLIO_DEF_RS V]	Specifies whether or not auto settlement is the default setting for reservations during creation. Enables or disables Auto Folio Settlement as the default value for reservation creation.

Table 10-11 (Cont.) OPERA Controls — Cashiering Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
	AUTO FOLIO SETTLEMENT PREFERENCE SETTING [AUTO_FOLIO_SETTLEMENT_PREFERENCE]	Specifies the order of operations: to settle the charges and then transfer the folio, or transfer the charges and then settle the folio. Valid values: <ul style="list-style-type: none"> • Transfer and Settle — The charges on the selected billing windows are first transferred to window 8 and then settled to the payment method on window 8. If none of the billing windows are selected for transfer, then OPERA settles those billing windows that are associated with the selected Payment Types. The check box for Window 1 is checked by default. • Settle and Transfer — The charges on the selected billing windows are first settled based on the selected Payment Types and then transferred to window 8 if any of the windows are selected for transfer; if none of the billing windows are settled, then transfer of unsettled charges does not occur either.
	DEFAULT FOLIO STYLE SETTING [AUTO_FOLIO_DEF_STYLE]	Enables you to select the default folio style to use when printing the settled folios.
	PAYMENT METHODS SETTING [AUTO_FOLIO_PAY_TYPE]	Enables you to select the payment methods that qualify for automatic settlement. Cash and check are not eligible payment methods for automatic settlement. Valid values: <ul style="list-style-type: none"> • AX (American Express) • MC (Master Card) • VA (Visa) • DB (Direct Bill)
	SETTLE EVERY X DAYS SINCE LAST AUTO SETTLEMENT DAYS SETTING [AUTO_FOLIO_SETTLE_DAYS]	Enables you to configure the number of days to automatically settle the folio since the last automatic settlement was completed.
BATCH POSTING [BATCH_POSTING]		Enables the ability to post same transaction to selectable, multiple rooms in single batch transaction; the amount posted can be per room or per person.

Table 10-11 (Cont.) OPERA Controls — Cashiering Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
BUDGET FORECAST [BUDGETS]		Activates the Budget Forecast functionality
CANCELLATION HANDLING [CANCELLATION_HAN DLING]		Enabled the ability to define cancellation rules and scheduled for rates and enforce deposit retention when applicable.
	CANCEL WITH DEPOSIT PARAMETER [CANCEL_WITH_DEPO SIT]	Enables reservations with deposits to be canceled.
CREDIT BILL [CREDIT_BILL]		Enables you to generate credit bills for folios.
	ALLOW CREDIT BILL FOR CREDIT BILL FOLIOS PARAMETER [CB_ALLOW_ON_CRED IT_FOLIOS]	Enables you to create credit bills for credit bill folios.
	CHECK ALLOW CREDIT FLAG ON FOLIO TYPES PARAMETER [CB_ALLOW_CREDIT_F LAG]	Activates a check on the Allow Credit Flag on the Folio Type to determine if a credit bill can be generated for that folio type. Note: This is a country specific functionality.
	CHECK ALREADY GENERATED PARAMETER [CB_ALREADY_GENER ATED_CHECK]	Disallows credit bills on a folio for which a credit bill was already generated.
	CHECK FOR CREDIT BILL FOLIO ON SETTLEMENT PARAMETER [CB_CHECK_ON_SETT LEMENT]	Checks for credit bill folio on settlement for windows with a negative revenue amount.
	DO NOT CHECK ON DB AMOUNT PARAMETER [CB_DO_NOT_CHECK_ ON_DB]	Credit bills can be made for folios with DB amounts.
	DO NOT CHECK ON ORIGINAL FOLIO AMOUNT PARAMETER [CB_DO_NOT_CHECK_ ON_GROSS]	Check will not be done on the gross amount of the original folio.

Table 10-11 (Cont.) OPERA Controls — Cashiering Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
	NO CREDIT BILL ON CONVERSION FOLIO TYPES PARAMETER [CB_CHECK_CONVERT_FLAG]	Disallows credit bills to be created for conversion folio types. Note: This is a country specific functionality.
	RESTRICT TRANSACTION CODES AND AMOUNTS PARAMETER [CB_RESTRICT_TRX_CODES_AND_AMOUNTS]	Credit bill can have transactions and the amounts which were posted on the original folio.
	MAX CREDIT DAYS BASED ON PROFILE TYPE PARAMETER [CB_CHECK_ON_PROFILE_TYPE_MAX_CREDIT_DAYS]	The number of maximum credit days to be used for credit bills will be based on the profile type (Individuals or Others).
	SAME DAY CREDIT BILLS SETTING [CB_ALLOW_SAMEDAY_CREDIT]	Credit bills can be created on folios on the same date the folio was generated.
	MAXIMUM CREDIT DAYS SETTING [MAX_CREDIT_DAYS]	Defines the period in which a credit bill can be issued.
	MAXIMUM CREDIT DAYS FOR INDIVIDUALS SETTING [MAX_CREDIT_DAYS_INDIVIDUALS]	Defines the period in which a credit bill can be issued for individual guests.
	MAXIMUM CREDIT DAYS FOR NON-INDIVIDUALS SETTING [MAX_CREDIT_DAYS_OTHERS]	Defines the period in which a credit bill can be issued for other guests.
DEPOSIT HANDLING [DEPOSIT_HANDLING]		Enables the ability to define deposit rules and schedule for rates and enforce deposit collection when applicable
	ADVANCED DEPOSIT MATURITY AND ALLOCATION PARAMETER [ADVANCED_DEPOSIT_MATURITY_AND_ALLOCATION]	Applies the deposit maturity preference on the selected rate code to reservations. In addition, this gives more flexibility for managing deposits when modifications are done to reservations that impact deposits.

Table 10-11 (Cont.) OPERA Controls — Cashiering Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
	ADVANCED TAX HANDLING FOR DEPOSITS PARAMETER [ADVANCED_TAX_HANDLING_FOR_DEPOSITS]	Enables you to set transaction codes exclusively for deposit postings.
	USE FOLIO NUMBER FOR DEPOSIT RECEIPT PARAMETER [DEPOSIT_FOLNO]	Prints a folio number on the deposit receipt. If On, the next available folio number is assigned to each deposit receipt generated. If Off, a unique sequential number is assigned to each deposit receipt generated.
	ADVANCED DEPOSIT HANDLING SETTING [EXT_DEPOSIT_HANDLING]	Specifies the advanced deposit handling setting.
	DEFAULT RESERVATION TYPE FOR DEPOSIT PAYMENTS SETTING [DEPOSIT_RESERVATION_TYPE]	Specifies the default reservation type for deposit payments setting.
	DEPOSIT LEDGER TRANSACTION CODE SETTING [DEPOSIT_LED_TRX_CODE]	Specifies the internal transaction code used to transfer deposit balances from the deposit ledger to the guest ledger at the time of check in.
	DEPOSIT LEDGER TAX TRANSACTION CODE SETTING [DEPOSIT_LED_TAX_TRANSACTION_CODE]	Specifies the tax transaction code used to transfer deposit tax amounts from the deposit ledger to the guest ledger at the time of deposit creation.
	PSEUDO ROOM TO KEEP DEPOSITS SETTING [PSEUDO_ROOM_TO_KEEP_DEPOSITS]	Specifies the pseudo room where all deposits forfeited by guests are transferred.
	PSEUDO ROOM TO RETURN DEPOSITS SETTING [PSEUDO_ROOM_TO_RETURN_DEPOSITS]	Specifies the pseudo room where all deposits to be refunded are transferred.

Table 10-11 (Cont.) OPERA Controls — Cashiering Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
	DEPOSIT MATURITY PREFERENCE SETTING [DEPOSIT_MATURITY_PREFERENCE]	Sets the preference for when deposits are transferred to the reservation folio.
EARLY DEPARTURE PENALTY [EARLY_DEPARTURE_PENALTY]		Enforces the posting of an early departure penalty if a guest reduces nights to less than min length of stay for the rate code.
	CALCULATION RULE FOR THE EARLY DEPARTURE PENALTY AMOUNT SETTING [CALCULATION_OF_EARLY_DEPARTURE_AMOUNT]	Specifies the calculation rule for the early departure penalty amount.
	EARLY DEPARTURE PENALTY FUNCTIONALITY TRANSACTION CODE SETTING [EARLY_DEPARTURE_PENALTY_TRANSACTION_CODE]	Specifies the early departure penalty functionality transaction code.
FIXED CHARGES [FIXED_CHARGES]		Enables recurring charges to be automatically posted to guest account during the end of day routine or whenever an advanced bill is generated. The Fixed Charges feature also offers a convenient way to automatically post a fixed charge once, on a specific date of the guest's stay.
FOLIO ARRANGEMENTS [FOLIO_ARRANGEMENTS]		Folio arrangements are a way in which to group similar transactions together and print the folio using this 'cosmetic' summarized style. For example: transaction codes for breakfast food and breakfast beverage can be linked to an arrangement code for Breakfast Charge. When the guest folio is printed in arrangement code style the individual postings for food and beverage are consolidated and printed as a single line item "Breakfast Charge".
FOREIGN CURRENCY CODES [FOREIGN_CURRENCY_HANDLING]		Enables handling foreign currency payments, performing currency exchanges, configuring foreign currencies, and using the currency calculator.

Table 10-11 (Cont.) OPERA Controls — Cashiering Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
	EXCHANGE SERVICE TAX PARAMETER [INDIA_EXCHANGE_SERVICE_TAX]	Activates the Service Tax functionality for currency exchange.
	FOREIGN CURRENCY LIMITS [FOREIGN_CURRENCY_LIMITS]	Ability to configure Per Transaction Limits, Daily Limits and Monthly Limits for foreign and local currency transactions. When active in order to post a currency exchange or cash transaction, an Individual Profile is required with Nationality and any documentation selected in the Cashiering Setting for Mandatory Documents for Foreign Currency Limits.
	SELL CURRENCY PARAMETER [SELL_FOREIGN_CURRENCY]	Enables selling foreign currency.
	CURRENCY EXCHANGE PAID OUT TRANSACTION CODE SETTING [CURRENCY_EXG_PAIDOUT]	Specifies the transaction code to record a currency exchange paid out.
	REFERENCE CURRENCY CODE SETTING [SUMMARY_CURRENCY_CODE]	Specifies the currency code used when printing folios.
NO SHOW AND CANCELLATION POSTINGS [NOSHOW_AND_CANCELLATION_POSTINGS]		This functionality enables a property to post revenue or deposit refund against a no-show or cancelled reservation in order to recognize the revenue and clear the deposit from deposit ledger. The reservation remains in no-show status for historical and statistical purposes. When the billing screen is accessed for a canceled or no show reservation with a deposit balance a prompt asks the users if they would like to post the deposit amount to the folio.
	POST REVENUE TO NO SHOWS PARAMETER [POST_REVENUE_TO_NO_SHOWS]	Posts No Show charges to reservations based on No Show Posting rules and matures the deposit during the End of Day process.

Table 10-11 (Cont.) OPERA Controls — Cashiering Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
	NO SHOW POSTING TRANSACTION CODE SETTING [NOSHOW_POSTING_T RN_CODE]	Specifies which transaction code to use during the End of Day no show posting process.
PERIOD DEFINITION [FISCAL_PERIOD_REP ORTING]		Allows a property to setup fiscal periods and years, and have key reports give information based on Fiscal and/or Calendar periods.
POST STAY CHARGES [POST_STAY_CHARGE S]		Allows sales charges to be posted to reservation with specific payment methods after departure of the reservation.
	DEFAULT POST STAY CHARGES ON RESERVATION PARAMETER [POST_STAY_CHG_RS V]	Selects the check box for Post Stay Charging on the reservation Payment Instructions screen by default and reservations are enabled for posting charges after check out regardless of the payment type associated with the reservation.
	OPEN FOLIO PARAMETER [OPEN_FOLIO]	Activates the Open Folio functionality.
	OPEN FOLIO CLOSING PREFERENCES SETTING [OPEN_FOLIO_CLOSIN G_LIMIT]	Determines when an open folio needs to be closed. Valid values: <ul style="list-style-type: none"> • SAMEDAY — The user cannot leave the billing screen with an open folio. • UNRESTRICTED — The user is allowed to leave the billing screen with a folio in an open status.
	RESERVATION PAYMENT TYPES SETTING [POST_RSV_PAYMENT _TYPE]	Defines the payment types that can be associated to a reservation to enable post stay charging.
	ZERO BALANCE OPEN FOLIO CLOSE DAYS [ZERO_BALANCE_OPE N_FOLIO_CLOSE_DAY S]	Specifies the number of days after checkout that an open folio with a zero balance will be automatically closed during end of day.
PRE STAY CHARGES [PRE_STAY_CHARGES]		Allows sales charges to be posted to reservation with specific payment methods prior to check in of a reservation.

Table 10-11 (Cont.) OPERA Controls — Cashiering Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
	DEFAULT PRE STAY CHARGES ON RESERVATION PARAMETER [PRE_STAY_CHRG_RS V]	Enables the Pre Stay Charging option by default on the guests Privileges screen.
	ONLY POST IF RESERVATION IS ON QUEUE PARAMETER [POST_RSV_QUEUE]	Specifies that the reservation will be available for pre-stay charges only if the reservation is on queue and waiting to be checked in.
	DAYS PRIOR TO ARRIVAL SETTING [DAYS_PRIOR_TO_AR RIVAL]	Limits the number of days before the guests arrival that charges can be posted to their account.
	RESERVATION PAYMENT TYPES SETTING [PRE_RSV_PAYMENT_ TYPE]	Defines the payment types that can be associated to a reservation to enable pre stay charging.
	RESERVATION TYPES SETTING [RSV_TYPE]	Defines the reservation types that can be associated to a reservation to enable pre stay charging.
ROUTING [ROUTING]		Charge routing automates the transfer of selected sales transactions (and associated taxes) to separate, distinct sub-accounts within the one reservation or to the account for another reservation.
	REFRESH ROOM ROUTING PARAMETER [REFRESH ROOM ROUTING]	Enables transferring the transactions using the Refresh Room Routing screen whenever a room routing instruction is created, edited or deleted, so that the latest room routing instructions are applied to the existing charges.
	ALLOW ROUTING OF TAX TRANSACTIONS PARAMETER [TAXROUTING_YN]	Enables the selection of tax transaction codes when setting room routing or window routing.
	EXCLUDE DEPOSIT FROM AUTHORIZATION BASED ON ROUTING PARAMETER [EXCLUDE_DEPOSIT_F ROM_AUTH_BASED_O N_ROUTING]	Excludes deposits paid from the authorization amount when the deposit ledger transaction code is either routed to a window where the payee in the routing instructions is not the same as the guest, or it is routed to another reservation.

Table 10-11 (Cont.) OPERA Controls — Cashiering Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
	EXCLUDE RATE FROM AUTHORIZATION BASED ON ROUTING PARAMETER [EXCLUDE_RATE_FRO M_AUTH_BASED_ON_ ROUTING]	Excludes the rate from authorization if the source payee name in the routing instruction is not the same as the target, and the transaction code for the accommodation exists in the routing instruction code. Also when the gaming license is active and the comp routing is being set up to an authorizer with the Accommodation Transaction code for window 101-108, the rate is excluded from the authorization amount.
ROUTING LIMITS [ROUTING_LIMITS]		Routing Limits imposes a limit on the total value of a transaction that can be routed to a sub-account; the overage remaining in the default account.
SCHEDULED CHECK OUT [SCHEDULED_CHECK OUT]		This feature allows for automatic checkout of reservations at a specified time. Only reservations with a zero balance can be scheduled for check out. The reservation status remains due out and be will automatically updated to checked out at the specified time, provided the account balance remains at zero.
	ROOM STATUS FOR SCHEDULED CHECK OUTS SETTING [SCHEDULED_CHECK OUT_ROOM_STATUS]	Specifies the status of the room after a scheduled check out.
TRANSACTION CODE BY USER ROLE [TRANSACTION_USER _GROUPS]		Enables the ability to link transaction codes to users roles; limiting the types of charges users of specific role can post.
TRANSACTION DIVERSIONS [TRANSACTION DIVERSIONS]		This feature enables the automatic diversion (routing) of charges for specific transaction codes to a specified pseudo room, based on a membership type and level or VIP code.

Table 10-12 OPERA Controls — Cashiering Parameters

PARAMETER	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
ACCOUNTS RECEIVABLES SETTLEMENTS VISIBLE ON FOLIO [SHOW_AR_SETTLEMENT]		Prints the account receivables settlement payment on the folio.
ADDITIONAL FOLIO TEXT [ADDITIONAL_FOLIO_TEXT]		Shows additional fields on the folio when entered on a guest reservation.
ALLOW DEFERRED TAXES [ALLOW_DEFERRED_TAXES]		Defers calculating the VAT tax amounts until the point of check out.
ALLOW DUPLICATE ACCOUNT NUMBERS [ALLOW_DUPLICATE_AR_NUMBERS]		Enables using the same accounts receivable account number on multiple accounts.
AUTOMATICALLY ASSIGN ACCOUNT NUMBER [AUTOMATIC_ASSIGN_AR_NUMBER]		Assigns an accounts receivable account number automatically while creating a new account.
	DEFINE ACCOUNT SEQUENCE PARAMETER	Uses the account sequence defined by the Start Account Number and End Account Number setting.
	START ACCOUNT NUMBER SETTING	Specifies the start account number automatically assigned.
	END ACCOUNT NUMBER SETTING	Specifies the end account number automatically assigned.
AUTOMATICALLY CHECK OUT ZERO BALANCE SHARED RESERVATIONS [AUTO_OPEN_SHARE_WITHS]		On check out of a shared reservation, automatically checks out share reservations with a zero balance.
AUTOMATICALLY TRANSFER GENERATES WITH MAIN TRANSACTION [TRANSFER_GENERATED_TRX]		Transfers any generates attached to a transaction code automatically if the main or parent transaction code is transferred or routed.
BLIND CASHIER DROP [BLIND_CASH_DROP_YN]		Activates the Blind Drop Cashier Closure functionality, which hides all cash transactions from reports and cashier closure.

Table 10-12 (Cont.) OPERA Controls — Cashiering Parameters

PARAMETER	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
CALCULATE CHANGE DUE [CALCULATE CHANGE DUE]		Activates the Change Due functionality when performing a settlement with cash payment method. The payment screen shows an additional field for Amount Received and a prompt shows for change due if the cash amount received is greater than the amount due.
CREDIT CARD REBATE VALIDATION [CREDIT_CARD_REBATE_VALIDATION]		Enables making a rebate by credit card and verifies that the rebate amount does not exceed the previously charged amount to the credit card.
CREDIT CARD TRANSACTION SURCHARGE [CC_SURCHARGE]		Enables posting a surcharge amount for a credit card transaction.
	DEFAULT SURCHARGE TRANSACTION CODE [DEFAULT_CC_SURCHARGE_TRX_CODE]	Default Transaction Code to use for Posting the Surcharge Amount.
CUSTOM NUMBERS CUSTOM_NUMBERS		Ability to configure formulas to define the generation and printing of Custom Numbers in folios for tracking of invoices.
DAILY PLANS [FOLIO_PLANS]		Configures daily plan arrangements.
EXCLUSIVE CASHIER ID [EXCLUSIVE_CASHIER_ID]		Cashiers are exclusively assigned to a single user.
FISCAL FOLIO PRINTING [FISCAL_FOLIO_PRINTING]		Enables fiscal folio printing.
	ASSOCIATED FOLIO DETAILS REQUIRED FOR A CREDIT BILL PARAMETER [ASSOCIATED_FOLIO_DETAILS_REQUIRED]	As Before generating a Credit Bill, information regarding the original bill for which the Credit Bill is being created is required. This will be sent to the Fiscal System.
	PRINT FISCAL INFORMATION FOLIO PARAMETER [PRINT_FISCAL_INFO_FOLIO]	Prints a fiscal folio when generating an information folio.

Table 10-12 (Cont.) OPERA Controls — Cashiering Parameters

PARAMETER	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
	RESEND FISCAL FOLIO PARAMETER [RESEND_FISCAL_FOL IO]	Re-sends the fiscal folio to the fiscal service for past generated folios.
	FISCAL SERVICE TERMINALS PARAMETER [FISCAL_SERVICE_TE RMINALS]	Enables the Fiscal Executable on different terminals, and enables the user to select the terminal at the time of folio generation.
	FISCAL EXECUTABLE SETTING [FISCAL_EXECUTABLE]	Specifies the Fiscal Executable path and defines the location of the executable.
	USE FISCAL SERVICE INVOICE CURRENCY PARAMETER [INVOICING_CURRENC IES]	Enables a fiscal invoice currency to be selected prior to calling the fiscal system.

Table 10-12 (Cont.) OPERA Controls — Cashiering Parameters

PARAMETER	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
FIX BILL RESERVATION [FIX_BILL_RESERVATI ON]		<p>Fixed Bill Number per Guest per Stay.</p> <p>When a folio number is generated, use the same number for each subsequent checkout/interim bill/advanced bill generated for the reservation regardless of the window. This bill number can be used to pull up all folio window totals in history. The folio that is settled to the Accounts Receivable account, when viewing from an Accounts Receivable account, shows the details for the respective transactions belonging to the invoice number that they were applied to.</p> <p>When the Use Accounts Receivables Folio for Direct Bill Settlements parameter is On and you are settling a Billing window that already has transactions settled to Direct Bill and has a bill number assigned, new charges without a bill number settled to a payment method other than Direct Bill use the Accounts Receivable Folio layout defined in Account Receivable Folios Report Group. This is because the folio already includes the direct bill transaction from the earlier settlement.</p> <p>If any one of the following parameters are set to On, the other parameters must be set to Off: Fix Bill Reservation, Fix Bill Window, Folio No Reprint, and Folio Revision Number. Therefore, only one of these parameters can be set to On at any given time. In addition, all in-house guests must be checked out before one of these parameters can be set to On.</p>

Table 10-12 (Cont.) OPERA Controls — Cashiering Parameters

PARAMETER	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
FIX BILL WINDOW [FIX_BILL_WINDOW]		<p>Fixed Bill Number per Folio Window per Guest per Stay.</p> <p>When a folio number is generated use a separate bill number for each window. Each window is located in history using a separate bill number. When the Cashiering —Permanent Folio Storage parameter is On, the last folio created for the Window for that day will be stored. When Fix Bill Window parameter is On and Generate Zero Bill is Off, if a payment transaction from a settled window 1 is moved to another window (for example, window 2) and the reservation is checked out again by making a payment against window 1, the folio correctly prints if the Print Folio check box is selected on the Payment screen.</p> <p>When the Use Accounts Receivables Folio for Direct Bill Settlements parameter is On and you are settling a Billing window that already has transactions settled to Direct Bill and has a bill number assigned, new charges without a bill number settled to a payment method other than Direct Bill use the Accounts Receivable Folio layout defined in Account Receivable Folios Report Group. This is because the folio already includes the direct bill transaction from the earlier settlement.</p> <p>If any one of the following parameters are set to On, the other parameters must be set to Off: Fix Bill Reservation, Fix Bill Window, Folio No Reprint, and Folio Revision Number. Therefore, only one of these parameters can be set to On at any given time. In addition, all in-house guests must be checked out before one of these parameters can be set to On.</p>

Table 10-12 (Cont.) OPERA Controls — Cashiering Parameters

PARAMETER	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
FOLIO NO REPRINT [FOLIO_NOREPRINT]		<p>Do not allow Reprint, Split, Transfer, Adjustments, or Corrections for postings with Bill Numbers.</p> <p>When printing a bill, those postings that have been previously printed (have a bill number) will not show on the folio. Charges that have been invoiced cannot be altered unless you first void the folio. When Voiding a Folio, the invoice is cancelled and the user can then make the necessary changes and re-issue the folio. If you void a Direct Bill invoice, the Accounts Receivable charge will also be removed. You cannot void an invoice that has already been transferred to Accounts Receivable. You cannot drag and drop transactions if the parameter is On and a folio has already been printed.</p> <p>If any one of the following parameters are set to On, the other parameters must be set to Off: Fix Bill Reservation, Fix Bill Window, Folio No Reprint, and Folio Revision Number. Therefore, only one of these parameters can be set to On at any given time. In addition, all in-house guests must be checked out before one of these parameters can be set to On.</p>
FOLIO REVISION NUMBER [FOLIO_REVISION_NUMBER]		Enables correcting a folio with a revision number attached.
FOLIO STYLES [FOLIO_STYLES]		Uses folio style options to select a folio style when printing folios.
FORCE CASHIER LOGIN [FORCE_CASHIER_LOGIN]		Prompts users with the cashier login screen every time cashiering functions are accessed.
GENERATE PROFORMA INVOICE [PROFORMA_INVOICE]		Creates Pro Forma invoices for reservations.
GENERATE ZERO BILL [GENERATE_ZERO_BILL]		Enables printing an invoice that has a zero balance.

Table 10-12 (Cont.) OPERA Controls — Cashiering Parameters

PARAMETER	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
MANDATORY REFERENCE NEGATIVE PAYMENTS [MANDATORY_REF_NEGATIVE_PAYMENTS]		Makes the Reference field on the Cashiering, Deposit and Accounts Receivable Payment screens mandatory when posting a negative payment using a payment method of any type.
NEGATIVE CASH SHIFT DROP [NEGATIVE_CASH_SHIFT_DROP]		Enables cashiers to enter a negative cash shift drop when performing their shift cashier closure.
PACKAGE ALLOWANCE CONSUMPTION WHEN NOPOST OR POST STAY FLAG [CONSUME_ALLOWANCE_WHEN_NOPOST_OR_POST_STAY_FLAG]		Activates package allowance consumption for in-house reservations overriding No Post flag up to the allowance balance only when consumption posting via an interface, overage will not be generated. In case of manual postings against allowance, overage will be generated. Package Allowance consumption for Checked out Reservations on the day of departure until End of Day if Post Stay Privilege assigned. If No Post is checked then consumption posting only up to the Allowance balance will be accepted from an interface, Overage will not be generated however in case of manual postings against allowance overage will be generated. If No Post is not checked then after allowance consumption, Overage will be generated as applicable for interface as well as manual postings.
PACKAGE ALLOWANCE LINKING [PACKAGE_ALLOWANCE_LINKING]		Enables linking package allowances with other rooms.
PACKAGE ARRANGEMENT CODES [PACKAGE_ARRANGEMENT_CODES]		Enables adding package arrangement codes to packages that change folio styles 1, 9, 14, 15, 16, 18 to print by package arrangement codes.
PAYMENT DUE DAYS [PAYMENT_DUE_DAYS]		Enables defining the number of days when an invoice is paid on an accounts receivable account. If the Month End Calculation check box is also selected, the specified number of days are added to the last day of the month when the invoice was generated to determine the date the invoice is paid.
PERIODIC FOLIOS [PERIODIC_FOLIOS]		Enables generating folios on a periodic basis (weekly, monthly, etc.).

Table 10-12 (Cont.) OPERA Controls — Cashiering Parameters

PARAMETER	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
PERMANENT FOLIO STORAGE [PERMANENT_FOLIO_STORAGE]		Enables a property to store printed folios to be viewed/printed without re-generation.
	PERMANENT FOLIO STORAGE FILE NAME FORMAT SETTING	Specifies the file name for the permanent folio storage. The values can be concatenated to each other to form a format string. Possible values are: <BILL_NO> <BILL_GENERATION_DAY> <BILL_GENERATION_MONTH> <BILL_GENERATION_YEAR> <FOLIO_VIEW> <FOLIO_TYPE> - Use this only when FISCAL_FOLIO_PRINTING or CREDIT BILL parameter on. <REVISION_NO> - Use this only when FOLIO FOLIO_REVISION_NUMBER parameter on. <QUEUE_NAME> - Use this only when PRINT_QUEUE_HANDLING ,FISCAL_FOLIO_PRINTING and FISCAL_XML_PAYMENTS parameter on.
POSITIVE CASHIER DROP [POSITIVE_CASHIER_DROP]		Enables cashiers to be closed with a negative shift drop.
POST IT [POSTIT_09]		Activates the Post It functionality, which enables users to access Charge It and Fast Postings.
	RESTRICT NEGATIVE SALE IN CHARGE IT PARAMETER [PASSERBY_MARKET_CODE]	Disallows completing a sale with a negative balance in Charge It.
	DEFAULT MARKET CODE FOR POST IT SETTING [PASSERBY_SOURCE_CODE]	Specifies the default market code when using the Post It screen.
	DEFAULT SOURCE CODE FOR POST IT SETTING	Specifies the default source code when using the Post It screen.
PROMPT FOR EXPENSE FOLIO UPON CHECK OUT [EXPFOLIO_SHOW_CHECKOUT]		Prompts to print an expense folio during check out.

Table 10-12 (Cont.) OPERA Controls — Cashiering Parameters

PARAMETER	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
ROLLUP TRANSACTIONS [ROLLUP_YN]		Shows transactions that were made on the same day with the same check number as rolled on the Manage Billing screen. Selecting the expand arrow shows postings as separate line items.
ROUNDING FACTOR [ROUNDING_FACTOR]		Activates the Currency Rounding functionality for properties in countries that require monetary amounts to be rounded by a legal standard factor because certain coin denominations are discontinued.
	ROUNDING MULTIPLE SETTING [ROUNDING_MULTIPLE]	Determines the rounding multiple used. Rounding options are provided for rounding to the nearest multiple of the selected rounding multiple.
	ROUNDING MULTIPLE CODE SETTING [ROUNDING_MULTIPLE_CODE]	Determines the rounding multiple transaction code used for posting a rounding difference.
SERVICE RECOVERY ADJUSTMENT [SERVICE_RECOVERY_ADJUSTMENT]		Enables posting a service recovery adjustment.
TAX BRACKET CALCULATION [TAX_BRACKET_CALCULATION]		Enables calculation of discretionary taxes based on tax brackets when the property is in US country mode.
TAX TYPES [TAX_TYPES]		Activates the tax type to calculate taxes based on prices.
	DEFAULT TAX TYPE SETTING [DFLT_NAME_TAX_TYPE]	Defines the tax type default for new reservations or new profiles depending on the tax type calculation selected.
	TAX TYPE CALCULATION SETTING [TAX_TYPE_CALCULATION]	Calculates tax types based on the profile or the reservation.
TRANSACTION CODE OWNERSHIP [CORPORATE_PROTECTION]		Enables flagging a transaction code as owned by Central or Property and controls the ability to edit based on this flag.

Table 10-12 (Cont.) OPERA Controls — Cashiering Parameters

PARAMETER	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
TRANSACTION STATUS [TRANSACTION_STAT US]		Enables adding an approval status to transactions in the posting journal and makes additional approval codes and status columns available in the posting journal.
USE ACCOUNTS RECEIVABLES FOLIO FOR DIRECT BILL SETTLEMENTS [AR_SETTLEMENT_PRI NT_TASK]		Specifies direct bill folios to use the accounts receivables folio layout defined in the Account Receivable Folios Report group.
VOID FOLIO [VOID_BILL]		voids guest folios.
	DO NOT NULLIFY THE VOID FOLIO'S INFORMATION PARAMETER [DO_NOT_NULLIFY_VO ID_BILL]	Retains the folio's information when voiding the folio.
	CREDIT BILL FOR VOID PARAMETER [CREDIT_BILL_FOR_V OID]	Calls the fiscal service prior to voiding a folio.
	SEND FISCAL FOLIO PRIOR TO VOIDING PARAMETER [FISCAL_FOLIO_PRIOR _TO_VOIDING]	Generates a credit bill before voiding a folio.

Table 10-13 OPERA Controls — Cashiering Settings

SETTING	DESCRIPTION
CASH SHIFT DROP [CASH_SHIFT_DROP]	Specifies the transaction code used to record a shift cash drop.
CASH TRANSACTION CODE [CASH_TRXCODE]	Specifies the cash exchange transaction code.
CHECK SHIFT DROP [CHECK_SHIFT_DROP]	Specifies the transaction code used to record a shift check drop.
CHECK TRANSACTION CODE [CHECK_TRXCODE]	Specifies the check transaction code.

Table 10-13 (Cont.) OPERA Controls — Cashiering Settings

SETTING	DESCRIPTION
DECIMAL CALCULATION [DECIMAL_CALCULATION]	Specifies the number of decimals to maintain in the database for the calculated amount such as net amount, etc., pertaining to inclusive taxes/generates.
DIRECT BILL SETTLEMENT CODE [AR_SETTLE_CODE]	Specifies the Transaction Code used for folios settled to Accounts Receivables
EXCLUDE FOLIO STYLES [CONCEALED_FOLIO_STYLES]	Specifies that a folio cannot be generated using the folio styles selected. The Folio Styles screen will exclude these folio style options. These will also not be available for selection as default Accounts Receivables or Cashiering Folio Styles.
FOLIO COPY LEGEND [FOLIO_COPY_LEGEND]	Specifies the folio copy legend.
FONT SIZE OF FOLIO LEGEND TEXT [FOLIO_COPY_LEGEND_FONT_SIZE]	Specifies the font size of the folio legend text on folios.
HORIZONTAL POSITION OF FOLIO LEGEND TEXT [FOLIO_COPY_LEGEND_XPOS]	Specifies the number of pixels from the left corner of the page to put the folio legend text on folios.
VERTICAL POSITION OF FOLIO LEGEND TEXT [FOLIO_COPY_LEGEND_YPOS]	Specifies the number of pixels from the bottom of the page to put the folio legend text on folios.
FOLIO STYLE [FOLIO_STYLE]	Specifies the folio style used when printing a folio.
PREPAID CARD PURCHASE TRANSACTION CODE [STORED_VALUE_PURCHASE_TRN]	Specifies the transaction code used to post gift card purchases.
PRINT CASHIER CLOSURE REPORTS [O9_CASHIER_CLOSURE_REPORTS]	Activates the Automatically Print Cashier Closure Reports functionality, which stores the printer selected for closure reports and uses it without displaying the report configuration screen.
PRINT DEPOSIT REQUEST RECEIPTS [O9_PRINT_DEPOSIT_REQUEST_RECEIPT]	Activates the Automatically Print Deposit Request Receipts functionality.
PRINT FOLIO [O9_PRINT_FOLIO]	Activates the Automatically Print Folio functionality, which stores the printer selected for folios and uses it without displaying the report configuration screen.

Table 10-13 (Cont.) OPERA Controls — Cashiering Settings

SETTING	DESCRIPTION
PRINT PAYMENT RECEIPTS [O9_PRINT_PAYMENT_RECEIPT]	Activates the Automatically Print Payment Receipts functionality, which stores the printer selected for receipts and uses it without displaying the report configuration screen.
REPORTS TAX BUCKETS [REPORTS_TAX_BUCKETS]	Enables identification of 10 tax buckets, which will be included on all reports that display a breakdown of up to 10 net and tax amounts.

OPERA Controls — Channel Management

The following tables outline the functions, parameters, and settings that can be configured in the OPERA Controls Channel Management group.

Table 10-14 OPERA Controls — Channel Management Functions

FUNCTION	DESCRIPTION
CHANNEL RESTRICTIONS [CHANNEL_RESTRICTIONS]	Chain level global function that enables setting rate and room restrictions on the channel level.
ENHANCED ROOM RATE DESCRIPTION [ENHANCED_ROOM_RATE_DESCRIPTION]	Activates enhanced room and rate descriptions in channel conversion screens.

Table 10-15 OPERA Controls — Channel Management Parameters

PARAMETER	DESCRIPTION
ADVANCED OWS PRODUCTS [ADVANCED_OWS_PRODUCTS]	Chain Level global parameter that provides ability to control enables separately sold packages to be configured as web bookable. If the parameter is on, only packages that meet the requirement of being both separately sold and web bookable are available for web booking. If the parameter is off, all separately sold packages are available for web booking.
ALLOW MODIFY INHOUSE RESERVATION [ALLOW_MODIFY_INHOUSE_RESERVATION]	Enables modifying in-house reservation dates.
ALWAYS USE MEMBERSHIP FROM REQUEST MESSAGE [ALWAYS_USE_MEMBERSHIP_FROM_REQUEST_MESSAGE]	Chain level global parameter that, when this parameter is on, only the memberships sent in create booking request messages are attached to the reservation. When this parameter is off, all memberships of the profile are attached to the reservation.

Table 10-15 (Cont.) OPERA Controls — Channel Management Parameters

PARAMETER	DESCRIPTION
APPEND BLOCK NAME BEFORE RATE DESCRIPTION [APPEND_BLOCK_NAME_BEFORE_RATE_DESCRIPTION]	Enables OWS to append a block name with a rate description.
AUDIT DETAILS [AUDIT_DETAILS]	Records logs of OEDS processes in audit details.
CONVERT OWS AND GDS COMMENTS AS TRACES [ADD_COMMENTS_GDS_SINREM_TRACE]	Converts OWS comments and GDS Service information (SIN) messages to traces in ORS. The trace date is created with the insert date of the booking instead of the arrival date. Traces are created using the trace department configured under the OEDS parameter setting OEDS Trace Department. When the parameter is set to N, the OWS comments and GDS Service information (SIN) and Remark (REM) texts will not be converted to traces but will be inserted as Reservation Comments in OPERA. The parameter setting OEDS Trace Department will not be displayed.
MODIFY CANCEL GDS BOOKING FROM WEB [MODIFY_CANCEL_GDS_BOOKING_FROMWEB]	Chain level global parameter that enables guests to make changes that do not impact inventory or cancellations to their GDS/ADS/ODS bookings using OWS, regardless of the source of the reservation.
SEND CONFIRMATION LETTER AT BOOKING [SEND_CONFIRMATION_LETTER_AT_BOOKING]	Sends a confirmation letter at booking.

Table 10-16 OPERA Controls — Channel Management Settings

SETTING	DESCRIPTION
CANCEL WINDOW [CANCEL_WINDOW]	Chain level global setting that specifies the number of minutes after booking when the reservation can be canceled without penalty.
CHANNEL CONSUMER NAME [CHANNEL_CONSUMER_NAME]	This setting appears when the Global parameter MULTI CONSUMER SETUP is enabled and allows the property to configure Channel Consumers for each resort. Based on this configuration, the GWIZ Business Event Service will utilize multiple threads to de-queue business events for each Channel Consumer. Also, Micros ADS Hurdle Processor service will utilize multiple threads to process hurdles for each Channel Consumer.
FETCH RESERVATION [FETCH_RESERVATION]	Enables the OPERA Web Suite Engine to retrieve reservations for either all reservations (regardless of entry point) or for only created through OWS.
SEARCH FOR MEMBERSHIP NO. [SEARCH_FOR_MEMBERSHIP_NO]	Chain level global setting that enables the match of a profile based on any one of the criteria selected in addition to the profile membership number.

OPERA Controls — Commissions

The following tables outline the parameters and settings that can be configured in the OPERA Controls Commissions group.

Table 10-17 OPERA Controls — Commissions Parameters

PARAMETER	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
AUTOMATIC CALCULATION OF VALUE ADDED TAX OVER THE COMMISSION PAID [CALC_VAT_ON_COMMISSIONS]		Automatically calculates the value added tax over the commission paid automatically.
EFT Export [EFT_EXPORT]		Commissions EFT Data Export functionality.
	EXPORT TYPE [EFT_EXPORT_FORMAT]	The Export Type is based on the EFT add on license active for the Property.
	CHAIN ID [EFT_EXPORT_CHAINID]	Enter an alphanumeric chain identification code, six characters minimum.
	LOCATION ID [EFT_EXPORT_LOCATIONID]	Enter a location identification code, 6-10 characters.
	CHAIN NAME [EFT_EXPORT_CHAIN_NAME]	Select the name of the property/chain.
	REPORTING CURRENCY [EFT_EXPORT_REPORTING_CURRENCY]	Select a country code for reporting currency.
	TRANSMISSION ID [EFT_EXPORT_TRANSMISSIONID]	Select the transmission ID provided by WTP.
	REPORTING METHOD [EFT_EXPORT_REPORTING_METHOD]	This is an optional field currently not used by the export.
	USE COUNTRY CODE FOR ISO CODE [USE_COUNTRY_CODE_FOR_ISO_CODE]	Activate to use country code as the ISO code.
	COUNTRY OF TAXING AUTHORITY [EFT_EXPORT_COUNTRY]	Select the country code of the property.

Table 10-17 (Cont.) OPERA Controls — Commissions Parameters

PARAMETER	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
	TAX TYPE [EFT_EXPORT_TAX_TYPE]	Select the required Tax Type.
	COMPANY [EFT_EXPORT_COMPANY]	Select the Clearinghouse company name.
	ADDRESS [EFT_EXPORT_ADDRESS]	Select the Address of the clearinghouse.
	TELEPHONE [EFT_EXPORT_TELEPHONE]	Enter the telephone number of the clearinghouse.
	FAX [EFT_EXPORT_FAX]	Enter the FAX number of the clearinghouse.
	DELIVERY METHOD [EFT_EXPORT_SFTP_SETUP]	Set the delivery method to be used for the EFT Export.
	TARGET DIRECTORY [EFT_EXPORT_FTP_PATH]	Select the name of the directory (including path) on the File System where the export file will be stored.
POSITIVE PAY CHECK EXPORT [POSITIVE_PAY_CHECK_EXPORT]		Enables positive pay checks to be exported.
SEND ZERO COMMISSIONS RECORDS TO PAYMENT PROCESSING [ZERO_COMMISSION_ON_YN]		Sends zero commissions records to payment processing. Upon processing of commissions, the zero commissions records are sent to payment history with Paid = On. If set to Off, the zero commission records are sent directly to payment history with Paid = Off.
STOP PROCESSING REASON CODES [ENTER_HOLD_REASON_CODES]		Enables the use of commission processing reasons for holding and detaching commissions.
TRANSFER NO SHOWS AND CANCELS [TRANS_COMM_NOSHOW_CANCEL]		Transfers no show and cancelled reservations to the commission module.
USE PRE-PRINTED CHECKS FOR COMMISSIONS		Enables the use of pre-printed checks for commissions. This internally voids a check/stub number if a check number was used due to another check exceeding one page.

Table 10-18 OPERA Controls — Commissions Settings

SETTING	DESCRIPTION
COMMISSION CODES NOT TO PROCESS [NO_PROCESS_COMMISSION_CODES]	Specify the commission codes to not process for commission calculation.
DEFAULT COMMISSION [DEFAULT_COMMISSION]	Specify the default commission code used if the travel agent / source has no commission code associated defined.
DEFAULT REASON CODE [DEFAULT_REASON_CODE]	Select the default hold reason code.
DEFAULT TRANSACTION CODE FOR PREPAID CUSTOMERS [DEFAULT_PREPAID_COMM]	Select the default transaction code for prepaid commissions.
PROFILE UPDATE RESTRICTED COMMISSION PAYMENT TYPE PROFILE_UPDATE_RESTRICTED_PAYMENT_TYPES	Select the Commission Payment type(s) to be considered for the Profile Update Restriction. When a Payment Type is selected here, users cannot modify the name of a profile or remove the profile from a reservation, if that profile is linked with a Commission Bank Account using the selected Payment Type.

OPERA Controls — Country Specific

The following tables outline the settings that can be configured in the OPERA Controls Country Specific group.

Table 10-19 1OPERA Controls — Country Specific Settings

SETTING	DESCRIPTION
BLACKLIST REPORT THRESHOLD [BLACK_LIST_THRESHOLD]	Only documents above this value will be included in the Blacklist Report Export [Italy]
BLACKLIST REPORT THRESHOLD EVALUATION MODE [BLACK_LIST_USENET]	If set to NET, the threshold will be applied to the net amount of the document, otherwise the gross amount will be used for the blacklist report export [Italy].
BLACKLIST REPORT THRESHOLD TYPE [BLACK_LIST_THRESHOLD_TYPE]	Specifies if the threshold value should be applied to all documents of the payee (C = Cumulative) or individual documents (D = Document) [Italy].

Table 10-19 (Cont.) 1OPERA Controls — Country Specific Settings

SETTING	DESCRIPTION
CITY TAX 2ND INCREMENT AMOUNT [CITY TAX 2ND INCREMENT AMOUNT]	Value of the increment to apply if the rate amount is above parameter THRESHOLD AMOUNT FOR VARIANT CITY TAX 2 [Italy].
CITY TAX 3RD INCREMENT AMOUNT [CITY TAX 3RD INCREMENT AMOUNT]	Value of the increment to apply if the rate amount is above parameter THRESHOLD AMOUNT FOR VARIANT CITY TAX 3 [Italy].
CITY TAX 4TH INCREMENT AMOUNT [CITY TAX 4TH INCREMENT AMOUNT]	Value of the increment to apply if the rate amount is above parameter THRESHOLD AMOUNT FOR VARIANT CITY TAX 4 [Italy].
CITY TAX 5TH INCREMENT AMOUNT [CITY TAX 5TH INCREMENT AMOUNT]	Value of the increment to apply if the rate amount is above parameter THRESHOLD AMOUNT FOR VARIANT CITY TAX 5 [Italy].
CITY TAX APPLICABLE ROOM NIGHTS [CITY TAX APPLICABLE ROOM NIGHTS]	Number of nights to be considered for City Tax calculation [Italy].
CITY TAX BUCKET NUMBER [CITY TAX BUCKET NUMBER]	Number of the tax column holding City Tax postings [Italy].
CITY TAX CALCULATION START DATE [CITY TAX CALCULATION START DATE]	Date from which the City Tax will be calculated (DD-MON-YYYY) [Italy].
CITY TAX CORRECTIONS TRANSACTION CODE [CITY TAX CORRECTIONS TRANSACTION CODE]	Transaction code to be used by operators when doing Correction/ Rebate/Adjustment Postings for the City Tax [Italy].
CITY TAX EXEMPTION DESCRIPTION 1 [CITY TAX EXEMPTION DESCRIPTION1]	Description of exemption nr. 1. Only used in Reports [Italy].
CITY TAX EXEMPTION DESCRIPTION 10 [CITY TAX EXEMPTION DESCRIPTION10]	Description of exemption nr. 10. Only used in Reports [Italy].
CITY TAX EXEMPTION DESCRIPTION 2 [CITY TAX EXEMPTION DESCRIPTION2]	Description of exemption nr. 2. Only used in Reports [Italy].

Table 10-19 (Cont.) 1OPERA Controls — Country Specific Settings

SETTING	DESCRIPTION
CITY TAX EXEMPTION DESCRIPTION 3 [CITY TAX EXEMPTION DESCRIPTION3]	Description of exemption nr. 3. Only used in Reports [Italy].
CITY TAX EXEMPTION DESCRIPTION 4 [CITY TAX EXEMPTION DESCRIPTION4]	Description of exemption nr. 4. Only used in Reports [Italy].
CITY TAX EXEMPTION DESCRIPTION 5 [CITY TAX EXEMPTION DESCRIPTION5]	Description of exemption nr. 5. Only used in Reports [Italy].
CITY TAX EXEMPTION DESCRIPTION 6 [CITY TAX EXEMPTION DESCRIPTION6]	Description of exemption nr. 6. Only used in Reports [Italy].
CITY TAX EXEMPTION DESCRIPTION 7 [CITY TAX EXEMPTION DESCRIPTION7]	Description of exemption nr. 7. Only used in Reports [Italy].
CITY TAX EXEMPTION DESCRIPTION 8 [CITY TAX EXEMPTION DESCRIPTION8]	Description of exemption nr. 8. Only used in Reports [Italy].
CITY TAX EXEMPTION DESCRIPTION 9 [CITY TAX EXEMPTION DESCRIPTION9]	Description of exemption nr. 9. Only used in Reports [Italy].
CITY TAX EXEMPTION PERCENTAGE 1 [CITY TAX EXEMPTION PERCENTAGE1]	Percentage of exemption for exemption nr. 1. Defines the percentage applicable to exemption 1: 100 means full exemption, 0 means no exemption, Negative values are interpreted as absolute, instead of percentages [Italy].
CITY TAX EXEMPTION PERCENTAGE 10 [CITY TAX EXEMPTION PERCENTAGE10]	Percentage of exemption for exemption nr. 10. Defines the percentage applicable to exemption 10: 100 means full exemption, 0 means no exemption, NEGATIVE values are interpreted as absolute, instead of percentages [Italy].
CITY TAX EXEMPTION PERCENTAGE 2 [CITY TAX EXEMPTION PERCENTAGE2]	Percentage of exemption for exemption nr. 2. Defines the percentage applicable to exemption 2: 100 means full exemption, 0 means no exemption, NEGATIVE values are interpreted as absolute, instead of percentages [Italy].
CITY TAX EXEMPTION PERCENTAGE 3 [CITY TAX EXEMPTION PERCENTAGE3]	Percentage of exemption for exemption nr. 3. Defines the percentage applicable to exemption 3: 100 means full exemption, 0 means no exemption, Negative values are interpreted as absolute, instead of percentages [Italy].

Table 10-19 (Cont.) 1OPERA Controls — Country Specific Settings

SETTING	DESCRIPTION
CITY TAX EXEMPTION PERCENTAGE 4 [CITY TAX EXEMPTION PERCENTAGE4]	Percentage of exemption for exemption nr. 4. Defines the percentage applicable to exemption 4: 100 means full exemption, 0 means no exemption, Negative values are interpreted as absolute, instead of percentages [Italy].
CITY TAX EXEMPTION PERCENTAGE 5 [CITY TAX EXEMPTION PERCENTAGE5]	Percentage of exemption for exemption nr. 5. Defines the percentage applicable to exemption 5: 100 means full exemption, 0 means no exemption, Negative values are interpreted as absolute, instead of percentages [Italy].
CITY TAX EXEMPTION PERCENTAGE 6 [CITY TAX EXEMPTION PERCENTAGE6]	Percentage of exemption for exemption nr. 6. Defines the percentage applicable to exemption 6: 100 means full exemption, 0 means no exemption, Negative values are interpreted as absolute, instead of percentages [Italy].
CITY TAX EXEMPTION PERCENTAGE 7 [CITY TAX EXEMPTION PERCENTAGE7]	Percentage of exemption for exemption nr. 7. Defines the percentage applicable to exemption 7: 100 means full exemption, 0 means no exemption, Negative values are interpreted as absolute, instead of percentages [Italy].
CITY TAX EXEMPTION PERCENTAGE 8 [CITY TAX EXEMPTION PERCENTAGE8]	Percentage of exemption for exemption nr. 8. Defines the percentage applicable to exemption 8: 100 means full exemption, 0 means no exemption, Negative values are interpreted as absolute, instead of percentages [Italy].
CITY TAX EXEMPTION PERCENTAGE 9 [CITY TAX EXEMPTION PERCENTAGE9]	Percentage of exemption for exemption nr. 9. Defines the percentage applicable to exemption 9: 100 means full exemption, 0 means no exemption, Negative values are interpreted as absolute, instead of percentages [Italy].
CITY TAX EXEMPTION UDF 1 [CITY TAX EXEMPTION UDF1]	Ordinal number of the UDFN field where the number of persons to be exempted due to reason 1 is stored [Italy].
CITY TAX EXEMPTION UDF 10 [CITY TAX EXEMPTION UDF10]	Ordinal number of the UDFN field where the number of persons to be exempted due to reason 10 is stored [Italy].
CITY TAX EXEMPTION UDF 2 [CITY TAX EXEMPTION UDF2]	Ordinal number of the UDFN field where the number of persons to be exempted due to reason 2 is stored [Italy].
CITY TAX EXEMPTION UDF 3 [CITY TAX EXEMPTION UDF3]	Ordinal number of the UDFN field where the number of persons to be exempted due to reason 3 is stored [Italy].
CITY TAX EXEMPTION UDF 4 [CITY TAX EXEMPTION UDF4]	Ordinal number of the UDFN field where the number of persons to be exempted due to reason 4 is stored [Italy].

Table 10-19 (Cont.) 1OPERA Controls — Country Specific Settings

SETTING	DESCRIPTION
CITY TAX EXEMPTION UDF 5 [CITY TAX EXEMPTION UDF5]	Ordinal number of the UDFN field where the number of persons to be exempted due to reason 5 is stored [Italy].
CITY TAX EXEMPTION UDF 6 [CITY TAX EXEMPTION UDF6]	Ordinal number of the UDFN field where the number of persons to be exempted due to reason 6 is stored [Italy].
CITY TAX EXEMPTION UDF 7 [CITY TAX EXEMPTION UDF7]	Ordinal number of the UDFN field where the number of persons to be exempted due to reason 7 is stored [Italy].
CITY TAX EXEMPTION UDF 8 [CITY TAX EXEMPTION UDF8]	Ordinal number of the UDFN field where the number of persons to be exempted due to reason 8 is stored [Italy].
CITY TAX EXEMPTION UDF 9 [CITY TAX EXEMPTION UDF9]	Ordinal number of the UDFN field where the number of persons to be exempted due to reason 9 is stored [Italy].
CITY TAX INCREMENT AMOUNT 1 [CITY TAX 1ST INCREMENT AMOUNT]	Value of the increment to apply if the rate amount is above parameter THRESHOLD AMOUNT FOR VARIANT CITY TAX 1 [Italy].
CITY TAX POSTINGS TRANSACTION CODE [CITY TAX POSTINGS TRANSACTION CODE]	Transaction code used to perform Postings for the City Tax [Italy].
CITY TAX PRICE PER PERSON CALCULATION [CITY TAX PRICE PER PERSON CALCULATION]	Price to be applied to each person eligible for City Tax calculation [Italy].
CITY TAX THRESHOLD AMOUNT FOR VARIANT 1 [FIRST THRESHOLD AMOUNT FOR VARIANT CITY TAX]	If the rate amount is below this threshold, the value specified by parameter CITY TAX INCREMENT AMOUNT 1 will be added to the city tax amount [Italy].
CITY TAX THRESHOLD AMOUNT FOR VARIANT 2 [SECOND THRESHOLD AMOUNT FOR VARIANT CITY TAX]	If the rate amount is below this threshold, the value specified by parameter CITY TAX INCREMENT AMOUNT 2 will be added to the city tax amount [Italy].

Table 10-19 (Cont.) 1OPERA Controls — Country Specific Settings

SETTING	DESCRIPTION
CITY TAX THRESHOLD AMOUNT FOR VARIANT 3 [THIRD THRESHOLD AMOUNT FOR VARIANT CITY TAX]	If the rate amount is below this threshold, the value specified by parameter CITY TAX INCREMENT AMOUNT 3 will be added to the city tax amount [Italy].
CITY TAX THRESHOLD AMOUNT FOR VARIANT 4 [FOURTH THRESHOLD AMOUNT FOR VARIANT CITY TAX]	If the rate amount is below this threshold, the value specified by parameter CITY TAX INCREMENT AMOUNT 4 will be added to the city tax amount [Italy].
CITY TAX THRESHOLD AMOUNT FOR VARIANT 5 [FIFTH THRESHOLD AMOUNT FOR VARIANT CITY TAX]	If the rate amount is below this threshold, the value specified by parameter CITY TAX INCREMENT AMOUNT 5 will be added to the city tax amount [Italy].
City Tax Variance After Nights [CITY TAX VARIANCE AFTER NIGHTS]	Number of nights after which the City Tax amount will be varied based on the setting CITY TAX VARIANCE VALUE [Italy].
City Tax Variance Amount [CITY TAX VARIANCE AMOUNT]	Amount used to change City Tax after the number of nights specified in setting CITY TAX TO VARY AFTER NIGHTS [Italy]
COUNTRIES FOR BLACKLIST REPORT [BLACK_LIST_COUNTRIES]	Comma separated list of countries to be included in the Blacklist report (it_fiscal_blist) [Italy]

OPERA Controls — Credit Card

The following tables outline the parameters and settings that can be configured in the OPERA Controls Credit Card group.

Table 10-20 OPERA Controls — Credit Card Parameters

PARAMETER	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
AUTOMATIC AUTHORIZATION [AUTO_AUTH_ACTIVE_YN]		Turns on the Automatic Credit Card Authorization Scheduling functionality. The Automatic Authorization Interval Time setting and the Automatic Authorization Failure No Post Flag and Exclude No Post Reservations From Automatic Authorization parameters are visible when the Automatic Authorization parameter is On and a credit card interface is configured in the property.
	AUTOMATIC AUTHORIZATION INTERVAL TIME SETTING [AUTO_AUTH_INTERVAL]	Specifies the interval in minutes after completion of an automatic credit card authorization and the start of the next instance. The minimum value is 30 minutes. When a time is set in the Automatic Authorization Interval Time setting, the automatic credit card authorization will start on the set interval of time after a previous instance of the automatic credit card authorization process has been completed.
	AUTOMATIC AUTHORIZATION FAILURE NO POST FLAG PARAMETER [AUTOMATIC_AUTH_FAILURE_NO_POST_FLAG]	When this parameter is On, the No Post checkbox on a reservation is automatically selected when the Credit Card Authorization fails during any automatic processes for Credit Card Authorizations. When the Automatic Authorization Failure No Post Flag parameter is On, a reservation where the credit card has been declined or a non-approved authorization message is received during the credit card authorization process, the No Post checkbox for that reservation will be selected, setting the reservation to No Post.

Table 10-20 (Cont.) OPERA Controls — Credit Card Parameters

PARAMETER	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
	EXCLUDE NO POST RESERVATIONS FROM AUTOMATIC AUTHORIZATION PARAMETER [EXCLUDE_NO_POST_RESERVATIONS_FROM_AUTOMATIC_CC_AUTH]	<p>When this parameter is On, reservations flagged as No Post are not included in any automatic processes for Credit Card Authorizations.</p> <p>When the “Exclude No Post Reservations From Automatic Authorization” parameter is Off, reservations flagged as “No Post” will be included in the credit card authorization process.</p> <p>When the “Exclude No Post Reservations From Automatic Authorization” parameter is On, reservations flagged as “No Post” will be excluded from the credit card authorization process.</p>
BATCH SETTLEMENT [CC_BATCH_SETTLEMENT]		<p>Activates the Batch Settlements functionality for supported systems.</p> <p>Note: Batch Settlement Functionality cannot be activated when Chip and Pin or Online Settlement are set to Active.</p>
CHIP AND PIN [CHIP_AND_PIN]		<p>Activates the Chip and PIN functionality.</p> <p>Note: Either the Online Settlement parameter must be On or the Authorization Settlement at Checkout setting must be configured. The Batch Settlement parameter cannot be On.</p>
	CHIP AND PIN PAYMENT METHOD SETTING [CHIP_AND_PIN_PAYMENT_METHOD_SETTING]	<p>Specifies the credit card types that should exhibit Chip and PIN functionality when using a Chip and PIN enabled terminal.</p>
CREDIT CARD TYPE CHECK/USAGES [CC_USAGE_CHOICES]		<p>Enables a cross check between the credit card type and usages for that card type. This is used for any credit card types where a separate transaction code is applied to each specific usage of the card.</p>

Table 10-20 (Cont.) OPERA Controls — Credit Card Parameters

PARAMETER	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
CREDIT LIMIT OVERAGE PAYMENTS [CREDIT_LIMIT_OVERA GE_PAYMENTS]		<p>Enables the processing of automatic payments for the total balance of a folio when the balance is equal or higher than the credit limit set for that credit card payment method. Automatic Credit Limit Overage payments are processed based on the Credit Limit Overage Payments Interval Time setting.</p> <p>Provides additional controls to automatically make credit card payments in folios when the credit limit is equal or exceeds, as well allows users to access the Credit Limit Overages screen and process payments on demand.</p> <p>Note: the Online Settlement parameter must be On for the property.</p>
	DEFAULT CREDIT LIMIT OVERAGE PAYMENTS AUTO PAY PARAMETER [DEFAULT_OVERAGE_ PAYMENTS_AUTO_PA Y]	<p>When this parameter is On, the Credit Limit Auto Pay check box on new reservations is selected by default.</p>
	CREDIT LIMIT OVERAGE PAYMENT FAILURE NO POST FLAG PARAMETER [OVERAGE_PAYMENT_ FAILURE_NO_POST_F LAG]	<p>When this parameter is On, the No Post check box is automatically selected when a Credit Limit Overage payment fails in a reservation.</p> <p>When the Credit Limit Overage Payment Failure No Post Flag parameter is Off, a reservation that has failed to apply a payment to any folio window during the Credit Limit Overage process, the No Post check box for that reservation will remain unchanged from its current status.</p> <p>When the Credit Limit Overage Payment Failure No Post Flag parameter is On, a reservation that has failed to apply a payment to any folio window during the Credit Limit Overage process, the “No Post” check box for that reservation will be selected setting it to No Post.</p>

Table 10-20 (Cont.) OPERA Controls — Credit Card Parameters

PARAMETER	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
	EXCLUDE NO POST RESERVATIONS FOR CREDIT LIMIT OVERAGE PAYMENTS PARAMETER [EXCLUDE_NO_POST_RESERVATIONS_FOR_OVERAGE_PAYMENTS]	When this parameter is On, reservations flagged as No Post are not processed in Credit Limit Overages. When the Exclude No Post Reservations For Credit Limit Overage Payments parameter is Off, reservations that have been flagged as No Post are included in the Credit Limit Overage process. When the Exclude No Post Reservations For Credit Limit Overage Payments parameter is On, reservations that have been flagged as No Post are excluded from the Credit Limit Overage process.
	CREDIT LIMIT OVERAGE PAYMENTS INTERVAL TIME SETTING [OVERAGE_PAYMENT_S_INTERVAL_TIME]	Specifies the interval in minutes after completion of an automatic Credit Limit Overage processing of Payments and the start of the next instance. The minimum value is 30 minutes. When set to 0 minutes, the automatic Credit Limit Overage processing of payments will not be executed. When a time interval is set in the Credit Limit Overage Payments Interval Time setting, the Automatic Credit Limit Overage process will start on the set interval of time after a previous instance of the process has been completed.
	CREDIT LIMIT OVERAGE PAYMENT METHODS SETTING [CREDIT_LIMIT_OVERAGE_PAYMENT_METHODS]	Set the Credit Card Payment Methods to qualify for automatic Credit Limit Overage processing of payments. The processing of automatic payments cannot begin unless at least one credit card payment method is selected for the Credit Limit Overage Payment Methods setting. Only cards of the selected payment method are processed.
MANUAL AUTHORIZATION NOTIFICATION [MANUAL_AUTH]		Delivers an authorization message to the credit card processing vendor when a manual credit card authorization code is obtained and entered in the reservation. This is available if the credit card interface uses web-enabled transaction processing via VPN or secure HTTP.
ONLINE SETTLEMENT [CC_ONLINE_SETTLEMENT]		Activates the Online Settlements functionality for supported systems.

Table 10-20 (Cont.) OPERA Controls — Credit Card Parameters

PARAMETER	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
	TEMPORARILY STORE OFFLINE SETTLEMENTS PARAMETER [CC_OFFLINE_SETTLEMENT]	Stores failed online settlements (due to the credit card interface not running) and processes them offline at the end of the day.
SEND TOTAL TAX IN SETTLEMENTS [SEND_TOTAL_TAX]		Sends total tax amounts in settlement requests to the interface.

Table 10-21 OPERA Controls — Credit Card Settings

SETTING	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
AUTHORIZATION REVERSAL ALLOWED [AUTH_REVERSAL_ALLOWED_LOV]		Specifies the credit card types that have authorization reversal permitted by the credit card vendor. Existing authorizations for selected credit card types are reversed if a different credit card or method of payment is used at check out.
AUTHORIZATION AT CHECK IN [AUTH_AT_CHECKIN_LOV]		Specifies the credit card types that require an automatic authorization at check in.
	FORCE AUTO DURING CHECK-IN/ INTERACTIVE AUTH WINDOW PARAMETER [AUTH_REQUIRE_AT_CHECKIN]	Specifies that credit card authorization must be obtained to check in a reservation, and the credit card authorization window interactively appears until the authorization process is finalized. If set to Off, credit card authorization is not required at check-in and the authorization screen is minimized; you do not have to wait until authorization is successfully completed.
	NIGHT AUDIT REMOVE AUTHORIZATION PARAMETER [NIGHT_AUDIT_REMOTE_AUTH]	Enables End of Day remote authorization, where available.
AUTHORIZATION DURING STAY/ DEPOSIT [AUTH_DURING_STAY_LOV]		Specifies the credit card types that permit manual and automatic authorization checks for deposits, and following check in and prior to check out and settlement. This setting must be enabled to permit authorizations by the End of Day routine.

Table 10-21 (Cont.) OPERA Controls — Credit Card Settings

SETTING	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
AUTHORIZATION SETTLEMENT AT CHECK OUT [AUTH_STLMT_AT_CH ECK_OUT_LOV]		Specifies the credit card types for authorization and settlement during check out.
DAYS TO PURGE CREDIT CARD AUTHORIZATION LOG [PURGE_CC_AUTH_LO G_DAYS]		Specifies the number of days when the credit card authorization log is removed. Valid values: <ul style="list-style-type: none"> Any number of days can be entered. If left blank, then the purge occurs every 30 days.
DAYS TO PURGE CREDIT CARDS [DAYS_TO_PURGE_CR EDIT_CARDS]		Global setting that specifies the number of days when the credit card information is removed when no transactions or reservations are active.
DEPOSIT ADDRESS VERIFICATION [ADDRESS_VERIFICATI ON_LOV]		Specifies the credit card types that require the billing address during payment.
DEPOSIT CVV2 CHECK [CVV2_CHECK_LOV]		Specifies the credit card types for which the Credit Card Security Code (CVV2) is required when making a payment.
HOTEL ID [CC_HOTEL_ID]		Specifies the hotel ID.
SETTLEMENT AUTHORIZATION CODE [SETTLEMENT_AUTHO RIZATION_CODE]		Specifies the authorization code used at settlement if multiple authorization codes exist.

OPERA Controls — End of Day

The following tables outline the functions, parameters, and settings that can be configured in the OPERA Controls End of Day group.

Table 10-22 OPERA Controls — End of Day Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
INCOME AUDIT [INCOME_AUDIT]		Enables the ability to advance the business date forward during end of day but not close the business date. Final reports and procedures are not run when business date is not closed. Properties can perform audit tasks during regular business hours and then close the date once final revenue adjustments are made. Income audit allows for 5 business dates to remain open. Final reports are generated once business date is closed.
	INCOME AUDIT CASHIER SETTING [INCOME_AUDIT_CASHIER_ID]	Specifies the cashier ID for the income audit postings. This setting is only available when the Income Audit function is active.

Table 10-23 OPERA Controls — End of Day Parameters

PARAMETER	DESCRIPTION
ARRIVALS WITH DEPOSIT BALANCE [ARRIVALS WITH DEPOSIT BALANCE CHECK]	When activated, an additional check for arrivals with a deposit balance is added to the Night Audit process. During this check, the Night Audit will stop if there are any such arrivals identified and cannot be continued unless all of these reservations are checked in or their deposit balance is zero. This parameter is available when the Deposit Handling function in the Cashiering group is active
AUDIT [AUDIT]	Forces the validation of transaction code totals during the night audit.
AUTO ASSIGN CHECK NUMBER [AUTO_CHKNO]	Assigns an internal check number automatically to the room and tax postings, as well as fixed charges. This is useful if the Rollup Transactions parameter in the Cashiering group is active.
AUTO CLOSE CASHIERS [AUTO_CLOSE_CASHIERS]	Closes all cashiers automatically that have not been closed.
AUTO CONTINUE [AUTO_CONTINUE]	Continues the night audit automatically without asking the user to continue after every process.
AUTO NO SHOW ARRIVALS [AUTO_NOSHOW_ARRIVALS]	Sets reservations automatically that are due to arrive as no show.
MULTIPLE END OF DAYS [MULTIPLE_END_OF_DAYS]	Enables the user to automatically run the End of Day multiple times.

Table 10-23 (Cont.) OPERA Controls — End of Day Parameters

PARAMETER	DESCRIPTION
RESERVATION PACE [RESERVATION_PACE]	Populates information for comparing the Reservation Booking Pace Report on different days.
STATE CHECK [STATE_CHECK]	Warns users and provides a way to update the state of a reservation's profile while running the End of Day.
WEATHER OR NOTES [WEATHER_NOTES]	Warns users and provides a way to add weather or notes.

Table 10-24 OPERA Controls — End of Day Settings

SETTING	DESCRIPTION
AUTO ROLL DATE MINUTES [AUTO_ROLL_DATE_MINUTES]	Specifies the minutes to wait before the business date rolls automatically. The numeric value cannot be less than .5 (one half second).
COUNTRY CHECK [COUNTRY_CHECK]	Warns users and provides a way to update the country of a reservation's profile while running the End of Day. Valid values: <ul style="list-style-type: none"> CHECK IN / END OF DAY END OF DAY NO COUNTRY CHECK
END OF DAY EMAIL ADDRESS [EOD_EMAIL_ADDRESSES]	Specifies the default End of Day email address. A completion email will be sent to this email address after end of day is completed
MAXIMUM NUMBER OF OPEN BUSINESS DATES [MAXIMUM NUMBER OF OPEN BUSINESS DATES]	Specifies the number of business dates that can remain open without completing the Print Final Reports process of End of Day. Valid values: <ul style="list-style-type: none"> 1-365
NIGHT AUDIT CASHIER [NIGHT_AUDIT_CASHIER_ID]	Specifies the cashier ID for End of Day postings.

OPERA Controls — Events

The following tables outline the functions, parameters, and settings that can be configured in the OPERA Controls Events group.

Table 10-25 OPERA Controls — Events Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
DIARY		Activates the function diary with a PMS Standard or Premium subscription. This function only applies when there is no OPERA Cloud Sales & Event subscription active.
CATERING EVENTS		Enables the ability to schedule an event and block a function space for a specific date and time. Events can be reserved in non-deduct or deduct status.
EVENT PACKAGES		Enables the ability to create a collection of events and their associated menus, inventory items, and function space. These events are configured together to enable adding them to a Block in one action. After you add them to a block, events function as a package with inherited attendees and pricing (either per person or on a flat basis).
EVENT POSTING		When active users will have the ability to post banquet charges directly from the event to the group's posting master.
	DEFAULT CATERING FOLIO STYLE	The Folio Style automatically used when generating a Folio for Catering Events.
EVENT RESOURCES		Enables you to configure Menu and Inventory Items and attach them to catering events. These event resources are used to build the details of the event and produce the Banquet Event Order.
	EVENT REVENUE ACTUALIZATION	Setting determines whether catering revenue is tracked at the event or resource level.
EVENT TEMPLATES		Enables the ability to create a collection of events and their associated menus, inventory items, and function space. These events are configured together to allow for quickly adding them to a Block in one action. After you add them to a block, events function as independent events with their own individual pricing.
EVENT WAITLIST		Enables the ability to reserve a function space already reserved for another block in a deduct from inventory status. These events are put on a waitlist in the order they have been created, but you can manually update that order. If the function space becomes available, the waitlisted event with the first priority will automatically come off the waitlist and be moved to a deduct from inventory status.
	WAITLIST ACTIVITY TYPE	This activity type will be used to notify a user that an event which was waitlisted has been assigned to a function space.

Table 10-25 (Cont.) OPERA Controls — Events Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
SUB EVENTS		Enables the ability to create events that are linked to other events, either in the same function space or a different space. You can print these events together on banquet event orders to illustrate their connected nature.
	DEFAULT SUB EVENT RATE CODE	Default Sub Event Rate Code.

Table 10-26 OPERA Controls — Events Parameters

PARAMETER	DESCRIPTION
Book Shareable Space as Exclusive [BOOK_SHAREABLE_SPACE_AS_EXCLUSIVE]	When enabled, users are able to override the shareable functionality and reserve the space for a single event.
Catering Meal Periods [CATERING_MEAL_PERIODS]	Provides the ability to configure meal periods and link event types to a specific meal period for reporting purposes.
Consumption Menu Forecasting [CONSUMPTION_MENU_FORECASTING]	Allows for a Menu Price to be added to a Consumption Menu in Menu Configuration and when editing a Menu that has been attached to an Event.
Copy Event Notes [COPY_EVENT_NOTES]	Copy Event Notes when copying an Event.
Copy Forecast Figures [COPY_FORECAST_FIGURES]	Copy Event Forecast Figures when copying an Event.
Copy Resource Notes [COPY_RESOURCE_NOTES]	Copy Resource Notes when copying a Resource.
Item Inventory Warning [ITEM_INVENTORY_WARNING]	Show Inventory Warnings for Items.
Menu Item Demand Factor [MENU_ITEM_DEMAND_FACTOR]	Expose demand factor on menu items when configuring menus.
Resource Cost [RESOURCE_COST]	Expose cost fields for catering resources.

Table 10-26 (Cont.) OPERA Controls — Events Parameters

PARAMETER	DESCRIPTION
Use Forecast Revenue [USE_FORECAST_REVENUE]	The On the Books Revenue calculation will use the forecast-ed revenue until "Use Forecast Revenue" checkbox is unchecked.
Warn When Space Booked [WARN_WHEN_SPACE_BOOKED]	User will receive a warning message indicating the space is booked by another event.

Table 10-27 OPERA Controls — Events Settings

SETTING	DESCRIPTION
Default Space Revenue Type [DEFAULT_SPACE_REVENUE_TYPE]	Defines the default revenue type that will populate when configuring rental amounts for function space. Valid values: Select from the configured revenue types.
Measurement [MEASUREMENT]	Specifies the measurement system used for the function space. Valid values: <ul style="list-style-type: none"> METRIC IMPERIAL
No Space Warning in Event Search [NO_SPACE_WARNING_IN_EVENT_SEARCH]	Status for which users will be warned that one or more events exist that do not have space assigned. The message will only appear when the search criteria includes Block ID. Valid values: Multi-select from the configured status codes.

OPERA Controls — Exports

The following tables outline the parameters that can be configured in the OPERA Controls Exports group.

Table 10-28 OPERA Controls — Exports Parameters

PARAMETER	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
USE BACK OFFICE EXPORT MAPPING [BACKOFFICE_EXPORT_MAPPING]		Activates export mapping for back office exports.
USE COUNTRY SPECIFIC EXPORTS [COUNTRY_EXPORTS]		Activates the Export functionality for country specific requirements.

Table 10-28 (Cont.) OPERA Controls — Exports Parameters

PARAMETER	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
	GROUP MASTER UDF FIELD SETTING [GROUP_MASTER_UDF]	Specifies the two digit numeric value of the reservation UDFC field for the group master flag (IT-Alloggiati). Valid values: • 01–40
	CMFLEX PROPERTY KEY SETTING [CMFLEX_KEY]	Specifies the property key for CMFlex export [Brazil].
	CMFLEX FISCAL QUEUE NAME SETTING [CMFLEX_QUEUE_NAME]	Specifies the fiscal queue name for CMFlex export [Brazil].
	CMFLEX PROFILE UDF FIELD CORRESPONDING TO CNPJ SETTING [CMFLEX_UDF_CNPJ]	Specifies the profile UDF field corresponding to CNPJ for CMFlex export [Brazil].
	CMFLEX PROFILE UDF FIELD CORRESPONDING TO INSC EST SETTING [CMFLEX_UDF_INSC_EST]	Specifies the profile UDF field corresponding to Insc. Est. for CMFlex export [Brazil].
	CMFLEX PROFILE UDF FIELD CORRESPONDING TO INSC MUN SETTING [CMFLEX_UDF_INSC_MUN]	Specifies the profile UDF field corresponding to Insc. Mun. for CMFlex export [Brazil].
	CMFLEX PROFILE UDF FIELD CORRESPONDING TO CPF SETTING [CMFLEX_UDF_CPF]	Specifies the profile UDF field corresponding to CPF for CMFlex export [Brazil].

OPERA Controls — Front Desk

The following tables outline the functions, parameters, and settings that can be configured in the OPERA Controls Front Desk group.

Table 10-29 OPERA Controls — Front Desk Functions

FUNCTION	DESCRIPTION
SERVICE REQUESTS [SERVICE_REQUESTS]	The ability to add a service request to guest and/or reservation for follow-up at a future date. Service Recovery is used to report incidents that occur and require actionable follow-up and subsequent closure by other staff members.
eSign Registration Card [ESIGN_REGISTRATION_CARD]	Enable eSign Registration Card functionality on reservations for getting electronic Signature and Initials.

Table 10-30 OPERA Controls — Front Desk Parameters

PARAMETER	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
REGISTRATION CARDS [REGISTRATION_CARDS]		Activates registration card functionality.
	DEFAULT REGISTRATION CARD SETTING [DEFAULT_REGISTRATION_CARD]	Sets the registration card used by default for all check ins.
	GENERATE REGISTRATION CARDS AT CHECK IN SETTING [PRINT_REGCARD_AT_CI]	Generates registration cards at check in. Valid values: <ul style="list-style-type: none"> • NEVER GENERATE • PROMPT TO GENERATE • SELECT DESTINATION
	PRINT REGISTRATION CARDS FOR ACCOMPANYING GUESTS [PRINT_REGISTRATION_CARDS_FOR_ACCOMPANYING_GUESTS]	Enables the printing of individual registration cards for each accompanying guest from a reservation. The Registration Cards parameter and the Accompanying Guest function must be On for this parameter to be available.
	AGE THRESHOLD TO PRINT REGISTRATION CARD [AGE_THRESHOLD_TO_PRINT_REGISTRATION_CARD]	Guests for this age or older are eligible for an individual registration card when their profile is used as an accompanying guest. Select a numeric value to represent the minimum age required for a guest to have an individual registration card. The Print Registration Cards for Accompanying Guests parameter must be active for this setting to be available
DEFAULT CHECK IN STEP		

Table 10-31 OPERA Controls — Front Desk Settings

SETTING	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
CHECK IN PREPAY RULES [CHECK_IN_PREPAY_RULES]		Enables posting anticipated accommodation charges and collecting payment.
	ADVANCE FOLIO PAYMENT TYPE SETTING [ADVANCE_FOLIO_PAYMENT_TYPE]	Applies reservation prepay rules to the specified method(s) of payment.
	MINIMUM NUMBER OF NIGHTS SETTING [ADVANCE_PAYMENT_MIN_NIGHTS]	Specifies the minimum number of nights to enforce reservation prepay rules.
	PREPAY FOLIO FUNCTION [PREPAY_FOLIO]	Enables the ability to collect payment in advance for additional nights in a reservation.
CUSTOM CHECK IN STEPS [EXPOSE_ADDITIONAL_CHECKIN_TRAIN_STOPS]		Allows adding steps to the Check In, and provides the option to set the order in which these steps show. The Room Selection and Review Payment steps are required and selected by default.
	Default Check In Step [DEFAULT_CHECK_IN_STEP]	When the parameter is on, the Check In defaults to the first step selected in the Custom Check In Steps setting. When the parameter is off, the Check In defaults to the first step that requires attention. When no step requires attention, the Check In defaults to the Verify Payment step.
DEFAULT MOBILE REGISTRATION CARD [DEFAULT_MOBILE_REGISTRATION_CARD]		Shows the selected registration card to the guest when checking in from a mobile device.
SHOW ADDITIONAL STEPS DURING CHECK IN [EXPOSE_ADDITIONAL_CHECKIN_TRAIN_STOPS]		Shows additional check in steps. Valid values: <ul style="list-style-type: none"> Enhance_Stay_With_Packages Privacy Identifications

OPERA Controls — General

The following tables outline the functions, parameters, and settings that can be configured in the OPERA Controls General group.

Table 10-32 OPERA Controls — General Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
ACTIVATE REPORT SCHEDULER FUNCTIONALITY [REPORT_SCHEDULE R]		Activates the Report Scheduler functionality. You can schedule reports to auto generate periodically in a variety of file formats. You can also schedule reports to e-mail to a recipient.
ENROLLMENT [ENROLLMENT]		Enables the membership enrollment feature for integrated loyalty systems.
	ENROLLMENT SYSTEMS THAT ARE ACTIVE TO OPERA SETTING [ENROLLMENT_TYPE]	Enables the ability to attach external files to reservations and group blocks. Files are retained for life of the reservation and purged after departure.
FILE ATTACHMENTS [ATTACHMENTS]		Enables the ability to attach files to reservations, blocks and profiles. Reservation and block attachments are retained for the life of the reservation or block and purged after departure.
LOG IT [LOGBOOK]		Enables the ability to create log book entries for various departments.
MULTI LANGUAGE [GUEST_LANGUAGE]		Enables multi-language functionality for translation of values on guest stationery. This function also activates alternate name functionality which allows CRS integrated properties to record guest names in the national character set for searching and output on guest stationery.
OWNER [OWNER]		Provides the ability to define and associate a sales owner code for each account (company/agent) profile and business block. The owner code can be referenced for filter criteria within reporting and searching within the application.
TEXT MESSAGE HANDLING [SMS_CONFIRMATION S]		Activates integration to SMS service providers for SMS text message delivery of confirmations, guest messages and queue room ready notifications to guests plus queue rush rooms alerts to housekeeping room attendants. Requires a subscription with local SMS service provider that supports email-to-sms or HTTP POST.

Table 10-32 (Cont.) OPERA Controls — General Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
TRACK IT [TRACK_IT]		Track-It enables the management of tasks for the delivery and collection of guest luggage, vehicles, parcels, and other items which need to be tracked. Track-It also supports tracking of lost and found items. Track-It functionality is also available on a smartphone via the OPERA Cloud / mobile web application.
	DEFAULT PARCEL LOCATION SETTING [DEFAULT_PARCEL_L OCATION]	Specifies the default location for Parcel type.
	DEFAULT PARCEL ACTION SETTING [DEFAULT_PARCEL_A CTION]	Specifies the default action for Parcel type.
	DEFAULT PARCEL TYPE SETTING [DEFAULT_PARCEL_TY PE]	Specifies the default type for Parcel type.
	DEFAULT VALET LOCATION SETTING [DEFAULT_VALET_LOC ATION]	Specifies the default location for Valet type.
	DEFAULT VALET ACTION SETTING [DEFAULT_VALET_ACT ION]	Specifies the default action for Valet type.
	DEFAULT VALET TYPE SETTING [DEFAULT_VALET_TYP E]	Specifies the default type for Valet type.
	DEFAULT BAGGAGE LOCATION SETTING [DEFAULT_BAGGAGE_ LOCATION]	Specifies the default location for Baggage type.
	DEFAULT BAGGAGE ACTION SETTING [DEFAULT_BAGGAGE_ ACTION]	Specifies the default action for Baggage type.
	DEFAULT BAGGAGE TYPE SETTING [DEFAULT_BAGGAGE_ TYPE]	Specifies the default type for Baggage type.

Table 10-32 (Cont.) OPERA Controls — General Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
	DEFAULT LOST LOCATION SETTING [DEFAULT_LOST_LOCATION]	Specifies the default location for Lost type.
	DEFAULT LOST ACTION SETTING [DEFAULT_LOST_ACTION]	Specifies the default action for Lost type.
	DEFAULT LOST TYPE SETTING [DEFAULT_LOST_TYPE]	Specifies the default type for Lost type.

Table 10-33 OPERA Controls — General Parameters

PARAMETER	DESCRIPTION
1099 REPORTING [1099]	Activates 1099 Reporting functionality.
ACTIVATE TEMPLATE TASKS ON ALL DEPENDENT PROPERTY ROLES [TEMPLATE_TASK_ACTIVATION_ON_PROPERTY_ROLES]	Activates newly selected or deselected template tasks for all dependent property roles.
ENABLE WATERMARK FOR REPORTS [REPORT_WATERMARK]	Enables adding a watermark to all reports created in PDF format.
ENABLE TASK TEMPLATE AT PROPERTY LEVEL [TASK_TEMPLATE_ON_CHAIN_ROLE_LEVEL]	Enables task templates to be viewed by property role.
MOBILE SIGNATURE CAPTURE [MOBILE_SIGNATURE_CAPTURE]	Enables mobile signature capture.
NUMERIC KEYBOARD FOR ROOM NUMBER [DEVICE_NUMERIC_KEYBOARD]	Activates the mobile device keyboard to default to the numeric keyboard on selection of the Room Number field.

Table 10-33 (Cont.) OPERA Controls — General Parameters

PARAMETER	DESCRIPTION
RECORDING CONTROL [RECORDING_CONTR OL]	Pauses recording to protect critical data.
REPORTS GLOBAL ONLY [REPORTS_GLOBAL_O NLY]	Only display global reports for CRO access.
RESTRICT CREDIT CARD MANUAL ENTRY [RESTRICT_CC_MANU AL_ENTRY]	Prohibits manual inputting of credit card details in payment windows.
STORE IP ADDRESS IN CHANGES LOG [STORE_IP_ADDRESS_ USER_ACTIVITY_LOG]	When active the IP Address will be displayed in the Changes Log.
VIEW RECENTLY USED RECORDS [RECENT_USED_RECO RDS_MENU]	Shows the View Recent Records within the I Want To Options of the Profile, Reservation, Events, and Block search screens.

Table 10-34 OPERA Controls — General Settings

SETTING	DESCRIPTION
BACKGROUND [OPERA9_BACKGROU ND]	. The color of the strip displayed at the top of the application.
CONFIGURE WATERMARK SETTINGS [REPORT_WATERMAR K_MODE]	Specifies the watermark settings to be applied to all reports in all properties where watermark functionality is active. This setting can be overridden by customizing watermarks on the report group or individual report level.
CUSTOM TRANSLATION TYPE [CUSTOM_TRANSLATI ON_TYPE]	Specifies the chain specific custom translation.
DEFAULT SEARCH MODE [DEFAULT_SEARCH_M ODE]	Specifies the default search type used in Manage Profiles, Blocks, and Reservations.
EXPORT CHARACTER SET [EXPORT_CHARACTE R_SET]	Specifies the character set used to write the export files.
PROPERTY TAX ID [PROPERTY_TAX_ID]	Specifies the tax identification number for the property.

Table 10-34 (Cont.) OPERA Controls — General Settings

SETTING	DESCRIPTION
PROXY CREDENTIALS [PROXY_CREDENTIALS]	Specifies the proxy server's username and password (e.g., username:password).
PROXY SERVER [PROXY_SERVER]	Specifies the proxy server for HTTP calls from within the database server.
PROXY SERVER BYPASS [PROXY_SERVER_BYPASS]	Specifies the bypass proxy server for the configured local addresses. Addresses are entered separated with , (comma). Whole domains can be entered in the format *.<DOMAIN.NAME>
WEEKEND DAYS [WEEKEND_DAYS]	Specifies the weekend days.

OPERA Controls — IFC

The following tables outline the parameters and settings that can be configured in the OPERA Controls IFC group.

Table 10-35 OPERA Controls — IFC Parameters

PARAMETER	DESCRIPTION
ADVANCED AUTHORIZATION RULES [ADVANCED_AUTHORIZATION_RULES]	Enables you to define authorization rules based on the Room Type, Room Class, Rate Code, Rate Category, Reservation Type, and Source Code.
EXCLUSIVE TAXES WILL BE POSTED AS ITEMIZERS BY THE POS INTERFACE [EXCL_TAX_BY_IFC]	Specifies that taxes are posted itemized by an interface (for example, POS) – required for exclusive tax countries. When activated, tax generates should be configured on POS revenue transaction codes despite taxes posted by the interface. Taxes will generate for any manual postings made in OPERA Cloud but not for postings received by an interface. Package allowances will generate allowances for the taxes expected to be posted by the interface in addition to the allowance for the base revenue.
PROMPT FOR TERMINAL [PROMPT_FOR_TERMINAL]	Enables a terminal to be selected for credit card transactions.

Table 10-36 OPERA Controls — IFC Settings

SETTING	DESCRIPTION
ADDRESS CLEANSING SYSTEM [ADDRESS_CLEANSING_SYSTEM]	Specifies the address cleansing system handler. Valid values: <ul style="list-style-type: none"> • ADDRESSDOCTORV4 • ADDRESSDOCTORV5 • GROUP1CODE1 • SAP DATA SERVICES
DEFAULT KEYS EXPIRY TIME [DEFAULT_KEYS_EXPIRY_TIME]	For room key card use: The setting to use as the default value for the Valid Until Time field in the Create Key screen. Values are reservation Expected Time of Departure (ETD) or the OPERA Controls setting Key Expiry Time as the default on the Valid Until Time field in Create Key screen. The Valid Until Time value sets the time of the day after which the room key card expires. If creating a duplicate key, the previous key Valid Until Time is the default value. Rules: If left blank, the Valid Until Time field in the Create Key screen defaults to the reservation ETD (Expected Time of Departure). If there is no ETD set, then the OPERA Controls setting for Key Expiry Time is used. If the Key Expiry Time setting is not set, then the default is set at 12:00 PM.
IFC CLOUD LOG LEVEL [IFC_CLOUD_LOG_LEVEL]	Overrides the log level of the requests received by OPERA CLOUD from IFC interface. The default is WARNING. This can be set to FINE or FINEST only while troubleshooting an issue with Property Interfaces.
KEY EXPIRY DAYS [KEYS_EXPIRY_DAYS]	Specifies the number of days after the check out date for the key card to expire.
KEY EXPIRY TIME [KEYS_EXPIRY_TIME]	Specifies the time of the day when the key card expires.
KEY RESPONSE [KEY_RESPONSE]	Specifies the key response. Valid values: <ul style="list-style-type: none"> • NONE • WAIT (select to display the Door Locking System's response to the UI) • BROADCAST (broadcast the key response when it is available)
KEY VALID START TIME [KEY_VALID_START_TIME]	For room key card use: The time of day default value for the Valid Start Time field in the Create Key screen. Value is in 24 hour time format. The Valid Start Time value sets the time that the room key card is enabled for use. When left blank the Valid Start Time (when available on the Create Key Screen) populates with the current property system time. If creating a duplicate key, the previous key Valid Start Time is the default value. Note: The Valid Start Time field is available on the Create Key screen when the Property Interface Control Send Valid Start Date/Time check box is checked.

Table 10-36 (Cont.) OPERA Controls — IFC Settings

SETTING	DESCRIPTION
ROOM NUMBER TO WHICH ANY LOST INTERFACE POSTINGS WILL BE SENT [DEFAULT_POSTING_ROOM]	Specifies the room number to which any lost posting (that is, when the reservation information is not valid) is sent.

OPERA Controls — Inventory Management

The following tables outline the functions, parameters, and settings that can be configured in the OPERA Controls Inventory Management group.

Table 10-37 OPERA Controls — Inventory Management Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
RESTRICTIONS [ADVANCE_RATE_RESTRICTION]		Ability to set restrictions on rates and room types for specific dates. Rate strategies rules can be configured to automate restrictions being applied to rates.
	RATE CATEGORY RESTRICTIONS PARAMETER [RESTRICTION_RATECATEGORY]	Enables setting restrictions at the rate category level.
	RESTRICTION TYPE SETTING [RESTRICTION_TYPES]	Specifies the restriction types available at the property. Valid values: <ul style="list-style-type: none"> • Arrival • Departure • Stay Through • Length of Stay • Advance Booking • Length of Stay Not Available
ROOM CLASS [ROOMCLASS_YN]		Room class functionality enables the allocation of room types to a room class hierarchy. Within OPERA Cloud Services all search panels and reports can be filtered by room class. This is useful for properties with a club floor(s) or different styles of accommodation that operationally need to exclude other rooms types for daily processing.

Table 10-37 (Cont.) OPERA Controls — Inventory Management Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
SELL LIMITS [SELL LIMITS]		Enables overbooking functionality to control the number of rooms that can be booked per room type beyond the physical inventory. Sell limits could also be an under-booking value to prevent the full room inventory from being sold.

Table 10-38 OPERA Controls — Inventory Management Settings

SETTING	DESCRIPTION
UPDATE THE ROOM STATUS FOR NO SHOW AND CANCELED RESERVATIONS [UPDATE_NO_SHOW_ ASSIGNED_ROOM_ST ATUS]	Updates the status for no show and canceled reservations. Valid values: <ul style="list-style-type: none"> • CL — Clean • DI — Dirty • IP — Inspected • PU — Pickup

OPERA Controls — Look To Book Sales Screen

The following tables outline the functions, parameters, and settings that can be configured in the OPERA Controls Look To Book Sales Screen group.

Table 10-39 OPERA Controls — Look To Book Sales Screen Functions

FUNCTION	DESCRIPTION
TURNAWAY FUNCTIONALITY [TURNAWAYS]	Enables the tracking of denied or refused reservations and the associated reason for the turnaway of the reservation for statistical purposes.

Table 10-40 OPERA Controls — Look To Book Sales Screen Parameters

PARAMETER	DESCRIPTION
AUTOMATIC CREATION OF PROFILE [AUTO_CREATE_PROF ILE]	Automatically creates a profile when no records match the name entered in the search area.
DEFAULT BLANK ARRIVAL DATE [DEFAULT_BLANK_AR RIVAL_DATE]	Sets the arrival date to blank for new reservations.

Table 10-40 (Cont.) OPERA Controls — Look To Book Sales Screen Parameters

PARAMETER	DESCRIPTION
DISPLAY RATE DESCRIPTION [LTB_DISPLAY_RATE_DESC]	Shows the rate description on the Look To Book Sales screen.
DISPLAY RATE LONG INFORMATION [LTB_DISPLAY_RATE_LONG_INFO]	Shows the rate long information on the Look To Book Sales screen.
DISPLAY RATE SHORT INFORMATION [LTB_DISPLAY_RATE_SHORT_INFO]	Shows the rate short information on the Look To Book Sales screen.
DISPLAY ROOM DESCRIPTION [LTB_DISPLAY_ROOM_DESC]	Shows the room description on the Look To Book Sales screen.
DISPLAY ROOM LONG DESCRIPTION [LTB_DISPLAY_ROOM_LONG_DESC]	Shows the room long description on the Look To Book Sales screen.
SHOW ALTERNATE PROPERTIES [DEFAULT_ALTERNATE_PROPERTIES]	Shows alternate properties while checking availability.

Table 10-41 OPERA Controls — Look To Book Sales Screen Settings

SETTING	DESCRIPTION
AUTO EXPAND AVAILABILITY FOR PROPERTIES [AUTO_FETCH_PROP_AVAIL_COUNT]	Shows the property availability for this number of properties when searching.
BLOCK CREATION PROMPT THRESHOLD ROOMS [BLOCK_CREATION_THRESHOLD_ROOMS]	Specifies the number of rooms threshold to prompt for block creation in the Look to Book Sales screen at the time of Book Now.

Table 10-41 (Cont.) OPERA Controls — Look To Book Sales Screen Settings

SETTING	DESCRIPTION
DEFAULT AVAILABILITY OPTION [DEFAULT_AVAILABILITY_OPTION]	Includes closed rates for rate availability according to this selection. Valid values: <ul style="list-style-type: none"> • Only Available Rates — When the Closed check box is not selected, any closed rates are not shown. • Include Closed Occupancy — When the Closed check box is not selected, closed rates due to occupancy restrictions are still included in the result. • Include Closed Rates — When the Closed check box is not selected, any closed rates are not shown.
DEFAULT AVAILABILITY VIEW [DEFAULT_AVAILABILITY_VIEW]	Specifies the display set view in the Look to Book screen. Valid values: <ul style="list-style-type: none"> • Initial Display Set • All Display Sets
DEFAULT DISPLAY SET [O9_DEFAULT_DISPLAY_SET]	Specifies the display set for the Availability grid. Valid values: <ul style="list-style-type: none"> • All active display sets.
DEFAULT RESERVATION TYPE FOR A NEW RESERVATION [RESERVATION_TYPE]	Specifies the reservation type for a new reservation. Valid values: <ul style="list-style-type: none"> • All configured reservation types that are active for the property.
PROPERTY ORDER [PROPERTY_ORDER]	Specifies the property order pattern on the Look to Book screen.
RESERVATION ORIGIN CODE [DEFAULT_ORIGIN_CODE]	Specifies the origin code for new reservations.

OPERA Controls — Membership

The following tables outline the functions, parameters, and settings that can be configured in the OPERA Controls Membership group.

Table 10-42 OPERA Controls — Membership Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
AWARD POINTS REDEMPTION [AWARD_REDEMPTION]		Activates the Award Points Redemption functionality.
AWARDS PROGRAM [AWARDS_MODULE]		Activates the Guest Awards Program functionality.

Table 10-42 (Cont.) OPERA Controls — Membership Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
INSTANT REDEMPTION [INSTANT_REDEMPTION]		Activates Instant Redemption Functionality
FLEXIBLE BENEFITS AWARDS FLEXIBLE_BENEFITS_AWARDS]		Flexible Benefit Award functionality.

Table 10-43 OPERA Controls — Membership Parameters

PARAMETER	DESCRIPTION
EXPORT AWARDS [MEM_AW_EXP]	Allows you to add data in UDF when creating an export file of awards.
GLOBAL MEMBERSHIP HANDLING [GLOBAL_MEMBERSHIP_HANDLING]	Provides global membership configurations.
GUARANTEED AVAILABILITY FOR MEMBERS [MEMBER_GUARANTEED_AVL]	Activates guaranteed availability functionality for members.
LOYALTY MEMBERSHIP CONFIGURATION [OCIS_MEM_CONF]	Allows configuration of certain aspects of the loyalty primary membership in an environment when loyalty cloud services are not active.
MEMBER PROFILE UPDATE RESTRICTION [MEMBER_PROFILE_UPDATE_RESTRICTION]	When enabled, profile with a membership associated to a reservation, the name on the reservation cannot be changed, nor can the profile be removed from the reservation. Also first name, last name and Merge attributes will not be available.
MEMBERSHIP EXCEPTION [MEMBERSHIP_EXCEPTION]	
MEMBERSHIP LEVEL FOLIO TEXT [MEMBERSHIP_LEVEL_FOLIO]	Enables folio texts for membership levels.
MEMBERSHIP LINK [MEMBERSHIP_LINK]	Enables linking a profile membership of the property default membership type to a reservation with a different profile.
MEMBERSHIP RATES [MEMBERSHIP_RATES]	Activates membership rates for linking a rate code to a membership type/membership level.

Table 10-43 (Cont.) OPERA Controls — Membership Parameters

PARAMETER	DESCRIPTION
PREFERRED CARD [MEM_PREF_CARD]	Permits a member to choose one preferred card.

Table 10-44 OPERA Controls — Membership Settings

SETTING	DESCRIPTION
DEFAULT MEMBERSHIP SOURCE [DEFAULT_MEMBERSHIP_SOURCE]	This is the default source of enrollment that will be appended and added to the membership number when CROSS BRAND RECOGNITION parameter is activated. User should use this application setting to set the enrollment source code that will be added to membership enrolling in this chain.
MEMBER INFO DOWNLOAD RANGE (YEARS) [MEMBER_INFO_YRS_RANGE]	Specifies the number of years that membership information is summarized. Valid values: • 1–9

OPERA Controls — Profile

The following tables outline the functions, parameters, and settings that can be configured in the OPERA Controls Profile group.

Table 10-45 OPERA Controls — Profile Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
CONTACTS [CONTACTS]		Enables the creation of contact profiles linked to company or agent profiles. A guest profile can be flagged as a contact profile also. Contacts can be linked to reservations as the reservation contact.
	ADDRESS TYPE TO COPY WHEN CREATING LINKED PROFILE SETTING [COPY_ACC_CON_ADDRESSSTYPE_COPY]	Specifies the address information copied automatically when creating a linked profile based on the address type. Valid values: • All configured address types
	DEFAULT CONTACT ADDRESS TYPE SETTING [DEFAULT_CONTACT_ADDRESSSTYPE]	Specifies the default contact address type. Valid values: • All configured address types

Table 10-45 (Cont.) OPERA Controls — Profile Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
	DEFAULT PHONE TYPE FOR A CONTACT SETTING [DEFAULT_CONTACT_PHONETYPE]	Specifies the default phone type for a contact. Valid values: • All configured communication types
	PHONE TYPE TO COPY WHEN CREATING LINKED PROFILE SETTING [COPY_ACC_CON_PHONETYPE_COPY]	Specifies the phone information copied automatically when creating a linked profile based on the phone type. Valid values: • All configured communication types
FUTURE & PAST STAYS [FUTURE_AND_PAST_STAYS]		Enables viewing information from existing future and past reservations connected to a profile.
IATA COMPANY TYPE [IATA_COMP_TYPE_ACTIVE]		Shows the IATA/Company type in company and travel agent profiles.
INCOGNITO [INCOGNITO]		Enables the ability to identify specific guests as incognito and use a pseudonym while resident at the property (celebrities, for example).
KEYWORD [KEYWORD]		Keywords are defined on company and agents profiles and it's possible to search for profiles using keyword value. A keyword example would be AMEX.
PROFILE LOOKUP [LOOKUP]		Enables performing lookups from the external system based on the configuration mode running.
	FORCE AUTOMATIC CENTRAL LOOKUP PARAMETER [FORCE_AUTO_CENTRAL_LOOKUP]	Performs central lookup automatically.
	PROFILE TYPES FOR LOOKUP SETTING [PROFILE_LOOKUP_TYPES]	Performs central lookup for the selected profile types. Valid values: • D - Guest • C - Company • T - Travel Agent • S - Source • G - Group
PROFILE MAILING PRIVACY [PRIVACY]		Enables the privacy panel displaying fields related to guest to opt-in or opt-out of receiving promotional mailings.

Table 10-45 (Cont.) OPERA Controls — Profile Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
PROFILE PROTECT [PROFILE_PROTECT]	PRIVACY DEFAULT PARAMETER [PRIVACY_DEFAULT_OPTED_IN]	Sets profiles to receive promotional information, participate in market research, receive third party information, and autoenroll in the loyalty program.
	PROFILE PROTECTION SETTING [PROFILE_PROTECTION]	Ability to lock a CRS subscribed profile and prevent updates in OPERA Cloud. Enables specifying the type of profile protection. Valid values: <ul style="list-style-type: none"> • By Profile Type • By Profile
PROFILE REVENUE BUCKETS [PROFILE_REVENUE_BUCKETS]		Shows revenue bucket summary information on the Reservation History screen within profile statistics.
RELATIONSHIPS [RELATIONSHIPS]		With this enabled, various relationship between the profiles can be established. Family relationship such as mother-daughter or corporate relationship such as parent-company and subsidiary are configurable. Rate entitlements (negotiated rates) can also be inherited to related profiles using relationships.
	RELATIONSHIPS RATE INHERIT [RELATIONSHIPS_RATE_INHERIT]	Enables reservations to inherit rates from associated relationships of profile types.
VIP [VIP_STATUS]		Track VIP level on guest profiles and filter reservation searches and reports based on VIP value..

Table 10-46 OPERA Controls — Profile Parameters

PARAMETER	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
ADVANCED TITLE [ADVANCED_TITLE]		Enables advanced title configuration.
ALLOW DUPLICATE IDS [ALLOW_DUPLICATE_IDATA]		Permits duplicate IDs for travel agent, source, and company profile types.

Table 10-46 (Cont.) OPERA Controls — Profile Parameters

PARAMETER	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
AUTO GENERATE CLIENT ID [AUTO_GENERATE_CLIENT_ID]		Generates an ID automatically for an OPERA profile if the ID is empty. This ID is Client ID for Guest/Group, Corporate ID for Company, and IATA for Travel Agent/Source.
	GENERATE ID FOR PROFILE TYPES SETTING [AUTO_GENERATE_ID_TYPES]	Indicates the profile types for which the client ID will be generated automatically.
BYPASS CORP ID VALIDATION [BYPASS_CORP_ID_VALIDATION]		When enables, If a ZZ is placed in front of Corp ID by the user, OPERA does not initiate the number validation process.
IATA VALIDATION [IATA_YN]		Validates the IATA number entered in the profile. All numbers are checked against the IATA validation routine.
OCIS E-CERTIFICATES [OCIS_ECERTIFICATE]		Activates the OCIS e-certificate feature. This should only be turned on if your system is connected to the OCIS central system where e-certificates are configured and issued. For any other type of voucher/e-certificate functionality, this should be left off.
PERSONAL INFORMATION PROTECTION [PERSONAL_INFORMATION_PROTECTION]		Activates additional security procedures which include anonymization of profile data.
	NUMBER OF DAYS UNTIL ANONYMIZATION SETTING [NUMBER_OF_DAYS_FOR_ANONYMIZATION]	Defines the number of days after the last activity occurs in which the requested profile can be anonymized.
PROFILE DISCOUNTS [PROFILE_DISCOUNTS]		Enables configuring discounts for negotiated rates.
	DEFAULT PROFILE DISCOUNT REASON SETTING [DEFAULT_PROFILE_DISCOUNT_REASON]	Specifies the default discount reason in the Discount Reason field of the reservation when a profile with a discount is attached. Valid values: <ul style="list-style-type: none"> All configured reservation discount reasons.

Table 10-46 (Cont.) OPERA Controls — Profile Parameters

PARAMETER	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
	PROFILE DISCOUNTS PRIORITY SETTING [PROFILE_DISCOUNTS_PRIORITY]	Specifies the priority when applying profile discounts on a reservation when multiple eligible profiles exist. Valid values: <ul style="list-style-type: none"> Profile Type (Company, Travel, Guest, Group, Contact) Lowest
PROFILE NAME VALIDATIONS [PROFILE_NAME_STRING]		Performs a match and validation on a configured profile type and name string each time a new profile is manually created from Profile Search or from Account Search to see if the name string matches with the profile type.
PROPERTY ACTION CODES [PROPERTY_ACTIONCODES]		Specifies if profile action codes are property specific.
RESTRICT PROFILE MERGE WITH CURRENT AND FUTURE RESERVATIONS [DISALLOW_PROFILE_MERGE_CURR_FUT_RESERV]		Enables merging source and travel agent profiles with current or future reservations.
RESTRICTION / FLAGGED REASONS [RESTRICTION_FLAGGED_REASONS]		Enables specifying a list of values for profile restriction and AR flagged reasons.
SALES INFORMATION [SALES_INFORMATION]		Activates Sales Information functionality.
	PROPERTY COMPETITION CODES PARAMETER [PROPERTY_COMPETITION_CODES]	Determines if property competition codes are property specific or centrally administered.
	PROPERTY PRIORITY PARAMETER [PROPERTY_PRIORITY]	Determines if property priorities are property specific or centrally administered.
	PROPERTY ROOMS POTENTIAL CODES PARAMETER [PROPERTY_ROOMS_POTENTIALS]	Determines if property rooms potential codes are property specific or centrally administered.

Table 10-47 OPERA Controls — Profile Settings

SETTING	DESCRIPTION
COMPANY ADDRESS TYPE [COMPANY_ADDRESS_TYPE]	Specifies the default address type for non-guest profiles. Valid values: <ul style="list-style-type: none"> All active address types, except for the Protected address type.
COMPANY PHONE TYPE [COMPANY_PHONE_TYPE]	Specifies the default phone type for non-guest profiles. Valid values: <ul style="list-style-type: none"> All phone types.
DEFAULT MEMBERSHIP TYPE [DEFAULT_MEMBERSHIP_TYPE]	Populates the selected membership type automatically when adding a new membership to a profile and the membership used for linking a profile membership to a reservation. Valid values: <ul style="list-style-type: none"> All active membership types.
GUEST ADDRESS TYPE [INDIVIDUAL_ADDRESS_TYPE]	Specifies the default address type for a guest profile. Valid values: <ul style="list-style-type: none"> All configured address types, except for the Protected address type.
GUEST EMAIL TYPE [GUEST_EMAIL_TYPE]	Specifies the default email type for a guest profile. Valid values: <ul style="list-style-type: none"> All configured email types.
GUEST PHONE TYPE [INDIVIDUAL_PHONE_TYPE]	Specifies the default phone type for a guest profile. Valid values: <ul style="list-style-type: none"> All configured phone types.
PURGE ADDRESS COUNTRY [PURGE_ADDRESS_COUNTRY]	Purges guest profiles only from the selected country codes. Valid values: <ul style="list-style-type: none"> All country codes.
PURGE DAYS [INACTIVE_DAYS_FOR_GUEST_PURGE]	Purges guest profiles after this number of days of no activity. Valid values: <ul style="list-style-type: none"> 90 — 3650
PURGE DAYS FOR INCOMPLETE PROFILES [PURGE_INCOMPLETE_PROFILE_DAYS]	Purges guest profiles after this number of days of no activity and without Address1, Address2, and a defined Communication Method (for example, phone, fax, or email). Valid values: <ul style="list-style-type: none"> Any number of days.
PURGE LAST STAY DAYS [PURGE_LAST_STAY_DAYS]	Purges guest profiles after this number of days of no stay activity. Valid values: <ul style="list-style-type: none"> Must be greater than the number of the Purge Days setting.
PURGE MINIMUM STAYS [PURGE_MIN_STAYS]	Purges guest profiles whose number of stays is less than this number. Valid values: <ul style="list-style-type: none"> 1 — 20, or null.

Table 10-47 (Cont.) OPERA Controls — Profile Settings

SETTING	DESCRIPTION
RESTRICT PROFILE FIELDS CHANGES AFTER FOLIO CREATION [O9_RESTRICT_FOLIO_PROFILE_CHANGES]	Restricts users from changing profile fields after a folio has been created for a payee and/or guest. Valid values: <ul style="list-style-type: none"> Name Tax ID
SCHEDULED ACTIVITIES [PROFILE_ACTIVITIES]	Enables viewing reservation activities / scheduled activities. Valid values: <ul style="list-style-type: none"> Yes No
WEB USER ACCOUNT PASSWORD REMINDER [OWS_USERIDPASS_REMINDER]	This setting value will determine the report that is sent out for the Web User Account Password Reminder.

OPERA Controls — Rate Management

The following tables outline the functions, parameters, and settings that can be configured in the OPERA Controls Rate Management group.

Table 10-48 OPERA Controls — Rate Management Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
ADVANCED DYNAMIC BASE RATES [ADVANCED_DYNAMIC_BASE_RATES]		Advanced Dynamic Base Rates Functionality. Dependent rates can be configured in which they are dynamically based off of other rate codes by rate set.
ADVANCED PACKAGES [ADVANCED_PACKAGE_S]		Enables allowance based package items to be configured. Allowances defines a maximum spend only with the actual revenue for the package item posted via an external system such as point of sale or video system. OPERA Cloud accurately tracks allowances and revenue offset and handles any under-consumption or overage.
BASE RATES [BASE_RATES]		Enables a rate code pricing schedule to be derived from pricing schedule of another rate code, adjusted by a flat amount of percentage. When the pricing schedule is updated from the parent rate all derived rates are adjusted accordingly.

Table 10-48 (Cont.) OPERA Controls — Rate Management Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
	BASE RATE EXTRA PERSON CALCULATION PARAMETER [BASE_CALC_EXTRA_PERSON]	Applies base rate calculations to extra adult and extra child amounts.
BEST AVAILABLE RATES [BEST_AVAILABLE_RATES]		Enables logic to determine and display the best available rate per room type in the Look to Book sales screen for new reservations.
	BEST AVAILABLE RATE TYPE SETTING [BEST_AVAILABLE_RATE_TYPE]	Determines how to handle Best Available Rates (BAR). Valid values: <ul style="list-style-type: none"> • BAR BY DAY — Up to 25 rate codes per day can be configured for consideration of the best available rate. The rate query returns up to four rate amounts per room type for the best available rate. • BAR BY LOS — The best available rate is determined based on the length of stay. Only one rate code per length of stay per day can be created as the best available rate. The rate query only shows one rate amount per room type as the best available rate. • BEST BAR BY DAY — Out of all best available rates, only the best rate code shows. Also, you can set up BAR based rate codes to calculate the rate amount based on the best BAR rate code's amount.
CHILD RATES BY DEFINED BUCKETS [CHILD_RATES]		Controls display of child rate fields in rate configuration and Look to Book Sales screen - the rate amount for stay is calculated based on child age range buckets.
	FREE CHILD RATES BY DEFINED BUCKETS [FREE_CHILD_RATES]	Controls whether child rate bucket fields (0 - 2, etc.) appear; Enables free stay for one child when x-number of children are booked per room.
	MIN AGE RATE BUCKET 1 SETTING [MIN_CHILD_AGE_BUCKET1]	Defines the lower number of bucket 1 (i.e., the 0 of 0 - 2).

Table 10-48 (Cont.) OPERA Controls — Rate Management Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
	MAX AGE RATE BUCKET 1 SETTING [MAX_CHILD_AGE_BU CKET1]	Defines the upper number of bucket 1 (i.e., the 2 of 0 - 2).
	MIN AGE RATE BUCKET 2 SETTING [MIN_CHILD_AGE_BUC KET2]	Defines the lower number of bucket 2 (i.e., the 4 of 4 - 6).
	MAX AGE RATE BUCKET 2 SETTING [MAX_CHILD_AGE_BU CKET2]	Defines the upper number of bucket 2 (i.e., the 6 of 4 - 6).
	MIN AGE RATE BUCKET 3 SETTING [MIN_CHILD_AGE_BUC KET3]	Defines the lower number of bucket 3 (i.e., the 8 of 8 - 10).
	MAX AGE RATE BUCKET 3 SETTING [MAX_CHILD_AGE_BU CKET3]	Defines the upper number of bucket 3 (i.e., the 10 of 8 - 10).
	RATE BUCKET 4 [CHILD4_LABEL]	Specifies the label for the fourth rate bucket. Rate amounts cannot be defined for this bucket in rate code configuration. The field and label only show in reservations.
	RATE BUCKET 5 [CHILD5_LABEL]	Specifies the label for the fifth rate bucket. Rate amounts cannot be defined for this bucket in rate code configuration. The field and label only show in reservations.
DAILY RATES [DAILY_RATES]		When active the price for a rate can be defined on a daily basis rather than date range. A maximum of 10 daily rate codes can be configured for per property.
	DAILY RATES MAX DAYS SETTING [DAILY_RATES_MAX_D AYS]	Specifies the maximum number of days that can be configured for the daily rates functionality.
DAY TYPES [DAY_TYPES]		Day type codes can be configured to either increased or decreased the rate for eligible rate codes on selected dates on a calendar. Without having to create new pricing schedules rates can be adjusted on specific days throughout a year for event such as a public holiday or Easter. Note - OTA's and other external systems do not support day type rate adjustments.

Table 10-48 (Cont.) OPERA Controls — Rate Management Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
DYNAMIC BASE RATES [DYNAMIC_BASE_RATES]		Enables you to setup derived rate codes which dynamically calculates price based on daily or regular rate code, with option to compare with a static pricing schedule on derived rate to offer the lowest rate of the two.
NEGOTIATED RATES [NEGOTIATED_RATES]		Ability to save one or more rate codes on a profile. When creating new reservation for existing profile in Look to Book sales screen OPERA Cloud will display the negotiated rate for profile to ensure the correct rate is quoted to the caller.
OCCUPANT THRESHOLD PRICING METHOD [OCCUPANT_THRESHOLD_PRICING_METHOD]		Enables the pricing method that calculates an extra charge based on the occupants.
PROMOTIONS MODULE [PROMOTIONS_MODULE]		Promotions enables rates codes to linked to a promotion code and sold via query for promotion from Look to Book sales screen; limited used coupons can also be generated for promotions.
	HIDE PROMOTION RATES PARAMETER [HIDE_PROMOTION_RATES]	Hides rate codes attached to promotions in the Look to Book Sales screen unless selecting the specific promotion code.
	PROMOTION COUPON CODES PARAMETER [PROMOTION_COUPON_CODES]	Enables generating limited use coupon codes linked to a promotion code.
RATE CODE APPROVAL [RATE_CODE_APPROVAL]		Allows to set a layer of approval for all Rates prior to them being activated for use across the Enterprise.
RATE CODE UPLOAD TO ORACLE DISTRIBUTION [MYFIDELIO_RATE_UPLOAD]		When active, a new component checkbox will be displayed in rate code configuration allowing users to select which rate codes should be uploaded to the Oracle Distribution. This should only be enabled if your OPERA ORS has an Oracle Distribution central connector.
RATE SEASONS [RATE_SEASONS]		Rate seasons enable season codes to be configured with start and end dates. When configuring pricing schedules the season code can be selected.

Table 10-48 (Cont.) OPERA Controls — Rate Management Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
RATE TIERS [RATE TIERS]		Activates rate tier functionality to configure length of stay tiers and rate schedules by defined lengths of stay.
	RATE TIER DETAILS SETTING [RATE_TIER_DETAILS]	Defines the length of stay tiers that rate schedules can be created under. Valid values: <ul style="list-style-type: none"> • 1-2 • 3-7 • 8-20 • 21+
REAL TIME RATE ROOM AVAILABILITY [REALTIME_RATE_ROOM_AVAILABILITY]		Activates real time rate and inventory retrievals for integration with external CRS system.
REVENUE POSTING BY ROOM TYPE/ROOM CLASS [RATE HEADER MULTIPLE ROOM TRN CODE LINKAGE]		Enables linking multiple transaction codes by Room Class / Room Type on the Financial Details. Note: If the Revenue Posting by Market Code control is active, this function is used as a secondary posting method.
SUPPRESS RATE [SUPPRESS_RATE]		This functionality supports confidential rates - an 'SR' is displayed instead of the rate amount in Look to Book sales screen and the reservation. Only users with the elevated privilege 'VIEW SUPPRESSED RATE DETAILS' are able to view the rate amount details.

Table 10-49 OPERA Controls — Rate Management Parameters

PARAMETER	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
ABILITY TO QUOTE RATES IN FOREIGN CURRENCIES [MULTI_CURRENCY]		Enables quoting rates in foreign currencies.

Table 10-49 (Cont.) OPERA Controls — Rate Management Parameters

PARAMETER	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
	REFERENCE CURRENCY CALCULATION SETTING [REFERENCE_CURRENCY_CALCULATION]	Determines how the reference currency appears on the folio. Valid values: <ul style="list-style-type: none"> CURRENT — The reference currency amounts are based on the exchange rate calculation for the date the folio is printed/previewed. ACTUAL — The reference currency amounts are based on the exchange rate calculation for the date the transaction was posted.
ADVANCED RATE CODE POSTING RHYTHM [ADVANCED_RATE_CODE_POSTING_RHYTHM]		When activated you can define posting rhythms for specific date ranges. You can indicate if the posting rhythm can be repeated within the Stay or Sell segment within the Stay.
DEFAULT MEMBERSHIP FLAG [DEFAULT_MEMBERSHIP_FLAG_ON_RATE_HEADER]		Selects the Membership check box automatically for all newly created rate codes.
MAXIMUM RATE ALLOWED [MAXIMUM_RATE_ALLOWED]		Enables entry of a maximum rate amount for single and double rate amounts on the Rate Schedules screen. This amount is evaluated at the time of booking and substituted for any night where the discount calculated for the rate exceeds the maximum rate amount.
MINIMUM RATE ALLOWED [MINIMUM_RATE_ALLOWED]		Enables entry of a minimum rate amount for single and double rate amounts on the Rate Schedules screen. This amount is evaluated at the time of booking and substituted for any night where the discount calculated for the rate is lower than the minimum rate amount.
PACKAGE PRICING AND AVAILABILITY ATTRIBUTES [PACKAGE_PRICING_AND_AVAILABILITY_ATTRIBUTES]		Enables specifying begin and end sell dates on a package and specifying min/max nights and min/max persons for each date range on a package.
PACKAGES SOLD SEPARATELY [PACKAGES_SOLD_SEPARATELY]		Enables flagging packages as Sell Separate in configuration.
PRIVILEGED RATES [PRIVILEGED_RATES]		Activates privileged rates functionality.

Table 10-49 (Cont.) OPERA Controls — Rate Management Parameters

PARAMETER	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
RATE CODE POSTING RHYTHM [DISCOUNT_FREE_NT S]		When active you can define if the rate code amount posts every night or every X nights.
RATE CODE RESTRICTIONS [RESTRICTION_RATEC ODE]		Enables setting restrictions at the rate code level.
RATE FLOOR [RATE_FLOOR]		Activates rate floors functionality to set a minimum rate amount for rate schedules.
	RATE FLOOR LEVEL OF CONTROL SETTING [RATE_FLOOR_LEVEL _OF_CONTROL]	Determines the level that rate floors are set. Valid values: <ul style="list-style-type: none"> • RATE LEVEL • ROOM TYPE LEVEL
RATE OWNERSHIP HANDLING [RATE_OWNERSHIP]		Exposes additional columns on the rate code protection screen for property and central. Also enables flagging rate codes as property or centrally owned.
REFRESH MANUALLY ADDED PACKAGES [REFRESH MANUAL PACKAGES]		Refreshes the attributes of manually added packages on a reservation based on the existing package configuration.
REVENUE POSTING BY MARKET CODE [REVENUE_POSTING_ BY_MARKET_CODE]		Determines if revenue posts based on Rate Code Configuration or Market Code Mappings.
SHOW ADD SEPARATE LINE PACKAGES TO RATES IN THE LTB [INCL_PRINT_SEP_PK GS_IN_RATE_QUERY]		Includes packages that are 'Add Rate Separate Line' in the rate amount in the Look To Book Sales screen.
TICKET PACKAGES [TICKET_PACKAGES]		Enables packages to be flagged as a ticket and for tickets to be associated to a reservation and show in a ticket panel for action.

Table 10-50 OPERA Controls — Rate Management Settings

SETTING	DESCRIPTION
DEFAULT PACKAGE TRANSACTION CODE [DFLT_PKG_TRAN_CO DE]	Defines the default transaction code for packages on rate codes.

Table 10-50 (Cont.) OPERA Controls — Rate Management Settings

SETTING	DESCRIPTION
DEFAULT TRANSACTION CODE [DFLT_TRAN_CODE]	Defines the default transaction code for rate codes. Valid values: <ul style="list-style-type: none"> All transaction codes associated with a Revenue group and In House Sales = N, In House Payment = N, and In House Deposit = N. This excludes comp transaction codes.
PACKAGE ATTRIBUTES FOR EXTERNAL RATES [PACKAGE_ATTRIBUTES_FOR_EXTERNAL_RATES]	Enables selecting attributes so that the packages with selected attributes can be attached to externally controlled rate codes. Valid values: <ul style="list-style-type: none"> Included in Rate Add Rate Separate Line Add Rate Combined Line
PACKAGE LOSS [PACKAGE_LOSS]	Defines the package loss transaction code. Valid values: <ul style="list-style-type: none"> All transaction codes except those marked as internal only.
PACKAGE PROFIT [PACKAGE_PROFIT]	Defines the package profit transaction code. Valid values: <ul style="list-style-type: none"> All transaction codes except those marked as internal only.
RATE INFORMATION TEMPLATE [RATE_INFO_TEMPLATE]	Defines the rate information template to configure generic text that is common for most rate codes. When configuring rate plans, the rate information template for the property can be populated in the rate code's long information field and further modified to suit the individual rate code as needed.

OPERA Controls — Reservations

The following tables outline the functions, parameters, and settings that can be configured in the OPERA Controls Reservations group.

Table 10-51 OPERA Controls — Reservations Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
ACCOMPANYING GUEST [ACCOMPANYING_GUEST]		Allows for additional guest profiles to be associated with a reservation to identify multiple guests occupying one room. Eliminates needing to create share reservations.

Table 10-51 (Cont.) OPERA Controls — Reservations Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
ADVANCE CHECK IN [ADVANCE_CHECK_IN]		<p>Master control that activates the Advance Check In functionality, which provides the option of flagging one or multiple arrival reservations as Advance Checked In reservations with the option to also record the estimated time of return to the property. Housekeeping is alerted of the ETR when performing their tasks.</p> <p>Note: Pseudo room reservations cannot be flagged for Advance Check In.</p> <p>Note: To flag a reservation for Advance Check In the reservation must have a valid payment method.</p>
	<p>AUTO CHECK IN OF ADVANCED CHECKED IN RESERVATIONS PARAMETER [AUTO_CHECK_IN_AD VANCE_CHECK_IN_RE S]</p>	<p>Automatically checks in Advance Checked In reservations when the room housekeeping status of the reservation's room number matches the room housekeeping status set in the Room Status for Auto Check In of Advance Checked In Reservations.</p> <p>Available when Advance Check In function is Active.</p> <p>When turned On makes the following available:</p> <ul style="list-style-type: none"> • Room Status for Auto Check In of Advance Checked In Reservations setting <p>Enables the Auto Check In Processor in the Toolbox Utilities - Processors</p>
	<p>EXPECTED TIME OF RETURN (ETR) PARAMETER [EXPECTED_TIME_OF _RETURN]</p>	<p>Enables the option to provide an Expected Time of Return (ETR) and/or an Expected Time of Return Comment on reservations, and adds ETR search capabilities for arrival reservations when an ETR is provided.</p> <p>Available when the Advance Check In function is Active.</p> <p>Expected Time of Return value is in property time format.</p> <p>Expected Time of Return comment allows up to 200 characters.</p>

Table 10-51 (Cont.) OPERA Controls — Reservations Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
	ROOM STATUS FOR AUTO CHECK IN OF ADVANCE CHECKED IN RESERVATIONS SETTING [ROOM_STATUS_FOR _AUTO_CHECK_IN_AD VANCE_CHECK_IN_RE S]	<p>Defines the room housekeeping status (or multiple statuses) that triggers the Auto Check in for Advance Checked In reservations.</p> <p>Available when Auto Check In of Advance Checked In Reservations parameter is turned On.</p> <p>Values for the room housekeeping status are multi-select from all room housekeeping statuses available at the property.</p> <p>Default list values are Clean and Dirty room status.</p> <p>This list can also show values for Inspected, Pickup and Out of Service when their respective OPERA Control functions for “Inspected Status”, “Pickup Status” and “Out of Service” in Room Management are active.</p> <p>Note: If a value is not set in the Room Status for Auto Check In of Advance Checked In Reservations setting, Advance Checked In reservations will not be automatically checked in even though the Auto Check In Advance Checked In Reservations parameter is On.</p>
ALERTS [ALERTS]	POPUP ALERTS PARAMETER [FULLSCREEN_ALERT S]	<p>Alerts can be manually entered for a specific reservation and set to display on screen or print. Global alerts rules can also be configured with conditions as to when the alert should trigger. When the condition is met the alert appears on screen or is printed..</p> <p>Shows alerts in a pop-up.</p>
	WELCOME OFFER PARAMETER [WELCOME_OFFER_A LERT]	<p>Activates the welcome offer alert functionality to offer certain predefined choices for the guest to select upon check in.</p>
	WELCOME OFFER PAYMENT TRANSACTION CODE SETTING [WELCOME_OFFER_P AYMENT_TRANSACTI ON_CODE]	<p>Defines the transaction code used to settle the Post It transaction selected during the welcome offer process so that it is posted to the PM room specified in the Reservations: Welcome Offer Posting Master application setting.</p>

Table 10-51 (Cont.) OPERA Controls — Reservations Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
	WELCOME OFFER OPTIONS SETTING [WELCOME_OFFER_O PTIONS]	Specifies the options available for the guest to select as a welcome offer. Valid values: <ul style="list-style-type: none"> • eCoupons: Select eCoupon codes to attach to a reservation. • Items: Select and associate a value from item inventory to the reservation. • Post It: Select an article from the Post It screen, post and settle to a PM room.
CALLER INFORMATION [CALLER_INFORMATIO N]	WELCOME OFFER POSTING MASTER SETTING [WELCOME_OFFER_P M_ROOM]	Defines the Posting Master that the Post It transaction is settled to during the welcome offer process. Caller information can be entered and tracked for all new and updates to reservation. Caller history details is then available
CENTRALIZED CONFIRMATIONS [CENTRALIZED_CONFI RMATIONS]		Enables sending centralized confirmation letters via the CRS external system.
COPY RESERVATION [ADD_ON]		Enables the ability to copy (clone) a reservation and make further modifications as needed.
CREDIT RATINGS [ADVANCED_POLICIES]		Credit ratings are profile-based and can be referenced in deposit and cancellation rule configuration. When creating a new reservation or block the credit rating for the linked profile is considered in the calculation of the deposit and cancellation schedule.
DO NOT MOVE ROOM [DO_NOT_MOVE_ROO M]		Enables a Do Not Move flag on the reservation once a room is assigned. Only users with elevated privilege can remove the do not move flag and modify the room number value.
ENHANCED ROOM ASSIGNMENT [ENHANCED_ROOM_A SSIGNMENT]		Enables the ability to define the rating/ points for specific reservation / profile attributes. OPERA Cloud will then use these ratings when conducting a room assignment.

Table 10-51 (Cont.) OPERA Controls — Reservations Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
	MEMBERSHIPS IN ROOM ASSIGNMENT WORKFLOW SETTING [MEMBERSHIPS_IN_ROOM_ASSIGNMENT_WORKFLOW]	Specifies the membership types for the configured membership levels that are available on the Membership Levels tab of the Room Assignment Workflow used when calculating the hierarchy to assign the best room to the best guest.
FIXED RATES [USE_FIXED_RATE_FUNCTIONALITY]		Enables the ability to manually override the rate amount based on rate code pricing schedule and fix the amount for date(s).
	ALWAYS USE FIXED RATES PARAMETER [ALWAYS_FIXED_RATES]	Stores all reservations created or modified in the system as fixed rate reservations.
	DISCOUNT FOR FIXED RATE PARAMETER [USE_DISCOUNT_FOR_FIXED_RATE]	Calculates the discount for the fixed rate.
	SHARE RATE SPLITTING FOR FIXED RESERVATIONS PARAMETER [SHARE_RATE_SPLITTING_FOR_FIXED_RESERVATIONS]	Enables share rate splitting on reservations marked as fixed with the same rate code.
GUEST LOCATORS [LOCATORS]		Enables the ability to set a temporary location for a particular guest in order to inform other users, such as telephone operators, of the guests' current whereabouts on or off premises.
ITEM INVENTORY [ITEM_INVENTORY]		Enables functionality to track items that can be added to a reservation or sold via a package code; the stock inventory levels are then tracked as items are sold. The availability of inventory items can then be viewed for each date.
	ITEM INVENTORY POOL PARAMETER [ITEM_INVENTORY_POOL]	Activates the item inventory pool functionality, which enables items to be sold with a maximum pool ceiling quantity.
	ALLOW INVENTORY ITEMS OUTSIDE OF STAY DATES PARAMETER [ALLOW_INV_ITEMS_OUTSIDE_STAY]	When activated, Inventory Items can be configured as Outside of Stay Dates which enable you to attach the item beginning before and/or ending after the stay dates of the Reservation.

Table 10-51 (Cont.) OPERA Controls — Reservations Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
MESSAGES [MESSAGES]	SELL CONTROL ITEMS PARAMETER [SELL_CONTROL_ITE MS]	When active, the sale of the item will be restricted if there is no inventory available for the selected dates. Users with the task for Override Item Sell Control will be able to book items when there is no inventory available for the selected dates.
PRE-REGISTRATION CHECK IN [INTERNET_CHECK_IN]	PRE-REGISTRATION EXTERNAL SYSTEM ALERT SETTING [INTERNET_CHECK_IN _ALERT_CODE]	Activates the pre registration functionality, flagging the reservation as pre-registered for check-in via third-party mobile app or hotel website. Stores the external system alert code used for alerts created for internet checked-in reservations.
RESERVATION AUTO- ATTACH ELEMENTS [RESV_AUTO_ATTACH]	PRE-REGISTRATION EXTERNAL SYSTEM TRACE SETTING [INTERNET_CHECK_IN _TRACE_DEPT]	Stores the external system trace department code used for traces created for internet checked-in reservations. When enabled it is possible to configure rules to auto-update reservation special requests based on a defined condition. For example – a reservation for VIP may be auto-updated with a package item for fruit platter or trace to housekeeping for special amenities to be placed in the room.
RESERVATION CONTACT [RESERVATION_CONT ACT]		Specifies whether contact profiles functionality is used/shown on the Reservation screen.
RESERVATION DISCOUNTS [RESERVATION_DISCO UNTS]		When enabled discount fields for flat amount, percentage and reason are enabled on reservation details. The rate amount for eligible rate code can then be adjusted for a reservation by the specified discount amount or percentage.

Table 10-51 (Cont.) OPERA Controls — Reservations Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
RESERVATION PREFERENCE SOURCES [CONSOLIDATED_PREFERENCES]		Makes reservation preferences from different external sources functionality available.
	EXCLUSIVE PREFERENCES PARAMETER [EXCLUSIVE_PREFERENCES]	Enables OPERA Cloud to define the exclusive preferences.
	PREFERENCE SOURCE HIERARCHY SETTING [PREF_SOURCE_HIERARCHY]	Defines the precedence of the source system for preference.
RESERVATION TRACES [RESERVATION_TRACES]		Enables the ability to setup actionable date-driven reminders for specific department on a reservation.
RESERVATION UPGRADE [RESERVATION_UPSELL]		Activates the upgrade functionality to control the price of the upgrade and when it is offered. A reservation upgrade option, based on user tasks, is available while booking a new reservation, changing the stay details of an existing reservation, and to offer to arriving guests during the check in process, for reservations that match the upgrade rules and settings.
	ALLOW FIXED RATE RESERVATIONS PARAMETER [ALLOW_FIXED_RATE]	Enables upgrading reservations that have a fixed rate code attached.
	ALLOW RESERVATION DISCOUNTS PARAMETER [ALLOW_RESERVATION_DISCOUNTS]	Enables reservations that have discounts already attached to be available for upgrade.
	ROOM STATUS SETTING [ROOM_TYPE_ROOM_STATUS]	Determines the minimum housekeeping status of a room to be offered for upgrade during check-in.
	MAXIMUM LENGTH OF STAY SETTING [MAXIMUM_LENGTH_OF_STAY]	Determines the maximum length of stay for a reservation to be considered for an upgrade.

Table 10-51 (Cont.) OPERA Controls — Reservations Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
	MAXIMUM NUMBER OF OFFERS DISPLAYED SETTING [MAXIMUM_NUMBER_OF_OFFERS]	Specifies the maximum number of upgrade offers available.
	TRANSACTION CODE SETTING [TRANSACTION_CODE]	Specifies the transaction code where the upgrade revenue posts.
	OCCUPANCY LEVEL DETAILS SETTING [UPSELL_OCCUP_LEVELS]	Defines the number and ranges for the occupancy levels.
SHARES [SHARES]		Enables the ability to have multiple reservations assigned to a room for overlapping date period. This cannot be inactivated if there are existing shares.
	AUTOMATICALLY CHECKIN SHARE RESERVATIONS PARAMETER [AUTO_CHECKIN_SHARE_WITH_RESERVATION]	Checks in all arriving shares automatically.
	CUSTOM SPLIT FOR SHARES PARAMETER [CUSTOM_SPLIT_SHARE]	Enables creating sharing reservations with custom split rate amounts.
	ENFORCE SAME STAY DATES FOR SHARING GUESTS PARAMETER [FORCE_SAME_STAY_AMONG_SHARES]	Enables maintaining the same stay dates among sharing reservations.
	ENFORCE SAME RATE CODE FOR SHARING GUESTS PARAMETER [FORCE_SAME_RATE_CODE_AMONG_SHARES]	Enables maintaining the same rate code among sharing reservations.
SHARES [SHARES]		Activate Share Functionality.

Table 10-51 (Cont.) OPERA Controls — Reservations Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
	AUTOMATICALLY CHECK IN SHARE RESERVATIONS [AUTO_CHECKIN_SHARE_WITH_RESERVATION]	Share reservations will be presented for Check In one after the other.
	CUSTOMER SPLIT FOR SHARES [CUSTOM_SPLIT_SHARE]	Activate the ability to create sharing reservations with custom split rate amounts.
	ENFORCE SAME STAY DATES FOR SHARING GUESTS [FORCE_SAME_STAY_AMONG_SHARES]	Activate the ability to maintain the same stay dates among sharing reservations.
	ENFORCE SAME RATE CODE FOR SHARING GUESTS [FORCE_SAME_RATE_CODE_AMONG_SHARES]	Activate the ability to maintain the same rate code among sharing reservations.
	ENFORCE CREDIT CARD ENTRY FOR CREDIT CARD GUARANTEED DURING BREAK SHARE [CC_REQUIRED_ON_BREAK_SHARE]	During separate share, a list of credit card guaranteed reservations which does not have credit card details will be presented in addition to the payment screen to enter new credit card details to be attached to those reservations.
WAITLIST [WAITLIST_RESERVATION]	SHOW WAITLIST FOR OPEN RATES PARAMETER [SHOW_WAITLIST_FOR_OPEN_RATES]	Enables the ability to create reservation in waitlist status and confirm the reservation at a future date when the room type or rate availability is open.
WAKE UP CALLS [WAKEUP]		Enables the ability to setup PBX wakeup calls for reservations.

Table 10-52 OPERA Controls — Reservations Parameters

PARAMETER	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
ALWAYS SHOW SELL MESSAGES [ALWAYS_SHOW_SELL _MESSAGES]		When inactive, users will not see sell messages in the reservation presentation. Unless, it is a new reservation.
ATTACH TRAVEL AGENT / SOURCE PROFILES TO RESERVATIONS [ALLOW_TA_AND_SOU RCE_ON_RESV]		Allow attachment of Travel Agent and Source profiles to reservations.
AUTO CHECK IN ARRIVAL PSEUDO ROOMS [AUTO_CHECKIN_ARRI VAL_PSEUDO_ROOM]		Arrival pseudo room reservations are automatically checked in during the End of Day process.
AUTO CHECK IN PSEUDO ROOMS AFTER CHECK OUT [AUTO_CHECKIN_PSE UDO_ROOM]		Pseudo room reservations flagged as "Always Checked In" are copied and checked in after they are checked out.
AUTO CHECK OUT [AUTO_CHECK_OUT]		Auto Check Out provides the ability to initiate a process that will automatically post payments and settle billing windows for departing reservations and then proceed with checking them out. Folios or receipts will not be printed or emailed during this process.
AUTO DEPOSIT COLLECTION [AUTO DEPOSIT SCREEN]		The deposit screen on reservations with existing deposit schedules will automatically appear when the user saves the reservation and it may also take the user one step further and automatically open the deposit payment form with deposit amount pre-populated based on configuration.
BLANK OUT METHOD OF PAYMENT FOR ARRIVAL RESERVATIONS [BLANK_OUT_METHOD _OF_PAYMENT_FOR_A RRIVALS]		Blank out method of payment for arrival reservations.
CANCEL ACTIVITY [CANCEL_ACTIVITY]		Allow OPERA Users to send Cancel Activities Message to external system.
CLOSING SCRIPT NEW AND UPDATE RESERVATION [ENDSCRIPT]		Display the Closing Script while creating or updating a reservation on the Look To Book Sales Screen

Table 10-52 (Cont.) OPERA Controls — Reservations Parameters

PARAMETER	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
CONFIRMATION LETTER FOR CANCEL RESERVATION [CONFIRMATION_LETTER_CANCEL_RESERVATION]		Confirmation Letter to be generated when a Reservation is Cancelled.
COPY PROFILE RESERVATION NOTES TO RESERVATION [RESERVATION_COMMENTS]		Reservation Notes on profile will be automatically copied to new reservations
CREATE INTERNAL CHARGE NUMBER [CREATE_INTERNAL_CHARGE_NUMBER]		Controls the automatic creation of an internal charge number for each reservation. When this parameter is set to Off, no internal charge number will be automatically created for any reservation. When this parameter is set to On, OPERA Cloud will automatically create an internal charge number for each new reservation. The charge number is created at the time that a reservation is created in the property management system. The system will also create an internal charge number when a new reservation is inserted from a third party system. In other words, when this parameter is set to On, the system will create an internal charge number when a confirmation number is generated. Note that when a reservation is moved from one property to another, a new charge card number will be created as the moved to property may support a different format.
	CHARGE NUMBER PATTERN PREFIX SETTING [CHARGE_NUMBER_PATTERN_PREFIX]	Enables you to define a specific alpha or numeric code with which the hotel charge card number should begin. Adds a prefix to all newly generated hotel charge card numbers. For example, enter DL in this field if you want all hotel charge card numbers to begin with the letters DL.

Table 10-52 (Cont.) OPERA Controls — Reservations Parameters

PARAMETER	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
	CHARGE NUMBER PATTERN SETTING [CHARGE_NUMBER_P ATTERN]	Defines the pattern to be used when generating hotel charge card numbers. Multiple selections can be defined for the pattern. For example, you can press Ctrl and click to select PROPERTY and NAME ID from the multi-selection pane. This will tell the system to use the property code and the guest's name ID when creating new hotel charge card numbers. Leave this field blank to use the default Oracle Sequence Number.
	CHARGE NUMBER PATTERN SUFFIX SETTING [CHARGE_NUMBER_P ATTERN_SUFFIX]	Enables you to define a specific alpha or numeric code with which the hotel charge card number should end. For example, enter ORL in this field if you want all hotel charge card numbers to end with the letters ORL.
	CHARGE NUMBER MAXIMUM SIZE SETTING [CHARGE_NUMBER_M AXIMUM_SIZE]	Enables you to define any size limitations to the hotel charge card number. The resulting charge number must contain between five and 60 characters. This is dependent on any restrictions for the 3rd party system.
CROSS BRAND RECOGNITION [CROSS_BRAND_REC OGNITION]		When this parameter is turned ON, Guest members (of a central loyalty membership program) will be recognized by a pop up message when accessing their reservation, this will help the user identify where this guest originally enrolled and treat accordingly.
ENFORCE THE MINIMUM OCCUPANCY SET ON THE ROOM TYPE [ENFORCE_ROOM_TY PE_MIN_OCCUPANCY]		Enforce the Minimum Occupancy set on the Room Type.
EXTERNAL NOTIFICATIONS [RESERVATION_EXTE RNAL_NOTIFICATIONS]		Ability to flag a reservation for guest opt-in to receive external notifications related to their stay. Note: Business event configuration and subscription are required to receive notification when this flag is updated on a reservation.
GENERATE KEY PACKETS [CUSTOMIZED_KEY_P ACKET_LABELS]		Activates the key packets functionality which allows the Property to generate Key Packet labels for individual or block reservations.

Table 10-52 (Cont.) OPERA Controls — Reservations Parameters

PARAMETER	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
GUEST PAY ONLY FILTER WITHIN THE RATE INFO SCREEN [GUEST_PAY_FILTER_I N_RATE_INFO]		Ability to see the Guest Pay Only Filter within the Rate Info screen.
MANDATORY METHOD OF PAYMENT [MANDATORY_MOP]		Method of Payment is Mandatory at the Time of Reservation.
MANDATORY ROOM MOVE REASONS [MANDATORY_ROOM_ MOVE_REASONS]		Activating this Parameter will make the Reason field mandatory on the Room Move screen.
POPULATE PRIMARY PROFILES FOR RESERVATIONS [POPULATE_PRIMARY _PROFILES_FOR_NEW _RESV]		Populate Primary Company, Travel Agent, and Source profiles for the Guest for New Availability searches.
PRE-AUTHORIZE CREDIT CARDS PRIOR TO CHECK IN [CC_PRE_CHECK_IN_A UTHORIZATION]		Ability to pre-authorize credit cards on reservations up to 10 days prior to check in.
PROPERTY CALENDAR [PROPERTY_CALENDA R]		Activates the property calendar functionality.
RATE CODE MANDATORY FOR BLOCK PICKUP [RATE_CODE_MANDAT ORY_BLOCK]		Rate Code Mandatory for Reservations picked up from block.
REFRESH RATES FOR EXTENSION DATES ONLY [REFRESH_RATES_FO R_EXTENSION_DATES _ONLY]		Refresh rates for extension dates only when extending the stay period on an existing reservation.
REGISTRATION CARD SCRIPT [REGISTRATION_CARD _SCRIPT_RSV]		Display Web Registration Card for reservation for getting Signature and Initial.

Table 10-52 (Cont.) OPERA Controls — Reservations Parameters

PARAMETER	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
REINSTATE EARLY DEPARTURE TO LAST DEPARTURE DATE [REINSTATE_TO_LAST _DEPARTURE_DATE]		When reinstating an Early Departure, the departure date to default to the departure date prior to checkout.
RESERVATION LOOKUP [RESERVATION_LOOK UP]		Activates the reservation lookup functionality.
RESERVATION ROOM FEATURES [RESERVATION_ROOM _FEATURES]		This parameter is used in conjunction with Room Features associated with reservations and profiles. When On, Room Features associated with the reservation are carried over to the room availability screen.
RESERVATIONS SMOKING PREFERENCE [RESERVATION_SMOKI NG_PREFERENCE]		If active when Assigning a room number for a reservation, populates the Smoking Preference filter based on the Reservation Smoking Preference, not the Profile Smoking Preference.
ROOM TYPE AUTO POPULATE [ROOM_TYPE_AUTO_P OPULATE]		Enables Auto Populate check box at Property Level for Room Type Configuration. By selecting this Auto Populate check box, this room type will automatically default for all new Rate Codes in the Room Type field on the Rate Code Header screen.
ROOM TYPE AUTO ROOM ASSIGN [ROOM_TYPE_AUTO_R OOM_ASSIGN]		Enables Auto Room Assign check box at Property Level for Room Type Configuration. By selecting this Auto Room Assign check box, OPERA will auto-assign a room number to a new reservation when a reservation is made for the room type and a room has not been manually assigned for the reservation. This functionality will occur only for newly created reservations should this parameter be active.
ROOM TYPE TO CHARGE [ROOM_TYPE_CHARG E]		Exposes the Room Type to Charge field for reservations. With this Room Type to Charge field, it is possible to have a reservation be inventoried on one room type and charged as if it was of another differing room type.
TA RECORD LOCATOR [TA_RECORD_LOCATO R]		Allow Travel Agent Record Locator entry and search on Reservation Screen

Table 10-52 (Cont.) OPERA Controls — Reservations Parameters

PARAMETER	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
TRANSPORTATION [TRANSPORTATION]		Transportation information.
UNIQUE CONFIRMATION NUMBER FOR LINKED RESERVATION [UNIQUE_LINKED_RES_CONF_NO]		Unique Confirmation Number for Linked Reservation.
ECOUPONS [ECOUPONS]		Activates the eCoupons functionality which allows a property to configure eCoupon code specific for items that can be redeemed in outlets via the Point of Sales system by a guest which will be posted automatically to the specific posting master room.
	ATTACH ECOUPON PRIOR TO THE ARRIVAL DATE PARAMETER [ATTACH_ECOUPONS_PRIOR_ARRIVAL]	When active, eCoupons can be attached to a reservation as soon as the reservation is created. When inactive, the eCoupon panel will be displayed under a reservation only from its arrival date and the user can attach eCoupons only when the reservation arrival date is reached.

Table 10-53 OPERA Controls — Reservations Settings

SETTING	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
AUTOMATICALLY REFRESH RATES ON RESERVATION [AUTO RATE REFRESH CRITERIA]		Automatically refresh rates on reservation based on the selected values.
COMMISSION PAY [COMMISSION_PAY]		Select to Pay Commission to the Travel Agent only, Source only or both the Travel Agent and Source attached to the Reservation.
DEFAULT CHAIN COMPANY CONFIRMATION LETTER [DEFAULT_CHAIN_COMPANY_CONF_LETTER]		Default Chain Confirmation Letter used for Company Profiles.

Table 10-53 (Cont.) OPERA Controls — Reservations Settings

SETTING	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
DEFAULT CHAIN CONTACT CONFIRMATION LETTER [DEFAULT_CHAIN_CO NTACT_CONF_LETTER]		Default Chain Confirmation Letter to be used for Contact Profiles.
DEFAULT CHAIN GROUP CONFIRMATION LETTER [DEFAULT_CHAIN_GR OUP_CONF_LETTER]		Default Chain Confirmation Letter to be used for Group Profiles.
DEFAULT CHAIN GUEST CONFIRMATION LETTER [DEFAULT_CHAIN_GUE ST_CONF_LETTER]		Default Chain Confirmation Letter used for Guest Profiles.
DEFAULT CHAIN SOURCE CONFIRMATION LETTER [DEFAULT_CHAIN_SOU RCE_CONF_LETTER]		Default Chain Confirmation Letter to be used for Source Profiles.
DEFAULT CHAIN TRAVEL AGENT CONFIRMATION LETTER [DEFAULT_CHAIN_TR_ AGENT_CONF_LETTER]		Default Chain Confirmation Letter to be used for Travel Agent Profiles.
DEFAULT PROPERTY COMPANY CONFIRMATION LETTER [DEFAULT_PROPERTY _COMPANY_CONF_LE TTER]		Default Property Confirmation Letter to be used for Company Profiles.
DEFAULT PROPERTY CONTACT CONFIRMATION LETTER [DEFAULT_PROPERTY _CONTACT_CONF_LET TER]		Default Property Confirmation Letter to be used for Contact Profiles.

Table 10-53 (Cont.) OPERA Controls — Reservations Settings

SETTING	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
DEFAULT PROPERTY GROUP CONFIRMATION LETTER [DEFAULT_PROPERTY _GROUP_CONF_LETT ER]		Default Property Confirmation Letter to be used for Group Profiles.
DEFAULT PROPERTY GUEST CONFIRMATION LETTER [DEFAULT_PROPERTY _GUEST_CONF_LETTE R]		Default Property Confirmation Letter used for Guest Profiles.
DEFAULT PROPERTY SOURCE CONFIRMATION LETTER [DEFAULT_PROPERTY _SOURCE_CONF_LETT ER]		Default Property Confirmation Letter used for Source Profiles.
DEFAULT PROPERTY TRAVEL AGENT CONFIRMATION LETTER [DEFAULT_PROPERTY _TR_AGENT_CONF_LE TTER]		Default Property Confirmation Letter used for Travel Agent Profiles.
EXTERNAL REFERENCE TO DISPLAY [EXTERNAL_REF_NUM BER_TO_DISPLAY]		External Reference to display in Reservations Additional Details.
GUEST STAY INDICATION [GUESTSTAY_INDICATI ON]		Controls how the Guest Stay Indicator will show in each Reservation.
MAXIMUM NUMBER OF NIGHTS [RESV_MAX_NIGHTS]		The Maximum Number of Nights a Reservation can be booked. If user have a Max Nights Upper Limit task, effective max nights will be the higher setting between this and Hub level Maximum Number of Nights setting.

Table 10-53 (Cont.) OPERA Controls — Reservations Settings

SETTING	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
MAXIMUM NUMBER OF NIGHTS — HUB LEVEL [MAX_NO_OF_NIGHTS]		The Maximum Number of Nights a Reservation can be Booked and the maximum length on a business block header. This value is also used to determine In House Bookings that display within the Business Block screen.
MAXIMUM NUMBER OF NIGHTS PER RESERVATION [RESV_MAX_ROOMS]		The Maximum Number of Rooms a Reservation can be booked. If user have a Max Rooms Upper Limit task, effective max rooms will be the higher setting between this and Hub level Room Limit Per Reservation setting otherwise lower setting will be effective.
MAXIMUM RESERVATION ADVANCED BOOKING DAYS [MAX_RESV_ADV_BOOKING_DAYS]		Controls how far into the future from the current business date a reservation can be created.
RESERVATION COLOR DEFINITION [RESERVATION_COLOR_DEFINITION]		Reservation Color Definition.
ROLLING NO SHOW [OWNER_NOSHOW]		Reservations with reservation type selected in the parameter will not be automatically no showed during End of Day. Instead the arrival date will be extended to the next day.
	ROLLING NO SHOW PREFERENCE SETTING [ROLLING_NOSHOW_PREFERENCE]	Determines whether the arrival date will be automatically rolled until the departure day (default) or the last night of the reservation.
ROOM DISPLAY ORDER [ROOM_DISPLAY_ORDER]		In the room lookup screens, the order of the rooms displayed can be least used ascending, least used descending, back to back ascending, back to back descending, ascending, descending or by display sequence based on the parameter set here.
ROOM LIMIT PER RESERVATION — HUB LEVEL [PER_RESERVATION_ROOM_LIMIT]		Maximum Number of Rooms Sold per Reservation.

OPERA Controls — Room Management

The following tables outline the functions, parameters, and settings that can be configured in the OPERA Controls Room Management group.

Table 10-54 OPERA Controls — Room Management Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
BUILDING MANAGEMENT [BUILDINGS]		Provides the ability to configure Buildings and Building Groups and associate Rooms to the Buildings. This configuration can be used with the Task Sheet Work flow functionality to breakout task sheets by buildings.
COMPONENT SUITES [COMPONENT_SUITES]		Enables the configuration of a virtual room type that is comprised of one or more physical room types. Virtual room numbers are then configured for the component rooms. A component room is typically two or more inter-connecting rooms sold as 1. It is possible to configure rate schedules for component room types as well as the physical rooms. Only 1 reservation for component room type is created, deducting multiple physical rooms from inventory.
DISCREPANT ROOMS [DISCREPANT_ROOMS]		Activate Discrepant Room functionality to identify variance between HK and FO stats of the room.
GUEST SERVICE STATUS [GUEST_SERVICE_STATUS]		Enables a Guest Service Status flag for Do Not Disturb (DND) or Make Up Room to be set for an occupied room (in-house reservation).
HOLD ROOMS [HOLD_ROOMS]		Enables the ability to reserve vacant rooms for a defined period of time. The reservation prevents other users from selecting the held room(s) for assignment to reservations. This function is dependent on Room Conditions function also being active.
HOUSEKEEPING TASK SCHEDULING [FACILITY_MANAGEMENT]		Task scheduling functionality allows for configuration of housekeeping tasks such as Full Service, Light touch, and so on, and facility codes for the items associated with the facility task (such as Hand towel, Bath Amenities, Pillowcase). Task schedules are then configured for each room type with OPERA Cloud determining which task to schedule per day per room. Users with rights can override the computed schedule to customize according to guests unique requirements. Task forecast reports are also available to assist with labor forecasting.

Table 10-54 (Cont.) OPERA Controls — Room Management Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
	ADVANCED CREDIT RULES FUNCTION [TASK_ASSIGNMENT_ WORKFLOW]	When active a new option will be available in the setting for Housekeeping Credit for Room Task Rules which will allow a property to allocate credits based on configured rules.
	ADVANCED TASK SCHEDULING PARAMETER [ADVANCED_FACILITY _TASKS]	Task Scheduling based on Rate Codes, Specials, Market Codes and VIP. This parameter is available when the VIP control in the Profile group is active
INSPECTED STATUS [USE_INSPECTED_STA TUS]		Activate the Room Status called Inspected.
MAINTENANCE [MAINTENANCE]		Enables functionality to create maintenance requests for guest rooms. Tasks be can assigned to specific maintenance staff or added to a “pool” of requests. Maintenance functionality is on smartphone as well as desktop/tablet.
OUT OF ORDER [OUT_OF_ORDER]		Enables inventory rooms to be set of our order for a date range; removing the room from the inventory count. A reservation cannot be allocated to a room in out of order status.
OUT OF SERVICE [OUT_OF_SERVICE]		Enables inventory rooms to be set of our service for a date range; out of service rooms are still considered in room inventory count. A reservation can be allocated to a room in out of service status.
PICKUP STATUS [PICKUP_STATUS]		Enables the Pickup (Touch-up) room status to track rooms that require a quick service to return to a clean status.
QUEUE ROOMS [QUEUE_ROOMS]		Enables the ability to place arrival reservations for which the requested room type or room number room status is not ready (such as Inspected) for check-in on Queue. Housekeeping room attendants can view arrival reservations on queue via a mobile device in order to expedite the servicing of the assigned room or allocated room type. Once the room status is ready for check-in an SMS can be sent to the guest informing them their room is ready for check-in.

Table 10-54 (Cont.) OPERA Controls — Room Management Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
	QUEUE RUSH TEXT DEFAULT NUMBER SETTING [QRUSH_TEXT_DEFAULT_NUMBER]	Default mobile number to which queue rush messages will be sent to.
ROOM CONDITIONS [HOUSE_ASSIGNMENT]		Room conditions allow housekeeping to inform front office of the temporary condition of a room – such a king bed unzipped into twin. Rooms conditions can also be used to temporarily remove a vacant ready room from vacant room search; often used for show rooms used by sales staff.
ROOM POOL [ROOM_POOLS]		Enables the ability to group multiple room types together into a generic room type for the purpose of blocking generic room types in block room grids (summary room types).
TASK SHEETS [TASK_ASSIGNMENT]		Activates Task Sheet Assignment functionality. Allows creation of Task Sheets using the Generation of Task Sheets which provides customizable assignments based on the property needs. Task Sheets can be assigned using multiple codes to complete specific tasks for the rooms in the Task Sheet. Task Codes can be created in the Task Sheets jump within Accommodation Management.
	TASK COMPANION TIMER SETTING [TASK_COMPANION_TIMER]	Display Timer in the Task Companion. Valid values: <ul style="list-style-type: none"> • DEC— Displays time decreasing. • INC— Displays time increasing. • OFF— Does not display time.

Table 10-54 (Cont.) OPERA Controls — Room Management Functions

FUNCTION	RELATED FUNCTION / PARAMETER / SETTING	DESCRIPTION
TURNDOWN [TURNDOWN]	ABILITY TO HAVE ADDITIONAL TASK SHEETS GENERATED SETTING [ADDITIONAL_TASK_A SSIGNMENTS]	Additional task sheets to be created during the 'Generate Automatic Task Assignment' process. Leaving this setting blank keeps the original task assignment functionality. Valid values: <ul style="list-style-type: none"> • DND (Do Not Disturb task sheet) — All rooms that are set to do not disturb on the Guest Service Status screen are assigned to a separate task sheet. This setting is only available when Guest Service Status is active. • NSR (No Service task sheet) — An additional task sheet is created that contains all rooms that are not scheduled for service.
		Enables the ability to manage turndown task request for inhouse reservations. Eligibility for a reservation is derived from room number configuration with users having the ability to modify eligibility for specific reservations (such as blocks). Turndown management provides the statuses of Requested, Not Required, and Completed.

Table 10-55 OPERA Controls — Room Management Parameters

PARAMETER	DESCRIPTION
ATTENDANT CONSOLE [ATTENDANT_CONSO LE]	Activates the attendant console functionality.
ATTENDANT SCHEDULE [ATTENDANT_SCH EDULE]	Activates housekeeping attendant scheduling functionality. This parameter can only be activated if Housekeeping Task Scheduling is active.
CONNECTING ROOMS [CONNECTING_ROOM S]	Activates Connecting Rooms functionality.
HOUSEKEEPING SECTIONS [HOUSEKEEPING_SEC TIONS]	Housekeeping Sections.

Table 10-55 (Cont.) OPERA Controls — Room Management Parameters

PARAMETER	DESCRIPTION
ROOM NUMBER PARITY [HOUSEKEEPING_ROOM_PARITY]	Ability to Filter Search Results Based on Even or Odd Room Numbers in the Housekeeping Board.
TASK COMPANION ASSISTANCE [TASK_COMP_ASSIST_NOTIF]	Controls if the ability to send notifications from the task companion is allowed.
TASK SHEET TEMPLATE [TASK_SHEET_TEMPLATE]	Allows the creation of a task sheet template.

Table 10-56 OPERA Controls — Room Management Settings

SETTING	DESCRIPTION
DEFAULT DAY USE ROOM STATUS [DEFAULT_DAY_USE_ROOM_STATUS]	Default Room Status of a Day Use Reservation automatically assigned at check out. If no status is selected the room status will not be changed upon check out. Valid values: <ul style="list-style-type: none"> CLEAN DIRTY INSPECTED (available when Inspected Status is active) PICKUP (available when Pickup Status is active)
DEFAULT LINEN CHANGE FREQUENCY [DEFAULT_LINEN_CHANGE_FREQUENCY]	Sets the default change frequency for linens, which is indicated on task sheets. The number provided indicates the number of days in between linen changes. For example, if the value is 2, linens will be added to the task sheet to be changed every second day that the reservation is in-house. Valid values: <ul style="list-style-type: none"> 1+
HOUSEKEEPING CREDITS [HOUSEKEEPING_CREDITS]	Use Credit Assignments in Housekeeping. Valid values: <ul style="list-style-type: none"> NONE ROOM NUMBER FACILITY TASK (available when Housekeeping Task Scheduling is active) ROOM_TASK_RULE (calculated based on room number, task weight, and assignment credit rules; available when Housekeeping Task Scheduling is active)
MAX CREDITS PER ATTENDANT [HK_MAX_CREDITS_PER_ATTENDANT]	Defines the maximum number of credits per attendant.
TASK COMPANION TRACES [HK_TRACE_DEPT]	Select department(s) associated to Housekeeping Traces for displaying current business date traces within the Task Companion.

Table 10-56 (Cont.) OPERA Controls — Room Management Settings

SETTING	DESCRIPTION
UPDATE OCCUPIED ROOM STATUS [UPDATE_OCCUPIED_ROOM_STATUS]	The night audit procedure <code>hkpgk.update_room_status_proc</code> will update all occupied rooms to the room status selected here. If no status is selected then the room status of the occupied rooms will not be changed. Valid values: <ul style="list-style-type: none"> • DI (dirty) • CL (clean) • PU (pickup; available when Pickup Status is active) • IP (inspected; available when Inspected Status is active)
UPDATE VACANT ROOM STATUS [UPDATE_VACANT_ROOM_STATUS]	The housekeeping module of the night audit procedure will update all vacant rooms with a higher room status in the hierarchy to the status selected here. If no status is selected then the room status of vacant rooms will not be changed. The room status hierarchy is either Dirty->Clean->Pickup->Inspected (when Inspected active) or Dirty->Pickup->Clean (when Inspected not active). Valid values: <ul style="list-style-type: none"> • DI (dirty) • CL (clean) • PU (pickup; available when Pickup Status is active) • IP (inspected; available when Inspected Status is active)

- [Assigning a Default Day Use Room Status](#)

Assigning a Default Day Use Room Status

You can create a default Housekeeping status for Day Use rooms (0 Nights) that are checked out. The default status eliminates the need to manually update the room status.

This functionality is available only for rooms with Clean or Inspected status prior to check in.

1. From the **OPERA Cloud Administration** menu, select **Enterprise**, and then select **OPERA Controls**.
2. Click **Room Management**.
3. In Functions, click **Pickup Status** and **Inspected Status** to make them active.
4. In Settings, enter **Dirty**, **Pickup**, **Clean**, or **Inspected** in the **Default Day Use Room Status** field.
5. If you leave the setting field blank, you must manually enter a status during check out.
6. You do not have to activate either the Pickup function or the Inspected function. If activated, these functions become available in the Default Day Use Room Status setting.

Batch Processing

You can run multiple batch processes at the same time with the OPERA Scheduler. You can schedule batch processes, view their state to see if they are in process or completed, view message logs, and enable/disable or delete them. Some of the jobs that you can run from OPERA Scheduler are Purge Routine, Point Calculations, and Auto Mass Cancellation.

- [Scheduling a Batch Process Job](#)

Scheduling a Batch Process Job

1. From the **Administration** menu, select **Enterprise** and then click **OPERA Scheduler**.
2. In the **Scheduler Jobs** area, click **New**, enter the search criteria, and then click **Search**.
 - a. Under **Available Procedures**, select the desired Code and then click **Next**.
 - b. Select the scheduler start and end dates, the recurrence pattern, and then click **Next**.
3. To view a batch processes' Message Log or Run Log, in the **Scheduler Jobs** area, click the **Job ID** link.
4. Select the **Running** check box to search for the Jobs that are currently in queue and processing.

Manage Track It

[Prerequisites for Track It](#)

Prior to using Track It, the Track It Types, Track It Locations, and Track It Actions should be configured.

Track It Types

Track It types are typically items, vehicles, and other valuables belonging to guests. OPERA Cloud lets you organize Track It Types into four pre-defined Track It groups: Baggage, Parcel, Valet, and Lost. Properties configure the Track It types and the groups into which the types belong. The following is an example:

Table 10-57 Track It Type Examples

Group	Track It Type Examples
Baggage	Golf Bag, Laptop Bag, Suitcase, Suit-bag
Parcel	Package, Envelope, Flowers
Lost	Eyeglasses, Jewelry, Clothing, Shoes, Watch
Valet	Pickup Truck, Sedan, SUV, Minivan

You can assign Track It types to multiple Track It groups, for example, Suitcase, Laptop, and Golf Clubs might belong to both the Baggage group and the Lost group.

Track It Locations

Track It locations identify the whereabouts of Parcel, Baggage, Lost, or Valet tickets. For example:

- Parcel, Baggage, or Lost locations might include Storage Room, Guest Room, Front Desk, Building A, Conference Services Desk, Purser, and so on.
- Valet locations might be Carpark L1/Zone1, Carpark L1/Zone2, Car Wash Bay, Driveway, or Porte Cochère.

A location can be defined for multiple Track It groups, and you can configure an unlimited number of locations for each Track It group (for example, Parcel, Baggage, Lost, and Valet).

Track It Actions

Track It actions are the tasks for a Track It ticket in each Track It group for which you can take action. For example:

- For Parcel or Baggage tickets, actions might be Store in Hold, Deliver to Room, and so on.
- For Lost group, actions might be Hold for Guest or Deliver to Room.
- For Valet group, actions might include Park Vehicle, Retrieve Vehicle, Refuel, Wash, and so on.

Actions have a status which indicates whether the Track It ticket is unresolved/open or resolved/closed .

An Action type 'Deliver' would be marked as Open status, whereas an Action type 'Delivered,' 'Done,' or 'Completed' would be marked as closed (resolved).

For example, you could configure and make available in all Track It groups an Action type 'DONE' with a closed status.

You can configure an unlimited number of actions for each Track It group (that is, Parcel, Baggage, Lost, and Valet).

- [Prerequisites for Track It](#)
- [Configuring Track It Types](#)
- [Configuring Track It Locations](#)
- [Configuring Track It Actions](#)

Prerequisites for Track It

OPERA Controls

Group: General

The **Track It** function must be active.

Configuring Track It Types

Adding Track It Types

1. From the **Administration** menu, select **Enterprise**, select **Track It**, and then select **Track It Types**.
2. Click **New**.
3. Enter a **Code** that uniquely identifies the type.
4. Enter a **Description** of the type.
5. Enter an optional **Website URL** for this type. For example, for FedEx or UPS Parcel types, you might want to provide the URL of the tracking site. For immediate access to the tracking site, the web link appears on the Track It ticket details when this type is assigned to the ticket.
6. Select the **Track It Group** check boxes in which the type belongs.
7. Select an optional **Sequence** number indicating the type's order of appearance in a list.
8. Select the **Send Message** check box to be prompted to add a message to the reservation when tickets of this type are attached to the guest's reservation (Available when the Reservations >Guest Messages function is active).
9. If you select **Send Message**, select a **Message Code** template to be sent to the reservation, for example, "Please contact concierge to arrange delivery or collection of a parcel received."
10. Click **Save**.

Editing a Track It Type

1. On the Track It Types presentation screen, enter **search criteria** and click **Search**.
2. From search results, select the row level **vertical ellipsis** and select **Edit**.
3. Make your updates.
4. Select the **Inactive** check box to make the Type inactive. Inactive types are unavailable when creating or editing ticket records (you cannot delete Types if they have been associated with a ticket number, but you can make them inactive).
5. Click **Save**.

Deleting a Track It Type

1. On the Track It Types presentation screen, enter **search criteria** and click **Search**.
2. From search results, select the row level **vertical ellipsis** and select **Delete**.
3. Confirm your decision and click **Delete**.

Configuring Track It Locations

Adding Track it Locations

1. From the **Administration** menu, select **Enterprise**, select **Track It**, and then select **Track It Locations**.
2. Click **New**.
3. Complete the following fields:
 - **Code**. Enter a unique code that identifies the location.
 - **Description**. Enter a description of the location.
 - **Track It Group**. Select the Track It groups to which the location is available.
 - **Sequence**. Select the sequence number that determines the position of the location in lists.

Editing a Track It Location

1. On the Track It Location presentation screen, enter **search criteria** and then click **Search**.
2. From the search results, select the row level **vertical ellipsis** and select **Edit**.
3. Make your updates.
4. Select the **Inactive** check box to make the location inactive. Inactive locations are unavailable when creating or editing ticket records. (You cannot delete locations if they are associated with a ticket number, but you can make them inactive.)
5. Click **Save**.

Deleting a Track It Location

1. On the Track It Location presentation screen, enter **search criteria** and then click **Search**.
2. From the search results, select the row level **vertical ellipsis** and select **Delete**.
3. Confirm your decision and click **Delete**.

Configuring Track It Actions

Adding a Track it Action

1. From the **Administration** menu, select **Enterprise**, select **Track It**, and then select **Track It Actions**.
2. Click **New**.
3. Complete the following fields:
 - **Code**. Enter a unique code that identifies the Action.
 - **Description**. Enter a description of the action.
 - **Status**. Select Open or Closed for the action's status. Open actions are open / unresolved. Closed actions are completed / resolved.

- **Track It Group.** Select the Track It groups to which the action is available.
- **Sequence.** Select the sequence number that determines the position of the action in lists. Edit the action or use the Move Up and Move Down buttons to change the sequence number of the action

Editing a Track It Action

1. On the Track It Actions presentation screen, enter **search criteria** and then click **Search**.
2. From the search results, select the row level **vertical ellipsis** and select **Edit**.
3. Make your updates.
4. Select the **Inactive** check box to make the action inactive. Inactive Actions are unavailable when creating or editing ticket records. (You cannot delete Actions if they are associated with a ticket number, but you can make them inactive.)
5. Click **Save**.

Deleting a Track It Action

1. On the Track It Actions presentation screen, enter **search criteria** and then click **Search**.
2. From the search results, select the row level **vertical ellipsis** and select **Delete**.
3. Confirm your decision and click **Delete**.

11

Inventory Administration

- [Housekeeping Attendants](#)
- [Configuring Rooms](#)
- [Room Conditions](#)
- [Room Maintenance](#)
- [Configuring Function Spaces](#)

Housekeeping Attendants

OPERA enables you to store housekeeping attendant information, daily assignments, and tracks credits or number of rooms cleaned by each attendant. Housekeeping attendants can be assigned to a section or a floor number. Housekeeping attendants can be identified by name or by an attendant number and listed with an active or inactive status. Also, the Housekeeping Attendant functionality lets you create attendant schedules, which identify attendants, their assigned section or floor, working days, and other information. After creating schedules, you can assign the attendants to housekeeping task sheets.

- [Configuring Housekeeping Attendant Information](#)
- [Housekeeping Section Groups and Sections](#)
- [Out of Order and Out of Service Reason Codes](#)

Configuring Housekeeping Attendant Information

Adding Housekeeping Attendant Information

To add information about a housekeeping attendant, do the following:

1. From the **OPERA Cloud Administration** menu, select **Inventory**, select **Accommodation Management**, select **Housekeeping Attendants**.
2. Click **New** and enter the following information.
 - **Code:** Enter a unique code to identify the housekeeping attendant. The code can contain a maximum of 8 alpha-numeric characters.
 - **Description:** Enter the name or information of the housekeeping attendant.
 - **Application User:** Search and select the application user that you want to associate the attendant. This is useful when using the Task Companion.
 - **Section:** Enter the section that you want to assign to the attendant.
 - **Floor:** Enter the floor number that you want to assign to the attendant.

- **Mobile Number:** Attendant's mobile phone number. This number can be used to contact the attendant when the General > Text Message Handling application function is Active. For example, text messages can be sent to attendant's cell phones when the Queue Rush Rooms feature is used. See Queue Rush Rooms for details.
 - **Working Days:** Select to remove the day(s) of the week from the attendant's schedule. By default, all days of the week are assigned to the attendant. This information is used when assigning task sheets to Attendants. The attendants are shown as available for task sheet assignment on days that are selected here.
 - **Inactive:** Select this check box to mark the attendant inactive. If marked inactive, the housekeeping attendant is excluded from the display lists within Housekeeping. Any housekeeping attendant can be inactivated as long as they are not included in any current date task sheets.
3. Click **Save**.

Editing Housekeeping Attendant Information

To modify information about a housekeeping attendant, do the following:

1. From the **OPERA Cloud Administration** menu, select **Inventory**, select **Accommodation Management**, select **Housekeeping Attendants**.
2. Enter search criteria and click **Search**.
3. In the search results, select the code and click the vertical ellipsis.
4. Click **Edit**.
5. Make the required change
6. Click **Inactive** to make a code inactive; inactive codes are not available for selection.
7. Click **Save**.

Deleting Housekeeping Attendant Information

1. From the **OPERA Cloud Administration** menu, select **Inventory**, select **Accommodation Management**, select **Housekeeping Attendants**.
2. Enter search criteria and click **Search**.
3. In the search results, select the code and click the vertical ellipsis.
4. Click **Delete** and confirm the deletion.
5. Click **Save**.

Housekeeping Section Groups and Sections

Housekeeping Section Groups and Sections can be used to group rooms into sections or divisions meaningful to the housekeeping attendants with respect to floor numbers, various buildings, and group of rooms typically cleaned by one attendant during the day or turndowns during the evening. OPERA allows for both day and evening sections, where the day section is for regular room cleaning and the evening section is for turndown service. When you print the housekeeping report, the dirty rooms can be

divided into the sections defined here. This simplifies the process of assigning rooms to attendants for daily cleaning.

- [Configuring Housekeeping Section Codes](#)
- [Configuring Housekeeping Section Groups](#)

Configuring Housekeeping Section Codes

Adding Housekeeping Section Codes

To create housekeeping section codes, do the following:

1. From the **OPERA Cloud Administration** menu, select **Inventory**, select **Accommodation Management**, and then select **Housekeeping Section Codes**.
2. On the **Housekeeping Section Codes** screen, click **New**. Enter the following details.
 - **Code**: Enter the housekeeping section code. It can only contain numbers.
 - **Description**: Enter an appropriate description for housekeeping section code.
 - **Section Group**: Enter the section group to which the section code belongs. For more information, see [Configuring Housekeeping Section Groups](#)
 - **Target Credit**: Enter the target credit for this section when processing the breakout by section.
 - (view only) **Rooms**: The number of Rooms that are associated with this Section.
 - (view only) **Credits**: The credit value for all the Rooms associated to that Section. (this is the sum of the base credits).
 - **Sequence**: Enter a number to determine the order in which housekeeping section codes are displayed when listed.
 - **Inactive**: Select the check box to make the section code inactive. Inactive housekeeping sections are not available for selection when assigning rooms to the day and evening sections on the Manage Rooms screen.
3. Click **Save** to save and exit or click **Save and Continue** to save the Housekeeping Section Code and add another.

Editing Housekeeping Section Codes

To modify an existing housekeeping section Codes in your property, do the following:

1. From the **OPERA Cloud Administration** menu, select **Inventory**, select **Accommodation Management**, and then select **Housekeeping Section Codes**.
2. On the Housekeeping Section Codes screen, search and select the required housekeeping section code that you want to edit and then click on the vertical ellipses.
3. Click Edit, edit the Housekeeping Section Codes code **Description**, **Target Credit**, and **Sequence**.
4. Click **Save**.

Deleting Housekeeping Section Codes

1. From the **OPERA Cloud Administration** menu, select **Inventory**, select **Accommodation Management**, and then select **Housekeeping Section Groups**.
2. On the Housekeeping Section Codes screen, search and select the required housekeeping code.
3. Click on the vertical ellipses and then click **Delete**.
4. Confirm the deletion.
5. Click **Save**.

Configuring Housekeeping Section Groups

Adding Housekeeping Section Groups

Housekeeping Section Groups can be used as hard stops when you Generate Task Sheets. To create housekeeping section groups, do the following:

1. From the **OPERA Cloud Administration** menu, select **Inventory**, select **Accommodation Management**, and then select **Housekeeping Section Groups**.
2. On the **Housekeeping Section Groups** screen, click **New**. Enter the following details.
 - a. **Code**: Enter the housekeeping section group code. It can contain only numbers.
 - b. **Description**: Enter an appropriate description for housekeeping section group code.
 - c. **Target Credit**: Enter the target credit for this section group when processing the breakout by section.
 - d. **Sequence**: Enter a number to determine the order in which housekeeping section group codes are displayed when listed.
3. Click **Save** to save and exit or click **Save and Continue** to save the Housekeeping Section Group and add another.

Editing Housekeeping Section Groups

To edit an existing housekeeping section Codes in your property, do the following:

1. From the **OPERA Cloud Administration** menu, select **Inventory**, select **Accommodation Management**, and then select **Housekeeping Section Groups**.
2. On the Housekeeping Section Groups screen, search and select the required housekeeping section group that you want to edit and then click on the vertical ellipses.
3. Click Edit, edit the Housekeeping Section Codes **Description**, **Section Group**, **Target Credit**, and **Sequence**.
4. Click **Save**.

Deleting Housekeeping Section Groups

1. From the **OPERA Cloud Administration** menu, select **Inventory**, select **Accommodation Management**, and then select **Housekeeping Section Groups**.
2. On the Housekeeping Section Groups screen, search and select the required housekeeping section groups code.
3. Click on the vertical ellipses and then click **Delete**.
4. Confirm the deletion.
5. Click **Save**.

Out of Order and Out of Service Reason Codes

Out of Order (OO) and Out of Service (OS) are two additional housekeeping statuses. These options are used when changing the status for rooms that should not be sold due to damage, maintenance, low occupancy wing, and so on. The difference between the two is:

- Out of Order rooms are removed from room inventory and are not available for assignments to reservations. OO status is typically used for rooms removed from inventory for staff accommodation or for seasonal periods of low occupancy when rooms are dormant and not sold.
- Out of Service rooms remain in room inventory and can still be reserved for a reservation. OS status is typically used for rooms with a temporary maintenance issue not preventing sale of the room.

Out of order rooms are removed from the total room inventory counts, reducing the total number of rooms available in your hotel. Therefore, for the period a room remains out of order, 100% occupancy is calculated based on Inventory Rooms - Out of Order Rooms. For example, if you have a 100-room property and 5 rooms are set to out of order status, 100% occupancy is reached when 95 rooms are occupied. Rooms in Out of Service status therefore impact Average Room Rate and RevPAR calculations.

If a room is placed Out of Service, it is available for the front desk for assignment and it remains in the total room inventory count.

- [Prerequisites Out of Order and Out of Service Reasons](#)
- [Configuring Out of Order and Out of Service Reasons](#)

Prerequisites Out of Order and Out of Service Reasons

Group: Rooms Management

Function:

- Out of Order
- Out of Service

Configuring Out of Order and Out of Service Reasons

Adding an Out of Order / Service Reason

1. Select the **Administration** menu, select **Inventory**, select **Rooms Management**, and then select **Out of Order /Service Reasons**.

In a multi-property environment, out of order and out of service reason codes are created at the template level and then copied to each property. To be consistent with all hotels in the environment, the best practice is to reuse existing codes for new hotels in an existing setup or agree on universal codes for all properties.

2. Click **New** and complete the following fields:
 - a. **Code**. Enter a code for the reason.
 - b. **Description**. Enter a Descriptive explanation for the reason code.
 - c. **Display Seq**. Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
3. Click **Save**.

Editing an Out of Order / Service Reason

1. Select or confirm the **Property**.
2. Enter search criteria and click **Search**.
3. In the search results, select the code and click the vertical ellipsis.
4. Click **Edit**.
5. Click **Inactive** to make a code inactive; inactive codes are not available for selection.
6. Update the configuration and click **Save**.

Deleting an Out of Order / Service Reason

1. Select or confirm the **Property**.
2. Enter search criteria and click **Search**.
3. In the search results, select the code and click the vertical ellipsis.
4. Click **Delete** and confirm the deletion.

Copying Reason Codes

When the OPP_MHOT Multi-property add on license is active, you may copy reason codes from the Template to the properties. After you copy codes to a property, the codes may be edited as necessary.

For more information, see [Copying Configuration Codes to Multiple Properties](#).

Configuring Rooms

You may have different types of rooms in your property that range in size, luxury, and amenities. OPERA enables you to classify these rooms into different room classes and room types, so it becomes easy for you to search and assign the rooms to reservations according to the guest preferences.

Room Types with similar characteristics can be grouped under a Room Class and you can associate rooms to these Room Types. Assume your property has Room Classes indicative of the physical location of the rooms namely Tower, Plaza, and Suite, which have Room Types such as Standard, Deluxe and Executive. You can associate Standard room type to Tower; Deluxe and Executive room types to Plaza and Suite.

Using Room Classes and Room Types and associating them to Rooms, you can organize and manage your housekeeping and inventory activities better. More than the simple advantage of finding the room statistics information, it becomes easy for you to track the room revenue in reports.

- [Room Features](#)
- [Configuring Room Classes](#)
- [Configuring Room Types](#)
- [Configuring Room Codes](#)

Room Features

A feature is a characteristic of the room which does not significantly affect the rate or the demand on the room. Room Features functionality makes it easier for you to search and assign rooms according to guest preferences.

You can think of a feature as being any aspect of the room for which a specific availability does not need to be kept. For example, room features can be rooms near an elevator, rooms on a high floor, rooms with accessibility facilities, rooms with a fireplace, rooms with air-condition, or rooms with a specific view. Obviously, there are some cases where features need to be considered a room type. In a property that has a limited amount of rooms with a fireplace which are specifically requested by the regular guests, then an availability must be kept and in result, the fireplace rooms would have their own room type. If the bed type is not directly related to the rate, then bed type can be considered a feature rather than a separate room type. During check in time or when pre-assigning rooms, OPERA can search for rooms by feature as well as by room type.

Configuring Room Classes

Room classes are group of room types having similar characteristics. You can create Room Classes to group similar Room Types for easier and more highly controlled room inventory management.

Creating a Room Class

To create a room class, do the following:

1. From the **OPERA Cloud Administration** menu, select **Inventory**, select **Accommodation Management**, and then select **Room Class**.
2. Click **New** and enter the following information, and then click **Save**:

- **Code:** Enter a unique code to identify the room class. It is a best practice to evolve a naming convention around giving Room Class Codes - it makes easy for you to search and associate Room Types at a later stage.
- **Description:** Enter an appropriate description for the Room Class - the description should ideally describe what the Room Class is about. For example, Use this room class to group Standard and Deluxe room types.
- **Manage Translations:** Click Manage Translations to enter the description in other languages.
- **Sequence:** Enter a number to determine the order in which room class codes are displayed when listed. If you do not enter a sequence number, the system defaults to alphabetical order by code.

 **Note:**

If you're logged in at multi property level, select Template to create a set of room class templates, which can be copied to individual properties and can be customized as necessary.

Modifying a Room Class

To modify an existing room class in your property, do the following:

1. From the **OPERA Cloud Administration** menu, select **Inventory**, select **Accommodation Management**, and then select **Room Class**.
2. Search and select the required room class that you want to modify and then click **Actions**. You can perform the following modifications:
 - Delete: Click **Delete** to delete the room class.
 - Edit: Click **Edit** to modify the room class code, description, and the sequence number, and then click **Save**.

Copying Room Classes to other Properties

To copy room types to other properties, do the following:

1. From the **OPERA Cloud Administration** menu, select **Inventory**, select **Accommodation Management**, and then select **Room Class**.
2. From the **Actions** vertical ellipsis, select **Copy** and on the **Copy Room Classes** screen, do the following:
 - Search and select the room class codes that you want to copy.
 - Select the target properties to copy the selected room classes and then click **Save**.
 - Review and confirm the copied codes.

Configuring Room Types

You can classify rooms in your property into different room types based on their primary characteristics. This classification makes it easy for you to calculate the

availability of rooms in your property. Hence, it is important to make this classification logically to track room availability and statistics.

Creating a Room Type

To create a room type, do the following:

1. From the **OPERA Cloud Administration** menu, select **Inventory**, select **Accommodation Management**, and then select **Room Type**.
2. Click **New**.

Note:

If you're logged in at multi property level, select Template to create a set of room type templates, which can be copied to individual properties and can be customized as necessary.

3. Enter the following information, and then click **Save**:
 - **Physical:** Select to configure the room as a physical room to include in the inventory.
 - **Pseudo:** Select to configure the room as a posting master room. Pseudo rooms do not affect your property's inventory. The room type selected as Pseudo at the template level cannot be changed when it is copied to other properties.
 - **Component Room:** Select to configure the room type as Component Room. A component room is comprised of multiple inter-connecting rooms (two or more room types), which define the new Component Room room type. When a reservation is made for a Component Room, OPERA deducts one room from the Component Room room type, and one room from each of the component room's physical rooms.
 - **Inactive:** Select to make the Room Type inactive. For example, you may mark it inactive when there is no inventory available for this room type at the property. The same validation checks for deleting a room type remain in effect for inactivating a room type. These include the following: the room type cannot be associated with a rate code; it cannot be associated with a current and/or future reservation; it cannot be associated with an active business block; it cannot have room numbers associated with it; and it cannot be part of a component room type configuration. The inactive room types do not appear when creating a reservation.
 - **Room Type:** Enter a unique code to identify the room class. It is a best practice to evolve a naming convention around giving Room Class Codes - it makes easy for you to search and associate Rooms at a later stage.
 - **Description:** Enter an appropriate description for the Room Type - the description should ideally describe what the Room Class is about.
 - **Manage Translations:** Click Manage Translations to enter the description in other languages.
 - **Long Description:** Enter furthermore description of the Room Type. This information appears on different screens in OPERA.
 - **Room Info URL:** Enter the room info URL.

- **Room Class:** Search and select the Room Class to which you want to associate the room type.
- **Yield Status:** Select if the room type is yieldable or non-yieldable.
- **Yield Category:** Select a yield category for the room type.
- **Bed Type:** Search and select the bed type.
- **Smoking:** Select if the room is a smoking or non-smoking room.
- **Rooms:** This field auto-populates with the number of rooms of this room type that have been configured for the property. This view-only column is always 0 for templates.
- **Activate Date:** The date the room type is available for sale. Enter the date or use the calendar to select a date.
- **Sequence:** Enter a number to determine the order in which room type codes are displayed when listed. When two or more room types have the same sequence number, they are displayed alphabetically.
- **Meeting:** Select to configure the room type as meeting room. The room type selected as Meeting at the template level cannot be changed when it is copied to other properties.
- **Housekeeping:** Select to enable the room for all the housekeeping functions. Rooms that are configured as pseudo and meeting can also be selected for housekeeping to set them for out of order and out of service.
- **Send to IFC:** Select to send a check in message to the various property interfaces for this room type. For example, you may wish to activate the phone interface or the in-room movie system.
- **Default Occupancy:** Enter the number of people required for a room to be occupied. For Pseudo Room, enter 0.
- **Minimum Occupancy:** Enter the minimum number of people that can occupy the room for this room type.
- **Maximum Occupancy:** Enter the maximum number of people that can occupy the room for this room type.
- **Maximum Adults:** Enter the maximum number of adults that can occupy the room for this room type.
- **Maximum Children:** Enter the maximum number of children that can occupy the room for this room type.

 **Note:**

Maximum Occupancy can be used alone or in combination with Maximum Adults and/or Maximum Children. These values are referenced throughout OPERA, for example, when a room is assigned to a reservation, when rates are set up based on occupancy, and when a room move is performed. A message prompts you when the maximum number of persons exceed for a specific room. When used alone, Maximum Occupancy sets the limit on the number of persons (adults and children) that may occupy rooms of this room type. For example, if Maximum Occupancy is 3 and Maximum Adults and Maximum Children are not defined (null values), the room could be occupied by any mix of adults and children not to exceed 3 persons: by 3 adults, or by 2 adults and 1 child, or by 1 adult and 2 children, or by 3 children, etc. When Maximum Occupancy is used with Maximum Adults and/or Maximum Children, the number of persons occupying the room may not exceed Maximum Occupancy, nor may the individual limits on the number of adults (Maximum Adults) and/or the number of children (Maximum Children) be exceeded. This means that the Maximum Adults value and the Maximum Children values cannot be individually greater than the Maximum Occupancy value.

- **Room Features:** Click **New** and select the required room feature. The room features selected here become the default room features for this room type, and are copied to all rooms created with this room type. These defaults may be changed for individual rooms of this room type when the room is configured. For more information, refer **Manage Room Features**.

Modifying a Room Type

To modify an existing room type in your property, do the following:

1. From the **OPERA Cloud Administration** menu, select **Inventory**, select **Accommodation Management**, and then select **Room Type**.
2. Search and select the required room Type that you want to delete and then click **Actions**. You can perform the following modifications:
 - Delete - Click **Delete** to delete the room type.

 **Note:**

A room type can only be deleted when it has no dependencies associated with it. This means that it cannot be linked to any reservations, activities, rooms, and so on.

- Edit - Click **Edit** and modify the required information. Click **Save**.

Copying Room Types to Properties

You can copy one or more room types from one property to other at the template level in case of a multi-property OPERA PMS installation as well as at the property level in case of single-property standalone OPERA PMS installation.

To copy room types to other properties, do the following:

1. From the **OPERA Cloud Administration** menu, select **Inventory**, select **Accommodation Management**, and then select **Room Type**.
2. From the **Actions** vertical ellipse, select **Copy** and on the **Copy Room Types** screen, do the following:
 - Search and select the room type codes that you want to copy.
 - Select the target properties to copy the selected room types and then click **Save**.
 - Review and confirm the copied codes.

Configuring Room Codes

Room Classes, Room Types, and Room Features should be defined before you create Rooms Codes for your property. Room Code setup enables you to define characteristics for each sellable room in your property for it to be used. For example, for a 2 Bedroom Parlor Suite, you may need to create each of the 2 bedrooms and the Parlor separately if you want sell them separately or create a single suite as one room if you want to sell it as a single entity.

Creating Room Codes

1. From the **OPERA Cloud Administration** menu, select **Inventory**, select **Accommodation Management**, and then select **Rooms**.
2. On the **Manage Rooms** screen, enter the following details and click **Save**:
 - **Property**: Select the property for which you want to create the room.
 - **Room**: Enter a code for the room. The code can contain a maximum of 6 alphanumeric characters. It is a best practice to evolve a naming convention around giving Room Codes - doing so will also make it easy for you to search for Rooms easily.
 - **Room Type**: Select the Room Type for which you want to associate the room. For more information, see [Configuring Room Types](#)
 - **(View Only) Room Class**: The Room Class appears based on the Room Type selected.
 - **Description**: Enter an appropriate description for the Room.
 - **Manage Translation**: Click Manage Translations to enter the description in other languages.
 - **Maximum Occupancy**: Enter the maximum number of people that can occupy the room.
 - **Published Rate Code**: OPERA uses this rate code to calculate the typical rate for the room to print variance reports and has no bearing on the reservation.
 - **Published Rate Amount**: Enter the rate amount to calculate the rate variance. Generally, this amount is used when you do not have a standard rate code for this room or if you want to use an amount that is different from the standard rate to calculate the variance.

- **Floors:** Select a floor preference for this room. This help you to search, select and assign a room according to the guest preference.
- **Square Units:** Enter the area (square feet or square meter) of the room.
- **Measurement:** Enter the dimensions (length and width) of the room.
- **Phone Number:** Enter the phone number assigned to the room.
- **Key Options:** Select the default key option when keys are cut for guests assigned to this room. Key Options depend on the capabilities of the key interface; typically they can be used to designate selected rooms or hotel areas. For example, Pools, Gym, Parking lot, and so on and can be included in the specifications when keys are generated for a guest's room.
- **Smoking:** Specify if the room is a smoking or non- smoking room. This helps you to assign an appropriate room according to the guest preference.
- **Sequence:** Enter a number to determine the order in which room codes are displayed when listed.
- **Day Section:** Enter the day section to which the room belongs. For more information, see [Configuring Housekeeping Section Codes](#)
- **Evening Section:** Enter the evening section to which the room belongs. For more information, see [Configuring Housekeeping Section Codes](#)
- **Pickup Credits, Stayover Credits, and Departure Credits:** Credits are the cleaning units to measure the housekeeping efforts to clean a room. Specify the number of credits needed to clean the room in case of a Pickup, Stayover and Departure respectively.
- **Room Features:** Click **New** and Search and select the room features. For more information, see [Room Features](#)
- **Connecting Rooms:** If the room that is being configured has a connecting room, click New and search and select the require connecting room.

Modifying a Room Code

To modify an existing room code in your property, do the following:

1. From the **OPERA Cloud Administration** menu, select **Inventory**, select **Accommodation Management**, and then select **Rooms**.
2. Search and select the required room code that you want to modify and then click **Actions**. You can perform the following modifications:
 - Delete - Select **Delete** to delete the room code.
 - Edit - Select **Edit** to modify the room code information and click **Save**.

Room Conditions

Room Condition functionality allows you to assign room condition codes to rooms, for example, to designate rooms that are available for show, rooms that are set aside for special housekeeping attention, or rooms that are to be treated differently for any other reason. Rooms that have a room condition assigned may or may not be available by default within the Room Assignment screen depending on how you configure the room condition code.

Room condition codes can also be attached to rooms to identify them for special purposes or situations. For example, rooms might be set aside for an afternoon sales tour, or for the finishing touches on a room repair, or so housekeeping can perform a final inspection, and so on.

In a multi-property environment, room conditions are created on the template level and then copied to each property. To be consistent among all hotels in the environment, best practice is to reuse existing codes for new hotels in an existing setup or agree on universal codes for all properties. When the setting for hold rooms is on, the setting is on the template level, but times for the holds are set at the property level.

- [Prerequisites for Rooms Conditions](#)
- [Configuring Room Conditions](#)
- [Configuring Hold Room Conditions](#)

Prerequisites for Rooms Conditions

OPERA Controls

Group: Room Management

Setting: Room Conditions

Configuring Room Conditions

[Prerequisites for Rooms Conditions](#)

In a multi-property environment, room conditions are created on the template level and then copied to each property.

Adding Room Condition Codes

1. From the **Administration** menu, select **Inventory**, select **Accommodation Management**, and then select **Room Conditions**.
2. Click **New**. On the **Room Conditions** screen, enter the following details and click **Save**.
 - a. **Code:** Enter a unique code that identifies the room condition. You can enter up to 8 letters and/or numbers. After the condition code has been saved, it may not be edited. Use the Inactive check box to make the code unavailable for further use.
 - b. **Sequence:** Enter a number by entering it in the field, or using the plus and minus buttons to determine the position of the room condition code in listings. Room condition codes that do not have a sequence number are listed in alphabetical order following those codes that have a sequence number assigned.
 - c. **Display in Available Room Search:** Select or deselect the check box to control whether a room having this room condition code assigned will appear by default on the Room Availability screen.
 - d. **Inactive:** Select the check box to inactivate the room condition code. The inactive room conditions do not appear as a selection option when assigning room conditions.

- e. **Description:** Enter a description that explains the condition code. For example, Last sell, Missing amenity, Pet in room, Show room, and so on.
- f. **Notes:** Enter any information you want to add that pertains to the room condition.

Editing or Deleting Room Condition Codes

To modify an existing room class in your property, do the following:

1. Search and select the required room condition code you want to modify and then click the **vertical ellipsis** next to it. You can perform the following modifications:
 - a. **Edit.** Click to modify the room condition code information and click **Save**.
 - b. **Delete.** Click to delete the room condition code.

Copying Room Condition Codes to Properties

When the OPP_MHOT Multi-property add on license is active, you can copy one or more room condition codes from one property to other at the template level.

To copy room condition codes to other properties, do the following:

1. Click **Copy**. On the **Copy Room Conditions** screen, do the following:
 - a. Search and select the room condition codes that you want to copy
 - b. Select the target properties to which you want to copy the selected room condition codes and click **Save**.
 - c. Review and confirm the copied codes.

Configuring Hold Room Conditions

When the Hold Room function is Active, room condition codes HOLD1 to HOLD4 are listed by default as OPERA SID data.

The hold condition codes may be used to place rooms on hold for a set period of time—from 1 to 1440 minutes (24 hours) or for an unlimited time, depending on the HOLD condition code configuration.

A hold room can be assigned to a reservation only by the user who has placed it on hold. A special permission is required to take a room off hold if it was placed on hold by another user. The room is automatically taken off the hold, when the hold period expires and when a guest is checked into the room before the hold period elapses.

This feature might be used in the following scenario. Assume you are assigning rooms to a group of four arriving guests who want adjoining rooms. If your property has several agents making room assignments simultaneously, it might be difficult or impossible to work fast enough to assign the desired four rooms to the reservations you are handling. You could, however, place the four rooms you want into a HOLD condition for, say, three minutes. Then you can select those rooms for the reservations to which you making room assignments. After three minutes, if you have not assigned the rooms you placed on hold, they then become available to other agents.

These codes for hold rooms cannot be changed, but the times for the holds can be configured. To edit a hold room condition, do the following:

1. From the **OPERA Cloud Administration** menu, select **Inventory**, select **Accommodation Management**, and then select **Room Conditions**.
2. Search and select the required hold room condition code whose length of hold you want to modify.
3. From the **Actions** vertical ellipsis, select **Edit**, and enter the number of minutes (1 to 1440) that defines the duration of the on-hold period. Leave this field blank to set an unlimited hold period.
4. Click **Save**.

When you leave the field blank, and click Save, a message appears —Leaving the Minutes field blank results in an unlimited hold time for this Condition Code. Click OK to proceed.

Room Maintenance

Room Maintenance codes are referenced in maintenance task requests created for rooms which require maintenance attention — for example: heating air conditioning or plumbing issues. Rooms that have a maintenance request open may or may not be available for assignment to reservations, depending on whether the room status is set to Out of Service or Out Of Order.

[Out of Order and Out of Service Reason Codes](#)

- [Prerequisites for Room Maintenance](#)
- [Configuring Room Maintenance Codes](#)

Prerequisites for Room Maintenance

Group: Room Management

Setting: Maintenance

Configuring Room Maintenance Codes

Creating Room Maintenance Codes

1. From the Administration menu, select **Inventory**, select **Accommodation Management**, and then select **Room Maintenance**.

In a multi-property environment, room maintenance codes are created on the template level and then copied to each property. To be consistent with all hotels in the environment, the best practice is to reuse existing codes for new hotels in an existing setup or agree on universal codes for all properties.

2. On the Room Maintenance screen, click **New**.
 - Enter an unique **Code** to identify the room maintenance request code.

- Enter an appropriate **Description** for the Room Maintenance request, the description should ideally describe what the repair or room maintenance is about.
 - Enter a **Sequence** number to determine the order in which room maintenance codes are displayed when listed. When two or more room maintenance have the same sequence number, they are displayed alphabetically.
3. Click **Save**.

Editing Room Maintenance Codes

To edit an existing room maintenance code in your property, do the following:

1. From the Administration menu, select **Inventory**, select **Accommodation Management**, and then select **Room Maintenance**.
2. On the Room Maintenance screen, search and select the required room maintenance code that you want to edit and then click on the vertical ellipses.
3. Click **Edit**.
4. Update configuration.
5. Click **Inactive** to mark inactive.
6. Click **Save**.

Deleting Room Maintenance Codes

1. From the Administration menu, select **Inventory**, select **Accommodation Management**, and then select **Room Maintenance**.
2. On the Room Maintenance screen, search and select the required room maintenance code that you want to delete.
3. Click on the vertical ellipses and then click **Delete**.
4. Confirm the deletion.
5. Click **Save**.

Copying Room Maintenance Codes

When the OPP_MHOT Multi-property add on license is active, you may copy reason codes from the Template to the properties. After you copy codes to a property, the codes may be edited as necessary.

For more information, see [Copying Configuration Codes to Multiple Properties](#).

Configuring Function Spaces

The Function Space features enables you to identify rooms and other spaces as sellable for events such as weddings, conferences, banquets, pool parties, and so on. Before you configure function spaces, your property must have configured room types, configured room classes, and configured room styles available.

Creating Primary Details

1. From the Administration menu, select **Inventory**, select **Function Space Management**, and select **Function Spaces**.

2. Click **New**.
3. In the Primary Details panel, enter your **Property** name.
4. Enter a **Room Type**.
5. In the **Space Name** field, enter a formal name for the function space.
6. In the **Room** field, enter a room number or a room code identifying the space.
7. Enter a **Space Type** for the room, such as conference room, gazebo, and so on.
8. Enter the **Minimum Capacity** your property accepts for booking the room.
9. Enter the **Maximum Capacity** of the room.

Creating Additional Details

1. In the **Short Name** field, create a short description of the room. If you create a short name, it appears in the Function Diary in place of the formal name of the function space.
2. Enter **Location** from a list of pre-configured room locations.
3. Enter the **Floor** location of the room.
4. Assign the function space to Custom Order 1, Custom Order 2, or Custom Order. This is an optional step.

 **Note:**

A Custom Order is a convenience feature enabling you to organize certain function spaces under three available titles: Custom Order 1, Custom Order 2, or Custom Order 3. When working in the Function Diary, you can filter the screen to display a custom order of function spaces in either ascending or descending order.

5. Select the **Display In Diary** check box to show the function space in the Function Diary by default.
6. Select the **Sharable** check box if two or more events can simultaneously use the space. If you select **Sharable**, enter the number of **Maximum Groups** allowed to share the room.
7. Select the **Accessible** check box if the space is handicap accessible.
8. Select the **Force Alternate** check box to require selecting an alternate function space any time this function space is added to an event. This might be useful for outdoor spaces in cases of bad weather or for any space that might be booked already.

 **Note:**

Note: Force Alternate is dependent on the function for Alternate Space being active in OPERA Controls. Also, this function is available only with the Premium OPERA Sales and Event Management license.

9. Select **Excluded Event Types** to exclude specific event types from the force alternate requirement.

10. Enter the **100% Occupancy** of the room or space. The number you enter should indicate the percentage of time this room needs to be sold to be at 100% occupancy in a 24 hour period
11. Use the Description field for adding any additional details.

Adding Dimensions and Details

1. In the Dimensions & Details panel, enter the room's physical dimensions and details using the available fields.
2. Click **Next** to move to the next panel.

Selecting Setup Styles

Setup Styles provide pre-configured room and space layouts for tables, chairs, and other amenities. They help hotel staff efficiently plan resources for the function space.

1. In the Setup Styles panel, click **New**.
2. Enter a **Style Code**.
3. Select the **Default** check box to make this style the default setup style.
4. Enter the **Minimum Capacity** for the function space.
5. Enter the **Maximum Capacity** for the function space.
6. Enter a **Setup Time** and a **Setdown Time** indicating the amount of time expected to set up and break down a room for a particular Setup Style.
7. Click **Save**, and then select **Next** to continue.

Adding Rental Codes

The Rental Code represents the cost of renting a function space. You can set up the room cost on a per room basis or a per person basis.

1. In the Rental Codes panel, click **New**.
2. Enter a **Code**.

 **Note:**

Configured rental codes might specify a length of time such as per half day, per day, per hour, and so on.

3. Select the **Revenue Type** for accounting purposes.
4. Select a **Charge Type** check box based on whether you are charging per room or per person.
5. Enter the cost **Amount**.
6. Select the **Set as Default** check box to make this new rental code a default Rental Code.
7. Select the **Hourly Rate** check box to charge the amount by the hour.
8. Click **Save** or select **Save and Continue** to configure another Rental Code.
9. Click **Next** to continue.

Selecting Combo Elements

The Rental Code represents the cost of renting a function space. You can set up the room cost on a per room basis or a per person basis.

1. From the Combo Elements panel, select one or more rooms under the **Available** section of the screen.
2. Click the appropriate direction icon to move your selection(s) to the **Selected** area.
3. Click **Save**.

Editing Function Spaces

1. From the Function Spaces screen, search for the Function Space by **Property** and optionally by **Room Type**, **Room**, **Space Type** or **Space Name**.
2. From the search results, click the row level **vertical ellipsis** and select **Edit**.
3. Click **Edit** to update the record and then click **Save**.

Deleting Function Spaces

1. From the Function Spaces screen, search for the Function Space by **Property** and optionally by **Room Type**, **Room**, **Space Type** or **Space Name**.
2. From the search results, click the row level **vertical ellipsis** and select **Delete**.
3. Confirm your decision and click **Delete**.

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Financial Administration

- [About Accounts Receivable Configuration](#)
- [Configuring Cashiering Components](#)
- [Commissions](#)
- [Setting up Pre Stay Charging Rules](#)
- [Setting up Post Stay Charging Rules](#)
- [Rate Management](#)
- [End of Day \(Night Audit\) Procedures](#)
- [About Transaction Codes](#)

About Accounts Receivable Configuration

[Prerequisites for Accounts Receivable Configuration](#)

The Accounts Receivable module enables you to manage debtors' accounts, invoices, and remittance. AR also supports management of payment collection through the production of periodic statements and reminder letters.

You can also manage and track remittance from credit card merchants accounts receivables, with specific functionality available to compress individual credit card settlements into a single invoice. The single invoice is automatically transferred to the debtor ledger account for the payment type during the End of Day.

You can activate optional functionality for the Accounts Receivable module in OPERA Controls.

Financial Charges	Enables the ability to post a calculated percentage or fixed amount charge on a monthly cycle – typically used for charging overdue payment fees.
Fixed Charges	Enables the ability to auto-post a periodic charge to an AR Account based on defined cycle – daily, weekly, monthly.
Traces	Enables the ability to add an actionable date-driven reminder on AR accounts.

The following configuration is required in order to use the Accounts Receivable module:

- [OPERA Controls — Accounts Receivables](#)
- AR Statement templates.
- Reminder Letter templates.
- AR Account Types.

- Financial Charges
- Reminder Letter Cycles
- Restriction Reasons.

Related Topics:

Trace Texts

Departments

[About Transaction Codes](#)

[About Stationery Editor \(Oracle Business Intelligence \(BI\) Publisher\)](#)

Toolbox – Utilities – Data Management – Enter Old Balances

[Accounts Receivables](#)

- [Prerequisites for Accounts Receivable Configuration](#)
- [Configuring Accounts Receivable Account Types](#)
- [Configuring AR Restricted Reasons](#)
- [Copying Configuration Codes to Multiple Properties](#)

Prerequisites for Accounts Receivable Configuration

OPERA Controls

Group: Accounts Receivables

Function: Accounts Receivables

Configuring Accounts Receivable Account Types

Account Receivable account types enable you to categorize AR accounts. The account type selected in each AR Account is used for filtering in both the application and also on reports, such as when generating an AR aging report subtotaled by account type. Account types also determine the stationery templates to use when generating statements and reminder letters for each AR account.

To set up account types:

1. From the Administration menu, select **Financial**, select **Accounts Receivables Management**, and then select **Account Types**.
2. Click **New**.
3. Select or confirm the **Property** name.
4. Enter the **Account Type** code.
5. Enter a **Description** of the account type.
6. Enter a **Credit Limit** for the account type.
7. Select a **Statement Mode**. Statements for all accounts having this account type will be prepared using the statement modes selected from the following options:

- **Balance Forward.** A balance as of the MM/DD/YY field on the statement shows the total previous balance for the account. The last statement date and total amount from the last statement will be printed on the statement as the balance forward date and balance forward, respectively, by default unless overridden by a date in the Balance Forward From field.
 - **Individual Open Items.** All open invoices making up the outstanding balance are listed as individual line items on the statement.
8. Select the **Reminder Cycle** mode for sending reminder letters. Options are:
 - **End of Month.** Reminder letters are generated at the end of each month if the account has an outstanding balance. As an example, this option might be appropriate if you select appropriate if you select the Balance Brought Forward statement mode.
 - **Days.** Reminder letters are generated based on the number of days the account has had an outstanding balance. Use this option if you want to send a reminder letter for outstanding balances of 30 days, 60 days, 90 days, or so on. This option might be appropriate if you select the Individual Open Items statement mode. [Accounts Receivables Reminders and Reminder Cycles](#)
 9. **Letter Name** – select the reminder letter template you want to generate if you selected End of Month as the Reminder Cycle option.
 10. **Statement Name** – select the statement template to use for this account type.
 - a. Select **Print Invoices without details** if you do not want to print invoice details on the statement.
 - b. Select **Print Invoices with details** to print invoice details on the statement. Invoice details appear under each invoice number, along with a subtotal per invoice. Invoice details include date, individual charges, and a description.
 - c. Select **Print Separate Folios** to print the statement followed by the separate folios included in the statement. Folios must have a folio number; invoices entered using Toolbox > Utilities > Data Management > AR Enter Old Balances will not have a folio number and will not be printed. When you select this option for the account type, the Print Folios check box is selected by default when selecting Statement Options for the AR Account.

Finance Charges

Finance charges can be levied against outstanding AR balances if the AR > AR Finance Charges application function is set to Y. This feature enables OPERA Cloud to calculate and post either a flat amount or percentage charge based on a defined cycle within the month.

The age of the invoice is determined by the date the invoice is created.

The End of Day Post AR Finance Charges procedure posts finance charges using the transaction code specified by the AR > Default Finance Charge Transaction Code application setting.

Each finance charge posted appears on the AR account as a separate invoice. On this invoice, the Supplement text for the finance charge transaction reads: "Finance Charges Posted Automatically."

 **Note:**

If the finance charge calculation results in a zero amount or a negative amount, no finance invoice is generated

- a. In the Finance Charges section, enter a **Post On Day** for the day in the month when the End of Day procedure should run the AR Post Finance Charge procedure. Valid values are 1 to 28.
- b. Enter a **Charges (Invoices) Older Than (n) Days** after which an outstanding balance triggers finance charges. For example, if invoices older than 30 days incur a finance charge, enter 30 in this field. When the Finance Charges process runs, it will identify open balance invoices older than 30 days.
- c. Select **Percent** if the finance charge is to be a percentage of the outstanding balance. Enter the percentage in the field.
- d. Select **Amount** if the finance charge is to be a flat amount regardless of the outstanding balance. Enter the amount in the field.
- e. Select the **Include Unallocated Payments** check box to include unallocated payments posted to the AR account in the finance charge calculation. When the check box is selected, any unallocated payments are subtracted from the outstanding balance before the finance charge is calculated.

Example:

The Post AR Finance Charges process is scheduled to run for the AR account type on the 18th of each month for invoices older than 30 days and apply a 10% fee. Today's business date is June 18: The debtors account shows the following outstanding balances:

Table 12-1

Invoice Date	Age (from Invoice Date)	Invoice Balance Due
Jan 13	156 days	\$100
Feb 12	123 days	\$200
Mar 11	99 days	\$150
May 10	39 days	\$100
May 11	38 days	-\$100 (unallocated payment)
May 20	29 days	\$175

- If the \$100 unallocated payment is not included in the calculation, the total amount outstanding is \$550 and the financial charge applied is \$55.
- If the \$100 unallocated payment is included in the calculation the amount outstanding is \$450 and the finance charge applied is \$45.

The finance charge is posted to the AR account as a new invoice dated June 18th. The outstanding invoice created on May 20th is not included in the calculation because it is less than 30 days old.

Daily Reminder Cycle Details

When the Reminder Cycle field is set to Days, the Daily Reminder Cycles configuration lets you determine which reminder letters are generated for AR

accounts with an outstanding balance for a given number of days. You can generate a different reminder letter for outstanding balances of 30 days, 60 days, and 90 days. The date when the aging "clock" starts, and thus when the first reminder cycle begins, is set by the AR > Date For Aging application setting.

 **Note:**

When the AR > Simple Reminder application parameter is set to Y, the Reminder Details screen sorts reminder letters in the order in which they were set up, starting with the first letter that was configured. This is typically the order in which these letters are generated for reminder letter mailings. There may be more than one letter queued to be generated for the AR account depending on the age of the account balance and which letters have already been generated.

 **Note:**

When the AR > Simple Reminder application parameter is set to N, reminder letters are sorted based on the number of days in the reminder cycle, lowest to highest. For this parameter setting, reminder letters are generated depending on the age of the account balance, not on the letters already generated. For example, assuming there are 30-, 60-, and 90-day reminder cycles, if the account balance is 63 days old when letters are generated, the 60 day letter is sent regardless whether the 30 day letter was previously generated.

- a. Click **New** to add customized Daily Reminder Cycle Details. You can set up multiple reminder cycles by clicking New multiple times.
- b. Enter the **number of days** between reminders.
- c. Select a **letter** from configured reminder letter templates.

To Delete a record:

- a. Select the **reminder letter** and then select the **vertical ellipsis**.
- b. Select **Delete**, confirm your decision, and click **Delete**.

11. Click **Save**.

Editing Account Types

1. From the Account Types presentation screen, search for account types.
2. From search results, select an **account type** and then select the row-level **vertical ellipsis**.
3. Select **Edit**, make changes, and click **Save**.

Deleting Account Types

1. From the Account Types presentation screen, search for account types.
2. From search results, select an **account type** and then select the row-level **vertical ellipsis**.

3. Select **Delete**, confirm your decision, and click **Delete**.

Configuring AR Restricted Reasons

[Prerequisites for AR Restricted Reasons Configuration](#)

Restricted Reasons enable properties to set a restricted status on the account receivables accounts created for company, travel agent, source, contact, individual, and group type profiles. You create restricted reasons in the Administration, Financial menu and set the restricted status and reason in Manage AR Account.

1. From the Administration menu, select **Financial**, select **Accounts Receivables Management**, and then select **Restricted Reasons**.
2. Select or confirm the **Property** name.
3. Enter a **Code** to identify the restricted reason.
4. Enter a **Description** of the reason.
5. Optionally, enter a **Sequence** number to indicate the placement of the restricted reason code when it appears in the profile account setup list of restrictions. Restricted reasons without a sequence number appear in alphabetical order following restriction reasons with a sequence number
6. Click **Save**.

Editing Restriction Reasons

1. From the Restricted Reasons presentation screen, search for restricted reasons.
2. From search results, select a **restricted reason** and then select the row-level **vertical ellipsis**.
3. Select **Edit**, update the reason, and click **Save**.

Deleting Restriction Reasons

1. From the Restricted Reasons presentation screen, search for restricted reasons.
2. From search results, select a **restricted reason** and then select the row-level **vertical ellipsis**.
3. Select **Delete**, confirm your decision, and click **Delete**.

- [Prerequisites for AR Restricted Reasons Configuration](#)

Prerequisites for AR Restricted Reasons Configuration

OPERA Controls

Group: Profiles

Parameters: Restriction / Flagged Reasons

Copying Configuration Codes to Multiple Properties

With the MHOT license active at your property, you can copy configuration codes from one property to other properties when logged in at the Hub level. OPERA Cloud provides two methods of copying configurations – property level or template level – depending on the functionality:

- Configure in the Property tab and copy to other properties, for example: Routing Codes
 - Configure in the Template tab and copy to properties, for example, Transaction Codes
1. From the Administration menu, select a **configuration menu** and navigate to the desired configuration screen.

For example, if copying routing code configurations, select the **Administration menu**, select **Financial**, select **Transaction Management**, and then select **Routing Codes**.

2. Select the source **Property** in which the configuration codes reside and click **Search**.
3. Click the page-level **vertical ellipse** next to the New button, and click **Copy**.
4. In the Configure Parameters window, select the **Source Property** where the configuration you want to copy is located.
5. Select the **configuration codes** you want to copy.
6. Select the **Target Properties** to receive the copied configuration codes.
7. Click **Save**.
8. In the Review and Copy Codes window, verify the target property(ies) and configuration code(s).
9. Click **Copy And Continue**.
10. In the Confirmation window, verify that no errors appear and then click **Print**.



Note:

Your browser will open a separate tab showing the details of your copy process. If errors appear in the Confirmation area, close the tab and select the application tab to make changes.

Configuring Cashiering Components

Cashiering configurations affect the control and management of financial transactions at your property. You can configure cashiering components for articles for sale, cancellation handling, deposits, folios, settlements, adjustments, cashiers, and so on.

- [Configuring Adjustment Reason Codes](#)

- [About Credit Card Authorization Rules](#)
- [Folio Grouping Codes](#)
- [Configuring Auto Folio Settlement Rules](#)
- [Configuring Cashiers](#)
- [Configuring Fiscal Period Reporting](#)
- [About Foreign Currency Codes](#)
- [Setting Up No Show Posting Rules](#)
- [Translating Numbers to Words](#)
- [Configuring Shift Drop Locations](#)
- [Managing Tax Types](#)

Configuring Adjustment Reason Codes

Adjustment codes provide pre-defined reasons for adjustments and deletions made to transactions posted to a guest or AR ledger account. Examples of adjustment code reasons would be a duplicate charge, error, overcharge, manager's discretion, and so on.

Adding Adjustment Reason Codes

1. From the Administration menu, select **Financial**, select **Cashiering Management**, and select **Adjustment Codes**.
2. Click **New**.
3. Enter or confirm the **Property**.
4. Enter a **Code** to represent the adjustment reason, for example, MGR for manager's discretion.
5. Enter a **Description** of the adjustment, such as Manager's Discretion.
6. Select one of the following **Code Types**:
 - a. **Adjustment**. Indicates an adjustment made to the guest's bill.
 - b. **Deletion**. Indicates a deleted posting.
 - c. **Service Recovery**. Indicates resolution of an issue with a dissatisfied guest.
7. Click **Save**.

Editing Adjustment Reason Codes

1. From the Administration menu, select **Financial**, select **Cashiering Management**, and select **Adjustment Codes**.
2. Search and select the required Adjustment Codes that you want to edit and then click on the vertical ellipses.
3. Click **Edit**.
4. Update the configuration.
5. Click **Save**.

Deleting Adjustment Reason Codes

1. From the Administration menu, select **Financial**, select **Cashiering Management**, and select **Adjustment Codes**.
2. Search and select the required Adjustment Codes that you want to edit and then click on the vertical ellipses.
3. Click **Delete** and confirm the deletion.
4. Click **Save**.

About Credit Card Authorization Rules

An authorization rule is a formula that determines the anticipated total expenses that will be charged to a credit card. The authorization rule, authorization history, and additional authorization options are available if payment integration is active at your property.

The authorization rule calculates the anticipated expense amount for the reservation and obtains the required credit card pre-authorization. The reservation is automatically updated with the new authorized amount and the approval code during the End of Day Credit Card Authorization (night_audit_authorization) procedure.

On the day of check out, an authorization executes using the authorization rule attached to the reservation the first time the hotel performs either a manual or batch authorization. This procedure helps to eliminate an excessive number of individual authorizations on the day of check out, particularly when guests stay and use the hotel facilities on the day of departure.

Properties usually set a default authorization rule. The rule is automatically applied to each guest's reservation. You can set the default rule using the Authorization Rule setting on the Credit Cards menu screen.

You will not normally need to change the default authorization rule for a guest's credit card unless there are unusual circumstances (for example, for guests with multiple night stays and/or when multiple guests are charging to the same credit card).

Two options are available for using this credit card authorization rules.

- The property can rely on a single default authorization rule that applies to all reservations (depending on whether the IFC > Advanced Authorization Rules is On or Off.)
- Or, the property can apply different authorization rules based on Room Type, Room Class, Rate Code, Rate Category, Reservation Type and Source Code or a combination of the same. If none of the combinations match with the reservation, a default authorization rule will apply.

The following Authorization Rules are configured in OPERA Cloud on the Administration menu > Financial > Cashiering Management > Authorization Rules screen.

Rule Number	Rule Description
1	Nights x (Daily Rate)
2	Nights x (Daily Rate + Amount)

3	Nights x (Daily Rate + (Persons*Amount))
4	Nights x (Daily Rate + Percentage)
5	Amounts
6	Nights x (Percentage)
7	Nights x (Daily Rate + Amount - Daily Rate)
8	Nights x (Daily Rate + (Persons*Amount) - Daily Rate)
9	(Nights x Daily Rate) + Amount

The Daily Rate value in these authorization rules is a sum of the Room Rate + Add to Rate Packages + Fixed Charges, plus the associated taxes.

Available Rules and Examples

The Daily Rate element defined in the rules is based on rate code configuration. When a rate code is tax exclusive, the prices and generates would be taken into consideration.

If there is a reservation for Mr. and Mrs. Smith (2 adults) for 3 nights with a Rack rate code of \$100, and if the Rack rate code is configured as tax exclusive with 10% city tax configured in generates, then the authorization definitions and amounts would be as follows:

Rule 1 - Nights*(Daily Rate)

Example 1: The authorization amount would be for \$330.

$$3 * (110) = 330$$

Rule 2 - Nights*(Daily Rate+Amount)

Example: If \$20 is the default amount, the authorization amount would be for \$390.

$$3 * (110 + 20) = \$390$$

Rule 3 - Nights*(Daily Rate + (Persons*Amount))

Example: If \$20 dollars is the default amount, the authorization amount would be for \$450.

$$3 * (110 + (2 * 20)) = \$450$$

Rule 4 - Nights*(Daily Rate + Percentage)

Example: If 10% was configured in the setup, then the authorization amount would be for \$363.

$$3 * (110) + 11 = \$363$$

Rule 5 - Amount

Example: If the flat amount was defined for \$50, then the authorization amount would be \$50.

 **Note:**

The first authorization (from either Batch, Scheduled, or Check-in authorization) would be the Amount specified for the rule + total balance (if reservation balance is > 0).

- The amount specified for the rule (if reservation balance is < 0)
- All Subsequent authorizations (from Batch, Scheduled, End of Day)
- Total Reservation Balance – Existing approved amount

There is no difference between the incidental approval and actual approval as in the other rules.

Rule 6 - Nights*(Percentage)

Example: If the configured percentage amount is 10%, then the authorization amount would be \$33.

$$* 3 * (110) = \$33.$$

Rule 7 - Nights*(Daily Rate + Amount - Daily Rate)

Example: If \$20 dollars is the default amount, the authorization amount would be for \$60.

$$3 * (110 + 20 - 110) = \$60$$

 **Note:**

When the Reservations > Exclude Rate From Auth Based On Routing application parameter is set to Y, Rule 7 and Rule 8 are not available for use with authorization rule schedules.

Rule 8 - Nights*(Daily Rate + (Persons*Amount) - Daily Rate)

Example: If \$20 is the flat amount, the authorization amount would be for \$120.

$$3 * (110 + (2 * 20) - 110) = \$120$$

 **Note:**

When the Reservations > Exclude Rate From Auth Based On Routing application parameter is set to Y, Rule 7 and Rule 8 are not available for use with authorization rule schedules.

Rule 9 - (Nights * Daily Rate) + Amount

Example: If \$20 is the default amount, the authorization amount would be for \$350.

$$(3 * 110) + 20 = \$350$$

 **Note:**

A single flat amount is applied to the (nights * daily rate) calculation, regardless of the length of stay. This flat amount applied also includes incidental charges for the entire stay and will not obtain more authorization during the End of Day process until the existing incidental approval amount is used up.

Scenario 1

- Create a Reservation for 2 nights, Rate amount \$100.00 , Tax = 15.00.
- Attached authorization rule 9 , estimated approval = $(2 * 115) + 50 = \$280.00$.
- Checked in the reservation and \$280.00 was authorized.
- Posted a charge for 20.00 on the folio.
- Verify that the Estimated Approval Amount = 0.
- Run EOD.
- No additional authorization obtained during EOD.

Scenario 2

- Create a Reservation for 2 nights, Rate amount \$100.00 , Tax = 15.00.
- Attached authorization rule 9 , estimated approval = $(2 * 115) + 50 = \$280.00$.
- Checked in the reservation and \$280.00 was authorized. Posted a charge for 200.00 on the folio.
- Verify that the Estimated Approval Amount = \$200.
- Run EOD.
- Additional authorization for \$200 obtained during EOD.
- (This is because \$200 charge will consume the original incidental \$50.00 authorization and rule 9 will again calculate estimated approval amount for remaining nights as $(1 \text{ night} * 115.00) + 50 = 165.00 + 35.00$ (reservation balance over already approved amount $(315.00 - 280.00) = 200.00$).

Scenario 3

- Create a Reservation for 2 nights, Rate amount \$150.00, Tax = 5.25.
- Attached authorization rule 9, estimated approval = $(2 * 155.25) + 50 = \$360.50$.
- Checked in the reservation and \$360.50 was authorized.
- Posted a charge for 200.00 on the folio.
- Verify that the Estimated Approval Amount = \$200.
- Run EOD.
- Additional authorization for \$200 obtained during EOD. (This is because \$200 charge will consume the original incidental \$50.00 authorization and rule 9 will again calculate estimated approval amount for remaining nights as $(1 \text{ night} * 155.25) + 50 = 205.25 - 5.25$ (original approval 360.50 - reservation balance after EOD will be 355.25 (room /tax $155.25 + 200$)) = 200.00.

Scenario 4

- Create a Reservation for 2 nights, Rate amount \$100.00, Tax = 15.00.
- Attached authorization rule 9, estimated approval = $(2 * 115.00) + 50 = \$280.00$.
- Checked in the reservation and \$280.00 was authorized.
- Posted a charge for 20.00 on the folio
- Make a payment for \$135 (= 1 Night + posted charge = 115 + 20).
- Verify that the Estimated Approval Amount = 165 (= Rate for the remainder of stay + amount = $(1 \text{ night} * 115.00) + 50$).
- Run EOD.
- Additional authorization for \$165 obtained during EOD.

Scenario 5

- Create a Reservation for 1 night, Rate amount \$100.00 , Tax = 15.00.
- Attached authorization rule 9 , estimated approval = $(1 * 115.00) + 50 = \$165.00$.
- Checked in the reservation and \$165.00 was authorized.
- Extend the reservation stay to 2 nights.
- Verify that the Estimated Approval Amount = \$115.00 (= $280.00 - 165.00$).
- From Credit Card > Authorization > Additional >.
- Obtain an authorization for 115.00.
- Posted a charge for 20.00 on the folio.
- From RSEDIT click on Ellipses next to Payment method and verify that the Estimated Approval Amount = 0.
- Run EOD.
- No additional authorization obtained during EOD.

End of Day Authorization Amount/Percentage Calculation

For Amount or Percentage values defined in authorization rules, the End of Day authorization calculation will not consider the incidental amount/percentage for nights that have already passed.

For example, a reservation for 2 nights with a cash payment method has a rate amount of 200.00 per night and 10% tax. The reservation is checked in. After check in, the guest changes the payment method to a Visa credit card with authorization rule 2 — Nights *(Daily Rate + Amount). The amount for the authorization rule is \$50.00.

For this reservation, if the authorization had been obtained during check-in or before End Of Day, assuming the credit card was attached prior to check in, the authorization amount would have been \$540 ($2 * (220 + 50)$). If authorization is obtained during the End of Day processing, the authorization would be obtained for \$490; the End of Day authorization would not consider the incidental amount (\$50 in this case) in the calculation of the authorization amount, since the night of the stay has already passed.

Multiple Authorization Rules - Rule Schedules (Advanced Authorization Rules)

The Advanced Authorization Rules feature allows you to specify a schedule that defines which authorization rule will apply to a reservation based on either or both the reservation type and the source code. When an authorization rule cannot be

determined by the reservation type and/or source code belonging to the reservation, a default authorization rule, specified at the property level, applies.

OPERA Cloud evaluates rule schedules based on the following order of precedence when determining which authorization rule applies to a reservation:

- Rule schedule and reservation have matching Room Type, Room Class, Rate Code, Rate Category, Reservation Type, and Source Code.
- Rule schedule and reservation having matching Room Type.
- Rule schedule and reservation having matching Room Class.
- Rule schedule and reservation having matching Rate Code.
- Rule schedule and reservation having matching Rate Category.
- Rule schedule and reservation have matching Reservation Type.
- Rule schedule and reservation have matching Source Code.
- If none of these elements results in a match, the default authorization rule is applied.

Authorizati on Rule	Room Type	Room Class	Rate Code	Rate Category	Reservatio n Type	Source code
1	DLX	TOWER	AAA	NEG	6PM Hold	ORG
2	SNG					
3		TOWER				
4			AAA			
5				NEG		
6					6PM Hold	
7						ORG
8 (default)						

- [Adding Authorization Rules](#)

Adding Authorization Rules

Use Manage Authorization Rule to add authorizations rules.

1. From the Administration menu, select **Cashiering Management**, then select **Authorization Rules**.
2. Click **New**.
3. In Manage Authorization Rule, enter or confirm the **Property** name. Use this screen to attach an authorization rule to any of the following:
 - a. **Room Type**. When you select a Room type, the associated Room Class automatically populates the Room Class field, and you cannot modify the Room Class field.
 - b. **Room Class**.
 - c. **Rate Code**. If you select a Rate Code, then a Rate Category attached to the Room Type will automatically be populated, and you cannot modify the Rate Category field.

- d. **Rate Category.**
 - e. **Reservation Types.** Not available for the default (Property) authorization rule.
 - f. **Source Code.** Not available for the default (Property) authorization rule.
4. Select the **Authorization Rules** to attach to the above.

1	Nights*(Daily Rate)
2	Nights*(Daily Rate + Amount)
3	Nights*(Daily Rate + (Persons*Amount))
4	Nights*(Daily Rate + Percentage)
5	Amount
6	Nights*(Percentage)
7	Nights*(Daily Rate + Amount – Daily Rate)
8	Nights*(Daily Rate + (Persons*Amount) - Daily Rate)
9	(Nights*Daily Rate) + Amount

 **Note:**

The Daily Rate value in these authorization rules consists of the amount for the Room Rate, Packages, and Fixed Charges, along with associated taxes/generates.

5. After selecting the rule, select from the following:
- a. **Amount.** Default amount to be applied to all rules with an amount configured in the formula.
 - b. **Percentage.** Default percentage to be applied to all rules with a percentage configured in the formula.
 - c. **Max. Days to Authorize.** Enter a maximum of two digits to set the number of days to authorize for a credit card. If the field is left blank, authorizations will be done for the entire stay duration of the reservation. For example, if the Max. Days to Authorize is set for 7, then reservations for more than 7 days, the credit card can't be authorized for more than 7 days. If the reservation is less than 7 days, then the credit card will be authorized for that number of days for the reservation.
 - d. **Ignore Advance Payments.** Select this check box if you want to ignore advance payments on reservations.
6. Click **Save**.

Folio Grouping Codes

Folio Groupings enable you to define codes that aggregate charges when printing a folio. You can define codes in the following groups:

- Folio arrangement codes can group similar transactions together. For example, if you have configured transaction codes for breakfast food and breakfast beverage separately, you can define an arrangement code Breakfast Charge that links these

together. On the guest folio, the individual postings for food and beverage are consolidated and printed as a single posting – Breakfast Charge; details of the food and beverage component are hidden.

- Expense arrangement codes are for generating expense folios summarizing transactions for up to 12 expense buckets. For example, the folio prints with expenses grouped according to the codes.
- Group arrangement codes are available for folios generated for group accounts. For example, as group folio styles are defined separately, a different bucket configuration is possible and up to 12 group codes defined.
- Daily Plan codes can consolidate expenses for selected transaction codes by day. For example, two Daily Plan codes are available — LODGING and OTHERS. The LODGING code can only include Lodging type transaction codes or package transaction codes. OTHERS can include all other transaction codes, excluding payments; LODGING type transaction codes cannot be added to the OTHERS code group.
- Package arrangement codes can link to multiple packages. For example, if the package is configured with a package arrangement code, the package-related transactions are grouped together on the folio by package arrangement code. Grouping by package arrangement code is implemented regardless of the package configuration (for example, Included in Rate, Add to Rate/Combined Line, or Add to Rate/Separate Line). Transactions not included in the wrapper are listed separately.
- [Adding Languages to the Description Field for Folio Grouping Codes](#)

Adding Languages to the Description Field for Folio Grouping Codes

1. From the **Administration** menu, select **Financial**, select **Cashiering Management**, and then select one of the following menu items:
 - Package Arrangement
 - Folio Arrangement Codes
 - Expense Arrangement Codes
 - Daily Plan Codes
 - Group Arrangement Codes
2. Select **New** and then click **Manage Translations**.
3. Select the language and then enter the translation.

Configuring Auto Folio Settlement Rules

[Prerequisites for Configuring Auto Folio Settlement Rules](#)

The Auto Folio Settlement feature enables properties to set up rules for automatically settling specific guest folios during the End of Day procedure. Auto folio settlement rules are configured in the Cashiering group of OPERA Controls. They are implemented by creating auto folio settlement types and attaching the types to profiles.

Auto folio settlement rules are configured in the Cashiering group of OPERA Controls by specifying the following:

- **Auto Settlement to be Performed During End of Day.** Activate to perform the auto settlement during the End of Day procedure.
- **Transfer charges to window 8.** Select to have the settled charges moved to window 8. Note: Auto settled charges on windows with a Direct Bill payment type will never be moved to window 8.
- **End of Day Auto Folio Settlement Types.** Select the auto folio settlement types attached to the profiles on the reservations to settle during the End of Day sequence. The multi-select list of values displays types configured in Administration > Financial > Cashiering Management > Auto Folio Settlement Types (see below).
- **Billing Windows to Process During End of Day.** Select which windows (1-8) need to be processed for Auto Settlement during the end of day procedure.
- **Default Auto Settlement on Reservation.** Activate this setting to automatically select the Auto Settle check box on the Payment Instructions panel in reservations.
- **Auto Folio Settlement Preference.** This setting determines whether to settle the charges and then transfer the folio, or transfer the charges and then settle the folio.
- **Default Folio Style.** Select default folio style for printing the settled folios. The selected folio style will also be the default folio style when completing an Auto Folio Settlement from the Batch Folios menu option.
- **Payment Methods.** Select the payment methods that qualify for automatic settlement. The list does not include cash or check payment methods.
- **Settle Every X Days since last auto settlement days.** Enter the number of days to automatically settle the folio since the last auto settle was completed.

Configuring Auto Folio Settlement Types

1. From the Administration menu, select **Financial**, select **Cashiering Management**, and then select **Auto Folio Settlement Types**. The Manage Auto Folio Settlement Type screen opens.
 2. Click **New**.
 3. Enter a **Code** to represent the auto folio settlement type.
 4. Enter a **Description** of the auto folio settlement type.
 5. Enter a **Sequence** to determine the order in which the type appears in the Auto Folio Settlement Types list.
 6. Click **Save**.
 7. To edit or delete Auto Folio Settlement Types:
 - a. Search for Auto Folio Settlement Types.
 - b. From search results, select a type and then select the row-level **vertical ellipsis**.
 - c. Select **Edit**, make changes, and click **Save**.
 - d. Select **Delete**, confirm your decision, and click **Delete**.
- [Prerequisites for Configuring Auto Folio Settlement Rules](#)

Prerequisites for Configuring Auto Folio Settlement Rules

OPERA Controls

Group: Cashiering

Functions: Auto Settlement Rules

Configuring Cashiers

Cashier setup enables you to define and manage cashier IDs for your property cashiers. The cashier ID is used to track each posting made to a guest or AR account, and it enables financial reporting.

1. From the Administration menu, select **Financial**, select **Cashiering Management**, then select **Cashiers**.
2. Click **New** and complete the fields and options on the Manage Cashier screen.
3. In the Cashier ID field, enter a number to identify the cashier ID (999999 is the highest number you can assign to a cashier).
4. Enter the **cashier's name** in the Name field. This could be the name of a person, the name of a shift, or other descriptive term to associate with this cashier ID.
5. Enter the **Starting Amount**. Enter the **local currency** starting balance assigned to the cash drawer for employees signing on with this cashier ID.

If you choose to work with fixed starting balances, enter the opening amount of each cashier's float (or bank) in this field. This is the amount the employee retains in the cash drawer and carries forward to the next day. If the property policy requires cashiers to completely empty their cash drawer each night and deposit all the money in their banks into the safe, then the property is working without fixed starting balances and no entry is required. The starting amount will be reflected on the Cashier Closure Report.

6. Enter the **Maximum Daily Uses**. This represents the number of times cashiers can close and re-open their cashier in one business day.

At the end of each shift, the cashier is balanced and closed. After closing, you must re-open before you can post another transaction. You can set the maximum daily user from 0 to 9999 (unlimited). For security purposes, you might want to restrict users to one or two uses per business day. Enter the **number 1** here if you do not want a cashier reopened after it has been closed.

7. Select **Float Over/Short**. Select the check box if the cashier is able to drop above or below the required drop amount.

OPERA Cloud maintains a running total of any differences that might occur between the cash amount posted by the cashier and the cash amount the cashier actually entered during cashier closing. OPERA Cloud adds or subtracts the difference (depending on whether the cash amount is over or short) and updates the total accordingly.

8. Select one of the following:
 - a. **Cashier**. Select this option button to configure this cashier ID for a standard user cashier. This is the default.

- b. Interface Cashier.** Select this option button if the cashier ID is reserved for use by interfaces.
- 9. Click Save.**

You can edit cashier records and change a cashier's status to inactive. Use Search to locate the cashier, then click the **vertical ellipsis** associated with the cashier record, and select **Edit**. Select the **Inactive** check box to mark a cashier ID as inactive. If a cashier ID is attached to a user or a control setting, you cannot make the cashier inactive (a message alerts you that dependencies exist).

Configuring Fiscal Period Reporting

Properties can set up their fiscal years based on either the calendar year (January 1 through December 31) or on any 12-month period (such as September 1 through August 31). They can also define fiscal periods for printing periodic property revenue reports during a given year.

Note:

The first fiscal period of the year might not start before the start date of the fiscal year, and the last fiscal period of the year might not end after the end date of the fiscal year. For example, if your fiscal year 2019 starts on July 1, 2019, then first fiscal period in 2019 cannot begin on or before June 30, 2019.

Note:

You cannot edit the Start/End Date fields after the year has been saved. When the Edit button is selected, the only editable field is the Description field.

Adding Period Definition Periods

- 1.** From the Administration menu, select **Financial**, select **Cashiering Management**, and then select **Period Definition Periods**.
- 2.** Select **New**.
- 3.** Select **Single Period** or **Cycle Period**.
- 4.** If you select Single Period:
 - a.** Enter or confirm the **Property** name.
 - b.** Select the **Period Definition Years**. This is the calendar year in which the period will fall.
 - c.** Also, enter a **Period** name, a **Description** of the period (such as 3rd Quarter), and the **Start and End dates** of the year.
- 5.** If you select Cycle Period:
 - a.** Enter or confirm the **Property** name.

- b. Select the **Period Definition Years**. This will be a fiscal year that you must configure prior to adding fiscal periods.
 - c. Enter a **Period Prefix**. OPERA Cloud numbers the periods consecutively starting at 1, with the prefix defined in the Prefix field.
 - d. Select the **Cycle** from five options. Each option offers a different length of time. Select the option that best meets your property's reporting time frame. Cycle options:
 - 1 = 4 Week (28 Day) Period
 - 2 = 4,4,5 Week Period
 - 3 = 4,5,4 Week Period
 - 4 = 5,4,4 Week Period
 - 5 = Calendar Period
6. Click **Save**.

Editing Period Definition Periods

1. From the Administration menu, select **Financial**, select **Cashiering Management**, and then select **Period Definition Periods**.
2. Enter search criteria and click **Search**.
3. In the search results, select the code and click the vertical ellipsis.
4. Click **Edit**.
5. Update the configuration.
6. Click **Save**.

Deleting Period Definition Periods

1. From the Administration menu, select **Financial**, select **Cashiering Management**, and then select **Period Definition Periods**.
2. Enter search criteria and click **Search**.
3. In the search results, select the code and click the vertical ellipsis.
4. Click **Delete** and confirm the deletion.
5. Click **Save**.

About Foreign Currency Codes

This feature requires the Foreign Currency Codes function to be Active.

Foreign currency codes enable you to define and manage exchange rates for foreign currencies accepted and sold at your property. With the multi-currency rate parameter active, properties can configure rates and package prices in foreign currency amounts.

When setting up foreign currencies, follow these steps:

1. Create currency codes representing the various foreign currencies.
2. Set actual exchange rates for the codes created in step 1.

Each currency code can have up to seven different exchange rates based on various exchange types (purposes). The following exchange types are available:

- Exchange Cash
- Exchange Check
- Settlement
- Posting
- Commission
- Membership
- Certificate

Each currency code and exchange type combination can have its own exchange rate and start date. For example, for each currency, you could define one exchange rate for posting accommodation, another exchange rate for settlements, and another exchange rate for cash exchanges. Then, you could update the accommodations posting rate monthly and update the settlement and cash exchange rates daily.

OPERA Cloud accommodates both buying foreign currency (the usual transaction where the guest exchanges foreign currency for local currency) and selling foreign currency (exchanging local currency for foreign currency). When you configure currency codes, you can indicate whether selling that currency is supported.

- [Prerequisites for Foreign Currency Codes](#)
- [Configuring Foreign Currency Codes](#)

Related Topics

- [page 12-21](#)

Prerequisites for Foreign Currency Codes

OPERA Controls

Group: Cashiering

Function: Foreign Currency Codes

- Exchange Service Tax
- Foreign Currency Limits
- Sell Currency

Configuring Foreign Currency Codes

Creating the Foreign Currency Codes

1. From the Administration menu, select **Financial**, select **Cashiering Management**, and then select **Foreign Currency Codes**.
2. Click **New**.
3. Enter a **Code** representing the type of foreign currency, such as AUD for Australian dollar, USD for United States dollar, and so on.

4. Enter a **Description** associated with the currency, such Australian Dollar, Danish Krone, Hong Kong Dollar, and so on.
5. Enter the **Decimals** format for the currency, such as 0=\$1, 1=\$1.0, 2=\$1.00, 3=\$1.000, and so on. Each currency appears in its own decimal format on screens throughout OPERA Cloud.
6. Enter a **Currency Symbol** representing the currency, such as \$=US Dollar, €=Euro countries, and so on.

You can type a character in this currency symbol field by using its corresponding number from the Windows ANSI character set. Press the **NumLock key** to make the numeric keypad active. Press the **Alt key** while typing the ANSI number (including the leading zero) using the keys on the numeric keypad, and then release the **Alt key**. For example, to enter the symbol for the British Pound Sterling, use the key sequence Alt+0163; Alt+0165 to display the Japanese Yen; Alt+0128 displays the Euro symbol.

7. Select the **Sell Currency** check box to specify both a sell rate and sell commission as well as a buy rate and buy commission for the currency.
8. Select the **Inactive** check box to make the foreign currency code inactive at the property.

You cannot make a foreign currency code inactive if exchange rates are already configured for the code. The check box will be disabled if the selected currency is defined as a local currency for the property. When a foreign currency code is inactive, it will not be available for selection in the following screens:

- **Exchange Rates** for configuring exchange rates.
 - **Rate Codes** screen for attaching a currency to a new or existing rate code that has a different currency already selected.
 - **Package Codes** screen for attaching a currency to a new or existing package code that has a different currency already selected.
 - **Reservation** screen for selecting another currency for the reservation. If an inactive currency is already selected for the reservation, you will not be forced to select another currency.
 - **Rate Information** screen when selecting a currency. But, if an inactive currency is already selected, then the rate information will still be calculated using the inactive currency.
 - **Currency Calculator** screen when selecting a currency.
 - **Payment** screen when selecting or manually entering a currency code.
9. Optionally, enter **Currency Limits** (Local Daily, Foreign Daily, Local Monthly, Foreign Monthly) to control the maximum limit for daily and monthly currency exchange totals.
 10. Click **Save**.

Editing Foreign Currency Codes

1. From the Administration menu, select **Financial**, select **Cashiering Management**, and then select **Foreign Currency Codes**.
2. On the Foreign Currency Codes screen, search and select the required foreign currency code that you want to edit and then click on the vertical ellipses.
3. Click **Edit**.

4. Update configuration.
5. Click **Inactive** to mark inactive.
6. Click **Save**.

Deleting Foreign Currency Codes

1. From the Administration menu, select **Financial**, select **Cashiering Management**, and then select **Foreign Currency Codes**.
2. On the Foreign Currency Codes screen, search and select the required foreign currency code that you want to delete.
3. Click on the vertical ellipses and then click **Delete**.
4. Confirm the deletion.
5. Click **Save**.

Setting Up No Show Posting Rules

No Show Posting Rules enable the property to post revenue against a no-show reservation. It allows the property to realize the revenue, transfer the deposit payment from the deposit ledger, and still show the reservation status as a No-Show for statistical purposes.

To enable the functionality, select Cashiering in OPERA Controls and do the following:

- Set the No Show and Cancellation Postings function to Active.
- Set the Post Revenue to No Shows parameter to Active.
- In the Cashiering>No Show Posting Transaction Code application setting, enter the revenue transaction code that the no-show revenue will be posted against during the End of Day No Show posting routine.

During End of Day processing, all arrival reservations marked as no show and whose reservation type and/or source code makes them subject to a no show posting based on the rules defined, will have any associated deposit payments transferred to the guest ledger. The appropriate no show revenue will post against the deposit amount based on the no show posting rule. Cashier billing functionality is available for cashiers to make any adjustments or settlements to the reservation account to ensure a zero balance.

Based on the no show posting rule applied, an outstanding balance (a no-show amount not covered by a deposit payment) may result on the reservation. Such charges are posted to the reservation by the End of Day processing on the proposed departure date.

In addition, the Open Folio indicator will appear on the no show reservation if the following conditions are also met:

- Cashiering>Post Stay Charges application function is set to Y.
- Cashiering>Open Folio application parameter is set to Y.
- [Managing No Show Posting Rules](#)

Managing No Show Posting Rules

You can configure No Show Posting Rules based on the source code, reservation type, and a posting rule to determine how much revenue is posted to the no show reservation.

1. From the Administration menu, select **Financial**, select **Cashiering Management**, and then select **No Show Posting Rules**.
2. Enter or confirm the **Property** name. You can search for existing No Show Posting Rules or create new rules.
3. Click **New** to create a new No Show Posting Rule.
4. Select the **Property**.
5. Select one of the following Posting Rules:
 - a. **All Nights**. This option will post the total rate amount for all nights of the reservation. If the reservation has multiple rate codes, the system determines the amount for each night and will post it accordingly.
 - b. **First Night**. This option will post the amount of the first night of the reservation.
 - c. **Deposit Only**. This option will post the amount of all deposits received.
6. Optionally, select a **Reservations Type** to which the No Show rule will apply. If left blank, the rule applies to all reservation types.
7. Optionally, select a **Source Code** to which the No Show rule will apply. If left blank, the rule applies to all source codes 8.
8. Click **Save**.
9. To edit or delete No Show Posting Rules, perform a search, select the vertical ellipsis associated with the rule, and select **Edit** or **Delete**.

Translating Numbers to Words

Money amounts often must be printed in word form and/or numeric form. The most familiar example of this might be when printing the amount on a check or a receipt. The words are usually considered to be the legal expression of the amount, making accuracy essential. For example, in German, a check for €125.67 would be printed as "Eins-Zwei-Fünf Euros und Sechs-Sieben Cents." In English, \$125.67 would translate as One Hundred Twenty Five Dollars and Sixty Seven cents (or One Hundred Twenty Five Dollars and 67/100 Cents, depending on the format used for the printing of checks).

The Number To Words feature supports translation of numerals into words in multiple languages. By default, OPERA Cloud expresses numbers in English words.

If the Profile Language function is not being used, and the base language for the property is not English, you can use the Number To Words feature to translate the numbers into words. The translations also provided for words like "Dollars," "Cents," and "and," which might be required in expressions of written amounts.

Reports that reference a profile language, such as folios and receipts, automatically select the appropriate translation for the particular instance of the report, if available. When printing checks in Commissions Processing, the language associated with the bank account determines which language is used for the check amount written in words.

The Number to Words translation is literal (number for number) except for languages indicated by an X in the Grammatical column of the following table where grammatical idiosyncrasies are accommodated. For example, 1234.50 would be rendered as One Two Three Four Dollars and Five Zero Cents where the rendering is literal. Where a grammatical translation is provided, the amount is rendered as One Thousand Three Hundred and Four Dollars and Fifty Cents.

Language	Language Code	Grammatical
AR	Arabic	
BG	Bulgarian	
CA	Catalan	
CS	Czechoslovakian	
DA	Danish	
DE	German	
E	English	X
EL	Greek	
EN	English (ISO)	
ES	Spanish	
ET	Estonian	
EU	Basque	
FA	Persian	
FI	Finnish	
FR	French	
GL	Galician	
HR	Croatian	
HU	Hungarian	
IT	Italian	
JA	Japanese	
KO	Korean	
LT	Lithuanian	
LV	Latvian	
NL	Dutch	
NO	Norwegian	
PL	Polish	X
PT	Portuguese	
PT-BR	Brazilian Portuguese	
RO	Romanian	
RU	Russian	

SK	Slovakian	
SL	Slovanian	
SV	Swedish	
TH	Thai	
TR	Turkish	X
UK	Ukranian	
VI	Vietnamese	X
ZH-S	Chinese Simplified	
ZH-T	Chinese Traditional	

- [Editing Number to Words Code Descriptions](#)

Editing Number to Words Code Descriptions

The Number to Words feature controls whether numerals appear in printed format as numerals or as words in several languages. You can edit the Number to Words description.

1. From the Administration menu, select **Financial**, select **Cashiering Management**, and then select **Number to Words**.
2. Select the **Code** or enter the **Description** representing the translation word. The code can be a number or a word (or an abbreviated word).
3. Click **Search**.
4. From Search results, locate the Code, select the row-level **vertical ellipsis** associated with it, and click **Edit**.
5. Edit the **Description**.
6. Click the **Manage Translations** link.
 - a. Edit existing translations: enter revised translation text in the Translation field or click Remove to delete the translation.
 - b. Add translations: click Add translations, select a language, and enter translation text in the Translation field.
7. Click **OK**.
8. Update the Description field and click **Save**.

Configuring Shift Drop Locations

Adding Shift Drop Locations

1. Select the **Administration** menu, select **Financial**, select **Cashiering Management**, and then select **Shift Drop Locations**.

 **Note:**

In a multi-property operation, Shift Drop Locations are configured in the template and then copied to properties; ensuring consistent configuration across all properties.

2. Click **New** and complete the following fields:
 - a. **Code**. Enter a code for the Shift Drop Location.
 - b. **Description**. Enter a description for the Shift Drop Location.
 - c. **Manage Translations**. Select to open the multi-language descriptions screen and configure a translated descriptions for each language.
 - d. **Sequence**. Enter a number that controls the position of this code in lists. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
 - e. Click **Save** to save and close or click **Save and Continue** if you want to configure additional shift drop locations.

Editing Shift Drop Locations

1. Select the **Administration** menu, select **Financial**, select **Cashiering Management**, and then select **Shift Drop Locations**.
2. Enter search criteria and click **Search**.
3. In the search results, select the code and click the vertical ellipsis.
4. Click **Edit**.
5. Make the required change
6. Click **Inactive** to make a code inactive; inactive codes are not available for selection
7. Click **Save**.

Deleting Shift Drop Locations

1. Select the **Administration** menu, select **Financial**, select **Cashiering Management**, and then select **Shift Drop Locations**.
2. Enter search criteria and click **Search**.
3. In the search results, select the code and click the vertical ellipsis.
4. Click **Delete** and confirm the deletion.
5. Click **Save**.

Copying Shift Drop Locations Codes

When the OPP_MHOT Multi-property add on license is active, you may copy reason codes from the Template to the properties. After you copy codes to a property, the codes may be edited as necessary.

For more information, see [Copying Configuration Codes to Multiple Properties](#).

Managing Tax Types

Prerequisites for Managing Tax Types

The Tax Types feature enables properties to calculate taxes on sales charges based on either the guest's profile tax type or the reservation tax type. You can configure tax types from the Financial Administration menu, Cashiering Management option, and these codes are referenced within tax generates rule configuration.

By creating Tax Type codes such as Regular Guest, Sales Tax Exempt, 10% VAT, or so on, properties can control whether a generate is applied to a posting and how it calculates the amount. The feature can also determine the effective dates for the application of particular generates. You cannot set up Tax Types generates on transaction codes configured as a Payment or as part of a Wrapper group.

After configuring tax types, you can select a default tax type in OPERA Controls, Cashiering > Default Tax Type. The value selected will be set for all new profiles or reservations created, depending on Tax Type Calculation setting.

As an option, you can enable the Tax Exempt report when configuring Tax Types. The report gives a detailed daily breakdown of room revenue and the tax exemptions held by each specific guest.

1. From the Administration menu, select **Financial**, select **Cashiering Management**, and then select **Tax Types**.
2. Click **New**.
3. Enter or confirm the **Property**.
4. Enter a **Tax Type** code for the new tax type.
5. Enter a **Description** of the tax type.
6. As an option, complete the Tax Exempt Report Configuration selections.
 - a. **Exempt Days** – specifies the number of days in the report date range after the guest becomes tax exempt.
 - b. **Tax Percentage** – sets the tax types as a percentage, such as four percent or so on.
 - c. **Print Auto Adjust check box** – enables printing Room Revenue for all days before the guest became tax exempt; Number of nights before the guest became tax exempt, and Tax paid on room revenue for all days before the guest became tax exempt.
7. Click **Save**.
8. To edit or delete a Tax Type:
 - a. Search for the tax type.
 - b. From search results, select the **tax type** and then select the row-level **vertical ellipsis**.
 - c. Select **Edit**, make changes, and click **Save**.
 - d. Select **Delete**, confirm your decision, and click **Delete**.

Related Topics:

[Tax Generates](#)

- [Prerequisites for Managing Tax Types](#)

Prerequisites for Managing Tax Types

OPERA Controls

Group: Cashiering

Setting: Tax Type Calculation

Example 12-1

Commissions

[Prerequisite for Commissions](#)

The Administration Commissions feature enables you to set up commission codes, bank accounts, and so on to manage payments for travel agents and other sources of reservations at your hotel.

- [Prerequisite for Commissions](#)
- [Bank Accounts](#)
- [Commission Codes](#)
- [Stop Processing \(Hold Payment\) Reasons](#)

Prerequisite for Commissions

OPERA License

The OPP_COM addon license must be active.

Example 12-2

Bank Accounts

Path: From the Administration menu, select **Financial**, select **Commission Management**, and then select **Bank Accounts**

Rules: A maximum of 8 characters are allowed for the Bank Account code.

Prerequisites: None

Configure bank accounts in the system to determine how commissions are paid.

To add new bank accounts:

1. Click **New**
2. Enter the **Property**, **Code**, and a **Description** of the bank account.

3. Enter the **Branch Code**, **Account Number**, and **Currency**, along with any other information such as routing number, payment method: CHK (Check), CENT (Centrally Paid Commission) and EFT (Electronic Funds Transfer), check report, minimum processing amount, and language.
4. Select options to **Validate IATA Number**, set the bank account as **Default** or **Default for Currency**, and **Positive Pay Export**. Positive Pay Export is available when the Commissions Positive Pay Export parameter is active.
5. Click **Save**.

Commission Codes

Travel Agent commission is calculated after a reservation is checked out and is based on either of the following:

- The eligible revenue posted during the stay, usually the accommodation or package (including package items) revenue.
- A flat amount per night or per stay.

The calculation of commission is driven by commission codes and the business rules defined in them. Commission codes identify the eligible sale charge transaction codes for which to calculate commission, the commission calculation method, and any taxing method to be applied to the commission.

Properties must configure a NON or ZERO commission code for non-eligible travel agents or rate codes. This commission code, with a zero flat amount commission, calculates a zero amount payable to the agent. You can configure OPERA Cloud to transfer all zero commission payments directly to commission payment history or to list these commission payments as part of the commission payables processing.

The following hierarchy determines how OPERA Cloud calculates a commission payable for a reservation:

- A global default commission code is selected within OPERA Controls – Commissions. For example, this could be set to 10%; paying 10% of eligible revenue to Agents.
- The contracted commission payable is also selectable within each Travel Agent or Source profile and is used if the commission payable is different from the global default, for example, a travel agent company contracted to receive 7% of eligible revenue.
- Rate code configuration also has an option to select the applicable commission code, which overrides the system default and the commission code selected on the Travel Agent or Source profile. For example, the rate code SPAPKG with a commission code of NON would pay zero commission to any agent booking the rate code.
- A negotiated rate for a Travel Agent or Source may also have a commission code selected for when a specific rate is contracted to a specific Travel Agent or Source. This setting overrides all of the above. For example, when a travel agent company books the SPAPKG, the company is eligible for a 5% commission despite the rate code being set to NON zero commission.
- [Configuring Commission Codes](#)

Related Topics

- [OPERA Controls - Commissions](#)
- [About Rate Codes](#)
- [Profile Negotiated Rates](#)

Configuring Commission Codes

Creating Commission Codes

1. From the **Administration** menu, select **Financial**, select **Commission Management**, and then select **Commission Codes**.
2. Click **New**.
3. Select or confirm the **Property** name.
4. Enter a **Code** to identify the commission. Use numbers or letters, for example 10%, 20%, \$150, Flat, or NON.
5. Enter a text **Description** of the commission code. The description helps identify the code when selecting it from a list of values, for example, 10% Commission, 20% Commission, \$75 Flat Commission per Night, or No Commission.
6. Enter a **Sequence** number that determines the position of the commission code in lists. Commission codes without a sequence number appear in alphabetical order following codes that have a number assigned. By default, the next available number in numerical sequence appears in this field.
7. Select the **Hold** status if you want the commission held for review prior to payment:
 - a. **Always:** The commission detail record always has the Hold status (H) selected. Commission detail records with this status are not processed for payment until the hold is released.
 - b. **Accounts Receivables:** The commission detail record has the Hold status (H) selected if the direct bill transaction code (defined by the Cashiering>AR Settlement Trn Code application setting) is associated with any of the folios generated by the reservation. The commission detail record also has the AR status (A) selected. AR status means the associated commission is used to offset the agent/source AR account. When records flagged for AR are processed, they are removed from the list of commission details without creating a check or an EFT payment record. The Payment Activity record shows the AR status.
 - c. **Prepaid:** The commission detail record has the Hold status (H) selected if the pre-paid transaction code (defined by the Commission>Default Prepaid Commission Trn Code application setting) is associated with any of the folios generated by the reservation. The commission detail record also has the Prepaid status (P) selected. Prepaid status means that all or part of the commission is prepaid. The prepaid amount is automatically deducted from the commission payment when the commissions detail record is processed. The Payment Activity record shows the Prepaid status.

Adding a Commission Code Based on a Flat Amount

In the Commission Calculation section, select the following **Based On** options:

- **Reservation** – if the commission code is based on a flat amount per reservation.
 - **Flat Amount**– enter a flat amount in the Amount field.
8. Select an option to determine the calculation rule.
 - a. **Per Night:** Commission amount is calculated per night of the reservation based on the Amount value multiplied by the number of nights.
 - b. **Per Stay:** Commission amount is calculated for the entire stay based on the Amount value.
 9. Enter the **Tax** percentage if the commission payment is taxed. The tax on a commission is automatically calculated during commission processing if the Commission>Auto Calculate VAT application parameter is active.
 10. Click **Save**.

Adding a Commission Code Based on a Percentage of Revenue

In the Commission Calculation section, select the following:

- Based On Revenue radio button.
- Enter the Tax percentage if the commission payment is taxed. The tax on a commission is automatically calculated during commission processing if the Commission > Auto Calculate VAT application parameter is active.

To select the commissionable sales transaction codes, click **New**. Provide the following information.

- Commission %. (Required) Percentage commission to be paid on revenue generated by the selected transaction codes. The Commission % can vary per transaction code added.
- Weekend Commission %. (Optional) If a different commission rate is earned on revenue generated on weekends, enter the percentage here. Otherwise, the Commission % applies regardless of the day of the week.
- Based on Net Amount. Select the check box if the commission is based on before-tax revenue. Leave the check box unchecked to calculate commissions on the gross amount.
- Transaction Code(s). Select the sale charge transaction code(s) for which revenue is commissionable at the defined commission percentage.

On the Transaction Code screen, do the following:

11. From the Available list of transaction codes, search and select the **transaction code(s)** to associate with the new routing code (hold down the Ctrl key to select multiple transaction codes).
12. Click the **directional arrow** to move the codes to the Selected list. You can filter the Available list or the Selected list of transaction codes by entering a transaction code in the Filter field and clicking **Go**.
13. Click **Save**.
14. Repeat to add additional transaction codes with a different percentage of commission.
15. Click **Save**.

Reservation History Records

Use the Reservation History Records section of the Commission Codes screen to configure a commission code to apply to reservation records that are entered manually into OPERA Cloud.

Commission Paid. Select the option that corresponds to the commission rhythm:

- Per Night - Commission can be accrued each night of the guest's stay.
- Per Stay- Commission can be accrued once per stay.

Flat/Percentage. Select the Flat option to enter a flat amount in the Commission Amount field. Select the Percentage option and enter a percentage in the Commission Amount field. You can specify both a flat amount and a percentage.

Commission Amount. This field shows a percentage when the commission Percentage option is selected, or the commission flat amount when the Flat option is selected. A percentage number entry must be between 0 and 100.

Editing Commission Codes

1. On the Commission Code screen, select or confirm the **Property**.
2. Enter search criteria for commission codes and click **Search**.
3. In the search results, select the **commission code** and click the **vertical ellipsis**.
4. Select **Edit**.
5. Update the commission code configuration.

 **Note:**

If the commission is based on revenue, select the **vertical ellipse** to edit the transaction code configuration

6. Click **Save**.

Deleting Commission Codes

1. On the Commission Code screen, select or confirm the **Property**.
2. Enter search criteria for commission codes and click **Search**.
3. In the search results, select the **commission code** and click the **vertical ellipsis**.
4. Select **Delete**.

Related Topics

- [page 10-40](#)
- [page 12-54](#)
- [page 2-8](#)

Stop Processing (Hold Payment) Reasons

OPERA Cloud allows the configuration of different reasons why a commission payment would be put on hold.

When you place a hold on a commission payment OPERA Cloud displays a list with all configured stop processing reasons. For more information, see [Placing Commission Processing on Hold](#)

- [Prerequisites for Stop Processing Reason Codes](#)
- [Configuring Stop Processing \(Hold Payment\) Reasons](#)

Prerequisites for Stop Processing Reason Codes

OPERA Controls

Group: Commissions

Parameter: Stop Processing Reason Codes

Configuring Stop Processing (Hold Payment) Reasons

1. To Create Stop Processing Reasons:
 - a. Select the Administration menu, select **Financial**, select **Commission Management**, and then select **Stop Processing Reasons**.
 - b. Click **New**.
 - c. Enter a **Code** this code identifies the reason for the cancellation.
 - d. Enter a **Description** of the code, such as price too high or date changed.
 - e. Enter a **Sequence** number to indicate the position of this lost reason code in a list of displayed values.
 - f. Click **Save**.
2. To Edit Stop Processing Reasons:

 **Note:**

When editing an existing stop processing reason, you cannot modify the code.

- a. In the **Stop Processing Reasons** screen, click **Search**. You can enter a **Code** or a **Description** to narrow your search.
 - b. In the search results, select the code, click the vertical ellipsis, and select **Edit**.
 - c. Update the configuration and click **Save**.
3. To Delete Stop Processing Reasons:
 - a. In the **Stop Processing Reasons** screen, click **Search**. You can enter a **Code** or a **Description** to narrow your search.
 - b. In the search results, select the code, click the vertical ellipsis, and select **Delete**.

- c. Confirm your decision and click **Delete**.

Setting up Pre Stay Charging Rules

The Pre Stay Charging feature controls whether your property allows guests to charge expenses to their reservation account before check in. You can limit Pre Stay charging to reservations with specific payment types and reservation types.

1. From the Administration menu, select **Enterprise**, select **OPERA Controls**, and select the **Cashiering Group**.
2. In the Functions section, set **Pre Stay Charges** to Active.
3. Set **Default Pre Stay Charges on Reservation** to On to default the Pre Stay Charging option on the reservation's Privileges screen.
4. Set **Only Post if Reservation is on Queue** to On to enable pre-stay privileges only if the reservation is on queue and waiting to be checked in
5. Enter the **Days Prior to Arrival** value to limit the number of days before the reservation arrival date that charges can be posted to the reservation account; leave NULL for unlimited.
6. Select the **Reservation Payment Types** to limit pre-stay posting privileges to reservations with payment method equal to these payment types; leave NULL to allow/permit all payment types.
7. Select **Reservation Types** to limit pre-stay posting privileges to reservations with these reservation types; leave NULL to allow/permit all reservation types.

Setting up Post Stay Charging Rules

The Post Stay Charging feature controls whether your property allows guests to charge expenses to their reservation account after checkout. You can limit Post Stay charging to reservations with specific payment types and reservation types.

1. From the Administration menu, select **Enterprise**, select **OPERA Controls**, and select the **Cashiering Group**.
2. In the Functions section, set **Post Stay Charges** to Active.
3. Set **Default Post Stay Charges on Reservation** to On to default the Post Stay Charging check box on the reservation Payment Instructions window.
4. Set **Open Folio** to On.
5. Enter the **Open Folio Closing Preference**. This determines when an open folio needs to be closed. If set to Sameday, you cannot leave the billing screen with an open folio. If set to Unrestricted, you are allowed to leave the billing screen with a folio in an open status.
6. Select the **Reservation Payment Types** to limit post-stay posting privileges to reservations with payment method equal to these payment types; leave NULL to allow/permit all payment types.

7. Enter a **number of days** in the Zero Balance Open Folio Close Days field. This setting determines the number of days after checkout that an open folio with a zero balance will be closed automatically during End of Day.

Rate Management

Rate Management provides all the tools you need to effectively define and manage the rate structures for your hotel. Some of the things you can set up in Rate Management include rate codes, rate classes, rate categories, display sets, rate strategies, and yield management integration.

- [About City Tax Function](#)
- [Package Codes](#)
- [Package Groups](#)
- [Package Forecast Groups](#)
- [Rate Classes](#)
- [Rate Categories](#)
- [Event Codes](#)
- [About Rate Codes](#)
- [Configuring Promotion Groups](#)
- [Managing Promotion Codes](#)
- [Hurdle Rates](#)
- [Yield Management](#)
- [Rate Strategies](#)
- [Property Calendar](#)

About City Tax Function

The City Tax function calculates the tax and charges guests based on different sets of rules for each city's requirement. For a reservation to qualify for the city tax posting, define the Purpose of Stay field on the reservation with a value that has the description field starting with an asterisk (*) on its configuration.

The City Tax is posted to each reservation based on gross or net room revenue amounts, purpose of stay, percentage, and flat amount depending on the city's regulations. You can set up the City Tax package as Included in Rate, Add to Rate - Separate Line, or Add to Rate - Combined Line.

The following fields are available within the setup:

- Purpose of Stay Start (you must configure Purpose of Stay codes with a description matching the value entered if using this option).
- Purpose of Stay (you must configure Purpose of Stay codes matching codes entered if using this option).
- Predefined amount ranges (you must configure City Tax Ranges using this option).

- Net rate amount (rate amount to consider for calculation after taxes are deducted).
- Gross rate amount (rate amount to consider for calculation before taxes are deducted).
- Percentage of the applicable rate amount.
- Number of children (if child rate buckets are configured).
- Based on different package attributes such as Included in Rate, Add to Rate - Separate Line, or Add to Rate - Combined Line.
- City Tax qualified packages (any package that is configured with a lodging transaction code).
- Special Calculation Rule (where the city tax is calculated by the number of people in the room, and posted based on the number of adults in the room).

Purpose of Stay

Configure the Purpose of Stay code in Administration > Reservation Management>Purpose of Stay to activate the City Tax functionality on reservations.

In the Description field, enter the value that will identify the purpose of stay code and activate the generic City Tax package code. Enter the value in the first position of the Purpose of Stay description and insert a single quote at the beginning and at end of the value/description.

For example, if the value is 1 and the description is City Tax Guest, enter '1City Tax Guest' to enable the City Tax calculation. If you enter 'City Tax Guest1', the city tax will not calculate.

If not using a specific value for Purpose of Stay to calculate the City Tax, leave this field blank. The default value of an asterisk (*) will be used if this field is blank.

The Purpose of Stay Start can be characters, numbers, or alphabetical letters. If using alphabetical letters, use upper case letters in both the Purpose of Stay Start field and the first position of the Purpose of Stay Description field.

City Tax Ranges

Tax ranges are defined at the property level by selecting Administration>Financial>Rate Management>City Tax Ranges. The City Tax Ranges screen enables you to configure the settings.

The applicable city tax is posted depending on the range in which the rate amount falls. The following is an example for the amount ranges configuration:

- 0.00-10.0 = 0.00
- 10.01-25.00=0.50
- 25.01-50.00=1.00
- 50.01-100.00=2.00
- 100.01-150.00=3.00
- Each additional 50.00 increased by 1.00

When creating City Tax Ranges, provide the following information:

- Property (mandatory): Enter or confirm the property name.
- Amount From (mandatory). The beginning value of the amount range.

- Amount To. The end value of the amount range.
- Tax Amount (mandatory). The applicable tax amount required by authorities.
- Interval Amount. This defines the intervening amounts, such as, for every 50.00 EUR tax, increase by 1 EUR.

The City Tax function (CITY_TAX) is available within the Posting Attributes Formula field in Package Codes. The function calculates the city tax based on the Purpose of Stay defined on the Additional Details screen on the reservation.

City Tax Package Code Setup

The City Tax is set up as a Package Code within Administration > Financial > Rate Management. In the formula field, select City_Tax from the list of values for the following fields:

- Purpose of Stay Start
- Purpose of Stay
- Amount Ranges
- Room Net Gross
- Percentage
- Special Calculation Rule (Special Calculation Rule for Dresden)
- Child One (Available if Child Rates are active)
- Child Two (Available if Child Rates are active)
- Child Three (Available if Child Rates are active)
- Packages To Include

Enter field information in single quotes, except for the Percentage field.

Package Codes

Prerequisites for Package Codes

Package setup involves defining package elements, which are additional products or services included in the rate or sold in addition to the rate. You can link package elements to rate codes to create pre-defined package rates. Or, you can add package elements directly on blocks or reservations to create ad-hoc package entitlements for reservations.

Package elements have rules that define the calculation of their price as well as the frequency of their posting; the **item price** for the package item is auto-posted to guest ledger account during End Of Day, based on the frequency specified. When the **Item Inventory** function is active it is also possible to associate inventory items to a package item so that when selling the package rate or selling the package item separately via the reservation the associate inventory items are also applied to the reservation. This is useful for associating inventory items such as extra bed and cribs to reservations and at the same time posting a charge for their supply via the package element.

Optionally, with the **Advanced Package** function active, package elements can be configured with an **allowance amount** as well as **item price**. For package items with an allowance amount defined the actual sales charge is either posted manually in

OPERA Cloud or posted by an integrated system such as a point of sale (POS) workstation or an in-room video when consumed. With package allowances, a credit is posted to package ledger either during check or during each night audit and the sales charges posted to the package ledger to offset the credit - as a result the charge for package element does not appear on the guest folio. For allowances based package items, OPERA Cloud deducts the **item price** from the rate code rate amount. When multiple allowance based items are linked to a rate code the nett accommodation revenue for the reservation is the rate amount - sum (item price) for all package items included in the rate.

Table 12-2 Example - Package Rate Breakdown

Honeymoon	Item Price	Allowance	Calculation Rule
Rate Amount	\$540		
Dinner	\$45	\$70	Per Adult
Breakfast	\$20	\$40	Per Adult
Champagne	\$40	\$60	Flat Amount
Nett Accommodation	\$370		Based on 2 Adults

Allowance based package items also support consumption in multiple revenue centers via the setup of alternate outlets - specifying the alternate sales transaction codes permitted for the package item.

For example, a breakfast package element could be consumed in the restaurant or as a room service breakfast.

- Posted amount equal to or less than the allowance amount are posted to package ledger.
- Posted amounts exceeding the allowance amount are posted to the guest ledger account as an overage.
- Allowances not consumed or under consumed are posted to a "package profit" revenue transaction code to the package ledger, based on the item price.
- Allowance amounts exceeding the item price are automatically adjusted by a posting to "package loss" revenue transaction code to the package ledger.

Examples of allowance based package elements would be dinner or breakfast, where the sales charges for each would be post via a POS solution when the guest consumes their dinner or breakfast.

If the guest does not consume their entitlement OPERA Cloud posts the revenue to 'package profit' to balance the package ledger.

The charge for the package rate is posted to Guest Ledger using a system (non-revenue) transaction code referred to as 'Package Wrapper' - this transaction code is defined by linking a transaction code [About Transaction Codes](#) to a transaction group of type Wrapper. For package rates both the accommodation transaction code and the package wrapper transaction code must be selected on the Financials panel of the rate code [About Rate Codes](#).

Table 12-3 Example - Ledger Transactions

Honeymoon	Guest Ledger	Package Ledger	Allowance	Notes
Dinner Allowance		-\$90	\$140	On Check-in
Champagne Allowance		-\$40	\$60	On check-in
Dinner		\$140		Posted from POS
Dinner Loss		-\$50		End of Day
Champagne		\$60		Posted from POS
Champagne - Loss		-\$20		End of Day
Honeymoon Package	\$540	-\$370		Package Wrapper
Accommodation		\$370		End of Day
Breakfast Allowance		-\$40	\$80	End of Day (Next Day =Y)
Breakfast - Profit		\$40		Breakfast not consumed On Check-out
Totals	\$540	\$0		

- [Prerequisites for Package Codes](#)
- [Configuring Package Code](#)
- [Package Posting Rhythms](#)

Prerequisites for Package Codes

OPERA Controls

Group: Rate Management

Function: Advanced Packages (Allowances) - Optional

Function: Item Inventory - Optional

Configuring Package Code

To create a package code:

1. From **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Package Code**.
2. To create a new package code, on the Package Codes screen, click **New**.

On the **Create a New Package Code** screen, Package Details such as, Package Code Definition, Transaction Details, Posting Attributes, and Package Pricing panels are initially disabled.

3. In the **Package Code Definition** panel, fill in the required information and click **Save**. The Transaction Details screen is enabled.

4. In the **Transaction Details** panel search or fill the information in the required fields and click **Save**. The Posting Attributes panel is enabled. You can create a new Item Inventory from this screen.
5. Search or fill the information in the required fields and click **Save**. The Package Pricing panel is enabled.
6. Search or fill the information in the required fields

Table 12-4 Description of the options that appear on the Package Code screen

Panels	Field Description
Package Code Definition	<ul style="list-style-type: none"> • Property : Available when the multi-property add-on license code is active, displays the property name the package code is being configured for. • Package Code : The code for the package. This field can contain up to 20 alphanumeric characters. • Forecast Group : Search and select the package forecast group for the element. • Begin Sell Date : Enter/select the date to begin selling the Package. • End Sell Date : Enter/select the date to end selling the Package. • Short Description : Brief description of the package (Flowers, Chocolates, Champagne, Dinner). • Description : Full description of the current package element. <p>Click Save to continue.</p>

Table 12-4 (Cont.) Description of the options that appear on the Package Code screen

Panels	Field Description
Transaction Details	<ul style="list-style-type: none"> • Transaction Code : Transaction code that is used to record the package price. • Tax Inclusive : Mark the associated check boxes to indicate if the tax generates associated with the sales charge transaction code selected should be included in the amount or post additionally if unchecked. • Package Overage : Select sales charge transaction code from list that will be used to post the amount that is consumed over the allowance amount of the package element (set in the Package Pricing panel). If this field is left blank, any overage is posted to the transaction code to which the allowance was posted, that is the transaction code in the Code field or one of the codes in the Alternates field). This is available when the Rate Management > Advanced Packages OPERA Controls function is Active. • Package Allowance : Select this check box to create an allowance only; the sales charge posted manually or via an interface. <ul style="list-style-type: none"> – Package Profit: Select the sales charge transaction code to post any profit revenue from unconsumed / under-consumed allowances. – Package Loss: Select the sales charge transaction code to post any package loss. When the allowance amount is a higher amount than the item price the difference between the item price and the guest consumption amount is the package loss. • Currency : Select the currency for this package. Allowance packages and non-allowance packages set up in one currency cannot be attached to rate codes, reservations, and blocks configured in another currency. • Alternate Codes : Select transaction codes that can be used as alternatives to the main package transaction code (in the Code field) for this package. For example, the package may be for restaurant breakfast food (transaction code 2000) and have transaction code 3000 listed as an Alternate transaction code, but the guest may consume the same amount for room service breakfast without penalty (transaction code 3000). This field is especially helpful for point of sale systems. <p>Click Save to continue.</p>

Table 12-4 (Cont.) Description of the options that appear on the Package Code screen

Panels	Field Description
Posting Attributes	<ul style="list-style-type: none"> • Posting Type: <ul style="list-style-type: none"> : <ul style="list-style-type: none"> – Included in Rate: No separate charge appears on the guest folio or reservation. The amount is internally deducted from the room rate amount for inclusive packages. – Add To Rate - Separate Line: If selected, this charge is added to the room rate amount and printed as a separate line on the folio. Selecting this check box is very useful when the package element is not included in the rate, for example, US taxes. – Add To Rate - Combined Line: If selected, this charge is added to the room rate amount and printed on the same line as the room charge on the folio. • Valid Start Time: Enter the valid start time during which the allowance defined in the package element is valid. If you leave the fields blank, the allowance is valid all day • Valid End Time <ul style="list-style-type: none"> : Enter the valid end time during which the allowance defined in the package element is valid. If you leave the fields blank, the allowance is valid all day • Calculation Rule <ul style="list-style-type: none"> : Select a value from the list of values to indicate the calculation rule for this package. This field is used to determine how the package amount should be calculated. You have the following options: <ul style="list-style-type: none"> – Flat Rate (price posted as flat rate, regardless of number of guests). Flat Rate is per sharer in the room. Each share-with in the room will be charged the flat rate amount. – Per Person (price times number adults plus number of children). – Per Adult (price times the number of adults). – Per Child (price times number of children). With the selection of this calculation rule and the Rate Management > Rates Defined by Buckets OPERA Controls function is Active, packages can be setup with different amounts per child bucket on the Package Details tab Per Adult (price times the number of adults). – Per Room (price times number of rooms). The Per Room calculation is applied to the room. If a reservation is shared, instead of applying the package per reservation, it considers it for that room • Posting Rhythm <ul style="list-style-type: none"> : If selected from the drop-down list, the posting rhythm is used to determine the frequency of the package posting. OPERA provides a variety of posting rhythms. Most posting rhythms are based off of the actual arrival date of the reservation. For more information, see Package Posting Rhythms. • Formula <ul style="list-style-type: none"> : Select from list internal functions used to calculate item price (used for country-specific tax items). • Sell Separate <ul style="list-style-type: none"> : If selected, this element can be attached directly onto a reservation. When adding a package directly to a reservation, the

Table 12-4 (Cont.) Description of the options that appear on the Package Code screen

Panels	Field Description
	<p>room rate field will show the main rate code rate and indicated to the right is the room rate including the packages added to the reservation. If this check box is not marked, the only means in which this package can be available is via the Rate Code.</p> <ul style="list-style-type: none"> • Post Next Day : This is available when the Rate Management > Advanced Packages OPERA Controls function is Active. If selected, this package element allowance will be consumed the following day. For example, a breakfast allowance created during end of day, but carried forward to the following day for consumption. • Forecast Next Day : Select to have these package elements forecasted on the next day, irrespective if the Post Next Day check box is selected or not. Packages configured as Post Next Day only without this check box checked will not be forecasted for the next day automatically on the Package Forecast Report. • Catering : Available when the Catering Events function is active, this option should be checked for all PMS packages that typically are also represented by a catering event (or partially represented by a catering event). For example, a Group Breakfast that may be included in the room rate, but for which also a catering event gets created if the group takes the breakfast as a unit (e.g., in a catering function space). <p>Click Save to continue.</p>
Item Inventory	<p>Available when the Reservations > Item Inventory OPERA Controls function is Active. Select the ellipsis button to choose items to be included in the package. See Item Inventory Setup for details on setting up items. When you select the ellipsis, the Item screen appears. To add a new item to the package, select the New button. To edit an existing item, highlight your choice and select the Edit button. On the New/Edit Item Quantity screen select the item and the quantity. The default quantity is 1. Click Save to continue.</p>
Package Pricing	<ul style="list-style-type: none"> • Start Date : Enter the start date for the price schedule or use the calendar tool to select dates. Date ranges for pricing records cannot overlap. By default, the package code is valid for a ten-year period starting on the date it is configured. • End Date : Enter the end date for the price schedule or use the calendar tool to select dates. Date ranges for pricing records cannot overlap. By default, the package code is valid for a ten-year period starting on the date it is configured. • Price : The amount for the package element. This amount will be posted to the transaction code defined under Transaction Details <p>Click Save to continue.</p>

7. Click **Save** to save the details or click **Save and Add More Details** to add more details.

8. To Edit a Package Code:
 - a. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Package Code**.
 - b. On the **Package Codes** screen, search for a property, and the code if you know it.
 - c. Locate the code in the search results and click the vertical ellipses for that code, and then select **Edit**.
9. To Delete a Package Code:
 - a. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Package Code**.
 - b. In the **Package Codes** screen, search for a property, and the code if you know it.
 - c. Locate the code in the search results and click the vertical ellipses for that code, and then select **Delete**.
 - d. Confirm you want to delete the code by selecting Delete in the confirmation dialog.
10. To Copy the Package Codes
 - a. From **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Package Code**.
 - b. To copy the package code to another property, click on the vertical ellipses and then click **Copy**.

Clicking copy allows you to copy package code from a source property to one or many target properties. This option is mostly used at the Hub level login.
 - c. On the **Copy Package Codes** screen, search or select the Source Property.
 - d. Select **Package Codes** to Copy. You have the option to select multiple codes.
 - e. Select **Target Properties** to apply the selected codes to. You can copy the code to multiple target properties.
 - f. Click **Save**.
 - g. Review and copy the codes, and then click **Save**.
 - h. Confirm and click **Save**.

Related Topics

[Financials Reports](#)

[Package Groups](#)

[Package Forecast Groups](#)

Package Posting Rhythms

The Package Posting Rhythms can be configured from Create a New Package Code - Posting Attributes.

In the Posting Rhythms drop down list, the default selection is Post Every Night. You may make another posting rhythm choice by selecting a different option button. Some of the selections may open up fields for you to define particular features for that posting rhythm.

Table 12-5 Description of the Restrictions effecting the stay dates

Posting Rhythm Choice	Description
Post Every Night	Post this package charge every night of the stay.
Post on Arrival Night	Post this package charge only on arrival night. When a package that has this posting rhythm configured is attached to a reservation and a begin date is specified to be different than the arrival date, the user will be prompted with a message that states, "The package does not have posting rhythm which falls in the date range selected" and the package will not be attached to the reservation.
Post on Every X Nights Starting Night Y	Post this package charge every X nights, beginning the Y night of stay. You are prompted to enter the start night (e.g., night 1, night 2, night 3, etc.) and how often the posting should be repeated.
Post on Certain Nights of the Week	You are prompted to check mark the days of the week to determine the days to post this package charge.
Post on Last Night	Post this package charge on the last night of the stay only.
Post Every Night Except Arrival Night	Post this package charge on all nights of the stay except the arrival night.
Post Every Night Except Last	Post this package charge on all nights of the stay except the last night.
Do not Post on First and Last Night	Post this package charge on all nights of the stay except the first and last nights of the stay.
Custom Posting Schedule (Based on Stay)	This user defined schedule lets you enter a posting rhythm over a 14-day period, starting with the arrival date, by assigning the day (number) within a guest stay for posting this package price. For example, if you check mark boxes 3, 5, and 7, OPERA will post on the third, fifth and seventh day of the stay and will repeat this posting schedule after the 14th day through the remainder of the stay.
Custom Posting Schedule (Based on Night)	This user defined schedule lets you enter a posting rhythm over a 14 day period. The start and end of the posting period is determined as follows: <ul style="list-style-type: none"> • If the package is attached to a rate code: The period starts with the date when the rate code to which the package is attached becomes effective for the stay. The period ends with the date of the last night for that rate code (or the last night of the stay if the rate code remains in effect until the departure date). • If the package is attached separately to the reservation: The Begin Date specified on the reservation when the package was attached is the start date for the period. The End Date specified on the reservation when the package was attached is the end date for the period. If no Begin Date and/or End Date are specified when the package is attached to the reservation, the Begin Date is assumed to be the arrival date and the End Date is assumed to be the departure date of the reservation, irrespective of when the package is attached to the reservation.
Floating Allowance per Stay	Allow the allowance to be consumed at anytime during the guest stay.

Package Groups

A package group is a collection of package elements that you define as a single unit and link to a rate code or sell separately on a reservation. Package groups allow commonly associated elements to be defined as a single unit that can be attached to a rate code or to a reservation. An example might be a Bed and Breakfast package which encompasses a room and breakfast service for a set rate.

Each package code, or element, is set up separately and a package group would then be configured with all of the selected package elements. The package group can then be added to the specific rate code or to reservations, rather than having to select multiple package elements every time. This approach has been designed to provide you with a powerful system which can handle simple or complex package combinations. Packages have a wide range of configuration options that will drive the way OPERA posts packages and tracks allowances based on each property's needs.

Packages can be attached to either a rate code, to a reservation, or to a rate code and a reservation both. They are not sold directly. Changing the package group configuration would impact all linked rate codes, which simplifies the ongoing maintenance.

An example would be a package group for a breakfast allowance and parking charge that you link to multiple rate codes to create various rates offering breakfast and parking entitlements.

- [Configuring Package Groups](#)

Configuring Package Groups

1. To search for the Package Group:
 - a. From **OPERA Cloud Administration** menu, select **Financial, Rate Management**, and then **Package Groups**.
 - b. Under Search criteria, the default property is displayed in Property field. If the default property is not displayed, click to search for the Property.
 - c. Click **Search**. The property details appear in the table below.
 - d. Click **Reset** to go back to the previous information.
2. To create a New Package Group:
 - a. From **OPERA Cloud Administration** menu, select **Financial, Rate Management**, and then **Package Groups**.
 - b. On the Package Groups screen, click the vertical ellipsis and then click **New**.
 - c. On the Manage Package Groups screen, enter details in the mandatory fields marked * and click **New**. Attach Packages screen appears.
 - d. Select a **Package Code** from the table displayed and click **Attach**.
The attached package appears in the Package Codes table .
3. To edit Package Groups:
 - a. From **OPERA Cloud Administration** menu, select **Financial, Rate Management**, and then **Package Groups**.
 - b. Click the vertical ellipsis to delete, view or edit an existing Package Group. On the Manage Package Group screen, all the details appear for the particular package that you select.

- c. The fields for Property, Code, and Sell Separate are disabled. You have the option to edit the Description and Short Description fields.
4. On the Package Code panel, click **New** to create a new package group. A list of package codes appear on the Attach Package screen.
 - a. Select a Package Code and click **Attach**. The new attached Package Code appears in the Options table on the Manage Package Group screen.
 - b. Click the vertical ellipsis to delete an existing Package group.

Package Forecast Groups

A package is an element that includes other services other than rate.

Package Forecast Group shows the forecasted number of breakfasts, lunches, dinners, cocktails and so on per day. Package Forecast Reports are configured based on this feature. The report shows a package forecast group and not each package element separately. This allows you to have multiple package elements combined to make one package forecast group.

Defining the package forecast groups separately gives you tremendous flexibility in the way they are used and combined.

- A rate code is based on a particular combination of forecast groups, such as a tennis package or a theater package.
- A package forecast group may be added to a number of rate codes to automatically post an associated transaction, such as tax. When the charge for the element changes, it needs to be changed only in the package element definition, and then all rate codes are automatically updated.
- Several package forecast groups may have the same name, so that related items can be posted as one. For example, the federal tax, state tax, and city/county tax can each be defined as a package forecast group all with the name TAX. It is then entered only once on each rate code.
- [Searching Package Forecast Groups](#)
- [Creating Package Forecast Groups](#)

Searching Package Forecast Groups

To search or edit Package Forecast Groups:

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Package Forecast Groups**.
2. On the Manage Package Forecast Group, search for the property.
3. Enter **Code** and a **Description**. Select the **Inactive** check box to show if you want the status to be inactive.
4. Select **Sequence** and click **Save**.
5. Select the **Template** option, which displays the list of package forecast groups to assist you in copying them to other properties.
6. Click the vertical ellipsis to edit or delete a Package Forecast Group.

Creating Package Forecast Groups

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Package Forecast Groups**.
2. Under Search criteria, the default property is displayed in Property field. If the default property is not displayed, click to search for the Property.
3. On the vertical ellipse, click **New**. Click **Show Inactive** check box to show package forecast groups that have been configured as inactive.
4. On the Package Forecast Groups screen, enter details in the mandatory fields marked * and click **Save**. The new Package Forecast Group appears in the Options table.
5. Click **Template**, this screen defaults to the Template list of package forecast groups to assist you in copying them to other properties.
6. Select a property from the Options list to create, modify, or delete package forecast groups only at that property.
7. Click the vertical ellipsis to Edit or Delete a Package Forecast Group.

When you click Edit, on the Package Forecast Groups screen, Property and Code fields are disabled. You can only edit the Description and change the Sequence here.

Copying Package Forecast Group Code

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Package Forecast Groups**.
2. On the Package Forecast Group screen, on the vertical ellipsis, click **Copy** to copy the details of selected property.

Clicking copy allows you to copy package forecast groups from a source property to one or many target properties. This option is mostly used at the Hub level login.
3. In the Configure Parameters panel, select **Package Forecast Group Code** to copy.
4. Select target properties to apply selected Package Forecast Group Code to and click **Save**.
5. In the Review and Copy Codes panel, select the Target Property and click **Copy and Continue**. The processed Status Message appears in the Confirmation panel.
6. Click **Print** to print the message.

Rate Classes

OPERA provides the ability to define rate structures for individual properties or for multiple properties. Rate structure configuration is divided into rate class, rate category and rate code. From this hierarchy, multiple restrictions may be configured as well as used to define forecasted oversell limits.

For example, Rate Categories CORPD (Corporate Domestic Rate) and CORPI (Corporate International Rate) can be grouped under a Rate Class called CORP (Corporate).

- [Searching Rate Classes](#)
- [Creating New Rate Classes](#)

Searching Rate Classes

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Rate Classes**.
2. In Search criteria, click to search for the Property.
3. Click **Search** and the details for Rate Classes appear in the table below.
4. Click **Reset** to reset the selected property.

Note:

If the user logs in at the hub level and if more than one property is selected in search, then the first column that appears in the Search table is **Property**. On the Rate Classes screen, when you click search after filling in all the required details, a table appears with the following options:

Option	Description
Rate Class	Rate class codes (High, Stand, Other, Discounts).
Description	Rate class code descriptions.
Begin Date	Begin date for the rate class.
End Date	End date for the rate class.
Seq	Order or numerical sequence in which the rate class should be displayed.

Editing a Rate Class

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Rate Classes**.
2. In the Search results table, click the vertical ellipsis and select **Edit**.
3. Enter or modify the information in mandatory fields and click **Save**.

The changes for the modified Rate Class appear in the table.

Creating New Rate Classes

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Rate Classes**.
2. Click the vertical ellipsis and then click **New**.
3. Select the required fields. Click **Inactive** if you want any of the columns to come under Inactive list.
4. Enter required information in the fields.
5. Click **Save**.

Copying a Rate Classes Template

Copying duplicates the defined records to a single or multiple properties at one time, eliminating the need for repetitive typing when creating rate classes for similar periods.

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Rate Classes**.
2. On the Rate Class screen, click the vertical ellipsis and then click **Copy** to copy the details of selected property.

Clicking copy allows you to copy rate class from a source property to one or many target properties. This option is mostly used at the Hub level login.
3. On the Copy Rate Class Template(s) screen, search for a Rate Class that you want to copy for the selected property and click **Save**.
4. On the Review and Copy Codes screen, click **Copy and Continue**.
5. On the Confirmation screen, check the status. For example, if the copied template is duplicated, the status is Not Processed. You can try copying another combination of Rate Class and Property.
6. If the template is processed, click **Print**.

Rate Categories

Rate Codes are grouped into logical Rate Categories. For example, rate codes titled GOV, AARP, AGENT and AIRLINE could be grouped into a rate category called DISCOUNT. These categories can be used to help speed up the search for rates from within the Reservations module. Using the Rate Category code, the user can select to display the available rate codes for one certain category only.

- [Creating and Copying Rate Categories](#)
- [Searching and Editing Rate Categories](#)

Creating and Copying Rate Categories

Rate categories help you to manage rate codes by creating categories that identify groups of similar rate codes. You can group one or more rate codes into a rate category.

1. From the **OPERA Cloud Administration** menu, select **Financial > Rate Management**, and then select **Rate Categories**.
2. Click the vertical ellipsis and then click **New**.
3. Select the required fields. Click **Inactive** if you want any of the columns to come under Inactive list.
4. Enter required information in the fields. Several fields such as, Property, Code, Description, Rate Class, and Begin Date are mandatory.
5. Click **Save**.

Copying a Rate Categories Template

Copying duplicates the defined records to a single or multiple properties at one time, eliminating the need for repetitive typing when creating rate category for similar periods.

1. From the **OPERA Cloud Administration** menu, select **Financial > Rate Management**, and then select **Rate Categories**.
2. On the Rate Categories screen, on the vertical ellipsis click **Copy** to copy the details of selected property.
Clicking copy allows you to copy rate category from a source property to one or many target properties. This option is mostly used at the Hub level login.
3. On the Copy Rate Category Template(s) screen, search for a Rate Category that you want to copy for the selected property and click **Save**.
4. On the Review and Copy Codes screen, click **Copy and Continue**.
5. In the Confirmation screen, check the status. For example, if the copied template is duplicated, the status is Not Processed. You can try copying another combination of Rate Category and Property.
6. Click **Print**.

Searching and Editing Rate Categories

1. From **OPERA Cloud Administration** menu, select **Financial, Rate Management**, and then **Rate Categories**.
2. In Search criteria, click to search for the Property.
3. Click **Search** and the details for Rate Categories appear in the table below.
4. Click **Reset** to reset the search criteria.

Note:

If the user logs in at the hub level and if more than one property is selected in search, then the first column that appears in the Options table is **Property**. On the Rate Categories screen, when you click search after filling in all the required details, a table appears with the following options:

Option	Description
Rate Category	Rate category code.
Description	Rate category code description.
Rate Class	The associated rate class that the rate category belongs, such as High, Low, Standard, Other.
Begin Date	Begin date for the rate category.
End Date	End date for the rate category.
Seq	Order or numerical sequence in which to display the rate category.

Editing Rate Categories

1. From **OPERA Cloud Administration** menu, select **Financial, Rate Management**, and then **Rate Categories**.
2. In the Search results table, click the vertical ellipsis and select **Edit**.
3. Enter or modify the information in the fields and click **Save**.
The changes for the modified Rate Category appear in the table.

Event Codes

You can use Event Codes setup to define event codes for events that may affect property rates and occupancy, for example, conventions, festivals, entertainment galas, sporting events. OPERA allows special events to be entered and then displayed in the Look To Book screen and the Property Calendar screen. These could be holidays, high occupancy days, groups and conventions, etc.

- [Configuring Event Codes](#)

Configuring Event Codes

1. To configure Event Codes:
 - a. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Event Codes**.
 - b. Click **New**.
 - c. Enter an abbreviate Code for the event.
 - d. Enter a **Description** for the event.
 - e. Enter a **Sequence** number that determines the position of the code in lists.
 - f. Select **BlackOut** to identify this event code as Blackout dates.
 - g. Click **Save**, to save the settings.

Note:

When the multi-property license is active, new Event Codes are created by selecting the Template tab. When the multi-property license is active, new Event Codes are created by selecting the Template tab.

For more information see, [Copying Configuration Codes to Multiple Properties](#)

2. To edit Event Codes:
 - a. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Event Codes**.
 - b. In the Search results table, click the vertical ellipsis and select **Edit**.
 - c. Enter or modify the information in mandatory fields and click **Save**.
The changes for the modified Event Codes appear in the table.

3. To delete Event Codes:
 - a. From the **Administration** menu, select **Financial**, select **Rate Management**, and then select **Event Codes**.
 - b. Select or confirm the property
 - c. Enter the search criteria and click **Search**
 - d. In the Search results, select the code and click the vertical ellipsis
 - e. Click **Delete**.
 - f. Confirm Deletion.

About Rate Codes

Rate Codes form the core of OPERA's reservation and rate process. Rate codes are used to define the various prices for each room type over a particular date range or rate season.

Rate codes can be configured in multiple currencies. For overseas agents, where contracts may be negotiated in US dollars, a separate rate code in US dollars can be added that will be converted to local currency using a predefined exchange rate. The conversion to local currency can be defined as fixed at check in, fixed at time of reservation, current date, or fixed at block.

Rate codes are also used to support property packages that include food, beverage, leisure or other elements. By associating package elements with a rate code, it is possible to build a package of entitlements for a guest staying on the rate.

- [Base Rates](#)
- [Dynamic Base Rates](#)
- [Advanced Dynamic Base Rates](#)
- [Best Available Rates \(BAR\)](#)
- [Dynamic BAR Based Rates](#)
- [Best BAR by Day](#)
- [BAR Based Rates](#)
- [BAR Applied to Rate Detail](#)
- [Rate Codes Overview](#)
- [Searching Rate Codes](#)
- [Creating a New Rate Code](#)
- [Setting a Minimum Rate Floor](#)
- [Creating Rate Restrictions \(for Rate Codes\)](#)
- [Creating New Rate Seasons](#)
- [Configuring Multi Transaction Code Rate Codes](#)
- [Rate Code Presentation](#)
- [Pricing Schedules](#)
- [Creating New Pricing Schedule](#)

- [Rate Groups](#)
- [Rate Seasons](#)
- [Searching Rate Seasons](#)
- [Sell, Booking, and Stay Dates](#)
- [Age Buckets](#)
- [Display Sets](#)
- [Creating and Editing Display Sets](#)
- [Rate Code Protection](#)
- [Rate Code Posting Rhythm](#)
- [Rate Ownership](#)
- [Working with Tiered Rates](#)

Base Rates

[Prerequisites: Base Rates](#)

Overview

When the **Base Rates** function is active, the pricing schedule for a rate code can be derived from another (master) rate code, called the Base Rate. The rate code that derives its pricing schedule from the base rate is called the dependent or derived rate and is indicated as a dependent rate in the rate code configuration.

For example, you could consider the RACK rate as a Base Rate and configure derived rates based on the pricing schedule of RACK (such as 10% less than the rack rate).

Up to 75 dependent rate codes can be derived from a given base rate code.

When you select a Base Rate code from the Base Rate list of values, the pricing schedule auto-populates for the current rate code (making the current rate code a dependent rate code). Any changes to the pricing schedule in the base rate automatically affect the pricing schedule in all derived rate codes.

The Amount and Rounding fields enable you to vary the pricing schedule for the derived rate code by a flat or percentage amount increase or reduction on the base rate. When a rate code is based on another rate, its pricing schedule is restricted from update because the Base Rate automatically controls it. This feature is useful when you have negotiated rates with a certain percentage off the property's RACK rate code. If you have multiple negotiated rates, all with different percentages of RACK, it is easy to manage rate changes. When the RACK pricing schedule changes, the pricing schedule of rates based on it automatically update.

Note:

Dependent rate codes can have packages added to their rate header, but not to their pricing schedule. For example, if Rate Code B is a derived rate code based on Rate Code A, packages can be added to Rate Code B's rate header, but not to its pricing schedule.

Base Rate Extra Person Calculation

Base rate calculations are applied to extra adult and child rate amounts when the **Base Rate Extra Person Calculation** parameter is **On** in the Rate Management group in OPERA Controls. When the parameter is **Off**, the extra adult or child amount is not discounted by the amount set on the derived rate code. All amounts are calculated based on the status of the parameter at the time the rate is created or updated. Changes to the parameter affect all pricing schedules created from that point forward (previously created pricing schedules are not dynamically updated when changing the parameter. When an existing rate is modified, the status of the parameter is checked and the rate amounts are calculated and updated accordingly.

Example 12-3 Example 1: Base Rate Extra Person Calculation parameter is Off

Table 12-6 Initial Base Rate Pricing

Number of Persons	Amount
1 Adult	100
2 Adults	200
Extra Adult	50

Table 12-7 Derived Rate Pricing Results

Number of Persons	Base Rate Amount	Base Rate Calculation	Derived Rate Amount	Derived Rate Calculation
1 Adult	100	100	75	100–25
2 Adults	200	200	150	200–50
3 Adults	250	200 + 1 Extra Adult @ 50	200	150 + 1 Extra Adult @ 50*
4 Adults	300	200 + 2 Extra Adults @ 50	250	150 + 2 Extra Adults @ 50*
5 Adults	350	200 + 3 Extra Adults @ 50	300	150 + 3 Extra Adults @ 50*



Note:

The Extra Adult amount is not discounted when the **Base Rate Extra Person Calculation** parameter is **Off**.

Example 12-4 Example 2: Base Rate Extra Person Calculation parameter is On

Table 12-8 Derived Rate Pricing Results

Number of Persons	Derived Rate Amount	Derived Rate Calculation
1 Adult	75	100 -25

Table 12-8 (Cont.) Derived Rate Pricing Results

Number of Persons	Derived Rate Amount	Derived Rate Calculation
2 Adults	150	200 -50
3 Adults	187.50	250 -62.50*
4 Adults	225	300 -75*
5 Adults	262.50	350 -87.50*

 **Note:**

When the **Base Rate Extra Person Calculation** parameter is **On**, the rate amount equals the calculated Rate Code A (Base Rate) amount minus the 25% Derived Rate discount.

- [Prerequisites: Base Rates](#)

Prerequisites: Base Rates

OPERA Controls**Group:** Rate Management

- **Base Rates** —This function controls the availability of Base Rates functionality for a property.
- **Base Rate Extra Person Calculation**—
(Available once you activate Base Rates) This parameter applies base rate calculations to extra adult and extra child amounts.

Dynamic Base Rates

[Prerequisites: Dynamic Base Rates](#)**Overview**

Dynamic Base Rates automatically calculate and display derived pricing during a rate availability search (as opposed to the pricing being stored and fetched when Base Rate functionality is used) in the same way the Base Rate calculates and shows them. However, the pricing schedule for Dynamic Base Rates appear the same as a standard rate's details.

For example, a rate code ABC could be dynamically derived from the rate code RACK with RACK defined as a Daily Rate. When viewing the Rate Code configuration for RACK, the Daily Rate screen is available. When viewing the rate details for ABC (the rate code dynamically derived from RACK), the standard static rate code's pricing schedule is available and not the Daily Rate Code's pricing schedule.

Dynamic Base Rate from a Derived Rate

A Dynamic Base Rate's rate code can be derived from a rate code that is itself a dependent rate code.

For example, assume a base rate code RACK (Amount = 100 for 1 adult), and a rate code CORP is a dependent rate code with pricing derived from RACK (Amount = -10%). Rate code ABC is then configured as a Dynamic Base Rate with pricing derived from CORP (with flat Amount = -5.00). Rate queries would show RACK = 100, CORP = 90, and ABC = 85.

Compare with Rate Details

For a more complex rate structure, Dynamic Base Rates can be simultaneously used with both regular static rates and the calculated dynamic based rate amounts by selecting **Compare with Rate Details** on the Rate Code Type panel. When this option is enabled, the system compares the static pricing in the Rate Code configuration and the pricing calculated by the Dynamic Base Rate's rate code calculations, conducts a comparison of the two rate amounts, and then shows the lowest rate per day in the Look to Book search results.

For example, the Dynamic Base Rate calculation returns the rate amount of 90.00 for room type DLX on 01/01. This rate code (because **Compare with Rate Detail** is selected) looks at the rate amount defined for a DLX on 01/01. Assuming this is 125.00, OPERA Cloud compares the 125.00 to the calculated value of 90.00 and returns the lower of the two values, 90.00, in the Look to Book search results. However, if the rate amount defined for DLX was 85.00, OPERA Cloud would compare the Dynamic Base Rate calculation of 90.00 against the 85.00 and return the lower of the two rates, 85.00, in the Look to Book search.

By not selecting the **Compare with Rate Details** option, rate amounts defined in the Rate Code Configuration are not used when conducting the rate calculations based on the defined Dynamic Base Rate's rate code.

Note:

With the Dynamic Base Rate functionality, you must enter at minimum a single rate detail. This defines the room types for which this dependent rate is available and also the 1 Adult rate amount used by external systems.

Combing Base and Dynamic Base Rates

You can also use both Base Rates and Dynamic Base Rates for a single rate code.

The following example explores this option. Assume the following rate codes:

- RACK (Base Rate)
- ABC is a discounted rate code (Dynamic Base Rate)
- ABC-RACK (with Base Rate and Dynamic Base Rate defined)

When viewing the rate code configuration for ABC-RACK, the rate code RACK is selected as the Base Rate code and rate code ABC as its dependent Dynamic Base Rate code. The **Compare with Rate Details** option is selected so that derived pricing is considered.

When viewing ABC-RACK, a view only screen appears for the pricing schedule with its derived price taken from the Base Rate calculation.

When you search availability for ABC-RACK's pricing, OPERA Cloud dynamically fetches the rate amount from the Dynamic Base Rate's rate code (that is, ABC), returns its value, and performs the Dynamic Base Rate calculation (flat or percentage) with rounding. For this example, let's assume this returned dynamic calculation returns a rate amount of 129.99. Because the **Compare with Rate Details** option is selected, OPERA Cloud next looks at its stored values for the rate code and pulls the corresponding rate amount for the room type for the date. The pricing seen in the Rate Code configuration is determined from the rate calculation of the Base Rate. In this example, let's assume this amount is 125.25. The 129.99 is compared to the 125.25, and the lower of the two amounts, 125.25, appears within the Look to Book results.

Tiered Rates and Dynamic Base Rates

When the Dynamic Base rate code is flagged as a tiered rate code in the Rate Code Type panel, the Base Rate LOV only shows other rate codes marked as tiered rate codes for selection as the Base Rate. Assuming **Compare with Rate Detail** is not selected when the Dynamic Base rate code is selected for a Look to Book rate query, the price that appears is the rate calculated from the base rate for the appropriate length of stay.

- [Prerequisites: Dynamic Base Rates](#)

Prerequisites: Dynamic Base Rates

OPERA Controls

Group: Rate Management

- **Base Rates**—This function controls the availability of Base Rates functionality for a property.
- **Dynamic Base Rates**—Activates dynamic base rate functionality to set up dependent rate codes dynamically (calculated while checking availability) based on the daily or regular rate code.

Advanced Dynamic Base Rates

[Prerequisites: Advanced Dynamic Base Rates](#)

Overview

The Advanced Dynamic Base Rate enables you to create a rate derived from another rate (a Base Rate) or derived from both a Base Rate and a BAR Based rate. This rate structure provides flexibility by enabling you to configure the rate as either a flat amount or a percentage. In addition, you can choose to apply the BAR rate amount to the Advanced Dynamic Rate calculation and you can optionally select a rounding method. Advanced Dynamic Base Rate also offers the ability to compare the rate configuration details with other Base Rate amounts.

Example 12-5 Example 1

- ADBR (Advanced Dynamic Base rate) = to be determined
- BASE1 (BASE rate) = \$100.00

- BAR1 (BAR rate) = \$80.00

Rate configuration for ADBR with only **Apply Bar** selected:

Table 12-9 Rate Code Setup

Base Amount	BAR Base Amount	Apply BAR	Compare with Rate Details
\$10.00 (Flat)	10%	Yes	No

Table 12-10 Look To Book Rate Availability Result

Rate Code	Nights	Adults	Amount
ADBR	1	1	\$88.00

The BAR (BAR1) rate amount (with 10% added) was returned for the ADBR rate amount.

Rate configuration for ADBR with both **Apply BAR** and **Compare with Rate Details** options selected:

Table 12-11 Rate Code Setup

Base Amount	BAR Base Amount	Apply BAR	Compare with Rate Details
\$10.00 (Flat)	10%	Yes	Yes

Table 12-12 Look To Book Rate Availability Result

Rate Code	Nights	Adults	Amount
ADBR	1	1	\$88.00

The lower of the two rate amounts (between the BASE1 and BAR1) was returned for the ADBR rate code.

Example 12-6 Example 2

- ADBR (Advanced Dynamic Base rate) = to be determined
- BASE1 (BASE rate) = \$50.00
- BAR1 (BAR rate) = \$80.00

Rate configuration for ADBR with both **Apply BAR** and **Compare with Rate Details** options selected:

Table 12-13 Rate Code Setup

Base Amount	BAR Base Amount	Apply BAR	Compare with Rate Details
\$10.00 (Flat)	10%	Yes	Yes

Table 12-14 Look To Book Rate Availability Result

Rate Code	Nights	Adults	Amount
ADBR	1	1	\$60.00

The BASE (BASE1) rate amount (with \$10.00 added) was returned for the ADBR rate amount. This was the lower of the two rate amounts (between the BASE1 and BAR1).

Rate configuration for ADBR with only **Apply BAR** selected:

Table 12-15 Rate Code Setup

Base Amount	BAR Base Amount	Apply BAR	Compare with Rate Details
\$10.00 (Flat)	10%	Yes	No

Table 12-16 Look To Book Rate Availability Result

Rate Code	Nights	Adults	Amount
ADBR	1	1	\$88.00

The BAR (BAR1) rate amount with 10% added was returned for the ADBR rate amount.

- [Prerequisites: Advanced Dynamic Base Rates](#)

Prerequisites: Advanced Dynamic Base Rates

OPERA Controls

Group: Rate Management

- **Base Rates**—This function controls the availability of Base Rates functionality for a property.
- **Advanced Dynamic Base Rates**—Activates advanced dynamic base rates functionality so dependent rates can be configured where they are dynamically based on other rate codes by rate schedule.
- **Best Available Rates**—Shows the best available rate per room type in the Look To Book Availability display.
- **Dynamic Base Rates**—Activates dynamic base rate functionality to set up dependent rate codes dynamically (calculated while checking availability) based on the daily or regular rate code.

Best Available Rates (BAR)

[Prerequisites: Best Available Rates \(BAR\)](#)

Best Available Rates (BAR) are the best rates available per room type for a property. When Best Available Rates (BAR) are configured for a property, the best rates

available for the property appear on the Look To Book Sales screen's rate availability display based on the specified date range and BAR criteria searched.

Overview of BAR Types

Once you activate **Best Available Rates** for your property, the application setting **Best Available Rate Type** becomes available. This setting enables you to choose one of three types of BAR rates to determine how your property handles Best Available Rates (BAR). Only one of the following options can be selected for the BAR type:

- **Best Available Rates by Day** — You can configure up to 25 rate codes per day and room type for your property. This Best Available Rate returns four best available rate codes out of the 25 rate codes configured for the stay date, by room type, per availability search. If this setting is selected, you cannot activate the Dynamic Best Available Rates (DBAR) function for your property.
- **Best Available Rates by LOS** — The best available rate is determined based on the length of stay. This enables you to configure one rate code per length of stay per day. The rate search returns that rate code for the given search criteria, based on the arrival date and length of stay, and returns only one rate amount per room type as the best available rate. If this setting is selected, you cannot activate the Dynamic Best Available Rates (DBAR) function for your property.
- **Best BAR by Day** — Out of all best available rates, only the best rate code shows. You can configure BAR based rate codes to calculate the rate amount based on the best BAR rate code's amount. The availability search automatically groups all BAR rates by room type for the date and the lowest available rate for the selected room type shows. Each room type can have a different rate code. Selecting Best BAR by Day makes BAR Based functionality available on the Rate Code Configuration screen.

 **Note:**

When a Best Available Rate type is selected, assuming an alternate type was previously configured, rates for the previous type are removed from rate availability viewing.

BAR Configuration Process

Once the Best Available Rates function is activated, you must select the BAR type to use at your property. This is done by selecting it in the Best Available Rate Type setting in OPERA Controls as explained above.

Next, you must select the actual rate codes to use for the BAR type. These rate codes are created through the Rate Code Configuration screen by selecting the **Administration** menu, selecting **Financial**, selecting **Rate Management**, and then selecting **Rate Codes**. From the Rate Code Configuration screen, you can select the **Best Available Rate** option under Rate Code Type.

 **Note:**

When selecting rate codes for use as a BAR type, all the selected rate codes must be configured with the same currency. A rate code with a different currency is not returned during rate availability queries.

Configuration Guidelines for Rate Codes used as BAR

You can use both new and existing rate codes for Best BAR (BBAR) rates, but you must follow these guidelines:

- A BBAR rate code cannot be based on itself.
- All BBAR rate codes should have the same currency for the system to consider them when returning available room types and their lowest rates.
- All BBAR-based rate codes (those calculated and reduced using the BAR base rate, such as negotiated rates) should have the same currency as the BBAR rate code.
- BBAR based rate codes and BBAR rate codes cannot be configured into Blocks because the block price is static and closing or opening rate codes based on hurdles is dynamic in the system.
- [Prerequisites: Best Available Rates \(BAR\)](#)

Prerequisites: Best Available Rates (BAR)

OPERA Controls

Group: Rate Management

- **Best Available Rates** — This function controls the availability of Best Available Rates (BAR) functionality for a property.
- **Best Available Rate Type** —
(Available once you activate Best Available Rates) This setting determines how to handle Best Available Rates (BAR). Three options are available for this setting: Best Available Rates by Day, Best Available Rates by LOS, and Best BAR by Day.

Dynamic BAR Based Rates

[Prerequisites: Dynamic BAR Based Rates](#)

Dynamic BAR Based Rates are rate codes dependent on and derived from Dynamic Best Available Rates (DBAR). For example, you could configure a corporate, negotiated rate called ABC and base it on the DBAR rate code of DBAR2. When you perform a rate search for guests with the negotiated ABC rate attached to their profile, using the ABC rate code and Dynamic BAR as search filters, the ABC rate is automatically returned with the discounted amount for the DBAR2 rate code according to the negotiated rate agreement.

Rates for the Dynamic BAR Based rate are calculated dynamically and are not entered in the Rate Code Configuration. When the **Dynamic BAR Based** option is selected under the Rate Code Type in the Rate Code Configuration, OPERA Cloud compares

against the Best Available BAR for the stay dates checked during the rate availability search. An internal condition is used to compare rate details between the Dynamic BAR Based rate set and the calculated rate value. The lower of the two values is returned in the rate search results.

Example 12-7 Example

- If the Dynamic Best Available Rates (DBAR) rate set has a rate detail for 1 adult at \$100 and the calculated value from the DBAR rate is \$120, it returns \$100.
- If the DBAR based rate set has a rate detail for 1 adult at \$150, and the calculated value from the DBAR rate is \$120, it returns \$120.

General Guidelines

The following guidelines apply when using Dynamic BAR Based rates:

- DBAR rate codes serve as the base rates for Dynamic BAR Based rates.
- Negotiated rates can be added to rate codes that are BAR or BAR Based.

Process Overview

- DBAR rate codes must serve as the base rates and should already be configured for your property.
- Create a new rate code for your property derived from the DBAR rate code. Configure this new rate code from the **Administration** menu by selecting **Financial**, selecting **Rate Management**, and then selecting **Rate Codes**.
- Select the **Dynamic BAR Based** option under the Rate Code Type section on the Rate Code Configuration screen.

Dynamic Best Available Rates (DBAR)

Dynamic Best Available Rates (DBAR) enable you to manage and provide the lowest rates per day to customers at your property. When DBAR is configured, the lowest prices appear based on the availability for stay dates, room type, and length of stay. Additionally, reduced rates derived from these DBAR rate codes can also be configured for different customer types, such as corporate guests or guests belonging to a membership program. These reduced rates are calculated dynamically and appear when guests with these rate codes attached to their profiles inquire about availability.

During the DBAR configuration process, you create rate codes and assign rate levels to them. Levels are assigned for various lengths of stay (LOS). For example, a rate code might be available for an arrival date (Dec. 31) for one night. This could be assigned Level 1. A different rate level, of Level 2, could be assigned to another rate code for the same arrival date (Dec. 31) for a length of stay of two nights. Another rate level, designated as Level 4, could be assigned to another rate code for the arrival date of Dec. 31, but for a length of stay of four nights. When you search for an arrival date, room type, and length of stay at your property, the lowest rates appear in the search results, according to the established Rate Level with the rate code.

Rate codes can also be classified together and configured into groups. For example, you can configure groups for rate codes associated with the government, a corporation, or for rates calculated dynamically with DBAR functionality. Each rate code can be attached to only one group regardless of the property. Also, a Rate Level and Rate Group combination is unique, whereas no two Rate Codes can have the same Rate Group and Level defined.

Example 12-8 Example of DBAR Rate Codes and Dependent Rate Codes**Table 12-17 DBAR Rate Codes and Dependent Rate Codes (Dynamic BAR Based rate codes)**

Beginning Date	Length of Stay	Room Type	Level	Group	DBAR Rate Code	DBAR Rate Amount	Dependent Rate Code (-10% based on DBAR)	Dependent Rate Code Amount (-10% based on DBAR amount)
1/19	1	A1B	1	DBAR	DBAR1	700.00	CORP_R ATE	630.00
1/19	2	A1B	2	DBAR	DBAR2	800.00	CORP_R ATE	720.00
1/19	3	A1B	3	DBAR	DBAR3	500.00	CORP_R ATE	450.00
1/19	4	A1B	4	DBAR	DBAR4	300.00	CORP_R ATE	270.00

- [Prerequisites: Dynamic BAR Based Rates](#)

Prerequisites: Dynamic BAR Based Rates

OPERA Controls**Group:** Rate Management

- **Best Available Rates** — This function controls the availability of Best Available Rates (BAR) functionality for a property.
- **Best Available Rate Type** —
(Available once you activate Best Available Rates) This setting determines how to handle Best Available Rates (BAR). Select the **Best BAR by Day** option when using Dynamic BAR Based rates.
- **Dynamic Best Available Rates** —
This function must be Active for the Dynamic Best Available Rates (DBAR) feature to be available at your property and for the **DBAR** option to appear on the Rate Code Configuration screen.

Best BAR by Day

[Prerequisites: Best BAR by Day](#)**Overview**

Best BAR by Day is a type of Best Available Rate (BAR) you can configure for your property. For the Best BAR by Day, you can set up to 25 rate codes per day and room

type for your property. During the rate availability search, OPERA returns four best available rate codes out of the 25 rate codes configured for the stay date and automatically groups all Best BAR rates by room type (displaying the lowest available rate for a room type).

A line in the availability grid shows the available room types and their lowest rates. In the Rate Availability screen, the Best BAR rate appears for each room type, based on the day of arrival. Each room type can have a different rate code.

With this rate type, you can also configure rate codes based on the Best BAR Rate Code's amount, such as for negotiated rates.

Best BAR by Day works well with Yield Management systems as it opens and closes rate codes dynamically, based on price, without the need to manually open or close BAR rate codes.

- [Prerequisites: Best BAR by Day](#)

Prerequisites: Best BAR by Day

OPERA Controls

Group: Rate Management

- **Best Available Rates** — This function controls the availability of Best Available Rates (BAR) functionality for a property.
- **Best Available Rate Type Setting** —
(Available once you activate Best Available Rates) This setting determines how to handle Best Available Rates (BAR). Select **Best Available Rates by Day** for this setting.

BAR Based Rates

Best Available Rates (BAR) are the best rates available per room type for a property. You can create a rate code that is a BAR type and use it as a base code on which to base other rate codes. These dependent rate codes derived from the BAR rate code are called BAR Based rates.

[Prerequisites: BAR Based Rates](#)

General Guidelines

The following guidelines apply when using BAR Based rates:

- A rate code marked as BAR Based must be of the same currency as the rate codes marked as BAR.
- Negotiated rates can be added to rate codes that are BAR or BAR Based.
- A rate code marked as BAR Based cannot also be marked as a BAR rate code.
- A rate code cannot be selected as a BAR Based rate and at the same time be selected as a Dynamic Base Rate's rate code.
- A rate code cannot be selected as a BAR Based rate and at the same time be selected as an Advanced Dynamic Base Rate's rate code.

- If the **Show Add Separate Line Pkgs to Rates on Rate Query** application parameter in the Rate Management group is **On**, OPERA Cloud ignores packages configured as Add Rate Separate Line when calculating BAR Based rate codes. For example, BAR3 is configured for 100. BAR3 has Add Rate Separate Line packages totaling 65. WEBDEAL is configured as -10% of BAR with its own Add Rate Separate Line packages totaling 50. When running an availability check through the Look to Book screen, WEBDEAL is 140 (calculated as 100 - 10% +50). The 65 Add Rate Separate Line package on BAR3 is ignored.
- When you book reservations using the Best BAR or a dependent rate (derived from the Best BAR), OPERA Cloud records the BAR rate code and the amount of the first night for tracking purposes.

Process Overview

BAR rate codes serve as the base rates for your BAR Based rates and should already be configured with the **BAR** option selected under the Rate Code Type on the Rate Code Configuration screen.

Once you have BAR rate codes configured, create a new rate code for your property derived from the Best BAR rate code. Configure this new rate code from the **Administration** menu by selecting **Financial**, selecting **Rate Management**, and then selecting **Rate Codes**. When setting up the rate code, you must verify the **Best Available Rate** option is not selected under the Rate Code Type. Instead, select the **BAR Based** option, which is available when the **Best Available Rate Type** setting is **Best BAR By Day**. With this setting, OPERA Cloud determines the Best BAR rate code and amount based on the stay dates selected.

Under Rate Code Type, enter the amount you want added or deducted from any BAR Based rate in the **Amount** field.

For example, when a profile has a corporate rate associated with it and you want to deduct 25.00 off the lowest, Best BAR price, you would enter -25. Select if this is based on a **Flat** rate or a **Percentage**. To apply rounding, select the method in the **Rounding** field. During the rate availability search, the system checks for the Best BAR rate code for the room type and stay dates. It then calculates and shows the price of that rate code, based on the search criteria you entered. For example, assume the Best BAR price for the arrival date and the room type is 125.00. With the corporate rate now configured as BAR Based, the system automatically deducts 25.00 from the Best BAR price for that guest profile and calculates the price for the room at 100.00.

- [Prerequisites: BAR Based Rates](#)

Prerequisites: BAR Based Rates

OPERA Controls

Group: Rate Management

- **Best Available Rates** — This function controls the availability of Best Available Rates (BAR) functionality for a property.
- **Best Available Rate Type** —
(Available once you activate Best Available Rates) This setting determines how to handle Best Available Rates (BAR). Select the **Best BAR by Day** option when using BAR Based rates.

BAR Applied to Rate Detail

[Prerequisites: BAR Applied to Rate Detail](#)

Overview

You can configure an Advanced Dynamic Base Rate with its calculated rate detail amount (for the date, room type, and number of persons) derived from the comparable Best Available Rate (BAR). For example, you could set up its rate detail to be 10% off the BAR for a specific date, room type, and number of persons.

When the **BAR Applied to Rate Detail** parameter is active, the **Apply BAR** check box becomes available on the Rate Code Type panel in the Rate Code Configuration. To indicate the rate details for the Advanced Dynamic Base Rate are BAR based, you must select **Apply BAR**.

As with standard Advanced Dynamic Base Rates, the Base Rate is the rate code on which the rate details for the current rate code are derived. Rounding also behaves the same as with standard Advanced Dynamic Base Rates. However, when **Compare with Rate Details** is selected on the Rate Code Type panel, the rate amount calculated on the rate detail (using the Advanced Dynamic Base Rate's base rate code) is compared to the amount calculated using the BAR rate (for the same date, number of persons, and room type). The Look to Book search returns the lower of the two rates.

For scenarios on how the BAR Applied to Rate Detail feature is used, consider the following examples:

Example 12-9 Example 1

For this example, assume the following rate code setup:

- BFST (BAR) is configured for 12/01, room type DLX, 2 persons, amount = 175.00
- ADVDYNAMIC (Advanced Dynamic Base Rate) is configured with a CORP base rate for 12/01, all room types, 2 persons, the CORP base rate = 150.00
- **Compare with Rate Detail** is selected for ADVDYNAMIC

On the ADVDYNAMIC rate detail, a -10 **Base Amount** is coupled with a **Flat Base Type** for 12/01 to 12/31. **Apply BAR** is selected.

The reservation agent performs an availability check on ADVDYNAMIC for 12/01, 2 persons, and DLX room type through the Look to Book screen. The rate amount returned is 140.00 because the BFST (BAR) rate -10 = 165.00, which is greater than the Advanced Dynamic Base Rate 's CORP base rate -10 (150.00 -10 = 140.00).

Example 12-10 Example 2

For this example, assume the following rate code setup:

- BFST (BAR) is configured for 12/01, room type DLX, 2 persons, amount = 175.00
- ADVDYNAMIC (Advanced Dynamic Base Rate) is configured with CORP base rate for 12/01, all room types, 2 persons, the CORP base rate = 150.00
- **Compare with Rate Detail** is NOT selected for ADVDYNAMIC

On the ADVDYNAMIC rate detail, a -10 **Base Amount** is coupled with a **Flat Base Type** for 12/01 - 12/31. **Apply BAR** is selected.

The reservation agent performs an availability check on ADV DYNAMIC for 12/01, 2 persons, and DLX room type through the Look to Book screen. The rate amount returned is 165.00 because the BFST (BAR) rate -10 = 165.00 and a comparison with a calculation using the Advanced Dynamic Base Rate 's CORP base rate was not made.

Example 12-11 Example 3

When the **BAR Applied to Rate Detail** application parameter is active, the **BAR Details Display Option** application parameter becomes available in the Rate Management group. When this parameter is active and **Apply BAR** is selected, the **BAR Base Amount**, **BAR Base Type**, and **Rounding** fields appear on the Rate Code Type panel.

When you populate these fields, their details only apply to the Start/End Date range that is specified.

For this example, assume the following rate code setup:

- GPLAIN (BAR) is configured for 12/01, room type DLX, 1 person, amount = \$100.00
- GBAR (BAR) is configured for room type DLX and the amount = 90.00
- GBARADV (Advanced Dynamic Base Rate) is configured with the GPLAIN rate code

On the GBARADV rate detail, +10 **Base Amount** with **Flat Base Type**, **Apply BAR** selected, and +5 **BAR Base Amount** with **Flat BAR Base Type**.

The reservation agent performs an availability check on GBARADV for 12/01, 1 person, and DLX room type through the Look to Book screen. The rate amount returned is 95.00 because the Advanced Base Rate of 110.00 (100.00+10) is higher than the Best Available Rate 95.00 (90.00+5).

- [Prerequisites: BAR Applied to Rate Detail](#)

Prerequisites: BAR Applied to Rate Detail

OPERA Controls

Group: Rate Management

- **BAR Applied to Rate Detail** —This parameter activates the BAR Applied to Rate Detail feature and becomes available when the below OPERA Controls are activated.
- **Best Available Rates** — This function controls the availability of Best Available Rates (BAR) functionality for a property.
- **Advanced Dynamic Base Rates**—Activates advanced dynamic base rates functionality so dependent rates can be configured where they are dynamically based on other rate codes by rate schedule.
- **Best Available Rate Type** — (Available once you activate Best Available Rates) This setting determines how to handle Best Available Rates (BAR). Select the **Best BAR by Day** option when using BAR applied to rate detail functionality.

Rate Codes Overview

Rate codes form the core of OPERA's yield management and reservation processes. Rate codes are used to define the various prices for each room type over a particular date range or rate season. It is possible to identify multiple rate amounts for a single rate code and a separate price per person over a seven-day period (mid-week and weekend).

Searching Rate Codes

To search for an existing Rate Code:

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Rate Codes**.
2. Under Search criteria, click to search for the Property. You can select multiple properties.
 - a. If you select a Property on the Select Location screen, the selected property reflects in the Property field by default. It remains until you again change it.
 - b. If you select a Hub instead of individual property, the property does not appear by default in the Properties and you can click to search and select the property from the list of properties.
3. Select an existing **Rate Code**.
4. Select a **Rate Category**.

Important:

It is mandatory to configure Rate Category before configuring a Rate Code.

5. Enter **Sell Date**.
6. Select **Display Set**.
7. Select **Company** and then click **Search**. Use the **I Want To...** option to modify or update Configure Export Mapping.

Fields	Description
Property	Property to which the rate code applies. You can enter or search for the Property. You can select multiple Properties. They appear as comma separated items.
Rate Code	Enter or search for the rate code. You can select multiple Rate Codes. They appear as comma separated items.
Display Set	Enter or search for a Display Set. You can select only one Display Set at a time. For More information about Display Sets, see << Cross reference to Display Set topic>>
Rate Category	Enter or Select a Rate Category. You can select multiple Rate Categories. They appear as comma separated items. For More information about Rate Category.
Company	Enter or Search for the Company for which the Rate Code applies.

Fields	Description
Description	Enter a partial or complete rate description to filter the rate codes displayed in the search results table by rate description.
Start Sell Date	First day that the rate code is available for sale from the rate availability selling screens.
End Sell Date	Last day the rate code can be used from a rate availability selling screen.
Seq	Number assigned to the rate code to signify the order they are to be displayed in.

Creating a New Rate Code

There are some prerequisites for creating a new rate code. Unless you configure these prerequisites, rate codes cannot be configured. The prerequisites for creating a Rate Code are:

- Market Codes
- Source Codes
- Rate Categories
- Transaction Codes
- Room Types

To create a new Rate Code:

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Rate Codes**.
2. On the **Rate Codes** screen, on the vertical ellipsis click **New**.
3. On the **Rate Code Definition** screen, enter the required information into the fields. The fields with * are required.
4. After you add a description, click **Manage Translations** link, Manage Translations window opens.
 - a. Select **Language** for which the translation is required.
 - b. Add the text that needs to be translated in the Translation field.
5. In the **Financial Details** section, enter the required information into the fields. Select an applicable check box to further classify the Rate Codes.
6. In the Rate Code Type section, select **Rate Code Type** that is to be configured.

Rate Codes	Description
Standard Rate	Allows configuration of rate amounts by date range. For example, \$120 per night rate for STD room from 01-Mar-2017 to 25-Apr-2018.
Daily Rates	Allows configuration of rate amounts by day. It allows the user to define rates for each day by room types.
Tiered Rates	Allows configuration of rate amounts by Length of Stay. For example, stay for 1 to 3 nights is \$150 per night and 4 to 7 days is \$120 per night. For more information, see << Tiered Rates >>.

Rate Codes	Description
Base Rate	Allows configuration of rate amounts based on another rate code. For example, Properties can consider their RACK Rate as Base Rate and configure base rates based on the Rack Rate amount (such as 10% less on the rack rate). This rate structure provides greater flexibility on the rate details level by allowing you to configure the rate as either a flat amount or a percentage.
Dynamic Base Rate	Dynamic Base Rates functionality automatically calculates and displays dependent rate and their amounts during the availability search.
Advanced Dynamic Base Rate	The Advanced Dynamic Base Rate allows you to create a rate based on another rate (a base rate) or based on both a base rate and a BAR Based rate. This rate structure provides greater flexibility on the rate details level by allowing you to configure the rate as either a flat amount or a percentage. It offers the ability to compare Rate Details with other Base Rate amounts.
Best Available Rate (BAR)	Allows configuration of rate codes that are selected for Best Available Rate comparison. There are 3 types of BAR rates that can be set up in OPERA: <ul style="list-style-type: none"> • Best Available Rates by Day • Best Available Rates by LOS • Best BAR by Day

7. In the Rate Code Overview section, you can edit the **Rate Code Details, Profile Details**. From the **View** drop-down list, select your view or click **Customize View** to customize the view.
8. Click **I Want To...** to modify or update Manage Sell Messages, Deposit Rule Schedules, Cancel Penalty Schedules, and Publish Rates.
9. In the Rate Code Definition section, you can view the configured rate code definitions. Click the vertical ellipses to edit the Rate Code Definition.
10. In the Rate Code Packages section, select and attach the Rate Code Packages. Click the vertical ellipses and then click **New** to create new Package Codes and Package Groups.
11. In the Rate Controls and Distribution section, enter the required information in the fields. The fields in this section are not mandatory.

Select the **Upload to Oracle Distribution** option to have the rate uploaded to Oracle distribution.
12. In the Rate Information section displays the Rate Information. Click the vertical ellipses to edit the Rate Information.
13. In the Pricing Schedules section, search for an existing schedule or click the vertical ellipses to create a new Pricing Schedule.
14. In the Manage Restrictions section, select the date when the restriction is to be applied.
15. You can use the Property Calendar to manage events or special periods that can affect rates.
16. Click **Save** to save the configuration or click **Save and Go to Presentation**.

Setting a Minimum Rate Floor

With the Rate Management > Rate Floor parameter set to Active, the Rate Floor field on the Rate Code Configuration screen lets you set a minimum rate amount for the rate code. If you attempt to set a rate amount for an inventory room type that is lower than the rate floor limit, a message warns that Rate Detail cannot be saved.

- Rate floor evaluation is based on the Rate Floor Level of Control setting.
- Rate Level enables rate floor configuration at the rate code level.
- Room Type Level enables rate floor configuration at the room type level.

When initially setting the rate floor amount, or later changing the rate floor amount, you cannot specify a rate floor amount that is higher than a rate amount already set for a rate detail belonging to the rate code. Note: When configuring the rate detail for a pseudo room type only, you can set a rate lower than the rate floor for the associated rate code.

1. From the Administration menu, select **Financial**, select **Rate Management**, and then select **Rate Codes**.
2. If planning to edit an existing rate code, use the search function and select a rate code for editing. From search results, locate a rate code, click the row level **vertical ellipsis**, and select **Edit**.
3. To create a new rate code, click **New**.
4. On the Rate Code Configuration screen, scroll to the Rate Controls & Distribution panel and click **Edit**.
5. Enter a **Rate Floor** amount.
6. Click **Save**.

Creating Rate Restrictions (for Rate Codes)

Prerequisites

OPERA Controls Group: Inventory Management

Parameter: Restrictions

Settings: Rate Category Restrictions

Settings: Rate Code Restrictions

Rate Restrictions enable properties to restrict rates based on start and end dates, days of the week, configured restriction types, house availability based on expected or current demand levels, room classes, or room types.

1. From the Administration menu, select **Financial**, select **Rate Management**, and then select **Rate Codes**.
2. Enter or confirm the **Property** name.
3. Enter search criteria and click **Search**.
4. From search results, select the rate code record, click the row level **vertical ellipsis**, and select **Edit**.
5. On the Rate Code Configuration screen in the Rate Code Overview section, click the **Restrictions Details** link.

6. On the Restrictions panel, click **New** and enter or select the following:
7. **Start Date.** The restriction start date. This date cannot be greater than five years from the current business date.
8. **End Date.** The restriction end date. This date cannot be greater than five years from the current business date.
9. **Days of the Week.** All check boxes are pre-selected by default. Click the check box to remove the check mark for the days you do not want the restriction to be applied. For example, if a date range is for the entire month, but you do not want it to apply on Saturdays and Sundays, remove the check marks from the Saturday and Sunday check boxes.
10. **Restriction Type.** Select a restriction type to apply. The restriction types available at your property depend by the Inventory Management > Restriction Types application setting in OPERA Controls..
 - a. **Open.** By default, all rate categories/rate codes and room classes/room types are open. You would only set an Open restriction to reverse or remove an existing Closed restriction. For example, a property has closed the Discount Rate Category for July 4–6. Occupancy levels have dropped and now the property would like the Discount Rate Category to be available for sale. The property would set an Open restriction on Rate Category Discount to lift the closed restriction.
 - b. **Closed.** Rate categories/rate codes or room classes/room types are unavailable for a certain date or range of dates and will not be offered at the time of reservation. You can book closed rates or rooms only if you have special rights to override the rate availability restriction.
 - c. **Open for Arrival.** Allows you to make a reservation for arrivals on the days defined for this rate category/rate code and room class/room type. By default, all rates and rooms are open for arrival. Use the Open for Arrival restriction to reverse or remove a Closed for Arrival restriction.
 - d. **Closed for Arrival.** Prevents making a reservation for arrival on the selected date.
 - e. **Open for Departure.** Enables making reservations for departure dates falling in this date range. By default, all rates and room are open for departure. Use the Open for Departure restriction to reverse or remove a Closed for Departure restriction.
 - f. **Closed for Departure.** Prevents making reservations having a departure date falling on this date or in this date range.
 - g. **Maximum Stay Through.** If any part of a new reservation touches the Maximum Stay Through restriction dates, it cannot exceed the maximum number of days on the stay restriction in order to be booked. For example, if a Maximum Stay Through restriction is set up on Saturday for 2 nights, a guest trying to book a reservation for Monday through Saturday would not be able to book a reservation, as it exceeds the maximum number of days on the Maximum Stay Through restriction. If a guest wants to stay Friday and Saturday only, the guest would be able to book the reservation. A guest trying to book a reservation for Saturday and Sunday would also be able to make a reservation.
 - h. **Minimum Stay Through.** If any part of a new reservation touches the Minimum Stay Through restriction dates, it cannot include less than the minimum number of days on the stay restriction in order to be booked. For

example, if a Minimum Stay Through restriction is set up on Saturday for three nights, a guest trying to book a reservation for Friday through Saturday would not be able to book a reservation, as it includes fewer than the minimum number of days on the Minimum Stay Through restriction. If a guest wanted to stay Friday, Saturday, and Sunday, the guest would be able to book the reservation.

- i. **Minimum Length of Stay.** New reservations arriving on the date where a Minimum Length of Stay restriction is in place must meet the minimum number of days on the Minimum Length of Stay restriction in order to be booked. For example, if you have a Minimum Length of Stay restriction on Saturday for three nights, a guest trying to book a new reservation for Saturday only, would not be able to book a reservation, as it does not satisfy the minimum length of stay restriction of three nights. If the new reservation were arriving on Saturday for three nights, then the reservation could be booked. A guest trying to book a reservation for Friday and Saturday would also be able to book the reservation, as it does not arrive on Saturday and is not subject to the Minimum Length of Stay restriction.
- j. **Maximum Length of Stay.** New reservations arriving on the date where a Maximum Length of Stay restriction is in place cannot exceed the maximum number of days on the Maximum Length of Stay restriction in order to be booked. For example, if you have a Maximum Length of Stay restriction on Saturday for four nights, a guest trying to book a new reservation for Saturday through Friday, would not be able to book a reservation, as it exceeds the maximum number of days on the maximum length of stay restriction. If the new reservation were arriving on Saturday for three nights, then the reservation would be able to be booked. A guest trying to book a reservation for Sunday through Friday would also be able to book the reservation, as it does not arrive on Saturday and is not subject to the Maximum Length of Stay restriction.
- k. **Minimum Advance Booking.** New reservations are subject to a minimum number of days booking window and cannot be booked to arrive on the date where a Minimum Advance Booking restriction is in place after the number of days before the arrival date falls below the number of days on the Minimum Advance Booking restriction. You must book for this arrival date 10 days in advance and no less. For example, if you have a Minimum Advance Booking restriction set on Saturday for three nights, a guest trying to book a new reservation for arrival Saturday on Friday would not be able to book the reservation (the booking does not satisfy the three days Minimum Advance Booking restriction). A guest trying to book a reservation arriving Saturday on Tuesday would be able to book the reservation.
- l. **Maximum Advance Booking.** New reservations are subject to a maximum number of days booking window and cannot be booked to arrive on the date where a Maximum Advance Booking restriction is in place until the number of days before the arrival date falls below the number of days on the Maximum Advance Booking restriction. You must book for this arrival date no more than 120 days in advance. For example, if you have a Maximum Advance Booking restriction set on Friday for four nights, a guest trying to book a new reservation for arrival Friday on Sunday would not be able to book the reservation, as the number of advance booking days exceeds the maximum number of advance days of four days on the Maximum Advance Booking restriction. A guest trying to book a reservation arriving Saturday on Friday would be able to the reservation.

- m. **Length of Stay Not Available.** This option is often used instead of Minimum Length of Stay when various lengths of stay are open or closed for arrivals on the currently selected date. Select the check box(es) to indicate the number of nights not allowed for reservations. For example, if you select the check boxes for nights 1, 2, and 3, then the minimum length of stay is four nights.
- 11. Select the inventory level for the rate restriction.
 - a. **House** . Select this option to indicate that the restriction being entered applies at the house (all room types) level.
 - b. **Room Class.** Select the room classes to which this restriction applies. Available when the General>Room Class application function is set to Y.
 - c. **Room Type.** Select the room types to which this restriction applies.
- 12. Select **Save** to save and close.
- 13. Select **Save and Continue** to save and create additional rate restrictions.

Creating New Rate Seasons

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Rate Seasons**.
2. Click the vertical ellipsis and then click **New**.
3. Enter required information in the mandatory fields.
4. Click **Save**.

The created Rate Season appears in the table on the Rate Seasons screen.

Copying a Rate Seasons Template

Copying duplicates the defined records to a single or multiple properties at one time, eliminating the need for repetitive typing when creating rate seasons for similar periods.

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Rate Seasons**.
2. On the Rate Seasons screen, on the vertical ellipsis, click **Copy** to copy the details of selected property.

Clicking copy allows you to copy rate season from a source property to one or many target properties. This option is mostly used at the Hub level login.
3. On the Copy Rate Season Template(s) screen, search for a Rate Season that you want to copy for the selected property and click **Save**.
4. On the Review and Copy Codes screen, click **Copy and Continue**.
5. In the Confirmation screen, check the status. For example, if the copied template is duplicated, the status is Not Processed. You can try copying another combination of Rate Season and Property.
6. If the template is processed, click **Print**.

Configuring Multi Transaction Code Rate Codes

With the Rates > Revenue Posting by Room Type/Room Class parameter set to Active, the Multi Transaction Code Rate Codes feature enables linking multiple room revenue transaction codes to a single rate code by associating the transaction codes to either room types or room classes. The functionality might be useful, for example, in situations where a property is divided into business units, and the lodging revenue for each unit needs to be tracked separately.

 **Note:**

You can use either room classes or room types to associate transaction codes to a specific rate code, but not both simultaneously. Room Classes are available when the Rate Management>Revenue Posting by Room Type/Room Class application function is set to Active. Lodging revenue generated on one reservation and routed to another room is posted to the transaction code linked to the room type or room class of the originating reservation and not that of the receiving reservation.

To set up Multi Transaction Code Rate Codes, create a rate code (or search and update), and associate either Room Types or Room Class transaction codes with it.

1. From the Administration menu, select **Financial**, select **Rate Management**, and then select **Rate Codes**.
2. If planning to edit an existing rate code, use the search function and select a rate code for editing. From search results, locate a rate code, click the row level **vertical ellipsis**, and select **Edit**.
3. Click **New** to create a new rate code.
4. Enter the **Property** name.
5. In the Financials panel, click **Edit** and then select either **Room Type** or **Room Class**.
6. In the Transaction Codes By Room Type / Room Class dialogue:
 - a. Select either **Room Type** or **Room Class**.
 - b. Search and select an accommodation charge **transaction code** and click **Select**.
 - c. Click **OK**.
 - d. Repeat the transaction code selection for each room type.
7. Click **OK** to exit the Transaction Codes By Room Type / Room Class dialogue. You can click **Edit Details** to change your Room Types or Room Class transaction code selections.
8. Continue completing the remaining fields and selections for creating rate codes.
9. Click **Save** if done or click **Save and Go To Presentation**.

Rate Code Presentation

The Rate Code Configuration screen displays details specific to the Rate Code. The following information is available:

- Rate Code Overview
- Rate Code Definition
- Rate Code Packages
- Rate Controls and Distribution
- Rate Information
- Pricing Schedules
- Restrictions
- Rate Code Types
- Negotiated Profiles
- Financial and Routing

Pricing Schedules

Pricing Schedules allow the user to define different rate records for one or more room types for different date ranges.

All the pricing schedules for the selected rate code appear on the Pricing Schedules screen. The information includes the date range for which the schedule is valid, rate amounts for multiple persons, and market and source code defaults. In addition, you can see whether the schedule is valid only for certain room types and whether additional package elements have been added for the pricing schedule date range.

Creating New Pricing Schedule

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Rate Codes**.
2. On the **Rate Codes** screen, click **Search**. In the search results table, select a Rate Code and in the Actions column, click **Edit**.
3. On the Rate Code Configuration screen, in the Rate Code Overview section, click **Pricing Schedules**.
4. On the Pricing Schedules panel, click **Search** to search for the existing Pricing Schedules.
5. Click the vertical ellipsis and then click **New** to enter all the mandatory information.
6. If applicable, on the Packages section, click **Search** to search for an existing Package Code. Select a **Package Code** from the search table option and click **Attach** to add a Package Code. Repeat the steps to attach a Package Group.

If you delete a pricing schedule, a reservation is still reserved using the rate code-room type combination defined in the pricing schedule, the room type and rate code remains on the reservation detail. This rate code, room type, and rate

amount combination is honored, as when it was booked and the combination was offered.

The following fields can be used independently of each other or used together to define the occupant threshold.

Table 12-18 Manage Pricing Schedule fields and its description

Field	Description
Dates	<p>Season Code Season codes are used to define a starting date and ending date for the highlighted pricing schedule. The pricing schedule can only be sold if the arrival and departure dates of a guest's reservation fall within that time frame. If a season is entered, the Start and End Date fields automatically fill with the defined season's begin and end date. If the Season field is not used in a new pricing schedule, you will have the ability to change both the start and end dates.</p> <p>Start Date Required field. The begin date that the pricing schedule is available. You can change dates for the pricing schedules, provided they do not overlap with another pricing schedule set with any of the same room types. If previously selecting a season code, the Start Date will have already populated for you.</p> <p>End Date Required field. The ending date that the highlighted pricing schedule is no longer available. If a season code has been entered, the End Date field will have already populated for you.</p> <p>Days of the Week check boxes Days of the week for which the specified pricing schedule may be sold. Mark the applicable days for each pricing schedule for the dates defined. The check boxes automatically default with each day marked for convenience.</p>
Amounts	The Amounts section is for defining the rate amounts for room types based on the number of adults and/or children occupying the room.
Adults	1 Adult - 5 Adults. Flat or added rate amounts for 1- 5 adults for the highlighted pricing schedule. You can add to the pricing schedule amounts, change, or delete the pricing schedule amounts at any time.
Children in Own Room in cases	<p>OPERA supports rates for children who are staying in a room with an adult or who are staying in a room alone without an adult. In cases where children are staying in a room with an adult, the Extra Child rate is used to determine the amount added to the adult rate.</p> <ul style="list-style-type: none"> Children on Own: <p>These rates are for children occupying the room without an adult.</p> Extra Child: <p>When there are children staying in the room with an adult, the rate for each child is determined by the child's age. The Extra Child rate is also used for children staying in their own room if no applicable "unaccompanied child" rates have been specified. For example, if 4 children are staying in their own room and rates for 1 Child, 2 Children, and 3 Children have been specified, but not a rate for 4 Children, the rate would be the rate for 3 Children plus the rate for 1 Extra Child.</p>
Attributes	The Attributes section assists the user in noting additional information for the pricing schedule.

Table 12-18 (Cont.) Manage Pricing Schedule fields and its description

Field	Description
Market Code.	Although a market code may have been defined in the Rate Code Definition, the user may have a situation where a different market code is required for a specified period of time. Enter the market code associated with the pricing schedule for the rate code. If a market code is defined on the rate code definition and on the rate schedule, the market code specified on the rate schedule will override the rate code definition market code when auto-populating a reservation.
Source Code	Source code associated with the pricing schedule for the rate code. If a source code is defined on the rate code definition, the source code on the pricing schedule will override it.
Room Types	Select the room types that are to be available for the pricing schedule set. The attached room types available for each pricing schedule displayed are automatically populated in this field once selected. You can add a new room type, provided that this room type does not yet have pricing schedules within the specified date range. You can also delete a room type from an existing pricing schedules. The room types available for a pricing schedules are the room types specified on the rate code definition.
Packages	<p>The Packages field is where package elements can be added or deleted to the active pricing schedules. If package elements have already been assigned to the rate code and then another package element has been added to the rate code's pricing schedules set, the room rate would then include the two package elements, provided the reservation stay dates fell into the date range for that pricing schedule set.</p> <p>The packages visible are those packages for which a package start and end date that encompass the currently highlighted pricing schedule for the rate code.</p> <p>For same day or next day packages, you will not be able to delete a package that is currently being used by an inhouse reservation from the Pricing Schedule panel.</p>

Rate Groups

The Rate Group functionality allows a property to group several different rate codes together and the best of those rates will be displayed in the Look to Book Sales screen. This is an application parameter and will be displayed only when Best Available Rate (Function) = Y and Best Available Rate Type (Setting) = Best Bar By Day.

Rate Seasons

OPERA allows rate seasons to be defined for a range of dates. For example, Summer rate code from June 1st to September 1st is to identify the peak season where the property charges higher rates. The rate season can then be used to configure the valid dates when setting up pricing schedules. You can select a rate season to

automatically populate the dates rather than individually configuring date ranges for a particular rate code. Often a property or chain defines seasons to correspond to their occupancy trends. Dates for rate seasons cannot overlap each other. Rate Season functionality can be enabled via OPERA Controls, Rate Management.

Searching Rate Seasons

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Rate Seasons**.
2. In Search criteria, click to search for the Property.
3. Click **Search** and the details for Rate Seasons appear in the table below.
4. Click **Reset** to reset the selected property.

Note:

If the user logs in at the hub level and if more than one property is selected in search, then the first column that appears in the Options table is **Property**. On the Rate Seasons screen, when you click search after filling in all the required details, a table appears with the following options:

Option	Description
Season Code	Rate season code.
Description	Rate season code description.
Begin Date	Begin date for the rate season.
End Date	End date for the rate season.
Rate Codes	This is an optional field. You have the option to search for a rate code when you create a new Rate Season.

Editing Rate Seasons

To edit a Rate Seasons:

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Rate Seasons**.
2. On the Search results table, click the vertical ellipsis and select **Edit** and **Delete** to delete rate seasons.
3. Enter or modify the information in mandatory fields and click **Save**.

The changes for the modified Rate Season appear in the table.

Sell, Booking, and Stay Dates

Sell, Booking, and Stay dates for a component can be defined as follows:

- **Begin Sell Date:** Begin Sell Date for the first date the rate is available to sell reservations.
- **End Sell Date:** End Sell Date for the last date the rate is available to sell reservations.

- Booking Start Date: First date that bookings may be accepted for a promotion.
- Booking End Date: Final date that bookings may be accepted for a promotion.
- Stay Start Date: Reservation arrival date may be no earlier than this date.
- Stay End Date: Reservation departure date may be no later than this date.

Begin and End Sell Dates

Begin and End Sell dates can further be elaborated using following examples:

- When configuring Rate Codes:

The Rate Code Definition panel defines the sell dates for the rate code. This is the period that the reservation can be created using this rate. The Rate Detail then defines the actual price per room type for specific date ranges or seasons. As an example, the sell date for a rate code may be January 1- June 30 with its defined rate details being January 1 through December 30. This means the rate can be sold up until June 30th, however the guests can stay thru the end of December. This rate would then not be available for agents to sell or quote from July 1st.
- When configuring Packages:

Defining a Sell Date Range on the Manage Package Group panel enables a property to define a selling season for a package.

For example, when configuring a rate management component, such as Packages, Begin Sell Date is available when the Rate Management - Package Pricing and Availability Attributes OPERA controls is Active in the OPERA Controls. Package Pricing and Availability Attributes OPERA Controls when Active has ability to specify begin and end sell dates on a package. It also provides ability to specify min/max nights and min/max persons for each date range on a package.

When the Rate Management - Package Pricing and Availability Attributes OPERA controls is Active and the Sell Separate check box is not selected on the Manage Package Group panel, a Begin and End Sell Date Range can be defined on the Manage Package Group.

Following are some scenarios and how the Begin and End Sell Dates will be applied / checked against.

- Creating a New Reservation:

OPERA will refer to the booking date, that is the Business Date. Business Date to be between the Begin / End Sell Dates
- Refresh Rate on an Active Reservation (non-reinstated):

OPERA will refer to the original booking date.
Original Business Date to be between the Begin / End Sell Dates. Following example explains this:

If the business date is 11/06/18

 - * Then, Package Begin and End Sell Dates = 11/06/18 to 12/06/18
 - * Attached the package to a rate code SLDTRTCD for 200.00
 - * Created a reservation for 12/08/18 for 3 nights using this rate code on current business date i.e.; now the booking date is 11/06/18.
 - * Roll the business date to 12/07/18
 - * Change the rate amount for SLDTRTCD 250.00

- * Now created a new reservation on this date, the package cannot be sold as the End Sell Dates has passed. The rate will be 250.00
 - * Edit the 1st reservation, the package is already attached, Refresh Rate, the package should remain since the original Booking date was 11/06/18 and is still between Begin / End Sell Dates.
- Refresh rate on an Active Reservation (Reinstated after Cancellation / No Show):
- OPERA will refer to the last reinstate date. Last Reinstated Date to be between the Begin / End Sell Dates. Following example explains this:
If the business date is 12/06/18
- * Package begin and end sell dates = 11/05/18 to 12/06/18
 - * Attached the package to a rate code SLDTRTCD for 225.00
 - * Created a reservation for 12/10/18 for 3 nights using this rate code on current business date i.e.; now the original booking date is 12/06/18.
 - * Roll the business date to 12/07/18
 - * Cancel the reservation
 - * Roll another business date to 12/08/18
 - * Change the rate amount for SLDTRTCD to 250.00
 - * Retrieve this canceled reservation
 - * Reinstated on 12/08/18
 - * Refresh Rate or change the reservation criteria such the rate will refresh
 - * The rate amount of 250.00 will be taken and package will not be present since the current business date i.e.; the reinstated date is NOT between the Package
 - * Begin and End sell dates of 11/05/18 to 12/06/18

Booking Start and End Date

This functionality is available for reservation promotion codes. When you configure Promotion Codes, it is mandatory to define the booking start and end dates to determine the time frame this promotion code is active.

Stay Start and End Dates

Rate availability can be used, for example, to set a minimum advance booking requirement for stays that include certain dates, to specify a minimum number of days a guest must stay in order to be eligible for a specific rate code and room type on high demand dates, to prohibit arrivals or departures on given dates, and so on. When you set a rate restriction, for example, room type DLX is Closed for Arrival from 04-23-18 to 05-23-18), it remains in effect for the period determined by the Begin Date and End Date. You can however, cancel or reverse the restriction by setting the opposite restriction type. For example, room type DLX is Open for Arrival from 04-23-18 to 05-23-18. The various restriction types can be based on individual rate codes, rate categories, room classes, and room types; depending on expected or current demand levels.

When working in the Rate Availability screen, you can select a date cell where restrictions apply and click to display a pop-up showing restrictions for the currently selected date. In Cloud, this is possible via Property Availability. There will be a red

icon display against the 'Restrictions'. Clicking on this icon will open Manage Restrictions popup displays restrictions applicable for each day (default search results for business date). Also, if you go to Manage Restrictions screen (OPERA Cloud > Inventory > Manage Restrictions), the restriction applicable for each day will be listed under respective date column.

By selecting the appropriate application setting, you can decide which rate restriction options will apply at the property.

Age Buckets

Child Rates By Defined Buckets function lets you set separate rates based on the number of children when the children are staying in the room without an adult. Rates can be set for one child, two children, three children, and four children. When the number of children staying in a room with or without an adult is greater than the number for which separate rates have been specified, an Extra Child rate is applied.

The handling of children rates depends on whether the Rate Management - Child Rates By Defined Buckets OPERA controls is set to Active or Inactive. If the Rate Management - Child Rates By Defined Buckets OPERA controls is set to inactive, the extra child rate is used.

When there are children staying in the room with an adult, the rate for each child is determined by the child's age.

The child age buckets are also used when there are children staying in the room without an adult and the number of children is greater than the number for which "Children on Own" rates are specified. In this case that the rate for any extra children is determined by the age bucket to which the youngest child in the entire group belongs. For example, if four children, ages 3, 4, 7, and 11 years are staying in their own room, and rates for 1 Child, 2 Children, and 3 Children have been specified, but not a rate for 4 Children, the rate would be the rate for 3 Children plus the rate for one child 0-5 years, because the youngest child is 3.

Excluding Child Age Buckets from Threshold Calculations

When the Rate Management > Occupant Threshold Pricing Method - Child Rates By Defined Buckets OPERA controls are set to Active, child age buckets can be excluded from the occupant threshold calculations. Selecting the Exclude check box next to a child age bucket excludes the bucket from being used to determine if a threshold has been excluded.

Following are some examples on how this functionality works:

Example 1

- Reservation Guests: 2 Adults, 3 Children - 1 in each bucket
- Pricing Schedule Value: 1 child free per every 3 children booked per room
- Charges Result: 2 Adults and 2 Children will be charged for the stay, but the child in Rate Bucket 1 will not be charged

Example 2

- Reservation Guests: 2 Adults, 8 Children - 1 in Rate Bucket 1, 1 in Rate Bucket 2, 6 in Rate Bucket 3
- Pricing Schedule Value: 1 child free per every 4 children booked per room

- Charges Result: 2 Adults and 6 Children will be charged for the stay, but 1 child in Rate Bucket 1 and 1 child in Rate Bucket 2 will not be charged.

Display Sets

Display configuration is used while listing the available rates in shopping results. While creating the rate codes, users can tag a display set. Available Rates will be grouped under the tagged display set in Look To Book (LTB) Results screen.

While creating a Rate Code, when the rate code filter (display set) is selected, only the rates that you have grouped within the display set rate code grouping are shown. If no display set is tagged for one or more rate codes, those rates will be grouped and displayed under the **No Display Set** in Look To Book.

Creating and Editing Display Sets

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Display Sets**.

On the Search screen:

2. Enter or select a **Code**. You can select multiple codes using the search icon.
3. Enter a **Description** for the code and click **Search**.
4. The details appear in the table with the Code, Description, and Sequence.
5. Click **Edit**, to edit the Display Set code. When you select the Edit button to edit an existing Display Set code, the Code field is read-only.

To create a new display set code:

6. On Manage Display screen, click the vertical ellipsis and then click **New**.
7. Select the required fields. Select **Inactive** check box. The Inactive check box allows you to make the Display Set inactive.
8. Enter a number for the sequence you would like this display set to appear in the Display.
9. Click **Cancel** or **Save** or **Save and Continue**.

Rate Code Protection

Rate Code Protection prohibits you from changing certain field's value. You can flag them as protected and thus limit the rights to make changes to the configuration. Only users with an override task have the ability to update the information in the selected label or field.

- [Editing Rate Code Protection](#)

Editing Rate Code Protection

1. From **OPERA Cloud Administration** menu, select **Financial**, **Rate Management**, and then **Rate Code Protection**.

2. On the vertical ellipsis, click **Edit**. Custom and External ownerships are always available. Property and Central ownerships are available only when the parameter for Rate Ownership Handling is active.

Rate Code Posting Rhythm

The Posting Rhythm block appears when the Rate Management - Rate Code Posting Rhythm in OPERA controls is Active.

When configuring Package Code, in the Posting Attributes panel, the posting rhythm is used to determine the frequency of the package posting. OPERA provides a variety of posting rhythms. Most posting rhythms are based off of the actual arrival date of the reservation.

When configuring the Advanced Posting Rhythms, you can configure dates when a guest is eligible for free nights based on the length of stay of the reservation. For example, a promotion may be offered for the month of June where guests who stay 7 nights will receive 2 free nights. Multiple posting rhythms can be defined per rate code, however there cannot be overlapping dates.

- [Configuring Posting Rhythms](#)

Configuring Posting Rhythms

The posting rhythm feature is not intended for use with daily rates.

Posting Rhythm and Dependent Rates

The Posting Rhythm field defaults to the Base Rate configuration, when you configure a Dynamic Base Rate or an Advanced Dynamic Base Rate on the Rate Code Configuration screen. You can configure the Posting Rhythm functionality from **Rate Code Configuration > Financial > Posting Rhythms**.

1. On the Rate Code Configuration screen, in the Financial panel, click vertical ellipsis and then click **Edit**.
2. Select the **Posting Rhythm** type from the Posting Rhythm drop down list.
 - a. If you select **Post Every X Nights from the Posting Rhythm** drop down list, entering a number for this specific posting rhythm will define the nights in which to post the discounted rate, giving the guest a promotional discount rate. For example, if you enter a 3 into this field, and the guest is staying for 3 nights, the room charge for the third night will post with the discounted rate on the guest folio.
 - b. If you select **Do Not Post Every X Night**, you can enter a number for the specific posting rhythm which will define how many days a guest must stay before the rate amount will post as 0.00, giving the guest a promotional free night. For example, if you enter a 3 into this field, and the guest is staying for 3 nights, the room charge for the third night will post as 0.00 on the guest folio.
3. Click **Post Packages** check box.

This check box appears when you have defined a value for the Do Not Post Every XX Nights field. Select this check box if, on the "free" night, you want to post charges for packages that are included in the rate code and packages attached to the reservation.

 **Note:**

When the check box is unchecked, the system will not post any associated packages with this posting rhythm. When this check box is checked, the system will post any associated packages with this posting rhythm. Any associated packages will post as they currently do today it can be inclusively or exclusively.

Rate Ownership

Rate Ownership Handling is most useful if an organization wants to identify rates that are managed by the property versus rates managed centrally.

The Rate Ownership Handling parameter is intended for environments where the property management and central reservations system reside in the same database. When activated, the Rate Ownership Handling parameter displays the Central and Property ownerships on the Rate Code Protection screen. Protection levels for these two rate sources can be applied using the Edit function.

Prerequisites for Rate Ownership

Property and Central ownerships are available only when the parameter for Rate Ownership is active. A rate has only one type of ownership, such as Custom or Property.

Table 12-19 Four Levels of Rate Ownership

Types	Description
Property	Property Protection applies to all rate codes that are flagged as owned by Property. The Property Protection is available for editing when the parameter for Rate Ownership Handling is active. By default, all fields are editable for users with the applicable tasks granted to their user role. When a field or jump in Property Protection is marked for Protection, users with the task of Override Property Rate Protection are able to update the selected jump or field.
Custom	Custom Protection applies to all rate codes that are generated in OPERA and whose ownership is not set to Central or Property. The Custom Protection is available for editing and by default allows for all fields to be editable by users with the applicable tasks granted to their user role. When a field or jump in Custom Protection is marked for protection, only users with the task for Override Custom Rate Protection are able to update the configuration for the selected field or jump.
Central	Central Protection applies to all rate codes flagged as owned by Central. The Central Protection is available for editing when the parameter for Rate Ownership Handling is active. By default, all fields are editable for users with the applicable tasks granted to their user role. When a field or jump in Central Protection is marked for Protection, users with the task for Override Central Rate Protection are able to update the selected jump or field.
External	External Protection applies to any rate codes generated outside of OPERA. These rates codes can be created in an external Central Reservations System or Revenue Management system and then inserted in OPERA. For External Protection, all fields and jumps are flagged as protected since these rates are typically managed outside of the OPERA system. External Protection is not available for editing.

Working with Tiered Rates

Tiered Rates gives you the ability to configure and sell rates by Length of Stay or Tiers.

Configuration of tiered rates is property specific. They cannot be changed at the rate code or reporting levels. A maximum of 5 tiers can be configured and a minimum of 2 tiers is required. When the tiers are configured, the next tier set automatically defaults to the start day of +1 from the end day of the last tier. For example, if tier 1 is configured from 1–5 days. Tier 2 automatically starts from day 6 by default and you cannot edit it unless the first tier end date is altered.

Rate Code Configuration using Tiered Rates

To create a tiered rate code, you must check the Tiered Rates check box on the Rate Code Type panel. The Tiered Rates check box will only display when the Rate Management, Rate Tiers is Active.

The configured tiers get displayed in the Pricing Schedules panel by default. For example, if 2 length of stay tiers are configured, only 2 tiers are visible in the Pricing Schedules tab. This allows you to modify the rate and add a detail to the remaining tiers at some point in the future. You can create the tier pricing schedules either by date ranges or seasons. When creating the details for tiered rates, the Market, Source and Package fields do not appear on the Pricing Schedules panel. This is to ensure that the compiling of statistics and posting of package allowances is correct and imbalances do not occur.

OPERA prevents you from changing an existing Rate from standard to tiered. Therefore, all rates that have at least one standard Pricing Schedule configured can cause the Tiered Rates check box on the Rate Code Type panel to be unavailable for selection.

The Base Rate fields (available when base rate is active for the property) are removed for a rate code that is flagged as a Tiered Rate Code. When a tiered rate is associated to a Block, OPERA uses the lowest tier for revenue forecasting.

Configuring Promotion Groups

Promotion groups provide a way to group multiple promotion programs around a common theme. For example, you might create a promotion group called Summer Program and then create separate promotion codes for special rates or amenities to offer to guests during the summer months. You must create promotion groups prior to creating promotion codes.

Creating Promotion Groups

1. From **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Promotion Groups**.
2. Click **New**.
3. Enter or confirm the **Property** name.
4. Enter a **Promotion Group** name.
5. Optionally, you can enter a **Promotion Name**, a **Program Type**, and a **Description** of the promotion group.
6. Click **Save**.

Editing Promotion Groups

1. From **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Promotion Groups**.
2. Select and search for Promotions Groups.
3. From search results, select a **Group** and click on the vertical ellipses.
4. Click **Edit**.
5. Update configuration.
6. Click **Inactive** to mark inactive.
7. Click **Save**.

Deleting Promotion Groups

1. From **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Promotion Groups**.
2. Select and search for Promotions Groups.
3. From search results, select a **Group** and click on the vertical ellipses.
4. Click **Delete**.
5. Confirm the deletion.
6. Click **Save**.

Managing Promotion Codes

Prerequisites for Promotion Codes

Promotion Codes are used to configure, identify, and track promotional opportunities. From the Template tab on the Promotion Codes screen, you can create promotion codes and copy them to a property. After copying the promotion code to a property, the property can edit the promotion code. The Template tab is available when the MHOT license is active.

1. From the **Administration** menu, select **Financial**, select **Rate Management**, and then **Promotion Codes**.
2. On the Promotion Codes screen, select a **Property** and click **Search**. The search table with existing search results for promotion codes appears.
3. To copy a promotion code, click the **Template tab**, search and select a promotion code, click the page level **vertical ellipsis**, and select **Copy**.

You can create codes on as a template and then have the option of copying the codes to a single, multiple, or all properties attached to the Hub location. This generic template simplifies the repetitiveness and time spent on initial property data entry.

4. To create a new promotion code, click **New**. On the Promotion Codes screen, fill in the Required Fields (fields marked with an asterisk (*) symbol and click **Save**.
5. To edit a promotion code:
 - a. Search and select a **promotion code**.
 - b. Select the row-level **vertical ellipsis** and click **Edit**.

[Copying Configuration Codes to Multiple Properties](#)

- [Prerequisites for Promotion Codes](#)
- [Copying Configuration Codes to Multiple Properties](#)

Prerequisites for Promotion Codes

OPERA Controls

Group: Rate Management

Functions: Promotions Module

Copying Configuration Codes to Multiple Properties

With the MHOT license active at your property, you can copy configuration codes from one property to other properties when logged in at the Hub level. OPERA Cloud provides two methods of copying configurations – property level or template level – depending on the functionality:

- Configure in the Property tab and copy to other properties, for example: Routing Codes
 - Configure in the Template tab and copy to properties, for example, Transaction Codes
1. From the Administration menu, select a **configuration menu** and navigate to the desired configuration screen.

For example, if copying routing code configurations, select the **Administration menu**, select **Financial**, select **Transaction Management**, and then select **Routing Codes**.

2. Select the source **Property** in which the configuration codes reside and click **Search**.
3. Click the page-level **vertical ellipse** next to the New button, and click **Copy**.
4. In the Configure Parameters window, select the **Source Property** where the configuration you want to copy is located.
5. Select the **configuration codes** you want to copy.
6. Select the **Target Properties** to receive the copied configuration codes.
7. Click **Save**.
8. In the Review and Copy Codes window, verify the target property(ies) and configuration code(s).
9. Click **Copy And Continue**.
10. In the Confirmation window, verify that no errors appear and then click **Print**.

 **Note:**

Your browser will open a separate tab showing the details of your copy process. If errors appear in the Confirmation area, close the tab and select the application tab to make changes.

Hurdle Rates

Yield Management Software represents the yield company that calculates the actual hurdle rates which OPERA compares against. The yield management software receives messages from OPERA in XML format and evaluates the changes that have been made in OPERA. Based on these changes as well as historical fields, the yield management software determines hurdle rates and changes, which are to be sent through XML messages. OPERA then uses these hurdle rates to determine rate code/room type availability at the time of making a reservation.

Hurdle Rates represents the monetary hurdle value calculated by the yield management software after considering information extracted from OPERA's tables. This is the value that must be reached for OPERA to display a rate code/room type on the rate grid. Hurdle rates are sometimes referred to as bid prices or opportunity costs. All values will be in the base currency.

- [Searching Hurdle Rates](#)
- [Adding Hurdle Rate](#)

Searching Hurdle Rates

To search Hurdle Rates:

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Hurdle Rates**.
2. In Search criteria, click to search for the Property.
3. Click **Search** and the details for Hurdle Rates appear in the table below.

Option	Description
Property	Property to see hurdle rates.
Hurdle Date	Date to find hurdle rates.
Room Type	Select the room type for this hurdle rate.

Editing Hurdle Rates

To edit the Hurdle Rates:

1. In the Search results table, click the vertical ellipsis and select **Edit**.
2. Enter or modify the information in mandatory fields and click **Save**.
The changes for the modified Hurdle Rates appear in the table.

Adding Hurdle Rate

Before any consideration is made concerning hurdle rates OPERA first checks its own rate availability controls to determine whether the rate code is open or closed and are visible on the rate availability table. OPERA completes the following checks to determine whether or not a rate code is available:

- The Rate Code Start and End Sell dates are valid.
- At least one room type is available for this rate code.
- During a Look To Book, OPERA checks if the proposed reservation falls within the boundaries of these two fields, Max Rooms Sold and Actual Rooms Sold.
- OPERA's normal rate availability status still applies and therefore the dates must at least be open.

To add a Hurdle Rate:

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Hurdle Rates**.
2. Click the vertical ellipsis and then click **New**.
3. Enter required information and click **Save**.

Fields	Description
Property	Property for which hurdle rate needs to be added.
Hurdle Date	Date when this hurdle rate is effective.
Room Type	Select and choose the room type for this hurdle rate.
Delta	Represents a monetary value, which is added to the hurdle rate for each additional room sold up to the ceiling. If the hurdle rate is set at \$80.00 and the delta is \$1.00, for the first room sold the rate value needs to be \$80.00 or more. For the second room the rate value needs to be \$81.00, for the third \$82.00 and more up to the Ceiling at which time no additional delta values are added.
Ceiling	Enter the number of rooms to be sold to which the delta value should be added. For example: <ul style="list-style-type: none"> • Hurdle is \$90.00 • Delta is \$5.00 • Ceiling is 3 <ul style="list-style-type: none"> – The first reservation must achieve the hurdle value of \$90.00. – The second reservation must achieve the hurdle value of \$95.00. – The third reservation must achieve the hurdle value of \$100.00. – The fourth reservation must achieve the hurdle value of \$105.00. <p>All subsequent reservations must achieve the hurdle value of \$105.00 until maxsold is reached, at which point the date is restricted.</p>
Max Rooms Sold	Enter the maximum number of rooms to be sold in the room types linked to the yield category.
Actual Rooms Sold	Enter the actual number of rooms to be sold in the room types linked to the yield category.

Yield Management

OPERA provides a hurdle interface for third-party external yield management companies to allow population of Hurdle, Overbooking and Restriction tables. Only one Yield license is permitted to be active. OPERA provides license codes for several yield integration systems.

- [Yield Adjustment Codes](#)
- [Yield Categories](#)
- [Yield Market Types](#)

Yield Adjustment Codes

Yield Adjustment Codes enable you to configure the yield adjustments that can be applied to a rate before it is compared to a hurdle rate when determining rate availability.

Searching and Editing Yield Adjustment Codes

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Yield Adjustment Codes**.
2. Select **Property**, if you are logging in at a HUB level.
3. Select **Type** from the list of values. Valid types are Per Stay, Per Night, Per Person Per Night, and Per Person Per Stay.
4. Select **Code** and click **Search**. The search results appear in the search table.
5. In the Search results table, click the vertical ellipsis and select **Edit**.
6. Enter or modify the information in mandatory fields and click **Save**.

The changes for the modified Yield Adjustment Codes appear in the table.

Creating Yield Adjustment Codes

To create new Yield Adjustment Codes:

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Yield Adjustment Codes**.
2. On the Yield Adjustment Codes screen, click the vertical ellipse and then click **New**.
3. On the Manage Yield Adjustment Codes screen, select Property, if you are logging in at a HUB level. It is displayed by default in the property field if you log in at a property level.
4. Enter a **Code**, name up to 10 characters.
5. Enter a **Description** for the code up to 25 characters.
6. Select **Type** from the list of values. Valid types are Per Stay, Per Night, Per Person Per Night, and Per Person Per Stay.
7. Enter **Amount** that is being used for the Yield Adjustment. The amount field displays currency in the search table that is being used for the Yield Adjustment.
8. Click **Save** or **Save and Continue**.

Yield Categories

Yield categories are groupings of like or similar rooms that are presented to customers in OPERA based on either the target market or pricing structure at the property. All room types for the property are automatically assigned to the default yield category Standard. These room types can be left in the default Standard yield category, or you can create new categories to better manage your property's demand and pricing. Along with yield categories, hurdle steps will have to be configured to define the exact hurdle amounts (price slices) that will be forecasted for all yieldable room types in a property.

Searching and Editing Yield Categories

To search the Yield Categories:

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Yield Categories**.
2. Select **Property**, if you are logging in at a HUB level.
3. Select **Category**. This is the Yield Category.
4. In the search results table, click the vertical ellipsis and select **Edit**.
5. Enter or modify the information in mandatory fields and click **Save**.

The changes for the modified Yield Categories appear in the table.

Creating Yield Categories

To create new New Yield Category:

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Yield Categories**.
2. On the Yield Categories screen, click the vertical ellipse and then click **New**.
3. Select **Property**, if you are logging in at a HUB level. It is displayed by default in the property field if you log in at a property level.
4. Enter **Yield Category**. Allows entry of three characters.
5. Enter **Description**. Allows entry of 25 characters.
6. Click **Save** or **Save and Continue**.

Yield Market Types

Yield Market Types can be used to implement a system of multiple hurdles. When a hurdle rate is sent to OPERA, the yield market types feature allows a different yield market type to be associated with each hurdle rate set for the given date. One yield market type might, for example, be called Entitlement, and it might be assigned to a hurdle rate that is lower (say 195) than a second hurdle rate (200) configured with a yield market type called Non- entitlement.

Searching and Editing Yield Market Types

To search for the Yield Market Types:

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Yield Market Types**.
2. Select **Property**, if you are logging in at a HUB level.
3. Select **Code** and click **Search**.
4. In the Search results table, click the vertical ellipsis and select **Edit**.
5. Enter or modify the information in mandatory fields and click **Save**.

Creating Yield Market Types

To create new Yield Market Types:

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Yield Market Types**.
2. On the Yield Market Types screen, click the vertical ellipse and then click **New**.
3. On the Manage Yield Market Types screen, select **Property**, if you are logging in at a HUB level. It is displayed by default in the property field if you log in at a property level.
4. Enter a **Code**.
5. Enter a **Description**.
6. Click **Save** or **Save and Continue**.

Rate Strategies

A rate should be open on a given day or days, these decisions are made daily by the front office managers. A rate strategy determines whether or not a rate should be open on a given day or days and automates and simplifies this procedure. By keeping track of the number of bookings made for a particular room type, rate code and rate category during a given period of time, OPERA can change the status of the room type, rate code or category with the parameters correctly set. As the demand for rooms increases or decreases, there should be rate strategies for both conditions; for example, if occupancy reaches a certain level and if it drops below a certain level.

A property should either use the Rate Strategy functionality to control the property availability or use the Rate Availability functionality. The two functions should not be used in conjunction with one another because the hierarchy of the availability check places rate strategies above restrictions set in Rate Availability. This means that a Rate Strategy will always override a restriction set in Rate Availability.

Examples

- Set a basic rate strategy where the restriction dates fall within the control dates. On July 4 a property is expecting to sell out. The property wants to make sure that if overall occupancy reaches 65%, all rate codes in the discount rate category should be automatically closed. The strategy will then be executed when the occupancy for July 4 reaches 65%. OPERA does not show any discounted rates in the Look To Book grid. As the property would have also set a counter condition, when occupancy falls below 65% the discount rate category would be reopened automatically.
- Set a rate strategy for sell limits for an employee discount rate. The property could set a rate strategy for an entire year that on any given date, only 5 employee

discount rates may be given. They would set When Times Sold Reaches 5 and Close the employee discount rate, and set a counter condition of When Times Sold is Less than 5 and Open the employee discount rate.

- [Searching and Editing Rate Strategies](#)
- [Creating Rate Strategy](#)

Searching and Editing Rate Strategies

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Rate Strategies**.
2. On the Rate Strategies screen, search for the property (mandatory).
3. Click **Search** and all the defined strategies are shown on the table.

Editing Rate Strategies

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Rate Strategies**.
2. In the Search results table, click the vertical ellipsis and click **Edit**.
3. Enter or modify the information in mandatory fields and click **Save**.

The changes for the modified Rate Strategy appear in the table.

Deleting any rate strategy simply means, the restrictions are no longer set due to the strategy. If an action was generated due to the strategy while it was active, these remain set. Counter strategies should be created to automatically reverse the effect of restrictions when conditions warrant. For example, "when Occupancy % > 90, close the house" strategy exists, the counter strategy would be to open the house if the Occupancy % falls below 89%.

Creating Rate Strategy

When a rate strategy is created, a counter condition should always be created to ensure that the restriction is removed if the control is no longer met. If a counter condition is not created, OPERA would never know to reopen a restriction if the number of rooms sold or occupancy falls back below the control setting. When a rate strategy is edited or deleted, any restrictions already set by that rate strategy are not changed or removed. Once a rate strategy sets a restriction, the restriction can only be counteracted by creating a strategy that reverses it or by manually removing the restriction.

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Rate Strategies**.
2. On the Rate Strategies screen, on the vertical ellipsis, click **New**.
3. Click **Copy** to copy the details of selected property.
Clicking copy allows you to copy rate strategy from a source property to one or many target properties. This option is mostly used at the Hub level login.
4. On the Manage Rate Strategy screen, select a **Property** and **Sequence** (Mandatory fields).
5. In the Conditions panel, select a condition from the drop down list. .

6. Select **Dates to Restrict From** and **Dates to Restrict To** and **Date range when the restriction applies**
7. Select **Consider Sell Limits** and **Consider Out of Order Rooms**

Consider Sell Limits and Consider Out of Order Rooms check boxes will be available only if an entry appears in either the Rate Category field or the Rate Code field.
8. In the Restrictions panel, select the **Restriction Type** from the drop down. Select **Rate Code, Category, and Room**.

You can either select a Rate Category or Rate Code, but not both. When you select a Rate Category, then choose a Rate Code, the list of rate codes will include only those rate codes in the rate category you have selected. Once you choose the rate code, the entry in the Rate Category field is removed.
9. In Evaluation panel, select a **By Date (Date Range when monitoring of bookings apply)** and **By number of Advanced Days (Number of days in advance of the Restriction Dates that monitoring of bookings starts)**.

Property Calendar

This functionality is activated in OPERA Controls when you select Reservations > Property Calendar.

You can use the Property Calendar to get a quick overview on all the events and day types that were defined for a certain period of time. By using the calendar, you can see at a glance a broad view of the daily status of the property. For example, you may display total arrivals and departures, availability, occupancy, events, and daily type. A maximum of 12 day type codes show even when more are configured.

You can use the Property Calendar to:

- Manage events or special periods that can affect rates, which might in turn affect your booking situation.
- Organize the order that your property's rate codes display within Look To Book. Day types can be used to increase or decrease existing rates by a certain predefined factor. Day types can also be used to control the sequence of the rates in the rate grid on a daily basis. The date range option allows you to view from one day to a range of days.
- Assist guests when making reservation stay changes, or informing guests making reservations of the local events happening during their stay.
- [Searching the Property Calendar](#)
- [Day Types](#)

Searching the Property Calendar

To search a property calendar:

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Property Calendar**. Property Calendar can be accessed from **OPERA Cloud > Bookings > Reservation Workspace** also.
2. In Search criteria, click to search for the Property, if you are logged in at a HUB level. If you are logged in at a Property level, the property gets displayed by default.

3. Select a **Date and Day**.
4. Click the icon to search for Room Class and Room Type, and then click **Search**.
Room Class is available only when Room Class OPERA controls is active.
5. Click **Reset** to go back to the previous settings.
6. In the calendar table:
 - a. Click the calendar icons to select **Day, Week, Month, List**. They are the calendar components that represent general application setting for Weekdays, Weekends, Events, and Day types. Directional buttons display the view that you select. For example, if you select the year view, the buttons show the previous calendar year or the next calendar year. If the view is Day then the forward button show the user to next day calendar. If the view is Week, the forward button show the next week calendar and so on.
 - b. Numbers within the dates: By default, the number shown inside each date block indicates House availability for that date and matches the Maximum Availability on the Property Availability screen. House availability is calculated as: Total Physical Rooms - Out of Order Rooms + Overbooked Rooms - Total Deduct Rooms.

For the current or future dates, click this number to display the Property Availability screen. The number of available rooms is also shown for the last 30 days. For earlier dates, however, this number might not fully reflect the actual maximum availability because it does not consider fluctuations caused by conditions such as guests extending their stays, walk-ins, or early departures. Statistical reports should be run for a more reliable picture of availability for past dates. House availability covers all room types.
7. On the Property Availability screen, to display availability for a specific room type or room class:
 - a. From the **Display By** drop-down list, select a **Room Type** or **Room Class**.
 - b. Click the icon to select the Room Type or Room Class and then click **Search**.
 - c. You have the option of selecting the number of days from the drop-down list to view the Availability. For example, if you select 1, you can view the availability status for 1 day. If you select 5, you can view the availability status for 5 days.
 - d. Click **View Options**. In the View Options window, you can Select or Deselect multiple options at House or Room Type Levels.
 - e. Click **OK** to save the selection.
 - f. Click **I Want To...** to create a Block, New Reservation or Walk in Reservation.
8. To edit the room availability:
 - a. In the House or Room Types panel, click the number that represents available number of rooms.
 - b. In the Set Available Rooms window, select a **Level**.
 - c. Enter the **Begin Date** and **End Date** and then select the number of days in a week.
 - d. Set available rooms in **Available Rooms** field and click **Save**.

Day Types

When the Day Types is active in OPERA Controls, certain day types can be configured in OPERA which allow rates to be either increased or decreased on these days depending on forecasted occupancy. Rates will be temporarily increased for that day type by a percentage or additional amount. This day type can be reused for multiple dates. These codes will be displayed on the Property Availability screen and the Property Calendar together with the event codes, giving your reservation agents the ability to view upcoming and current rate factors.

Day Types do not apply to blocks. Blocks are negotiated rates, and therefore, when a block is created, the rate is picked up from the rate code configuration. When reservations are made against the block, the reservation will pickup the rate on the block. Day Type conditions only apply to individual reservations.

Impact of Day Type Codes to the Function Diary

Day Type and Event Codes impact the display of the Function Diary:

- If a Day Type is configured, the date will be highlighted in the color assigned to that Day Type and date.
- If an Event Code is configured, the dates for that event will be highlighted with a legend with the assigned day type color.
- If both a Day Type and Event Code are configured, the date will be highlighted in the color configured of that Day Type configured for that date and a legend with the description of the Event Code configured for that date.
- [Adding Day Types and Events to the Property Calendar](#)
- [Searching Day Types](#)
- [Creating Day Types](#)

Adding Day Types and Events to the Property Calendar

To add Day Types and Events to the calendar:

1. In **OPERA Cloud Administration** menu, select **Financial, Rate Management**, and then **Property Calendar** and then click **New**.
2. In the Property Calendar window, the property is displayed by default and the field is not editable.
3. The default From Date and To Date is the date you selected on the Edit Property Calendar screen. You can change these dates.
4. Click the search icon to select a Day Type and Event. Select from the list of existing Day Types and Event Codes that appear.
5. Select Days of the Week. Mark the check boxes that apply to the days of the week to which the selected day type and/or events can apply. By default, all days are selected. If any of the marked days fall within the range of dates defined by From/To dates, that day type and/or events will apply to the date.
6. Click **Save** and the added Day Type and Event appear in the calendar grid as legend. The legend displays the color that indicate their associated day types and events on the calendar.

7. On the Property Calendar screen, click on the legend, and then click **Delete**. You can select the dates for which you need to delete the event or you can delete the complete Day Type and Event.

Searching Day Types

To search Day Types:

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Day Types**.
2. In Search criteria, click to search for the Property, if you are logged in at a HUB level. If you are logged in at a Property level, the property gets displayed by default.
3. Click **Search** and the details for Day Types appear in the table below.
4. Click **Reset** to reset the selected property.

Editing a Day Types

To edit Day Types:

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Day Types**.
2. In the Search results table, click the vertical ellipsis and select **Edit**.
3. Enter or modify the information in mandatory fields and click **Save**.

The changes for the modified Day Types appear in the table.

Creating Day Types

To create a Day Types:

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Day Types**.
2. On the vertical ellipsis, click **New**. On the Day Types screen, mandatory fields are marked with an *.
3. Click **Save**, to save the Day Type.

Fields	Description
Property	Property for which the Day Types are to be configured.
Code	An abbreviation to be used to represent the day type, for example, CORP, DISC, NODISC, 10% D.
Description	The day type code description, for example, Corporate Day Type, Discount, No Discounts, Ten percent discount.
Multiplier	Multiplication factor for rate codes exercised on the associated day type. The number that is entered in the multiplier field will be multiplied to the pricing schedules amount for those rate codes that have the Day Type check box marked in the Rate Code Type. If the pricing schedules amount for the rate code was \$100, and this rate code was attached to this day type, the rate amount that would display for the rate code would be \$200 if the multiplier field was defined as 2. (\$100 multiplied by 2 = \$200). The same would happen for each rate code that had been attached to the day type.

Fields	Description
Adder	Addition amount for rate codes exercised on the associated day type.
Display Color	The color that identifies a specific day type on the Property Calendar.
Sequence	Number entered here determines display order for the item in lists. Items having no sequence number appear following sequence numbered items in alphabetical order.

Copying Day Types

1. From the **OPERA Cloud Administration** menu, select **Financial**, select **Rate Management**, and then select **Day Types - Template**. You also can copy a Day Type from search screen.
2. On the vertical ellipsis, click **Copy**. On the Copy Day Type Code Template(s) screen, fill in the Required Fields. Required fields are marked with an * and click **Save**.
To copy a day type and associate it with a property, select the Template option.
3. On the Configure Parameters panel, select **Day Type Code** and **Target Properties** and click **Save**.
The selected Day Type Code and Target Properties appear in the Review and Copy Codes panel.
4. Click **Copy and Continue**.
5. On the Confirmation panel, Status shows Complete and Status message as Copy Template Code(s) was successful. Click **Print**.

End of Day (Night Audit) Procedures

You can add or edit final procedures and reports to the End of Day process. Setup is available in the OPERA Cloud menu and from Routine Management in the Administration menu. You can set the run frequency of procedures and reports to daily, weekly, monthly, or yearly.

- [Setting Up End of Day Final Reports](#)
- [Adding New End of Day Procedures](#)
- [Enabling Arrivals with Deposit Balance](#)

Setting Up End of Day Final Reports

Use End of Day Setup to create or activate additional procedures and reports during the End of Day process.

1. From the **Administration** menu, select **Financial**, select **Routine Management**, and then select **End of Day Final Procedures and Reports** or **End of Day Interim Procedures and Reports**
2. Select the **Final Reports** tab and click **New**.
3. Select the **Property** where the report runs.
4. Search and select **Report Name** field.

5. Enter a **Display Name** and select a **Language**.
6. Select **New Parameter Form** or select an **Existing Parameter Form**. New forms require a name, label, data type, value, sequence, and LOV Query.
7. Select the report destination. You can send reports to a configured Printer or Email address; or you can save reports to a configured file location (create a descriptive report name in the Spool Name field and select a file format).
8. Select a **File Format** of HTML, PDF, or XML etc.
9. Create new or select a pre-configured Parameter Form. New forms require a name, label, data type, value, sequence, and LOV Query.
10. Select the frequency for the report to run. Options are daily, weekly, monthly, and yearly.
11. Select a **Watermark Mode** from the drop-down list. The Enhanced option requires you to enter position, font, and color information.
12. Click **Save and Continue** or **Save**.

Adding New End of Day Procedures

Use the Routine Management screen to add procedures to the End of Day process.

1. From the **Administration** menu, select **Routine Management** and then select **Final EOD Procedures & Reports**.
2. Search by property for Procedures and Reports.
3. Click **New**.
4. Add a descriptive name for the Procedure.
5. Enter the procedure name in the Procedure Name field.
6. Enter a Sequence number (determines the order of this procedure when it appears in a list).
7. Select the frequency for the procedure to run.
8. Click **Save** .

Enabling Arrivals with Deposit Balance

You can add the Arrivals with Deposit Balance procedure to the End of Day routine. This procedure looks for guest arrivals that have a deposit balance but are not yet checked in. The End of Day routine stops until you check in these reservations or settle their deposit balances.

Use OPERA Controls to add the Arrivals with Deposit Balance procedure to the End of Day routine.

1. From the **Administration** menu, select **Enterprise**, and then select **OPERA Controls**.
2. Select the **Cashiering** group and set the **Deposit Handling** function to **Active**.
3. Select the **End of Day** group and set the **Arrivals with Deposit Balance** parameter to **On**.

4. In the End of Day routine if Arrivals having deposit are found, OPERA stops and allows you to check in reservations and transfer deposits to zero or refund the deposit from Deposit option.

About Transaction Codes

Transaction codes are used for posting payment and sales charges to deposit, guest, package and city ledgers. Transaction codes are also required for internal, system postings.

- Sales charge transaction codes are required to post revenue and non-revenue charges to guest, package, and city ledgers.
- Payment transaction codes are required to post payment to deposit, guest, or city ledgers and would include cash, check, all credit card types, and other payment types such as bank EFT transfers.
- The Wrapper transaction code is a single transaction code used to post the package rate amount to guest ledger; this amount is credited in the package ledger where the itemized package charges are then posted.

Consider numbering your transaction codes in a logical order to keep the auditing simple. For example, all room related charges could be in the 1000 group; food and beverage related charges in the 2000 group, and so on. You should always allow for future growth as your requirements change by leaving openings in the transaction code sequence.

Transaction codes are not fixed until they are used in a posting, so you are able to change them until you are satisfied. After posting transaction codes to a ledger, you are unable to change or delete the transaction code.

Note:

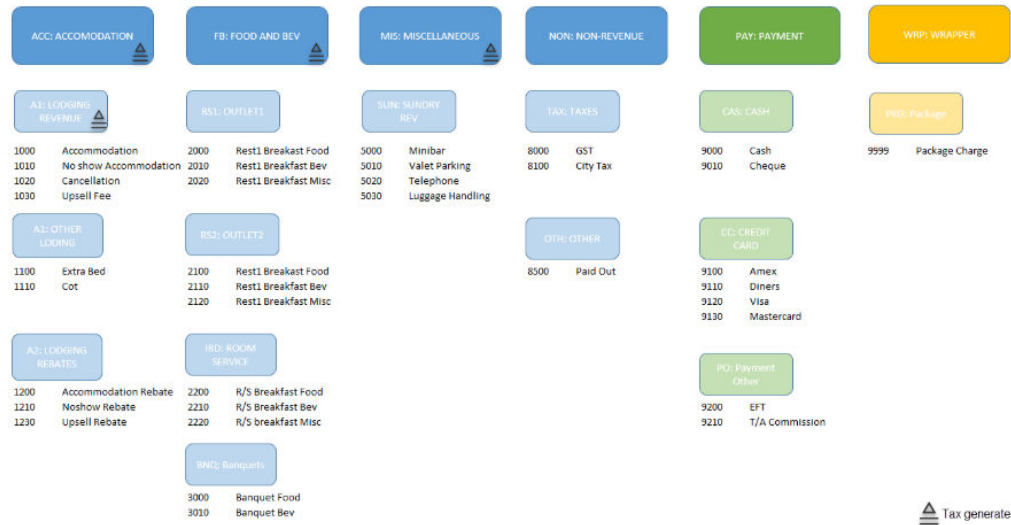
You cannot delete transaction codes if they are attached to an application setting, even if the transaction code has not been associated with an actual charge. A transaction code can, for example, be associated with deposit payments (Cashiering>Deposit Ledger Transaction Code) or with packages (Rate Management> Default Package Transaction Code), among others. Also, when the Reservations > Reservation Upgrade application function must be set to active, and a transaction code is attached to an upsell, the actual transaction code cannot be removed from OPERA Cloud until the transaction code is no longer linked to the upsell.

For each sales charge transaction code, you can define other transactions that should calculate and post automatically each time the transaction code is posted (these are called generates). Generates are used to handle the calculation and posting of included or additional taxes on sales charges. Refer to “Generates Configuration.”

Transaction codes are grouped into transaction subgroups which in turn are grouped into transaction groups. This hierarchy is used for reporting and also to easily configure the tax generates at the subgroup or group level, rather than on all individual transaction codes.

The transaction group configuration determines whether all linked transaction codes are sales (revenue) charge codes, payment codes, or a wrapper (package) code.

Figure 12-1 Transaction Codes



For each sales charge transaction code, it is also possible to define a different transaction code to be used when adjusting postings. For example, transaction code 1000 (Room Revenue) should only be posted during the End of Day routine. Any adjustments for Room Revenue should be posted against transaction code 1050 (Adjust – Room Revenue). When you set up transaction code 1000, enter 1050 in the adjustment transaction code area. When a cashier posts an adjustment against transaction code 1000, the system would actually post the adjustment to transaction code 1050. When posting an adjustment for a previous day, the adjustment is recorded for today's date. The use of additional adjustment codes can greatly assist with the balancing of outlet postings automated through an interface.

- [Adding Transaction Codes](#)
- [Revenue Buckets Overview](#)
- [Managing Routing Codes](#)
- [Adding Transaction Groups](#)
- [Adding Transaction Code Subgroups](#)
- [Tax Generates](#)
- [Using Advanced Generates](#)
- [Applying Stop Posting Generates](#)
- [About Rounding Factors](#)
- [Managing Payment Methods](#)
- [Configuring Articles](#)
- [About Revenue Type Mapping](#)

Adding Transaction Codes

Use the following steps to create transaction codes.

1. From the Administration menu, select **Financial**, select **Transaction Management**, and then select **Transaction Codes**.
2. If the MHOT license is active, select the **Template tab**.
3. Click **New**.
4. Select the **Ownership** of the transaction code. Options are Property or Central (for multi property hotels).
5. Enter a numeric **Code** to represent the new transaction code.
6. Enter a **Description** of the transaction code. The description appears in Billing and outputs on folios.
 - a. Select the **Manage Translation** link to add translated descriptions (when the Multi-Language function active) to print translated folio for foreign guests / companies.
7. Select a **Subgroup** for the transaction code. Subgroup selection determines whether the transaction code is considered sales (revenue and non-revenue), payment, or wrapper based on the transaction group linked to the subgroup.

Transaction codes that belong to the same subgroup are grouped together for the same date on the Billing screen. When printing folios, the styles are: 1, 9, 10, 11, 14, 16, 15, or 19.

Complete any of the following optional fields or selections:

- **Transaction Type.** Transaction types are used to cluster similar transaction codes. This field is optional, but certain reports (Financial Transactions with Generates and Financial Transactions by Folio No.) print financial information based on the transaction code type. Available options are Lodging, Food and Beverage, Telephone, Minibar, Tax, Non-Revenue, Others, or blank.
- **Tax Code.** When you select a Tax transaction type, this field is enabled (1-20) to define up to 20 tax bucket values for the tax type transaction code. Use these buckets to group various tax transactions into one total on the footer of the folio and in reports. For example: all GST transaction codes would have tax code = 1.
- **Fiscal Transaction Code.** This tells the local fiscal application how to format charges for this transaction code when building the fiscal printer XML files.
- **Adjustment Transaction Code.** This is the transaction code to use when posting an adjustment to the current transaction code. Adjustment transaction codes let you store and track updates to transactions (and linked transactions). For example, you can use them to track customer reimbursements, credit adjustments, corrections (including same day corrections), and rebates.
- **Service Recovery Code.** The transaction code to use when posting a Service Recovery Adjustment to the current transaction code. Select a transaction code from the list of eligible Service Recovery Transaction Codes.
- **Default Price** associated with this transaction code. The default price automatically appears in the Amount field (can be edited) on the Transaction Posting screen, where it can be edited. You can change this amount, however, if

the amount is changed, that change is made globally and affects all areas that use the transaction code.

- **Minimum Amount.** The minimum amount allowed under the new Transaction Code. If the minimum is not met, a warning message appears.
- **Maximum Amount.** The maximum amount allowed over the new Transaction Code. Enter amounts during a manual posting. If the maximum is exceeded, a warning message appears.
- **UPC.** A universal product code used for scanning items in Post-It.

PAYMENT DETAILS:

- **Payment Type.** (Available for payment group linked transaction codes.)
 - Credit Card. Select this option button if the current transaction code is a credit card transaction code.
 - Cash. Select this option button if the current transaction code is a cash transaction code.
 - Others.
- **Processing Type.** (Available only if Credit Card payment type is selected.)
 - EFT. Select this option button if the transaction code is used with an integrated payment partner.
 - Manual. Select this option button if the transaction code is used for manual credit card transactions.
- **CC Commission.** Commission percentage to be paid to the credit card company for credit card transaction handling. Available if Credit Card payment type is selected.
- **AR Account Number.** Select the accounts receivable account to use for the current payment transaction code. This determines the AR account to which all payment postings transferred. For example, you might specify an AR account if you want to transfer a specific type of credit card payments (for example, American Express) to an AR account to enable tracking the remittance by the credit card merchant.

OPTIONS:

- **Revenue Group.** Select this check box if this sales transaction code is revenue. If deselected, the charges posted to the transaction code are treated as non-revenue.
- **Paidout.** Select this check box if the transaction code is for posting cash paidout. Paidout transaction codes must be linked back to a sales transaction group via the subgroup.
- **Deposit Payments** (available for Payment group transaction codes when the Cashiering > Deposit Handling application function is set to Y). The payment transaction code is allowed for deposit payments.
- **Cashier Payments (1-8)** (available and selected by default for Payment group transaction codes). Select this check box if the payment type transaction code is allowed for payments applied to Billing screen windows 1 - 8 (Cashiering > Billing).
- **AR Payments** (available for Payment group transaction codes). Select this check box if the transaction code is allowed for accounts receivable payments.

- **Round Factor** (available for Payment type transactions codes). This is available when the Cashiering>Rounding Factor application parameter is set to Y.
- **Check No. Mandatory.** Select this check box if a check number must be entered when making a posting against this transaction code.
- **Membership.** Select this check box if the transaction code can be used towards membership points. The check box enables selection of this transaction code in the Membership Transaction Groups configuration.
- **Generates Inclusive.** Select this check box if generated charges (such as taxes or service charges) are included in the base amount posted. For example, a minibar charge could be tax inclusive, so when posting a 40.00 charge (and generates are set up), the guest would see \$40.00 on the folio, however, internally the tax generate would be broken out (\$35.00 minibar, \$5.00 tax). If unchecked, tax generates are calculated from the base amount posted, and then posted separately as itemized, exclusive charges (taxes) on the folio.
- **Manual Posting.** If this check box is selected, cashiers can manually post the transaction code. If not selected, cashiers do not see this transaction code in lists of values for payments (on the settlement screen) or for posting charges (such as Billing). Leave this check box deselected for transaction codes that you want to make unavailable for manual posting such as accommodation revenue posted by the end of day routine or revenue charges posted via an interface.
- **Include in Deposit/CXL Rule.** The appropriate check box is available if either the Cashiering > Deposit Handling application function, the Cashiering > Cancellation Handling application function, or both application functions are set to Active. When this check box is selected, the transaction code is included in the calculation of deposit and/or cancellation rule fees. You can use this feature to include or exclude costs such as packages, generates, and fixed charges associated with a reservation when calculating deposit requests and cancellation penalties.

Related topics: Transaction Groups; Transaction Sub-Groups; Generates Configuration; Advanced Generates

- [Editing Transaction Codes](#)
- [Configuring Transaction Diversions Rules](#)
- [Copying Transaction Configuration to Multiple Properties](#)

Editing Transaction Codes

You can edit or delete transaction codes. If your property has an active OPERA Sales and Events Management (OSEM) license, you can also edit transaction codes when mapping revenue types, event types, or function spaces to a transaction code.

1. From the **Administration** menu, select **Financial**, select **Transaction Management**, and select **Transaction Codes**.
2. Select a **Property**, enter any additional search criteria, and then click **Search**.
3. From search results, select a record, click the **vertical ellipsis**, and select either **View** or **Delete**.
 - Selecting View opens the Transaction Codes screen and gives you access to the edit function on the Manage Transaction Code panel.

- Selecting Delete lets you delete the transaction code record.
4. In the Manage Transaction Code panel, click **Edit**, make your updates, and then click **Save**.

 **Note:**

Select the **Inactive check box** in the Manage Transaction Code panel to make the transaction code inactive for future use (you cannot make the transaction code inactive if it was used in the past).

5. Click **Save**.

Configuring Transaction Diversions Rules

To create a transaction diversion rule, follow the steps below.

Creating Transaction Diversions Rules

1. From the Administration menu, select **Financial**, select **Transaction Management**, and then select **Transaction Diversion Rules**.
2. On the Transaction Diversion Rules screen, search or select the Property and click **New**.
3. On the Manage Transaction Diversion Rule screen, select the **Level** from the drop-down list to **Property** or **Reservation**.
4. Enter the **Code** that identifies the transaction diversion rule.
5. Enter the **Description** for the code.
6. Select the **Rule Type**. If a **VIP** rule or **Membership** rule.
7. Search and select the **Membership Type**. Available if Membership is selected for the Rule Type.
8. Search and select the **Membership Level**. Available if Membership is selected for the Rule Type and the Membership Type is configured with levels.
9. Search and select the **Transaction Codes**. The list of transaction codes does not include package wrapper transaction codes, generate transaction codes, package profit and package loss transaction codes, and internal OPERA transaction codes.
10. Search and select the **Room**. Pseudo Room to which postings for this transaction diversion rule will be diverted.
11. Select the **Sequence**. Enter a unique sequence number that determines the priority this transaction diversion rule has when OPERA must decide which pseudo room charges will be diverted to in the event that the same transaction code is attached to a membership rule and a VIP rule, both of which apply to the same reservation.
12. For Thresholds:
 - a. Select a threshold from the drop down based on **Count**, **Minutes**, **Quantity**.
 - b. Select **Calculation** based on **PerStay** or **PerDay**.

- c. Add or minus the **Minimum Required**value.
- d. Add or minus the **Complimentary**value.

Editing Transaction Diversions Rules

1. From the Administration menu, select **Financial**, select **Transaction Management**, and then select **Transaction Diversion Rules**.
2. On the Transaction Diversion Rules screen, search and select the required transaction diversion rule that you want to edit and then click on the vertical ellipses.
3. Click **Edit**.
4. Update configuration.
5. Click **Inactive** to mark inactive.
6. Click **Save**.

Deleting Transaction Diversions Rules

1. From the Administration menu, select **Financial**, select **Transaction Management**, and then select **Transaction Diversion Rules**.
2. On the Transaction Diversion Rules screen, search and select the required transaction diversion rule that you want to delete.
3. Click on the vertical ellipses and then click **Delete**.
4. Confirm the deletion.
5. Click **Save**.

Copying Transaction Configuration to Multiple Properties

For multi-property operations, transaction management configuration is completed in the template and then copied to all or selected properties. The copy function is available on the Template tab. You can copy transaction groups, transaction subgroups, and transaction codes.

Note:

Dependent configuration such as transaction groups and sub-groups must be copied first or the copy transaction code process will fail.

1. From the Administration menu, select **Financial**, select **Transaction Management**, and then select **Transaction Groups, Transaction Subgroups, or Transaction Codes**, .
2. Click the **Template** tab.
3. Enter search criteria and then click **Search**.
4. From search results, select a **record**, click the row level **vertical ellipsis**, and select **Copy**.
5. Select the **record** you want to copy.

6. Select the **Target Properties** to receive the copied transaction code.
7. Click **Save**.
8. Review your selection and then click **Copy And Continue**.
9. Adjust your selections if needed based on the confirmation message.

Revenue Buckets Overview

[Prerequisites for Revenue Buckets](#)

Revenue buckets allow you to group the various revenue, non-revenue and payment transaction codes transaction codes configured at your property into buckets. Rather than displaying or outputting totals per transaction code, revenue buckets display or output the summarized total per bucket. The following buckets types are seeded on provisioning for the following uses:

- BILLING: Revenue summary in Billing
- PROFILE: Revenue and payment buckets in a profile's stay revenue details
- DEFAULT: Revenue and payment buckets for exports files generated

See [Guest Stay Statistics](#) for more information.

- [Prerequisites for Revenue Buckets](#)
- [Managing Revenue Bucket Codes](#)
- [Managing Revenue Bucket Types](#)

Prerequisites for Revenue Buckets

OPERA Controls

Group: Profile

Function : Profile Revenue Buckets.

Managing Revenue Bucket Codes

To copy Revenue Bucket Codes:

1. Select the **Administration** menu, select **Financial**, select **Transaction Management** and then select **Revenue Bucket Codes**.
2. On the Revenue Bucket Codes screen, click **New**.
3. Select or confirm the **Property**.
4. Select the **Bucket Type**.
5. Enter a **Code** for the Bucket
6. Enter a **Description** for the bucket codes.
7. Enter an optional **Bucket Value**.
8. In the **Transaction Codes** panel:

- a. Type the transaction code in **Available** field and click **Go** or codes from the list.
 - b. Use the forward or backward arrows to select the transaction codes you want to include in this revenue bucket.
 - c. Click **Save**.
9. To **Edit** or **Delete** a revenue Bucket Code:
- a. On the **Revenue Bucket Codes** screen, select or confirm the **Property**.
 - b. Select the desired code and click **Search**.
 - c. In the search results, select a code and click the vertical ellipses. Select **Edit** or **Delete**.
 - d. Click the plus icon to see the attached **Transaction Code** for the selected revenue bucket code.

Managing Revenue Bucket Types

In addition to the seeded revenue bucket types, additional bucket types can be configured for generic fiscal payload/FLIP functionality.

1. Select the **Administration** menu, select **Financial**, select **Transaction Management** and then select **Revenue Bucket Types**.
2. On the Revenue Bucket Types screen, click **New**.
3. Select or confirm the **Property**.
4. Enter the **Code**.
5. Enter a **Description** for the revenue bucket type and click **Save**.
6. To search for an existing Revenue Bucket Type:
 - a. Select or confirm the **Property**. You have the option to select multiple properties.
 - b. Select the **Code**. You have the option to select multiple codes.
 - c. Click **Search**.
 - d. To delete, in the search results, select a Revenue Bucket Type and click on the vertical ellipses and select **Delete**.

Managing Routing Codes

Prerequisites for Routing Codes

The Routing Codes function allows you to group certain transaction codes into meaningful units in order to simplify the process of setting up routing instructions on reservations and profiles. Using a routing code is often more efficient and less time consuming than choosing separate transaction codes.

You can create routing codes in Transaction Management and reference them in reservation routing and default routing for profiles.

In the following example, you could group all food transactions codes in the FD routing code, all beverage transactions in the BV routing code, and so on.

Table 12-20 Routing Codes Example

Routing Code	Description	Transaction Codes
PH	Phone	3000, 3010, 3020
RT	Room & Tax	1000, 1010, 1020, 1030, 1040
FD	Food	2000, 2010, 2020, 2030, 2040, 2050
BV	Beverage	2005, 2015, 2025, 2035, 2045, 2055

Create Routing Codes

1. From the Administration menu, select **Financial**, select **Transaction Management**, and select **Routing Codes**.
2. Enter or confirm the **Property** and click **New**.
3. On the Manage Routing Codes screen, enter a **Code**.
4. Create a **Description** of the code.
5. Select the default **Apply To** days of week.
6. Select the default **Routing Limits**.

Routing Limits impose a limit on the total value of transactions that can be routed.

- a. **Amount:** specify a maximum amount for this routing instruction. The limit accepts the total amount you can route for any one reservation using this routing instruction. No limit is set if you leave the Limit field blank.
- b. **Percentage:** select this to route a percentage of the transactions associated with the routing instruction. For example, enter 10 in this field to route 10% of each transaction. Generates such as taxes and service charges are also split by the designated percentage.
- c. **Covers:** specify a default number of covers to auto-populate in the Covers field on the Routing Instructions screen when this routing code is selected. Covers indicate the number of charges or transaction codes the routing code covers.

When charges via an interface are made against any of the transaction codes included in the routing code, OPERA divides each charge by the number of covers specified by the interface. If the number of POS covers is greater than or equal to the number of covers on the routing instruction, the per-cover charge is multiplied by the number of covers on the routing instruction and that amount is routed. If the number of POS covers is less than the number of covers on the routing instruction, the charge is not routed.

7. Select the **Apply (Limit) Per Day** check box to generate a separate routing instruction for each day of the stay. This may be useful, for example, when you want the routing limit to apply to each day of the stay rather than to the entire stay or to a range of dates.
8. From the Available list of transaction codes, search and select the **transaction code(s)** to associate with the new routing code (hold down the Ctrl key to select multiple transaction codes).
9. Click the **directional arrow** to move the codes to the Selected list.

You can filter the Available list or the Selected list of transaction codes by entering a transaction code in the Filter field and clicking **Go**.

10. Click **Save**.

To edit or delete routing codes:

1. On the Routing Codes screen, select or confirm the **Property**.
 2. Enter search criteria for routing codes and click **Search**.
 3. In the search results, select the **routing code** and click the **vertical ellipsis**.
 4. Select **Edit**.
 5. Update the routing code configuration and click **Save**.
 6. To delete a routing code, in the search results select the **routing code**, click the **vertical ellipses**, and select **Delete**.
- [Prerequisites for Routing Codes](#)

Prerequisites for Routing Codes

Group: Cashiering

Function: Routing

Adding Transaction Groups

Transaction groups are required for defining the transaction code type for transaction codes linked to the group via a subgroup. You can define tax generates at the group level per property; all transaction codes linked to the group will inherit the generates in the group.

Use the following steps to create transaction groups:

1. From the Administration menu, select **Financial**, select **Transaction Management**, and then select **Transaction Groups**.
2. If MHOT is active, select the template tab.
3. Click **New**.
4. Select the transaction group type:
 - a. **Revenue**. Defines the group as Sales (revenue and non-revenue) Charges.
 - b. **Payment**. Defines the group as Payment.
 - c. **Wrapper**. Defines the group as Wrapper (package). Only 1 group is required.
5. Enter an alpha-numeric **Code**.
6. Enter a **Description** of the transaction group
7. Optionally enter a display sequence for the code when displayed as a list.

Related topic: Generates

Adding Transaction Code Subgroups

Transaction codes are linked to a subgroup, a transaction subgroup is then linked to a transaction-group. For each transaction group, you must have at least one transaction subgroup. Tax generates can be defined at the subgroup level per property and will be inherited by all transaction codes linked to the subgroup.

Use the following steps to create transaction subgroup:

1. From the Administration menu, select **Financial**, select **Transaction Management**, and then select **Transaction Subgroups**.
2. If MHOT is active select the template tab.
3. Click **New**.
4. Enter an alpha-numeric **Code**.
5. Enter a **Description** of the transaction subgroup.
6. Select a **transaction group** from list of values.

You must link the subgroup to a transaction group. After you link to a group, the Type field value will display the group's transaction code type: Revenue (Sales), Payment, or Wrapper.

7. Optionally, enter a display sequence to determine or order of this subgroup when it appears in a list.

Related : Generates configuration

Tax Generates

Generates automatically calculate additional charges such as service charges and taxes that are auto-posted when you select a particular sales charge transaction code for posting in a guest bill, a package posting, or to an AR invoice. For example, a room charge might always generate a room tax (VAT) charge. The room tax charge can be set up as any of the following:

- Percentage of the room charge.
- Flat amount posted each time the room charge is posted.
- A configurable formula.
- An amount based on tax type rules that refer to the specific reservation or profile to determine the charge amount to generate.

The Generates Inclusive Y/N check box on each sales transaction code determines whether the generates are posted separately to the base sale amount or included in the base amount; the options depend on whether amounts are posted inclusive or exclusive of tax and service charges.


You can set up generates for individual transaction codes, all transaction codes within a transaction subgroup, or all transaction codes within a transaction group. If all revenue is subject the same tax and tax rate, the generate can be configured on the transaction groups and inherited by all transactions codes linked to the transaction group via subgroups. If the tax only applies to some revenue, then the tax generate

can be configured on sub-groups or individual transaction codes. When a generate is configured at the group level, and a different generate is configured on a subgroup, the transaction codes linked to subgroup will inherit both of the generates.

You can add as many generates to a transaction code, transaction group, or transaction subgroup as necessary. Furthermore, you can use the result of one generate calculation as the basis for calculating subsequent generates; for example, if you want to calculate a tax that is based on the total that results from the posted charge plus a service charge. In this situation, the total posted amount resulting from the addition of the service charge can be stored in a subtotal bucket for calculation of the tax. If you plan to use subtotals in this way, the order in which you create generates is important to ensure subtotals from one generate calculation are available for the next calculation. Three subtotal "buckets" are available: Subtotal 1, Subtotal 2, and Subtotal 3. To store the result of a generate calculation in one of these buckets for use in a later generate calculation, select the appropriate Subtotal check boxes. The value of a specific Subtotal bucket will be cumulative if later generate calculations also store their results in the same Subtotal bucket. The base amount of the posting is held in each bucket flagged to include the transaction amount. If the bucket has not been flagged to include the transaction amount, the starting amount of that bucket is zero.

When assigning a generate to a group or subgroup, the generates will always post for each transaction code within that group or subgroup.

- To assign generates to a transaction code group, select Administration > Financials > Transaction Management > Transaction Groups. From the Transaction Codes Groups screen, select the transaction code group to edit or create generates. Select the Edit action and then select New in the Generates panel.
- To assign generates to a transaction code subgroup, select Administration > Financials > Transaction Management > Transaction Subgroups. From the Transaction Codes Subgroups screen, select the transaction code subgroup to edit or create generates. Select the Edit action and then select New in the Generates panel.
- To assign generates to a transaction code, select Administration > Financials > Transaction Management > Transaction Codes. From the Transaction Codes Setup screen, select the transaction code to edit or create generates. Select the Edit action and then select New in the Generates panel.

 **Note:**

The Generates panel is not enabled for transaction codes that are linked to a Wrapper Group or Payment Group.

Related Topics:

- [Configuring Generates](#)
- [Adding Transaction Groups](#)
- [Adding Transaction Code Subgroups](#)
- [Configuring Generates](#)

Configuring Generates

You can configure generates for individual transaction codes, all transaction codes within a transaction subgroup, or all transaction codes within a transaction group. Use the Generates panel to configure generates.

1. From the Administration menu, select **Financial**, select **Transaction Management**, and then select one of the following: **Transaction Codes**, **Transaction Groups**, or **Transaction Subgroups**.
2. In the Property tab, enter search criteria and then click **Search**.
3. From your search results, select the **record**.
4. Click the row-level **vertical ellipsis** and select **View**.
5. Navigate to the Generates panel and click **New**. Or, select the row level **vertical ellipsis** and select **Edit**.
6. Select a **Generates Code**.
7. Select either **Tax Type** or **Non-Tax Type**.
 - Tax Type controls whether the generate is applied to a posting and how it is calculated based on the tax type value from either the profile or reservation (Tax Type Calculation setting in OPERA Controls).
 - Non-tax type applies to all reservations/profiles
 - When tax-type is selected, the panel displays each configured tax type. Select **NEW** from the row-level vertical ellipse to configure the posting rule details for the specific tax type.
8. Select **Posting Rule Details**:
 - a. **Percentage**. The generate is a percentage of the transaction posting. In the Calculation On field, select the down arrow and select the value against which the percentage should be applied. Usually the percentage will be applied to the base amount of the posting (B). However, you can also select the value stored in Subtotal 1 (S1), Subtotal 2 (S2), or Subtotal 3 (S3) if you are calculating a tax on another tax or service charge.
 - b. **Amount**. The generate is a flat amount.
 - c. **UDF Function (User-Defined Function)**. The generate is calculated based on a user-defined function or formula. Enter the start day and select a user defined function from the drop-down menu.
 - d. **Do Not Post** – Do not calculate or post a generated charge (used when a base charge is tax exempt for a specific tax type).
 - e. **Start Date** – Select a start date for the generate rule.
9. Select **Add Calculated Amount to**. Select the check boxes to store the results of a calculation in a "bucket" for use by a subsequent generate calculation. The value of a specific Subtotal bucket will be cumulative if later generate calculations also store their results in the same Subtotal bucket. The base amount of the posting is held in each bucket flagged to include the transaction amount.
10. Select the **Advance Generate Handling** (for this feature, set the OPERA Controls Cashiering function to Active):

- a. **Do not post after (n) days.** Enter a value after which the generate will stop posting.
- b. **End of Day adjustment option.** Automatically adjust any posting with this transaction code used as the generate on the 31st day, during the End of Day Process. If the Do Not Post After Days field is set to 30 and the adjustment type is set to During End of Day, the adjustment will only be made for any posting of that generate within those 30 days. Stopping of generates will take place during the End of Day Sequence on the day after the stop days when the adjustment level type is During End of Day. If the generate indicates Do Not Post After Days of 30, the generate will not post during the End of Day Sequence on the 31st day.
- c. **Prompt at Checkout adjustment option.** If the checkout button is selected in the Billing screen, or if an early departure is performed, you are prompted accordingly. During checkout when you select the Checkout button, if the generate is marked as Prompt at Checkout, the Adjust Generates screen appears with a message that generates are evaluated for adjustment. You can select/unselect and click OK to continue.
- d. **No Adjustment option.** The adjustment is not made automatically, and you are not prompted with a message during checkout. This is the default type.

11. Click **Save**.

Editing Generates (if only the view action is available, the generate is inherited from another level and cannot be edited):

1. From the Administration menu, select **Financial**, select **Transaction Management**, and then select one of the following: **Transaction Codes**, **Transaction Groups**, or **Transaction Subgroups**.
2. In the Property tab, enter search criteria and then click **Search**.
3. From your search results, select the **record**.
4. Click the row-level **vertical ellipsis** and select **View**.
5. Navigate to the Generates panel.
6. Select the row level **vertical ellipsis** and select **Edit**.
7. Update details.
8. Click **Save**.

Deleting Generates (if only the view action is available, the generate is inherited from another level and cannot be edited):

1. From the Administration menu, select **Financial**, select **Transaction Management**, and then select one of the following: **Transaction Codes**, **Transaction Groups**, or **Transaction Subgroups**.
2. In the Property tab, enter search criteria and then click **Search**.
3. From your search results, select the **record**.
4. Click the row-level **vertical ellipsis** and select **View**.
5. Navigate to the Generates panel.
6. Select the row level **vertical ellipsis** and select **Delete**.

Using Advanced Generates

Generates automatically calculate additional charges such as taxes on a guest's bill. Advanced Generates allow you to stop Generates from posting after a specified number of days. You might use Advanced Generates to stop posting for promotional reasons or for long stay reasons.

You can apply Advanced Generates to transaction codes, including groups and subgroups. When setting up Advanced Generates, you must select one of the following Adjustment Types:

During End of Day. This adjustment type automatically stops Generates during the End of Day process after the number of days you specify. For example, if you specify 30 days, the generate will stop on the 31st day during the End of Day process. The During End of Day option also inserts an alert at Checkout telling you an adjustment has been completed for the guest.

Prompt at Checkout. This adjustment type displays the Adjust Generates screen and a prompt providing further instructions.

No Adjustment. This adjustment type is the default option. It provides no adjustments or message prompt.

Applying Stop Posting Generates

You can stop posting generates after a number of days using the following steps.

1. From the Administration menu, select **Financial**.
2. Select **Transaction Management** and then select **Transaction Codes**.
3. Search and select a transaction code.
4. On your selected transaction code, click the more options icon and select **View**.
5. Scroll to the Generates panel.
6. Select a **Generates Code** and then click the more options icon.
7. Select **Edit**.
8. Scroll to Advance Generate Handling.
9. In the Do not post after (n) days field, enter the number of days allowed until generates should stop posting.
10. Select one of the following check boxes to enable the following adjustment options:

End of Day: automatically adjusts any posting with the transaction code used as the generate during the End Of Day process.

Checkout: when the Checkout or Early Departure options are selected, this prompts you to adjust any outstanding charge posted to the selected Transaction code.

No Adjustment: No adjustments will be applied automatically, and you will not receive prompts for postings in need of attention.

11. Click **Save**.

About Rounding Factors

In certain jurisdictions around the world, monetary amounts must be rounded by a standard factor due because of the discontinued use of lower denomination coins. To meet this requirement, OPERA Cloud provides a rounding factor feature that allows properties to automatically apply a designated rounding factor to monetary amounts.

Rounding factors are applied to payment type transaction codes that you designate for rounding. This flexibility allows you to handle situations where one payment method is not rounded, such as EFT credit card payments, while another payment method is rounded, such as cash payments.

- When the rounding multiple code is of Payment type, the rounding is posted to the account and applied as a payment to the last invoice.
- When the rounding multiple code is of Revenue/Consumption type (revenue producing transaction code), the rounding is posted to the invoice. For multiple invoices, the rounding is posted to the last invoice in the list. The rounding posting can then be seen in the invoice details screen.

The OPERA Controls Cashiering>Rounding Factor allows you to set the rounding factor to use. Available factors are 5, 10, 50, and 100.

Rounding Multiple Code Setting Using Consumption Transaction Code Type

- The transaction code must be marked as Revenue Group.
- After making a rounding difference posting to this transaction code, you cannot edit the transaction code in configuration.

Rounding Multiple Code Setting Using Payment Transaction Code Type

- The transaction code must be marked as Others payment type using the Transaction Type drop-down on the Transaction Code setup screen.
- Note, after assigning a transaction code to the Rounding Multiple Code setting, before any posting is made using this transaction code, you can edit the transaction code. OPERA Cloud will not prompt as in the case of a consumption code; however, the following attributes cannot be selected: AR Account, Cashier / AR / Deposit, Paidout, Revenue Group, Round Factor, or Membership. If there are any posting against this transaction code, OPERA Cloud will prompt as such and prevent making any changes.

 **Note:**

Postings against the Rounding Multiple Code transaction code using a Payment transaction code type are included in the Miscellaneous Payments Cashier Report.

Round Factor Payment Transaction Codes

Rounding factors are applied to the Payment type (Payment Group) transaction codes that you designate for rounding. This flexibility allows you to handle situations where one payment method is not rounded (for example, EFT credit card payments) while another payment method is rounded (for example, cash payments).

To designate that a payment type is to be rounded, select the Rounding Factor check box on the Transaction Codes Edit screen. (This option is available only when the Cashiering>Rounding Factor application parameter is set to Y. It is only available on Payment type transaction codes.)

When a payment is made using the transaction code marked as Round Factor, the rounded amount will be returned as the payment amount.

Feature Behavior

At settlement (Check Out, Early Departure, Quick Check Out) or payment posting, OPERA Cloud applies the rounding factor (as appropriate for the payment method being used) before displaying the Amount field in the Payment screen.

The rounding difference is posted only if the balance due is an amount that needs to be rounded and is being fully paid off, for example, 25.22 is rounded to 25.20 for a bill being paid in full.



Note:

Payments posted in foreign currency are not subject to rounding.

If the payment method is (or is changed to) a payment method that does not use the rounding factor, OPERA Cloud displays the unrounded payment amount. When rounding is applied, the Billing screen displays the rounded difference along with the rounded payment.



Note:

When performing folio settlement and posting partial payments using various payment methods, if the last amount due is .02 or .01, OPERA Cloud will automatically post a rounding difference irrespective of the payment methods used earlier. For example: If a billing window has a balance of .01 or .02, selecting Payment or Settlement will post the rounding difference automatically. This applies to Passerby, AR, POST IT, and so on.

The rounding difference posting cannot be edited / deleted / transferred by itself/ adjusted/ split. If the payment that posted a rounding difference is moved, the rounding difference posting also moves with it.

The folio that is generated will show the rounded amount and amount paid, as applicable for the payment method being used. The Total_Rounding merge code may be added to the folio footer to show the net rounding applied to the charges shown on the folio.

Other areas where the rounding factor is applied include:

- Passerby payments
- Post It payments
- Currency exchange
- End of Day processing automatic checkout payments
- Paidouts

In Accounts Receivable, the invoice will be modified to cover any rounding difference due to the payment method, thereby avoiding mismatches between the amount owed and the payment. For example, assume the Rounding Multiple is 5 and cash payments are subject to rounding. If an invoice has a total of 133.44 owed, and the payer makes a cash payment, the invoice amount is automatically rounded to 133.45 at the time the Payment screen opens. The cash payment of 133.45 closes the invoice. If EFT credit card payments are not rounded, the invoice amount and the payment remain as 133.44.

The currency exchange receipts display the rounding difference amount if any are posted when performing currency exchange.

A merge code for displaying the rounding factor amount is provided for sample payment and sample deposit receipts.

See related topic – OPERA Controls

Managing Payment Methods

Payment Methods allow you define the payment methods accepted at your property and are referenced in reservations and routing payment instructions. OPERA Cloud also allows you to define credit limit assigned to each payment method and other features related to payment methods.

On the payment method screen, you can add new payment types and edit existing payment types.

In multi-property operations, you can copy payment method configurations to other properties.

Note:

Prior to creating payment types ensure transaction codes are created for each payment type.

1. Select the **Administration** menu, select **Financial**, select **Transaction Management** and then select **Payment Methods**.
2. On the Payment Methods screen, click **New**. In the Manage Payment Method:
 - a. Select or confirm the **Property**.
 - b. Enter the **Code**. The code entered here is displayed as a selection when the agent is prompted for a payment method while making a reservation and when checking in the guest. This code is also presented at check out, along with the credit card number and expiry date. If you are using an EFT interface, Oracle recommends using the credit card check code as the payment method code when defining credit cards here.
 - c. Enter a **Description**. Describe the payment method used. For example, credit card name.
 - d. Select a **Transaction Code**. This code is from the defined transaction codes that belong to a transaction code group that is configured for payment.
 - e. For all credit card payment types, search and select the **Credit Card Type** from the list; this field determines the credit card validation to be used .

- f. Enter the **Credit Limit**. Enter the amount you want to assign as the credit limit for the payment method. The amount you assign to each payment method is used to produce the Credit Limit Report. This report lists all guests whose current balance is greater than the credit limit assigned to the payment method on their folio. It is advisable to set these limits below your established floor limits for each method of payment so a guest appears on the credit limit report before he or she actually exceeds the established credit limit for the payment method selected. This way, you have adequate time to get approval from the credit card company for more credit.
 - g. Enter the **Merchant Number**. Certain credit card interfaces (mainly in Europe) need this field populated. Enter the contract number established between the property and the credit card company to which the card belongs.
 - h. When the Credit Card Surcharge parameter is set to Active in OPERA Controls:
 - **Surcharge Percentage**: For credit card payment types enter the percentage to charge the guest for using a particular credit card. This percentage will be added to the total amount that the guest is using the credit card to pay for.
 - **Surcharge Minimum**: For credit card payment types enter the minimum threshold payment amount before the credit card surcharge percentage is to be added.
 - i. Select the **Sequence**. The number you enter here determines the position of the payment method type code in the list of payment methods. Payment method types that do not have a sequence number appear in alphabetical order following those codes that have a sequence number assigned.
 - j. Select the **No Post** check box to indicate that all reservations made with this code as the payment type are to be marked as a No Post reservation by default. If a reservation is set as a No Post reservation, then each time a posting is made for that guest account, the system presents the following message: **This guest has a No Post flag, would you like to post anyway?**
 - k. Select **Reservation**. Select this check box to allow the payment type to appear as a payment option from the Reservation screen.
 - l. In the **Card Information** panel, enter the **Card Length**. Enter the total number of characters used in the credit card number for this card type.
 - m. Enter the **Card Prefix**. If applicable, enter the common numbers that always precede the user's unique credit card number for this credit card brand. If the brand includes multiple prefixes, separate the prefix entries with a comma.
 - n. Select the **Validation Rule** from the drop down list. Select the method to use for initial verification - **Mod 7**, **Mod 10**, **User Defined**, or **No Validation**.
 - o. In the range grid, enter the **Card Range From** and **Card Range To** numbers that define the BIN number ranges of valid credit card numbers that begin with each card prefix you specified in Card Prefix.
 - p. Click **New** to add a grid row. To delete a row, click on the vertical ellipses and select **Delete**.
 - q. Click **Save**.
3. To edit the payment methods, on the **Payment Methods** screen:
 - a. Select or confirm the **Property**. You have the option to select multiple properties.

- b. Search and select the Payment Method and click **Search**.
 - c. In the search results, select payment method and click the vertical ellipses and select **Edit**.
 - d. In the Manage Payment Method panel, edit the required information. Property, Code and Transaction Code fields are not editable in this panel.
 - e. In the **Card Information** panel, edit the required information and click **Save**.
4. To delete a payment method, in the search results, select payment method and click the vertical ellipses and select **Delete**.

Copying Payment Methods

You can copy the payment methods when you are working in multi-property operations. To copy Payment Methods configuration to other properties:

1. Change location to HUB.
2. Select the **Administration** menu, select **Financial**, select **Transaction Management** and then select **Payment Methods**.
3. On the **Payment Method** screen, select **Property** and click **Search**.
4. Click the vertical ellipses and select **Copy**.
5. On the **Copy Payment Methods** screen, in the **Configure Parameters** panel:
 - a. Select **Source Property** from the list.
 - b. Select **Payment Methods Codes** to be copied.
 - c. Select **Target Properties** and click **Save**.
6. In the **Review and Copy Codes** panel, review the target property and code and click **Copy and Continue**.
7. In the **Confirmation** panel, review the **Status** and **Status Message** and then click **Print**.
8. Click **Print** to generate a web report of the result.

Configuring Articles

Prerequisites for Managing Articles

One transaction code can sometimes serve as an umbrella for multiple items or articles, which can be posted using that transaction code. For example, a single "minibar food" transaction code might cover potato chips, crackers, peanuts, pretzels, and so on.

By using articles, you can specify an individual article number for each of the food items and specify a default price, just as you can for transaction codes. Instead of posting a lump sum to the minibar food transaction code, you have an option to post each individual article, its quantity and price. In the example above, rather than posting 7.75 to minibar food, you can post 5.00 for two bags of peanuts and 2.75 for potato chips. Two separate charges to the minibar food transaction code appear on the guest's bill (one for 5.00 and one for 2.75).

Articles can also be configured to display in Charge It, which provides you with a point-of-sale interface on desktops, tablets and mobile phones for posting charges to a cart and processing the settlement. Display colors can be used to differentiate and group

articles appearing in Charge-It; for example, food items displayed in green and beverage items displayed in blue.

For more information on Charge-It, see [Charging Purchases Using Post It](#).

To create new Articles:

1. Select the **Administration** menu, select **Financial**, select **Transaction Management** and then select **Articles**.
2. On the Articles screen, click **New**.
 - a. Select or confirm the **Property**.
 - b. Enter a numeric **Code** for an article. Codes must be at least 2 characters in length. Codes must be unique. The code cannot be changed once the article configuration has been saved.
 - c. Select a **Transaction Code**. From the list choose the transaction code to which the article belongs.
 - d. Enter a **Description** for the article.
 - e. Enter a **Default Price**. When a posting is made using this article, the amount specified in this field automatically appears in the Posting screen Amount column. It is also the price displayed in Charge-It.
 - f. Select the **Available in Charge It** check box to display this article Charge-It. The Display Color and UPC fields become editable when you select this option.
 - g. Select the **Display Color** from the list of colors.
 - h. Enter an **UPC**. Universal Product Code is a barcode symbology This value must be unique for each article and is typically 12 digits. Within Charge-It the barcode on items can be scanned in order to post the article to the cart. Manually enter a numeric value or scan item with barcode scanner to populate the field.
 - i. Select a **Sequence**. If no sequence number is assigned to an article, it is displayed in alphabetical order by Description following those article codes that have a sequence number.
3. Click the vertical ellipses to select **Show** or **Hide Inactive**.
4. To edit or delete an Article:
 - a. On the **Articles** screen, select or confirm the **Property**.
 - b. Select the **Transaction Codes** and **Article Code**.
 - c. Select the desired code and click **Search**.
 - d. To edit an article, select a row and click on the vertical ellipses and select **Edit**.
 - e. On the Articles screen, **Property**, **Code**, and **Transaction Code** fields are not editable.
 - f. Modify or change the **Description** and **Default Price**.
 - g. Select or unselect the **Available Charge It** check box.
 - h. Select the **Inactive** check box to make the article code inactive. Articles cannot be deleted once a charge has been posted against them; however, making the article inactive removes it from further use.

- i. To delete, select a row and click on the vertical ellipses and select **Delete**.
- j. Click **Save**.
- [Prerequisites for Managing Articles](#)

Prerequisites for Managing Articles

OPERA Controls

Group: Cashiering

Function: Articles

About Revenue Type Mapping

Revenue Type Mapping enables you to map a revenue type, an event type, and/or a function space to a specified transaction code for the posting of catering related charges. The mapping provides the ability to calculate the postings including generates configured in the mapping record and on the transaction code. It is designed to produce a more accurate estimate of charges.

Revenue Types are categories used to track revenue. They represent item resources, menu resources, and other services. Typical Revenue Types for events include audio equipment, decorations, lighting, food, beverages, and so on.

- [Configuring Revenue Type Mapping](#)
- [Copying a Revenue Type Mapping](#)

Configuring Revenue Type Mapping

Use Revenue Type Mapping to associate a revenue type with a transaction code. You can also include event types and a location space in the mapping.

1. From the Administration menu, select **Financial**, select **Transaction Management**, and select **Revenue Type Mapping**.
2. Click **New**.
3. Select a **Property**.
4. Select a **Revenue Type** from a list of events such as food, beverage, audio/visual equipment, and so on.
5. Select a **Transaction Code** from a list of configured event transaction codes.
6. Add the following optional information:
 - a. Select an **Event Type** from a list of pre-configured events such as Wedding Dinner, Coffee Break, Breakfast, and so on.

Taking the Mapping down to the event type level enables the hotel to break out the revenue on a transaction code level by event type. For example, you can have a transaction code for Banquet Breakfast and a separate code for Banquet Lunch.

- b. Select a **Space** from a list of configured function spaces at the property.

While not mandatory, this mapping might be valuable. For example, if the event takes place in a restaurant space, the hotel may want to charge the revenue to a different transaction code/revenue center.

- c. Select a **Catering Only** radio button indicating Yes, No, or Both.

Selecting Yes maps the revenue type to a catering only block. If Catering Only is selected, the revenue postings can go to a different set of transaction codes.

- d. Enter a **Percentage** to apply a service charge as a percentage of the charges and select a **Calculation Method** to apply the service charge percentage to either Net or Gross charges.

If the transaction code already has service charge configured, it's not required here. Adding it in both places will cause a duplicate service charge on the posting.

7. Click **Save** to return to the Search screen.
8. Click **Save and Continue** to create another Revenue Type Mapping.

Copying a Revenue Type Mapping

The copy function lets you copy a Revenue Type Mapping record to other Event Types and/or Spaces. If any of the selected Event Types or Spaces would create a duplicate record, the copy is not allowed.

1. From the Administration menu, select **Financial**, select **Transaction Management**, and select **Revenue Type Mapping**.
2. Select a **Property**.
3. Select any additional search criteria and click **Search**.
4. In your search results, select a **Revenue Type Mapping** record, click the **Actions ellipsis**, and select **Copy**.
5. In the Copy Revenue Type Mapping dialog, select **Event Type**, or **Space**, or **Catering Only**.
 - a. If you select Event Type, select the **Event Type** from the search list.
 - b. If you select Space, select the **Functional Space** from the search list.
 - c. If you select Catering Only, select the **catering Transaction Code** from the search list.
6. Click **Save**.

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Booking Administration

- [Reservation Alerts](#)
- [Block Configuration Overview](#)
- [Configuring Reservation Deposit Rules](#)
- [Marketing Management](#)
- [Reservation Management](#)
- [Resource Management](#)

Reservation Alerts

[Prerequisites for Alerts](#)

OPERA Cloud offers three kinds of alert messages.

- **Reservation Alert Messages** that you can manually set up on individual reservations.
- **Global Alerts** that generate automatically for all reservations that meet the alert condition.
- **Welcome Offer Alerts** that generate automatically for all reservations that meet the alert condition.

You can configure alerts to appear in the application or print directly to an email addressable printer. Also, configured alerts can trigger in any of the following areas (events): at check in, at check out, at edit of in house reservations, and when you open the reservation to make updates.

- [Prerequisites for Alerts](#)
- [Configuring Reservation Alerts](#)
- [Global Alert \(Rule\) Definitions](#)

Prerequisites for Alerts

OPERA Controls

Group: Reservations

Functions: Alerts

Settings: Popup Alerts; Welcome Offer

Example 13-1

Configuring Reservation Alerts

Reservation alerts provide information that appears on reservations during check in, check out, or any time you open the reservation of an in-house guest.

You can create alert templates and add them to your property as needed. You can edit the descriptions while adding the template to the property, or you can edit it later by selecting **Edit**.

1. From the **Administration** menu, select **Booking**, select **Alerts**, and then select **Alert Messages**.
2. To add a new alert code:
 - a. Click the vertical ellipses and then select **New**.
 - b. Enter a property, a code, and a description.
 - c. Click **Save**.
3. To edit an existing code:
 - a. Search for a property, and the code if you know it.
 - b. Locate the code in the search results and click the vertical ellipses for that code, and then select **Edit**.
 - c. Edit the description or sequence.
 - d. Click **Save**.
4. To delete an existing code:
 - a. Search for a property, and the code if you know it.
 - b. Locate the code in the search results and click the vertical ellipses for that code, and then select **Delete**.
 - c. Confirm you want to delete the code by selecting **Delete** in the confirmation dialog.
5. To add and manage reservation alerts on the template level, perform the above steps in the Template tab.

Related Topics

- [Alerts](#)

Global Alert (Rule) Definitions

Global alerts are rule-based alerts for reservations. Global alerts can be configured to appear in the application (in a pop-up or more subtly in a notification area) or generate directly to a printer somewhere in the property. You configure global alert definitions in the Administration Booking menu.

Unlike standard alerts manually added to reservations, global alerts are dynamic in nature, based on rules. The global alert generates only when a reservation meets the conditions set up for the alert rule; these conditions are based on attributes from either the reservation or the linked profile. You can set up global alerts to trigger in any of the

following areas (events): at check in, at check out, at edit of in house reservations, and/or whenever the reservation is opened for update.

You also set up alert notifications to appear either on-screen or to print directly to an email-addressable printer. When configuring a printed alert, a customizable alert template is selected that defines the layout of the alert to be printed.

Global alert rules eliminate the need for users to manually add alerts to individual reservations for commonly required use-cases. Each Global Alert rule therefore consists of the following:

- WHO: Reservation & Profile Filter Condition
- WHAT: Alert Message
- WHEN: Trigger event – Reservation Edit, Check in, In house or Check out
- WHERE: Notification type – Screen or Printer

For example, you could configure a rule to display a message regarding long-term parking on-screen at check in when the Nights field is greater than or equal to 7. Or, you might configure a rule to print an alert to the printer in room service instructing staff to deliver a fruit basket at check-in when the reservation specials field contains codes for a fruit basket.

You must set up at least one Condition under which the global alert appears. The condition consists of an Attribute and an Operator that you select. You can edit, delete, or add multiple conditions.

- [Configuring Global Alert Rules](#)

Related Topics

- [page 8-3](#)

Configuring Global Alert Rules

Adding Global Alert Rules

1. From the **Administration** menu, select **Booking**, select **Alerts**, and then select **Global Alert Definitions**.
2. In the Global Alert Definitions screen, click **New**.
3. In the Manage Global Alert Definition screen, in **Step 1 : Set Alert Definition** panel:
 - a. Search and select the **Property**
 - b. Select the alert **Code**. These codes are set up as part of the alert message setup. For more information, see [Configuring Reservation Alerts](#)
 - c. The alert message appears in the **Description** box. The alert message text for the alert code selected in the Code field. This message text can be edited.
 - d. Search and select the **Area**. The options that you can select are: Check-In, Check-Out, In-House, and when the reservation is opened Reservation. When you select the Check-In or Check-Out option, a **Stop Check-In** or **Stop Check-Out** check box appears that allows you to deselect the option. Select this check box to ensure that the profile and reservation fields are properly

filled at check-in or check-out before a guest can register; otherwise, the check-in or check-out process cannot be completed.

- e. Select a **Notification** check box.
 - **Screen Notification:** Select this check box to provide alert notification to the user on-screen when the alert criteria are satisfied. This check box is selected by default.
 - **Printer Notification:** Select this check box to provide alert notification by printing a selected alert report at the designated printer. When you select the Printer Notification check box, you can specify the printer for global alert printing and the customized alert report to be printed.
 - **Printer.** When the Print Notification option is selected, you must also select the printer. This printer must already be configured with Use Alert Printing selected on Printer setup.
 - **Report.** You must also select a customized alert template. If no alert template is selected, the alphabetically first alert template auto-populates the report field.

 **Note:**

For more information, see **Alert Printing**.

4. In **Step 2 : Set Filter Conditions** panel. Here, you can define the filter condition to identify to whom (which reservations) the alert applies
 - a. Click **Add**. In the Filter Condition panel, select an Attribute from the drop down list. The field list contains fields from the reservation record and the primary linked profile record (typically the guest's profile).
 - b. Select an **Operator**.
 - **Dates:** After, Before, Business Date, Is Between, Is Equal To, Is Equal to Business Date, Is Equal to Business Date +1.
 - **Time or Number Amounts:** Greater Than or Equal To, Is Between, Is Empty, Is Equal To, Is Not Empty, Is Not Equal To, Less Than or Equal To.
 - **Text Items:** Contains Multiple Values (exact match), Greater Than or Equal To, Is Between, Is Empty, Is Equal To, Is Not Empty, Is Not Equal To, Less Than or Equal To, Not Contains Multiple Values (exact match), Not Partially Contains Within (multiple values), Not Partially Contains at Beginning, Partially Contains Within (multiple values), Partially Contains at Beginning.
 - c. Specify a **Value(s)** depending on the operator chosen select one or matching values. Repeat Step 2 to add additional criteria if they are required, selecting either the **AND** or **OR** operator from the list.
 - With the AND logical operator the Global Alert rule is only executed if ALL filter criteria specified are met.
 - With the OR logical operator the Global Alert rule is executed if either or the entire filter criteria is met.
 - d. To nest statements, click **ADD()** to place the condition in parentheses - these are evaluated first.

5. Click **Save**.

Editing Global Alert Rules

1. In the Global Alert Definitions screen, click **Search**. You can enter an **Alert Code** or a **Description** to narrow your search.
2. In the search results, select the code, click the vertical ellipsis, and select **Edit**.
3. Update or modify the configuration and click **Save**.

Deleting Global Alert Rules

1. In the Global Alert Definitions screen, click **Search**. You can enter a **Code** or a **Description** to narrow your search.
2. In the search results, select the code, click the vertical ellipsis, and select **Delete**.
3. Confirm your decision and click **Delete**.

Alert Printing

Alerts can be displayed on screen and/ or printed to an email-addressable printer. When you select the Printer Notification check box, you are required to specify the destination printer and select the customized alert template to be printed. Merge codes available on this template include:

- Alert Area
- Last Name
- First Name
- Room Number
- Alert Description
- Date/Time (Current at time of printing)
- Arrival Date
- Departure Date

Block Configuration Overview

Following are the configuration types and their description:

Configuration Types	Description
Booking Types	You can associate a booking type with a business block to categorize business blocks for reporting purposes. For example, business blocks might be associated with a wedding, a commercial exhibition, a tour, a conference, or so on, and it may be useful to view block revenues and other information segregated by these types.
Cancellation Reasons	A business block cancellation reason is required when you change a block's status to Cancelled.
Lost Reasons	A business block lost reason is required when you change a block's status to Lost.
Conversions	A block conversion gives sales managers a way to assign a likelihood of conversion to blocks.

Configuration Types	Description
Destination Codes	Destination codes are used to identify competitors or alternate properties where a client has decided to book when a block status turns to Cancelled or Lost.
Rankings	A block ranking gives sales managers a way to assign a priority to blocks.
Rate Override Reasons	Rate Override Reasons are required when a rate code is applied to a block, but a user manually overrides the rate amount on the room grid. When this option is used, you must also select an override reason.
Refused Reasons	This configuration allows you to create codes that specify why a block was refused. A block refused reason is required when you change a block's status to Refused.
Reservation Methods	This configuration allows you to indicate how reservations are expected to be picked up for the block. In many cases it will be done via rooming lists, but reservation pick-up could also be handled via individual guest calls, a convention bureau, or others.
Wash Schedules	Properties often set aside rooms for block reservations. As the block date approaches, you can reduce the number rooms in the block by transferring a number or percentage of them to general house availability. Block wash schedules enable this transfer. The End of Day final procedure activates the scheduled transfers. You can schedule the room transfers by date and by a percentage or a set number of rooms. When creating or editing wash schedules: <ul style="list-style-type: none"> • Attach schedules to a block prior to the block's cutoff date. • Configure only one details record per wash schedule for each day prior to arrival. • Set the Block Wash Schedule in Routine Management to Active.

- [Configuring Booking Types](#)
- [Configuring Cancellation Reasons](#)
- [Configuring Conversions](#)
- [Configuring Destination Codes](#)
- [Configuring Lost Reason Codes](#)
- [Configuring Rankings](#)
- [Configuring Rate Override Reasons](#)
- [Configuring Refused Reasons Codes](#)
- [Configuring Block Criteria](#)
- [Configuring Reservation Methods](#)
- [Block Wash Schedules](#)
- [Block Status](#)

Configuring Booking Types

Adding Booking Types

You can set up booking types for business blocks to categorize them for custom reporting purposes. For example, you might categorize a block as a wedding, a commercial exhibition, a tour group, a conference, or so on.

1. Select the Administration menu, select **Booking**, select **Block Management**, and then select **Booking Types**.
2. Click **New**.
3. Enter a **Code** to identify the business block booking type.
4. Enter a **Description** of the business block booking type.
5. Enter a **Sequence** number to indicate the position of this block booking type in list of displayed values.
6. Click **Save**.

Editing Booking Types

1. In the Booking Types screen, click **Search**. You can enter a Code or a Description to narrow your search.
2. In the search results, select the **code**, click the **vertical ellipsis**, and select **Edit**.
3. Update the configuration and click **Save**.

Deleting Booking Types

1. In the Booking Types screen, click **Search**. You can enter a Code or a Description to narrow your search.
2. In the search results, select the **code**, click the **vertical ellipsis**, and select **Delete**.
3. Confirm your decision and click **Delete**.

Configuring Cancellation Reasons

Cancellation reason codes are used to specify why a block was canceled. A block cancellation reason is required when you change a block status to Cancelled.

Adding a Cancellation Reason

1. Select the **Administration** menu, select **Booking**, select **Block Management**, and then select **Cancellation Reasons**.
2. Click the **New** button and complete the following fields:
 - **Code**. Enter a code for reservations that are canceled (for example, WEATHER or FLIGHT).
 - **Description**. Enter a description that clarifies a cancelled reservation code (for example, weather conditions, flight cancellation, and so on).
 - **Display Seq**. Enter a number that controls the position of this code in listings. Codes not assigned a sequence number are listed in alphabetical order following codes with a sequence assigned.
3. Click **Save**.

Editing a Cancellation Code

1. Select or confirm the **Property**.
2. Enter search criteria and then click **Search**.
3. In the search results, select the code and then click the **vertical ellipsis**.
4. Select **Edit**.
5. Update the configuration and click **Save**.

Deleting a Cancellation Code

1. Select or confirm the **Property**.
2. Enter search criteria and then click **Search**.
3. In the search results, select the code and then click the **vertical ellipsis**.
4. Select **Delete**.

Configuring Conversions

Block conversion enables sales managers to assign a likelihood of conversion to blocks. The conversion rating is selected on the Block Overview panel and appears on the Group Rooms Control screen and on the Function Diary. The conversion rating also appears in reports including the Group Rooms Reservation Sheet and the Business Block Short List reports.

Adding a Block Conversion

1. Select the **Administration** menu, select **Booking**, select **Block Management**, and then select **Conversions**.
2. Click **New** and complete the following fields:
 - a. **Code**. Enter a code (up to 10 characters) for the conversion rating.
 - b. **Description**. Enter a text description of the conversion rating.
 - c. **Sequence**. Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
3. Click **Save**.

Editing a Block Conversion

1. Enter search criteria and click **Search**.
2. In the search results, select the code and click the **vertical ellipsis**.
3. Click **Edit**.

 **Note:**

Only the **Description** or **Sequence** can be edited.

4. **Inactive.** Select to mark this code inactive. Inactive codes are not available for selection from lists in OPERA Cloud. The code remains for historical and statistical purposes only.
5. Update the configuration and click **Save**.

Deleting a Block Conversion

1. Enter search criteria and click **Search**.
2. In the search results, select the code and click the **vertical ellipsis**.
3. Click **Delete** and confirm the deletion.

Configuring Destination Codes

Destination codes are used to identify competitors or alternate properties where a client has decided to book when a business block status turns to Cancelled or Lost.

Creating Destination Codes

1. Select the Administration menu, select **Booking**, select **Block Management**, and then select **Destination Codes**.
2. Click **New**.
3. Enter a **Code** that will identify the reason for the cancellation.
4. Enter a **Description** of the code, such as price too high or date changed.
5. Enter a **Sequence** number to indicate the position of this destination code in a list of displayed values.
6. Click **Save**.

Editing Destination Codes

When editing an existing block cancellation reason, you cannot modify the code.

1. In the Destination Codes screen, click **Search**. You can enter a **Code** or a **Description** to narrow your search.
2. In the search results, select the **code**, click the **vertical ellipsis**, and select **Edit**.
3. Update the configuration and click **Save**.

Deleting Destination Codes

1. In the Destination Codes screen, click **Search**. You can enter a **Code** or a **Description** to narrow your search.
2. In the search results, select the **code**, click the **vertical ellipsis**, and select **Delete**.
3. Confirm your decision and click **Delete**.

Configuring Lost Reason Codes

Lost Reason codes specify why a business block was lost. A lost reason is required when you change the status of a business block to Lost.

Adding Lost Reason Codes

1. Select the Administration menu, select **Booking**, select **Block Management**, and then select **Lost Reasons**.
2. Click **New**.
3. Enter a **Code** that will identify the reason for the cancellation.
4. Enter a **Description** of the code, such as price too high or date changed.
5. Enter a **Sequence** number to indicate the position of this lost reason code in a list of displayed values.
6. Click **Save**.

Editing Lost Reason Codes

When editing an existing block cancellation reason, you cannot modify the code.

1. In the Lost Reasons screen, click **Search**. You can enter a **Code** or a **Description** to narrow your search.
2. In the search results, select the **code**, click the **vertical ellipsis**, and select **Edit**.
3. Update the configuration and click **Save**.

Deleting Lost Reason Codes

1. In the Lost Reasons screen, click **Search**. You can enter a **Code** or a **Description** to narrow your search.
2. In the search results, select the **code**, click the **vertical ellipsis**, and select **Delete**.
3. Confirm your decision and click **Delete**.

Configuring Rankings

[Prerequisites for Rankings](#)

Block ranking enables sales managers to assign a priority to blocks. The ranking value is selected on the Block Overview panel and appears on the Group Rooms Control screen and on the Function Diary. Ranking also appears in reports including the Group Rooms Reservation Sheet and the Business Block Short List reports.

Adding a Block Ranking

1. Select the **Administration** menu, select **Booking**, select **Block Management**, and then select **Rankings**.
2. Click **New** and complete the following fields:
 - a. **Code**. Enter a code (up to 10 characters) for the ranking.
 - b. **Description**. Enter a text description of the ranking.

- c. **Sequence.** Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
3. Click **Save**.

Editing a Block Ranking

1. Enter search criteria and click **Search**.
2. In the search results, select the code and click the **vertical ellipsis**.
3. Click **Edit**.



Note:

Only the **Description** or **Sequence** can be edited.

4. Update the configuration and click **Save**.

Deleting a Block Ranking

1. Enter search criteria and click **Search**.
 2. In the search results, select the code and click the **vertical ellipsis**.
 3. Click **Delete** and confirm the deletion.
- [Prerequisites for Rankings](#)

Prerequisites for Rankings

Licenses

The PRE_REQ: OSEM Premium license must be active.

OPERA Controls

Group: Blocks

The **Block Ranking** function must be set to **Active**.

Configuring Rate Override Reasons

Rate override reasons are used to justify overriding rates on the business Block Room Grids when the application parameter Blocks>Allow Rate Editing with Rate Code is set to Y.

Selecting the Rate Override flag on the Room Grids screen allows you to manually update rates by occupancy on the grid even if a rate code is referenced in the business block.

When using this option, you must select a rate override reason.

Adding Rate Override Reasons

1. Select the Administration menu, select **Booking**, select **Block Management**, and then select **Rate Override Reasons**.
2. Click **New**.
3. Enter a **Code** that will identify the rate override reason.
4. Enter a **Description** of the code.
5. Enter a **Sequence** number to indicate the position of this rate override reason code in a list of displayed values.
6. Click **Save**.

Editing Rate Override Reasons

When editing an existing block cancellation reason, you cannot modify the code.

1. In the Rate Override Reasons screen, click **Search**. You can enter a **Code** or a **Description** to narrow your search.
2. In the search results, select the **code**, click the **vertical ellipsis**, and select **Edit**.
3. Update the configuration and click **Save**.

Deleting Rate Override Reasons

1. In the Rate Override Reasons screen, click **Search**. You can enter a **Code** or a **Description** to narrow your search.
2. In the search results, select the **code**, click the **vertical ellipsis**, and select **Delete**.
3. Confirm your decision and click **Delete**.

Configuring Refused Reasons Codes

Refused reasons specify why a business block was refused. A block refused reason is required when you change the status of a business block to Refused.

Adding Refused Reasons Codes

1. Select the Administration menu, select **Booking**, select **Block Management**, and then select **Refused Reasons**.
2. Click **New**.
3. Enter a **Code** that will identify the reason the block was refused.
4. Enter a **Description** of the code, such as insufficient budget or conflicting booking.
5. Enter a **Sequence** number to indicate the position of this refused reason in a list of displayed values.
6. Click **Save**.

Editing Refused Reasons

When editing an existing block cancellation reason, you cannot modify the code.

1. In the Refused Reasons screen, click **Search**. You can enter a **Code** or a **Description** to narrow your search.
2. In the search results, select the **code**, click the **vertical ellipsis**, and select **Edit**.
3. Update the configuration and click **Save**.

Deleting Refused Reasons

1. In the Refused Reasons screen, click **Search**. You can enter a **Code** or a **Description** to narrow your search.
2. In the search results, select the **code**, click the **vertical ellipsis**, and select **Delete**.
3. Confirm your decision and click **Delete**.

Configuring Block Criteria

1. From the **Administration** menu, select **Booking** and then select **Block Management**.
2. Search for the **Code** and enter a **Description** and then click **Search**.
3. Select a configuration type and then click the vertical ellipses in the search table to **Edit** or **Delete** the configuration type.
4. Click on the vertical ellipses and then click **New**.
5. Enter a **Code** and **Description**. Add a **Sequence** and click **Save** or **Save and Continue**.

Configuring Reservation Methods

Prerequisites for Reservation Methods

Reservation methods are selected on the Business Block details screen and appear in the Block Search to indicate how reservations are expected to be picked up for the block.

In many cases, reservation pickup is done via entry of a rooming list, but reservation pickup could also be handled via individual guest calls, a convention bureau, or external system.

Adding a Reservation Method

1. Select the **Administration** menu, select **Booking**, select **Block Management**, and then select **Reservation Methods**.
2. Click **New** to add a new Guest Type and complete the following fields.
 - a. **Code**. Enter a code for the Reservation Method.
 - b. **Description**. Enter the text that describes the Reservation method.
 - c. **Sequence**. Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
3. Click **Save**.

Editing a Reservation Method

1. Select or confirm the **Property**.
2. Enter search criteria and click **Search**.
3. In the search results, select the code and click the **vertical ellipsis**.
4. Click **Edit**.
5. Update the configuration and click **Save**.

Deleting a Reservation Method

1. Select or confirm the **Property**.
 2. Enter search criteria and click **Search**.
 3. In the search results, select the code and click the **vertical ellipsis**.
 4. Click **Delete**.
- [Prerequisites for Reservation Methods](#)

Prerequisites for Reservation Methods

OPERA Controls

Group: Blocks

The **Rooming List Reservation Methods** setting is used to determine which reservation methods should enable entry to the Rooming List due date field on the business block.

Block Wash Schedules

Properties often set aside rooms for block reservations. As the block date approaches, you can reduce the number rooms in the block by releasing rooms from the block back to house inventory. Block wash schedules enable this transfer.

When creating or editing wash schedules:

- Attach schedules to a block prior to the block's cutoff date.
- Configure only one detail record per wash schedule for each day prior to arrival.
- [Prerequisites for Block Wash Schedule](#)
- [Configuring Block Wash Schedules](#)

Prerequisites for Block Wash Schedule

Group: Blocks

Setting: Wash Schedule

Configuring Block Wash Schedules

Adding a Block Wash Schedule

1. From the **Administration** menu, select **Block Management**, and then select **Wash Schedule**.
2. Click **New** and complete the following fields:
 - a. **Code**. Enter a code to identify the Block Wash Schedule.
 - b. **Description**. Enter the text that describes the Block Wash Schedule.
3. In the Schedule Details panel, click **New** and complete the following fields:
 - a. **Days prior to arrival**. Enter the number of days prior to arrival to determine when the system performs the wash.
 - b. **Wash by number of rooms**. Select to determine the number of rooms to return to house inventory based on occupancy levels and enter the occupancy levels.
 - c. **Wash by %**. Select to determine the percentage of rooms to return to house inventory and enter the percentage.
4. Click **Save**.

Editing a Block Wash Schedule

1. Select or confirm the **Property**.
2. Enter search criteria and click **Search**.
3. In the search results, select the code and click the **vertical ellipsis**.
4. Click **Edit**.
5. Update the configuration and click **Save**.

Deleting a Block Wash Schedule

1. Select or confirm the **Property**.
2. Enter search criteria and click **Search**.
3. In the search results, select the code and click the **vertical ellipsis**.
4. Click **Delete**.

Block Status

All groups or blocks have a status that is attached to the block header. This status code reflects the groups' status in terms of inquiry, contract sent, contract pending, confirmed, open for pickup, canceled, etc. With each status, different options can be included, and the next available status or a status cycle can be set.

The status type of the status code determines if blocked rooms are deducted from inventory, for example, (a Definite status code) not deducted from inventory or if the blocked rooms should be returned to availability, for example, (a Cancel status code).

- [Configuring Status Codes](#)
- [Configuring Status Code Flow](#)

Configuring Status Codes

Following is the procedure to set block status codes.

1. From the **Administration** menu, select **Booking > Block Status** and then **Status Codes**.
2. On the Status Codes screen, select **Status Code** and click **Search**.
3. On the vertical ellipses, click **New**.
4. On the Manage Status Code screen, enter the **Code** that is used to define a status and enter a **Description** for the status code.
5. Enter **Sequence** that indicates the order the status code. The sequence order is important for when you setup the Block Status Flow. Only status codes with a higher sequence value can be selected as a 'next status'.
6. Enter a **Room Status Type** to choose a room status type to use with the status code.
7. Enter a **Catering Status Type** to enable selecting a catering status type to use with the status code conditional based on OSEM license.
8. Select the **Default Reservation Type** to be used for this status code. The reservation type and status code must have the same deduct/no deduct status.
9. When the **Return Inventory** check box is selected, select a **Reason Type** from the list to define the purpose of this status code: Cancellation, Lost, Refused.
10. Select a **Display Color** to associate with the status code.
11. Click the following check boxes to specify the status of:
 - **Starting**: Select the check box to indicate this status code is the starting status of the status cycle.
 - **Return Inventory**: Select the check box to indicate the rooms with this status code will be returned to availability.
 - **Allow Pickup**: Select the check box to indicate the rooms will be allowed for pickup.
 - **Show in Diary**: Select this check box to show within the Sales and Catering function diary.
 - **Log Catering Changes**: Select this check box to track the event log changes when this status is reached.
12. Click **Save**.

Configuring Status Code Flow

The status flow is where the progression of how the status codes are cycled is set up.

1. From the **Administration** menu, select **Booking > Block Status** and then **Status Code Flow**.
2. On the Status Code Flow screen, select a **Status Code** and click **Search**.

3. In the Search table, click the vertical ellipses and then click **Edit**.
4. On the Manage Status Code Flow screen, in the **INQ Inquiry** panel, select the check box for **Next Available Status Codes**, click the progression arrow and move the selected statuses to **Selected Next Status Codes**.
5. Click **Save**.

 **Note:**

Only status codes that are of a higher sequence than the current status code can be selected as follow-on.

Configuring Reservation Deposit Rules

Deposit Rules provide a way to manage the advance deposits guests make prior to their stays. They specify deposit amounts or percentages and when deposits must be paid.

Properties can configure credit ratings with deposit and cancellation rules. Guests and bookers who make reservations with the property will have these cancellation and deposit rules applied based on their credit rating as indicated on their profile.

Use a Deposit Rule template when creating Deposit Rules. While creating the new Deposit Rule, you can edit the description, sequence, amount, type, and due dates.

Creating Reservation Deposit Rules

1. From the **Administration** menu, select **Booking**, select **Booking Rules and Schedules**, and then select **Deposit Rules**.

 **Note:**

In a multi-property environment, reservation deposit rules are created on the template level and then copied to each property. To be consistent with all hotels in the environment, the best practice is to reuse existing codes for new hotels in an existing setup or agree on universal codes for all properties.

2. Click **New**.
3. Enter or select the property.
4. In the **Deposit Rule** field, enter characters or numbers to identify the new rule.
5. Enter a text description of the rule.
6. Select a deposit type from the **Type** drop-down list.
7. Enter a deposit amount based on the deposit type.
8. Enter a number of days in the **Before Arrival** and/or **After Booking** fields. This indicates when the deposit is due.
9. Add a **Sequence**.

10. Click **Save** to save and exit, or **Save and Continue** to save and add a new deposit rule.

Editing Reservation Deposit Rules

1. From the **Administration** menu, select **Booking**, select **Booking Rules and Schedules**, and then select **Deposit Rules**.
2. Select or confirm the Property.
3. Enter search criteria and click **Search**.
4. In the search results, select the code and then click the on the vertical ellipsis.
5. Select **Edit**.
6. Select **Inactive** if you want to make the rule code inactive.
7. Update the configuration and then click **Save**.

Deleting Reservation Deposit Rules

1. From the **Administration** menu, select **Booking**, select **Booking Rules and Schedules**, and then select **Deposit Rules**.
2. Select or confirm the Property.
3. Enter search criteria and click **Search**.
4. In the search results, select the code and then click the on the vertical ellipsis.
5. Select **Delete**.

Copying Reservation Deposit Rules

When the OPP_MHOT Multi-property add on license is active, you may copy reason codes from the Template to the properties. After you copy codes to a property, the codes may be edited as necessary.

For more information, see [Copying Configuration Codes to Multiple Properties](#).

- [Prerequisites for Reservation Deposit Rules](#)

Prerequisites for Reservation Deposit Rules

OPERA Controls

Group: Cashiering

Function: Deposit Handling

- Advanced Deposit Maturity and Allocation

Marketing Management

Marketing Management enables you to create codes that identify markets, market groups, cities and regions, sell messages, and similar information. You can attach these codes to reservations and other screens to track the origins of your reservation business.

- [Configuring Marketing Cities](#)
- [Configuring Market Codes](#)
- [Configuring Market Groups](#)
- [Configuring Marketing Region](#)
- [Configuring Origin Codes](#)
- [Sell Messages](#)
- [Configuring Source Codes](#)
- [Configuring Source Groups](#)

Configuring Marketing Cities

Use Marketing City codes to define where marketing cities are located in relation to your property.

Adding a Marketing City Code

1. Select the **Administration** menu, select **Booking**, select **Marketing Management**, and then select **Marketing Cities**.
2. Click **New** and complete the following fields:

 **Note:**

In a multi-property operation, Marketing City codes are configured in the template and then copied to properties. This ensures consistent configuration across all properties.

- a. **Property.** Search for and select a property or confirm the property.
 - b. **Marketing City.** Enter the name of the city in the surrounding area near the property.
 - c. **Description.** Enter a description for the city.
 - d. **Region Code.** Enter a marketing region. For more information, see [Configuring Marketing Region](#).
 - e. **Distance.** Enter the distance to the center of the marketing city from the property (for example, 1 mile, 5 miles, 10 miles, and so on).
 - f. **Driving Time.** Enter the approximate length of time to travel to the marketing city by car or bus (for example, 10 minutes, 1 hour, 1/2 day).
 - g. **Distance Type.** Enter the measurement type for the distance to the marketing city (for example, miles, kilometers, and so on).
 - h. **Direction.** Enter the general direction of the marketing city in relation to the property (for example, North, South, East, or West).
3. Click **Save**.

Editing a Marketing City Code

1. Enter search criteria and click **Search**.
2. In the search results, select the code and click the **vertical ellipsis**.
3. Click **Edit**.
4. **Inactive**. Select to mark this code inactive. Inactive codes are not available for selection from lists in OPERA Cloud. The code remains for historical and statistical purposes only.
5. Update the configuration and click **Save**.

Deleting a Marketing City Code

1. Enter search criteria and click **Search**.
2. In the search results, select the code and click the **vertical ellipsis**.
3. Click **Delete** and confirm the deletion.

Copying Marketing City Codes

When the OPP_MHOT Multi-property add-on license is active, you can copy Marketing City codes from the Template to the properties. After you copy codes to a property, you can edit the codes as necessary.

For more information, see [Copying Configuration Codes to Multiple Properties](#)

Configuring Market Codes

A market code is required in each reservation and group block and is used track the room nights and revenue generated by each reservation for statistical purposes.

When defining these codes, you must assign the appropriate market group to each market code. When booking a reservation, you must select the appropriate market code by either entering the market code or selecting a rate code with the market code linked to it (the market code is automatically populated for you). Based on the market segmentation codes, OPERA Cloud can produce daily, month-to-date, and year-to-date statistics of revenue, number of guests, number of rooms occupied, and average room rate. Again, these market codes must be linked to a market group. In addition, monthly revenue budgets can be entered for each of the market codes.

Note:

All Market Codes can be distributed to multiple properties from the Generic Template Configuration screen if the MHOT Multi-property add-on subscription is active.

Adding a Market Code

1. Select the **Administration** menu, select **Booking**, select **Marketing Management**, and then select **Market Codes**.
2. Click **New** and complete the following fields:

- a. **Property.** Search for and select a property or confirm the property.
 - b. **Market Code.** Enter an alpha-numeric code to be used for the market code (for example, FGOV, SGOV, GA, GC, CO, HS, CORP, LCORP, and so on).
 - c. **Description.** Enter a description of the market code (for example, Federal Government, State Government, Group Association, Corporate Group, Complimentary, House Use, Corporate, Local Corporate, and so on).
 - d. **Manage Translations.** (Available when the **Multi Language** function under the **General** group is active.) Select to open the multi-language descriptions screen and configure a language translation for the description.
 - e. **Market Group.** Select the Market Group to which the market code belongs. For more information, see [Configuring Market Groups](#).
 - f. **Color.** Assign a display color code to any or all market codes to differentiate between reservations for each market segment on the Room Diary or Telephone Operator screens. In OPERA Controls, the **Reservation Color Definition** setting under the Reservations group must be set to **MARKET CODE**.
 - g. **Sequence.** Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
3. Click **Save** to save and exit or click **Save and Continue** to save this code and add another.

Editing a Market Code

1. Enter search criteria and click **Search**.
2. In the search results, select the code and click the **vertical ellipsis**.
3. Click **Edit**.
4. **Inactive.** Select to mark this code inactive. Inactive codes are not available for selection from lists in OPERA Cloud. The code remains for historical and statistical purposes only.
5. Update the configuration and click **Save**.

Deleting a Market Code

1. Enter search criteria and click **Search**.
2. In the search results, select the code and click the **vertical ellipsis**.
3. Click **Delete** and confirm the deletion.

Configuring Market Groups

You can group market codes into categories or market groups that correspond to your property's marketing strategy. This segmentation provides both statistics and financial reporting at the group level as well as at the code level.

OPERA Cloud produces statistical reports showing room revenue, number of nights, average room rate, food and beverage revenue, and other revenue based on the market code referenced in each reservation record. Market Groups are used to group and summarize statistical data from various linked market codes.

Typical market groups are Corporate, Government, Wholesale, Package, and Discount. Using this example, you would create specific market codes (for example, Local Company, National Company, and International Company) under the Corporate main group. Revenue and room nights are attributed to each market code and can be totaled at the market group level.



Note:

All Market Group codes can be distributed to multiple properties from the Generic Template Configuration screen if the MHOT Multi Property add-on subscription is active.

Adding a Market Group

1. Select the **Administration** menu, select **Booking**, select **Marketing Management**, and then select **Market Groups**.
2. Click **New** and complete the following fields:
 - a. **Property.** Search for and select a property or confirm the property.
 - b. **Market Group.** Enter an alpha-numeric code to be used for the market group (for example, CORP, GOVT, WHLS, and so on).
 - c. **Description.** Enter a description of the market code (for example, Corporate, Government, Wholesale, and so on).
 - d. **Manage Translations.** (Available when the **Multi Language** function under the **General** group is active.) Select to open the multi-language descriptions screen and configure a language translation for the description.
 - e. **Sequence.** Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
3. Click **Save**.

Editing a Market Group

1. Enter search criteria and click **Search**.
2. In the search results, select the code and click the **vertical ellipsis**.
3. Click **Edit**.
4. **Inactive.** Select to mark this code inactive. Inactive codes are not available for selection from lists in OPERA Cloud. The code remains for historical and statistical purposes only.
5. Update the configuration and click **Save**.

Deleting a Market Group

1. Enter search criteria and click **Search**.
2. In the search results, select the code and click the **vertical ellipsis**.
3. Click **Delete** and confirm the deletion.

Configuring Marketing Region

You can configure Marketing Region codes and then associate them with Marketing Cities. This provides the ability to designate smaller areas within your property's area as "marketing regions," as opposed to the larger geographical regions. You can search for properties within the smaller marketing region when making reservations.

Adding a Marketing Region

1. Select the **Administration** menu, select **Booking**, select **Marketing Management**, and then select **Marketing Regions**.
2. Click **New** and complete the following fields:

 **Note:**

In a multi-property operation, Marketing Region codes are configured in the template and then copied to properties. This ensures consistent configuration across all properties.

- a. **Code.** Enter an alpha-numeric code to represent the marketing region.
 - b. **Description.** Enter a description for the marketing region.
 - c. **Manage Translations.** (Available when the **Multi Language** function under the **General** group is active.) Select to open the multi-language descriptions screen and configure a language translation for the description.
 - d. **Sequence.** Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
3. Click **Save** to save and exit or click **Save and Continue** to save this code and add another.

Editing a Marketing Region

1. Enter search criteria and click **Search**.
2. In the search results, select the code and click the **vertical ellipsis**.
3. Click **Edit**.
4. Update the configuration and click **Save**.

Deleting a Marketing Region

1. Enter search criteria and click **Search**.
2. In the search results, select the code and click the **vertical ellipsis**.
3. Click **Delete** and confirm the deletion.

Copying Marketing Region Codes

When the OPP_MHOT Multi-property add-on license is active, you can copy Marketing Region codes from the Template to the properties. After you copy codes to a property, you can edit the codes as necessary.

For more information, see [Copying Configuration Codes to Multiple Properties](#)

Configuring Origin Codes

OPERA Cloud maintains origin of business statistics, which enables you to track reservations by setting up origin codes (the originating media source for the reservation). Just as market codes can be grouped into market groups for reporting purposes, origin codes are attached to reservation records to track how reservations come into the property. Each property or property chain determines the breakdown of the origin information it requires (for example, mail, telephone, fax, central reservations, travel agency, GDS, and so on).

Adding an Origin Code

1. Select the **Administration** menu, select **Booking**, select **Marketing Management**, and then select **Origin Codes**.
2. Click **New** and complete the following fields:

 **Note:**

In a multi-property operation, Origin codes are configured in the template and then copied to properties. This ensures consistent configuration across all properties.

- a. **Code.** Enter the origin code used to assign to an origin (for example, PH, FX, WI, INT, and so on).
 - b. **Description.** Enter text that describes the origin code (for example, telephone, fax, walk-in, Internet, and so on).
 - c. **Manage Translations.** (Available when the **Multi Language** function under the **General** group is active.) Select to open the multi-language descriptions screen and configure a language translation for the description.
 - d. **Sequence.** Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
3. Click **Save** to save and exit or click **Save and Continue** to save this code and add another.

Editing an Origin Code

1. Enter search criteria and click **Search**.
2. In the search results, select the code and click the **vertical ellipsis**.
3. Click **Edit**.

4. Update the configuration and click **Save**.

Deleting an Origin Code

1. Enter search criteria and click **Search**.
2. In the search results, select the code and click the **vertical ellipsis**.
3. Click **Delete** and confirm the deletion.

Copying Origin Codes

When the OPP_MHOT Multi-property add-on license is active, you can copy Origin codes from the Template to the properties. After you copy codes to a property, you can edit the codes as necessary.

For more information, see [Copying Configuration Codes to Multiple Properties](#)

Sell Messages

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

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

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

- [Configuring Sell Messages](#)

Configuring Sell Messages

Adding a Sell Message

1. Select the **Administration** menu, select **Booking**, select **Marketing Management**, and then select **Sell Messages**.
2. Click **New** and complete the following fields:
 - a. **Global / Hub / Property**. Select the level for the Sell Message (if multi-property is active).
 - b. **Property**. Search for and select a property or confirm the property.
 - c. **Begin Date / End Date**. Enter the **Start** and **End** dates during which this sell message appears to reservation agents.
 - d. **Language**. Enter or select the language code for the sell message. If a language code is specified, this sell message only appears when the language code matches the language code of the user in their user account.

- e. **Rate Code.** Enter or select the rate code for which this sell message should appear.
 - f. **Block Code.** Enter or select the block code for which this sell message should appear.
 - g. **Room Type.** Enter or select the room type for which this sell message should appear.
 - h. **Sequence.** Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
 - i. **Sell Message.** Type the sell message.
3. Click **Save**.

Editing a Sell Message

1. Enter search criteria and click **Search**.
2. In the search results, select the code and click the **vertical ellipsis**.
3. Click **Edit**.
4. Update the configuration and click **Save**.

Deleting a Sell Message

1. Enter search criteria and click **Search**.
2. In the search results, select the code and click the **vertical ellipsis**.
3. Click **Delete** and confirm the deletion.

Configuring Source Codes

Use source codes to manage and track the source of business at your hotel, such as mail, telephone, fax, central reservations, travel agency, and so on. OPERA Cloud maintains the source of business statistics. Just like market codes, source codes are attached to reservation records to track how the reservations come to the property. Source codes are also grouped into source groups for reporting. Every property or property chain determines the breakdown of the source information it requires.

Adding a Source Code

1. Select the **Administration** menu, select **Booking**, select **Marketing Management**, and then select **Source Codes**.
2. Click **New** and complete the following fields:

 **Note:**

In a multi-property operation, Source codes are configured in the template and then copied to properties. This ensures consistent configuration across all properties.

- a. **Property.** Search for and select a property or confirm the property.

- b. **Source Code.** Enter an alpha-numeric code to be used for the source code (for example, TEL, FAX, WK, and so on).
 - c. **Description.** Enter a description of the source code (for example, Telephone, Facsimile, Walk in, and so on).
 - d. **Manage Translations.** (Available when the **Multi Language** function under the **General** group is active.) Select to open the multi-language descriptions screen and configure a language translation for the description.
 - e. **Source Group.** Select the associated source group to which this source code belongs.

For more information, see [Configuring Source Groups](#).
 - f. **Sequence.** Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
 - g. **Inactive.** Select to mark this code inactive. Inactive codes are not available for selection from lists in OPERA Cloud. The code remains for historical and statistical purposes only.
3. Click **Save** to save and exit or click **Save and Continue** to save this code and add another.

Editing a Source Code

1. Enter search criteria and click **Search**.
2. In the search results, select the code and click the **vertical ellipsis**.
3. Click **Edit**.
4. **Inactive.** Select to mark this code inactive. Inactive codes are not available for selection from lists in OPERA Cloud. The code remains for historical and statistical purposes only.
5. Update the configuration and click **Save**.

Deleting a Source Code

1. Enter search criteria and click **Search**.
2. In the search results, select the code and click the **vertical ellipsis**.
3. Click **Delete** and confirm the deletion.

Copying Source Codes

When the OPP_MHOT Multi-property add-on license is active, you can copy Source codes from the Template to the properties. After you copy codes to a property, you can edit the codes as necessary.

For more information, see [Copying Configuration Codes to Multiple Properties](#)

Configuring Source Groups

Source Groups enable you to group several different types of source codes for reporting and tracking purposes.

Adding a Source Group

1. Select the **Administration** menu, select **Booking**, select **Marketing Management**, and then select **Source Groups**.
2. Click **New** and complete the following fields:

 **Note:**

In a multi-property operation, Source Groups are configured in the template and then copied to properties. This ensures consistent configuration across all properties.

- a. **Property.** Search for and select a property or confirm the property.
 - b. **Source Group.** Enter an alpha-numeric code to be used for the source group.
 - c. **Description.** Enter a description of the source group.
 - d. **Sequence.** Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
 - e. **Inactive.** Select to mark this code inactive. Inactive codes are not available for selection from lists in OPERA Cloud. The code remains for historical and statistical purposes only.
3. Click **Save**.

Editing a Source Group

1. Enter search criteria and click **Search**.
2. In the search results, select the code and click the **vertical ellipsis**.
3. Click **Edit**.
4. **Inactive.** Select to mark this code inactive. Inactive codes are not available for selection from lists in OPERA Cloud. The code remains for historical and statistical purposes only.
5. Update the configuration and click **Save**.

Deleting a Source Group

1. Enter search criteria and click **Search**.
2. In the search results, select the code and click the **vertical ellipsis**.
3. Click **Delete** and confirm the deletion.

Copying Source Groups

When the OPP_MHOT Multi-property add-on license is active, you can copy Source Groups from the Template to the properties. After you copy codes to a property, you can edit the codes as necessary.

For more information, see [Copying Configuration Codes to Multiple Properties](#)

Reservation Management

The reservation components you can configure include things such as guest messages, reservation alerts, and deposit rules.

- [Auto Attach Elements](#)
- [Configuring Country Entry Points](#)
- [Configuring Discount Reasons](#)
- [Configuring Guest Locators](#)
- [Configuring Guest Messages](#)
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- [Configuring Guest Types](#)
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Auto Attach Elements

Prerequisites for Auto Attach Elements

Auto attach elements are rules defined to auto-update various fields (elements) on a new reservation entered via the Look to Book Sales screen.

When these rules apply, the field (element type) is automatically updated on the reservation.

 **Note:**

Auto-attach elements does not apply to reservations made via the rooming list entry.

The fields (element types) that are updated on (attached to) a reservation are determined by the condition defined in the rule. For example:

- Specials updated on a reservation based on membership type.
- Specials updated on a reservation based on rate code.
- Specials updated on a reservation based on room type.
- Traces added to the reservation based on rate code.

- Traces added to the reservation based on room type.
- Packages updated on a reservation based on membership type.

For example, a rule could be configured as follows:

```
IF RATE CODE = 'CORP01'  
  
then UPDATE SPECIALS with 'FB' (Fruit Basket)
```

- [Prerequisites for Auto Attach Elements](#)
- [Configuring Auto Attachment Rules](#)

Prerequisites for Auto Attach Elements

OPERA Controls

Group: Reservation

The **Reservation Auto-Attach Elements** function must be active.

Configuring Auto Attachment Rules

Adding Auto Attachment Rules

1. Select the **Administration** menu, select **Booking**, select **Reservation Management**, and then select **Auto Attachment Elements**.
2. Select **New**.
3. Complete the following fields:
 - a. **Property**. Select or enter a property code.
 - b. **Code**. Enter a unique code (identifier) for the rule.

 **Note:**

Different field prompts appear on this screen depending on which **Based On** and **Element Type** values are selected.

4. Under **Based On Conditions** (IF CONDITION):
 - a. **Based On Conditions**. Select the down arrow and choose **Membership**, **Rate Code**, **Preference**, **Room Type**, **Adults**, **Children**, **Specials**, **VIP**, or **Keyword Type** on which to base the rule.
 - b. **Details**. Select the appropriate codes to evaluate for the condition (field prompts vary according to the based-on selection).
5. Under **Element Type**:
 - a. **Element Type**. Select the field to update (choices vary depending on the condition).
 - b. **Details**. Select the code(s) from the list to update to field (field prompts vary according to the element type selection).

6. Click **Save**.

Editing Auto Attachment Rules

1. Select the **Administration** menu, select **Booking**, select **Reservation Management**, and then select **Auto Attachment Elements**
2. Select or confirm the Property.
3. Enter search criteria and click **Search**.
4. In the search results, select the code and then click on the vertical ellipsis.
5. Select **Edit**.
6. Select **Inactive** if you want to make the rule code inactive.
7. Update the configuration and then click **Save**.

Deleting Auto Attachment Rules

1. Select the **Administration** menu, select **Booking**, select **Reservation Management**, and then select **Auto Attachment Elements**
2. Select or confirm the Property.
3. Enter search criteria and click **Search**.
4. In the search results, select the code and then click on the vertical ellipsis.
5. Select **Delete**.

Configuring Country Entry Points

Country End Points specify where a guest has entered the country (for example, cities or airports). Once codes are configured, you can select the Country Entry Point code from the customized Reservation Stay Details panel.

Adding a Country Entry Point

1. Select the **Administration** menu, select **Booking**, select **Reservation Management**, and then select **Country Entry Points**.
2. Click **New** and complete the following fields:
 - a. **Code**. Enter the code to identify an entry point.
 - b. **Description**. Enter a description of the entry point.
 - c. **Display Seq**. Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
3. Click **Save**.

Editing a Country Entry Point

1. Select or confirm the **Property**.
2. Enter search criteria and click **Search**.
3. In the search results, select the code and click the **vertical ellipsis**.
4. Click **Edit**.

5. Update the configuration and click **Save**.

Deleting a Country Entry Point

1. Select or confirm the **Property**.
2. Enter search criteria and click **Search**.
3. In the search results, select the code and click the **vertical ellipsis**.
4. Click **Delete**.

Configuring Discount Reasons

Discount reasons designate why a discount was made to the scheduled rate amount for a reservation. When a flat or percentage discount is entered on a reservation, OPERA Cloud requires you to select a discount reason.

[Prerequisites for Discount Reasons](#)

Adding a Discount Reason

1. Select the **Administration** menu, select **Booking**, select **Reservation Management**, and then select **Discount Reasons**.
2. Click **New** and complete the following fields:
 - a. **Code**. Enter the code you want to assign to a discount reason (for example, ERR, WALK, RG, or MGMT).
 - b. **Description**. Enter a discount reason explanation (for example, agent error, walked guest, repeat guest, management decision, and so on).
 - c. **Display Seq**. Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
3. Click **Save**.

Editing a Discount Reason

1. Select or confirm the **Property**.
2. Enter search criteria and click **Search**.
3. In the search results, select the code and click the **vertical ellipsis**.
4. Click **Edit**.
5. Update the configuration and click **Save**.

Deleting a Discount Reason

1. Select or confirm the **Property**.
 2. Enter search criteria and click **Search**.
 3. In the search results, select the code and click the **vertical ellipsis**.
 4. Click **Delete**.
- [Prerequisites for Discount Reasons](#)

Prerequisites for Discount Reasons

OPERA Controls

Group: Reservations

The **Reservation Discounts** function must be active.

Configuring Guest Locators

Locator texts define the standard texts available for selection when a user must add a guest locator to an inhouse reservation. You can add a locator to a reservation via the telephone operator or from the reservation details link.

To facilitate the faster entry of locators, you can define standard locator texts so that the GSA/phone operator only has to select a locator from a list instead of typing the full location each time.

Adding a Locator Text

1. Select the **Administration** menu, select **Booking**, select **Reservation Management**, and then select **Guest Locators**.
2. Click **New** to add a new Guest Locator and complete the following fields.

 **Note:**

When the multi-property license is active, new locators can only be created by clicking the **Template** button. Once created, you can copy template messages to specific properties using the Copy action.

- a. **Property.** Enter or search for and select a property.
 - b. **Code.** Enter a number to assign to the locator code.
 - c. **Description.** Enter the text that describes the locator.
 - d. **Sequence.** Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
3. Click **Save**.

Editing a Locator Text

1. Select or confirm the **Property**.
2. Enter search criteria and click **Search**.
3. In the search results, select the code and click the **vertical ellipsis**.
4. Click **Edit**.
5. Select **Inactive** if you want to mark the locator code inactive.
6. Update the configuration and click **Save**.

Deleting a Locator Text

1. Select or confirm the **Property**.
2. Enter search criteria and click **Search**.
3. In the search results, select the code and click the **vertical ellipsis**.
4. Click **Delete**.

For more information, see [Telephone Operator](#).

Configuring Guest Messages

Message templates enable you to define standard message texts within OPERA Cloud to ensure consistency in the format of guest messages.

Messages can be configured in multiple languages. Also, messages are added to a reservation via the telephone operator or directly on a reservation via the Messages details link.

For more information, see [Telephone Operator](#).

Adding Guest Message Formats

1. Select the **Administration** menu, select **Booking**, select **Reservation Management**, and then select **Guest Messages**.
2. Click **New** and complete the following fields:

 **Note:**

When the multi-property license is active, you can only create new message formats by clicking the **Template** button. Once created, template messages can be copied to specific properties using the Copy action.

- a. **Property.** Enter or search for and select a property.
 - b. **Code.** Enter the code for the message format (for example, FAX, VISIT, or CALLBACK).
 - c. **Description.** Enter the text of the message. (For example, you could enter the following text: We received a fax for you at the reception. <Visitor Name> came to visit you. <Caller Name> has called. Please call back!)
 - d. **Manage Translations.** Select this link to enter translations of the message text into other languages.
 - e. **Sequence.** Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
3. Click **Save**.

Editing Guest Message Formats

1. Select or confirm the **Property**.
2. Enter search criteria and click **Search**.
3. In the search results, select the code and click the **vertical ellipsis**.
4. Click **Edit**.
5. Update the configuration and click **Save**.

Deleting Guest Message Formats

1. Select or confirm the **Property**.
2. Enter search criteria and click **Search**.
3. In the search results, select the code and click the **vertical ellipsis**.
4. Click **Delete**.

Configuring Guest Status

You can customize the Guest Status field to the Reservation Overview or Stay details panel.

Adding a Guest Status

1. Select the **Administration** menu, select **Booking**, select **Reservation Management**, and then select **Guest Status**.
2. Click **New** and complete the following fields:
 - a. **Code**. Enter a code for the Guest Status.
 - b. **Description**. Enter the text that describes the Guest Status.
 - c. **Sequence**. Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
3. Click **Save**.

Editing a Guest Status

1. Select or confirm the **Property**.
2. Enter search criteria and click **Search**.
3. In the search results, select the code and click the **vertical ellipsis**.
4. Click **Edit**.
5. Update the configuration and click **Save**.

Deleting a Guest Status

1. Select or confirm the **Property**.
2. Enter search criteria and click **Search**.
3. In the search results, select the code and click the **vertical ellipsis**.

4. Click **Delete**.

Configuring Guest Types

You can customize Guest Type fields for the Reservation Overview or Stay details panel.

Adding a Guest Type

1. Select the **Administration** menu, select **Booking**, select **Reservation Management**, and then select **Guest Types**.
2. Click **New** to add a new Guest Type and complete the following fields.
 - a. **Code**. Enter a code for the Guest Type.
 - b. **Description**. Enter the text that describes the Guest Type.
 - c. **Sequence**. Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
3. Click **Save**.

Editing a Guest Type

1. Select or confirm the **Property**.
2. Enter search criteria and click **Search**.
3. In the search results, select the code and click the **vertical ellipsis**.
4. Click **Edit**.
5. Update the configuration and click **Save**.

Deleting a Guest Type

1. Select or confirm the **Property**.
2. Enter search criteria and click **Search**.
3. In the search results, select the code and click the **vertical ellipsis**.
4. Click **Delete**.

Configuring Property Move Reasons

When the OPERA Cloud Multi-Property Cross Reservations add-on license is active, you can use Property Move Reasons when moving a reservation between properties in Look to Book sales screen. Move reasons are used to designate why a reservation was moved from one property to another. Some examples of property move reasons are weather, rate, amenities, property sold out, or group changed location.

Adding a Property Move Reason

1. Select the **Administration** menu, select **Booking**, select **Reservation Management**, and then select **Property Move Reasons**.
2. Click **New** and complete the following fields.

- a. **Code.** Enter a code for the Property Move Reason.
 - b. **Description.** Enter the text that describes the Property Move Reason (for example, sold out, weather, management, or group extended).
 - c. **Sequence.** Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
3. Click **Save**.

Editing a Property Move Reason

1. Select or confirm the **Property**.
2. Enter search criteria and click **Search**.
3. In the search results, select the code and click the **vertical ellipsis**.
4. Click **Edit**.
5. Update the configuration and click **Save**.

Deleting a Property Move Reason

1. Select or confirm the **Property**.
2. Enter search criteria and click **Search**.
3. In the search results, select the code and click the **vertical ellipsis**.
4. Click **Delete**.

Configuring Purpose of Stay

Adding a Purpose of Stay

1. Select the **Administration** menu, select **Booking**, select **Reservation Management**, and then select **Purpose of Stay**.
2. Click **New** and complete the following fields.
 - a. **Code.** Enter a code for the Purpose of Stay (for example, BUS, TRAV, LEIS, CONF, or SEM).
 - b. **Description.** Enter the text that describes the Purpose of Stay (for example, Business, Travel, Leisure, Conference, or Seminar).
 - c. **Sequence.** Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
3. Click **Save**.

Editing a Purpose of Stay

1. Select or confirm the **Property**.
2. Enter search criteria and click **Search**.
3. In the search results, select the code and click the **vertical ellipsis**.
4. Click **Edit**.

5. Update the configuration and click **Save**.

Deleting a Purpose of Stay

1. Select or confirm the **Property**.
2. Enter search criteria and click **Search**.
3. In the search results, select the code and click the **vertical ellipsis**.
4. Click **Delete**.

Configuring Room Move Reasons

Room move reasons are used when moving a guest from one room in a property to another room in the same property after the reservation has been checked in.

Adding a Room Move Reason

1. Select the **Administration** menu, select **Booking**, select **Reservation Management**, and then select **Room Move Reasons**.
2. Click **New** and complete the following fields:
 - a. **Code**. Enter a code for the Room Move Reason.
 - b. **Description**. Enter the text that describes the reason for the room move.
 - c. **Sequence**. Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
3. Click **Save**.

Editing a Room Move Reason

1. Select or confirm the **Property**.
2. Enter search criteria and click **Search**.
3. In the search results, select the code and click the **vertical ellipsis**.
4. Click **Edit**.
5. Update the configuration and click **Save**.

Deleting a Room Move Reason

1. Select or confirm the **Property**.
2. Enter search criteria and click **Search**.
3. In the search results, select the code and click the **vertical ellipsis**.
4. Click **Delete**.

Configuring Trace Texts

When you create traces for reservation, blocks, or AR accounts, you must first set up the standard messages that are available. When you create a trace, these texts can be selected and used as-is, or they can be modified as necessary.

 **Note:**

When you create a trace text, it must be associated with a department.

Prerequisites for Trace Texts

Adding a Trace Text

1. Select the **Administration** menu, select **Booking**, select **Reservation Management**, and then select **Trace Texts**.
2. Click **New** and complete the following fields.
 - a. **Location**. Select either **Global** (available for all properties) or **Property** (available for only the selected property) for the trace text location. If you select **Property**, you must enter or search for and select a property.
 - b. **Department Code**. Enter or search and select the department associated with this trace text.
 - c. **Trace Text**. Enter the text of the trace message. Up to 256 characters can be entered.
 - d. **Sequence**. Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
3. Click **Save**.

Editing a Trace Text

1. Select or confirm the **Property**.
2. Enter search criteria and click **Search**.
3. In the search results, select the code and click the **vertical ellipsis**.
4. Click **Edit**.
5. Update the configuration and click **Save**.

Deleting a Trace Text

1. Select or confirm the **Property**.
 2. Enter search criteria and click **Search**.
 3. In the search results, select the code and click the **vertical ellipsis**.
 4. Click **Delete**.
- [Prerequisites for Trace Texts](#)

Prerequisites for Trace Texts

OPERA Controls

Group: Accounts Receivables

The **Traces** function must be active.

Group: Blocks

The **Traces** function must be active.

Group: Reservations

The **Reservation Traces** function must be active.

Turnaway Codes

[Prerequisites for Turnaway Codes](#)

Turnaway Codes enable you to record the number of potential reservations that were "turned away" and could not be confirmed.

For every new reservation aborted in the Look to Book sales screen, OPERA Cloud prompts you for a turnaway reason.

You can classify turnaways as denials or regrets:

- Denials are reasons for turning away customer business on the property-side (for example, sold out, room/rate not available, and so on).
- Regrets are reasons why a guest does not book the reservation (for example, price sensitivity, location, shopping, and so on).
- [Prerequisites for Turnaway Codes](#)
- [Configuring Turnaway Codes](#)

Prerequisites for Turnaway Codes

OPERA Controls

Group: Look To Book Sales Screen

The **Turnaway Functionality** function must be active.

Configuring Turnaway Codes

Adding Turnaway Codes

1. Select the **Administration** menu, select **Booking**, select **Reservation Management**, and then select **Turnaway Codes**.
2. Click **New** and complete the following fields:
 - a. **Property.** Enter or search for and select a property.
 - b. **Code.** Enter a code that defines the reason for the turnaway (for example, SO, PR, RT, WL, or BQ).
 - c. **Description.** Enter a description for the turnaway code (for example, Sold out, Price resistance, Room type requested not available, Wrong location, Banquet facilities not available, and so on).
 - d. **Turnaway Type.** Classify the turnaway as either a **Denial** (the property denies business from the guest) or a **Regret** (a guest denies business from the property).

- e. **Sequence.** Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
3. Click **Save**.

Editing Turnaway Codes

1. Select or confirm the **Property**.
2. Enter search criteria and click **Search**.
3. In the search results, select the code and click the **vertical ellipsis**.
4. Click **Edit**.
5. Select **Inactive** to mark a code or record as inactive. If inactive, it is excluded from the display list.
6. Update the configuration and click **Save**.

Deleting Turnaway Codes

1. Select or confirm the **Property**.
2. Enter search criteria and click **Search**.
3. In the search results, select the code and click the **vertical ellipsis**.
4. Click **Delete**.

Upgrade Rules

Prerequisites for Upgrade Rules

Upgrade Rules enable you to configure the rules for calculating the reservation upsell amounts.

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

Note:

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

You cannot upgrade reservations under the following conditions:

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

- The reservation already has rate discounts applied. This is only available if the **Allow Reservation Discounts** parameter is active under the Reservations group in OPERA Controls.
- The reservation has multiple rate codes.
- [Prerequisites for Upgrade Rules](#)
- [Configuring Reservation Upgrade Rules](#)

Related Topics

- [page 10-86](#)
- [page 12-103](#)
- [page 11-6](#)

Prerequisites for Upgrade Rules

OPERA Controls

Group: Reservations

The **Reservation Upgrade** function must be active.

Configuring Reservation Upgrade Rules

Upgrade Rules enable you to configure the rules for calculating the reservation upsell amounts for specific room types and date ranges.

Adding an Upgrade Rule

1. Select the **Administration** menu, select **Booking**, select **Reservation Management**, and then select **Upgrade Rules**.
2. Click **New**.
3. Select either **Room Type** or **Room Class**.
 - a. **Room Type.** Select this tab to create an upsell rule from room type to room type.
 - b. **Room Class.** Select this tab to create an upsell rule from room class to room class (available when the **Room Class** function is active).
4. Complete the following fields:
 - a. **Property.** Enter or search for and select a property for the upgrade rule configuration.
 - b. **Code.** Enter a code that represents the upgrade rule.
 - c. **Description.** Enter a description for the upgrade rule (for example, "Upgrade from Standard to Deluxe King").
 - d. **Start Date / End Date.** Select a start date and an end date for the date range during which the upgrade rule is valid
 - e. **From Room Type / To Room Type.** Select a "from" room type (that is, the original room type requested by the guest) and a "to" room type (that is, the upsell room type).

- f. **From Room Class / To Room Class.** Select the down arrow and choose a "from" room class (that is, the original room class requested by the customer) and a "to" room class (that is, the upsell room class).
- g. **Filters:** Select from the following filters:
 - **Rate Codes.** Select the rate codes for which the upsell rule is being created.
 - **Rate Categories.** Select the rate categories for which the upsell rule is being created.

 **Note:**

When considering which rate codes/rate categories to select for the upsell rule, you should base your decision on the rate already being paid by the guest. In other words, if your property is already achieving a higher profit margin on the original rate, your property might allow a discount on the rate for an upsell room type. However, if the guest is already receiving a substantially discounted rate, you might not want to apply the same upsell consideration.

- **Membership Types.** Select the membership types for which the rule is applicable.
 - **Membership Levels.** Select the membership levels for which the rule is applicable.
 - **Reservation Types.** Select the reservation types for which the rule is applicable.
 - **Market Codes.** Select the market codes for which the rule is applicable.
 - **Source Codes.** Select the sources for which the rule is applicable.
 - **Channels.** Select the channels for which the rule is applicable.
- h. **Formula.** Select from the following options:
 - **Flat Amount:** Adds the value in the Amount field to the original rate.
 - **% of Difference:** Calculates the difference between the original rate and the upgrade charge, and then the difference percentage is added to the original rate.
 - **% of Original :** Calculates a percentage of the original rate and adds it to the original rate.
 - i. **Upgrade By:** Select from the following options:
 - **Amount.** Select to upgrade by amount and then enter the value used to calculate the upgrade amount/percentage. This value is dependent on the selected **Formula**.
 - **Occupancy Levels.** Select to upgrade by occupancy levels and then enter an upgrade amount for each occupancy range percentage (for example, 0 to 50% occupancy or 51 to 100 % occupancy). These levels are defined in OPERA Controls.
 - j. **Currency Code.** Enter or select a currency code for the upgrade rule.

- k. **Rounding Rule.** Select a rounding operation for the rule depending on how you want to round the calculated rates. The following options are available:
 - **Up.** Rounds up to the next highest whole number (12% x 110 = 13.20; Rounded up = 14).
 - **Down.** Rounds down to the next lowest whole number (12% x 110 = 13.20; Rounded Down = 13).
 - **None.** Does not round.
 - **Up-Keep Decimal.** Keeps the decimal increments while rounding up to the next highest whole unit (12% x 110 = 13.20; Rounded Up Keep Decimal = 14.20).
 - **Down-Keep Decimal.** Keeps the decimal increments while rounding down to the next lowest whole unit. (12% x 110 = 13.20; Rounded Down Keep Decimal = 13.20)
 - l. **Maximum Days in Advance.** Enter the maximum number of days in advance of the reservation arrival date that a reservation can be upgraded using this rule. For example, if this field is set to 10, then the reservation must be booked at least 10 days before the arrival date for the upsell offer to be presented.
 - m. **Transaction Code.** Enter or select a transaction code for the upgrade rule.
5. Click **Save** to save and exit or click **Save and Continue** to save this code and add another.

Editing an Upgrade Rule

1. Select or confirm the **Property**.
2. Enter search criteria and click **Search**.
3. In the search results, select the code and click the **vertical ellipsis**.
4. Click **Edit**.
5. Update the configuration and click **Save**.

Deleting an Upgrade Rule

1. Select or confirm the **Property**.
2. Enter search criteria and click **Search**.
3. In the search results, select the code and click the **vertical ellipsis**.
4. Click **Delete**.

Waitlist

Prerequisites for Waitlist Codes

You can place bookings on a waitlist if the requested room type or rate is not available. When a reservation is created and then moved to the waitlist, the system requires a reason and a priority

Use waitlist reason codes to designate why a reservation is being placed on a waitlist (rate not available, room not available, dates not available, and so on) and use waitlist priorities to determine the priority on waitlist.

- [Prerequisites for Waitlist Codes](#)
- [Configuring Waitlist \(Reason\) Codes](#)
- [Configuring Waitlist Priorities](#)

Prerequisites for Waitlist Codes

OPERA Controls

Group: Reservations

The **Waitlist** function must be active.

Configuring Waitlist (Reason) Codes

Adding Waitlist Codes

1. Select the **Administration** menu, select **Booking**, select **Reservation Management**, and then select **Waitlist Codes**.
2. Click **New** and complete the following fields:
 - a. **Code.** Enter a code that defines the reason for the waitlist.
 - b. **Description.** Enter a description for the waitlist reason code.
 - c. **Sequence.** Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
3. Click **Save**.

Editing Waitlist Codes

1. Select or confirm the **Property**.
2. Enter search criteria and click **Search**.
3. In the search results, select the code and click the **vertical ellipsis**.
4. Click **Edit**.
5. Update the configuration and click **Save**.

Deleting Waitlist Codes

1. Select or confirm the **Property**.
2. Enter search criteria and click **Search**.
3. In the search results, select the code and click the **vertical ellipsis**.
4. Click **Delete**.

Configuring Waitlist Priorities

You can give bookings a "waitlist" status if the requested reservation cannot be confirmed. When a reservation is created and then moved to the waitlist, you can set different priorities for confirming these waitlisted reservations.

Adding a Waitlist Priority Code

1. Select the **Administration** menu, select **Booking**, select **Reservation Management**, and then select **Waitlist Priorities**.
2. Click **New** and complete the following fields:
 - a. **Code**. Enter a code that represents the waitlist priority (for example, HI, LO, 1, or 2).
 - b. **Description**. Enter a description for the waitlist priority (for example, high priority, low priority, level one, level two, and so on).
 - c. **Sequence**. Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
3. Click **Save**.

Editing a Waitlist Priority Code

1. Select or confirm the **Property**.
2. Enter search criteria and click **Search**.
3. In the search results, select the code and click the **vertical ellipsis**.
4. Click **Edit**.
5. Update the configuration and click **Save**.

Deleting a Waitlist Priority Code

1. Select or confirm the **Property**.
2. Enter search criteria and click **Search**.
3. In the search results, select the code and click the **vertical ellipsis**.
4. Click **Delete**.

Resource Management

Use Resource Management to configure and manage event related resources such as items, menus, catering revenue types, catering packages/templates, and so on.

- [Searching for Catering Package/Templates](#)
- [Setting Up Catering Packages and Templates](#)
- [Configuring Catering Package Pricing](#)
- [Adding Notes to Catering Packages](#)
- [Editing Catering Packages and Templates](#)
- [Editing Event Package/Template Resources](#)
- [Editing Events and Sub Events on Catering Packages/Templates](#)
- [Configuring and Copying Event Forecasts](#)
- [Configuring Multi-Choice Menus](#)

Searching for Catering Package/Templates

You can search and open an existing catering package/template by entering search criteria in the required fields. From search results, you can create new packages/templates or edit/delete existing packages/templates.

1. From the Administration menu, select **Booking**, select **Resource Management**, and then select **Catering Package / Template Setup**.
2. Enter your search criteria. Mandatory fields are marked with an asterisk.
3. Enter or confirm the **Property** name.
4. Enter the **Code** assigned to the package or template. Click the **magnifying glass** icon to search for the code attached to the package or template.
5. Enter a **Description** of the package or template
6. Enter the **Duration in Days**. This is the number of days covered by the package or template. For example, a package might include 2 days with lunch and dinner on each day.
7. Select **Packages**, **Templates**, or **Both** to appear in your search results.
8. Click **Search**. Search results list the packages/templates matching your search criteria.
 - a. Click **New** to create a new package or template.
 - b. Click the **Actions** ellipsis associated with the package/template to edit or delete the package/template.
 - c. Click the **+ symbol** associated with the package/template to reveal events attached to the package/event.

Setting Up Catering Packages and Templates

Templates and packages are designed to make it easier for you to set up Events. They provide pre-configured resources typically used for Events. Templates and packages are alike, except that templates do not include prices. You can use templates when offering custom pricing or when the number of attendees is uncertain.

1. From the Administration menu, select **Booking**, select **Resource Management**, and then select **Catering Package/Template Setup**.
2. Click **New**.
3. Click either the **Package** check box or the **Template** check box.
4. Create a code to identify the package or template, for example, WEDREC, CONF, ANNIV, and so on.
5. Create a description to provide additional identification of the package or template, for example, Wedding Reception, Conference, Anniversary, and so on.
6. Enter a number of days the package/template is designed to cover.
7. Click **Save** or click **Save and Go to Presentation**.

- a. Save returns you to the main search screen where you can search or create a new package or template.
- b. Save and Go To Presentation opens your new package or template, enabling you to continue setup.

CATERING PACKAGE DETAILS PANEL

1. Click **Edit** in the Catering Package Details panel to make changes to your packages and templates. You can change the Code, the Description, and the Duration.
2. Click **Save**.

EVENTS PANEL

Use the Events panel to add Events and Sub Events to the package/template.

1. In the Events Panel, click **New**.
2. Enter a value in the Day field indicating when the event will take place within the duration of the package, for example, Day 1, Day 2, and so on.
3. Search and select an **Event Type** from the list of configured types. Your selection will auto fill the Event Name field.
4. Enter the **From** and **To** time schedule of the Event.
5. Select the **Space** where the event will be held.
6. Select a **Setup Style** for the room.
7. Click **Save**.
8. Click the **Actions** ellipse attached to an event and select the following options:
 - a. **Edit**. Enables you to edit event record fields.
 - b. **Create Sub-Event**. Select an Event Type, an Event Name, and the From and To time period of the sub event. You can also select a Space and a Setup Style if either is different from the master event
 - c. **Add Note**. Select this option to attach notes to the event. Use Select a Note Type from a list of configured options and enter text-based notes.
 - d. **Delete**. A confirmation popup appears with the options to cancel or delete.

Configuring Catering Package Pricing

Catering packages can include package price code covering the various event components the package offers. Use the following steps to configure a package price code.

1. From the Administration menu, select **Booking**, select **Resource Management**, and then select **Catering Package/Template Setup**.
2. Enter or confirm the **Property**.
3. Click the **check box(s)** for Packages, Templates, or Both, and then click **Search**.
If you select the radio button for template, the option for pricing will not be available as pricing is specific to packages.
4. Click the **Action** ellipsis on a package listed in your search results and select **Edit**.

5. In the Pricing panel, click **New**.
6. Create a **Price Code** and a **Description**.
7. Select a **Market Code** from the pre-configured list of codes.

Booking Type is an additional field that can be configured as part of the pricing. It is optional similar to Market Code and allows the hotel to control the availability of the package based on the selected booking type. When the booking type matches the booking type of the block, the price code becomes available.
8. Enter the **Sell Date From** and **Sell Date To** reflecting when the pricing code is available
9. Enter the **Block Date From** and **Block Date To** indicating the price is available only to blocks booked between these dates. Block dates must fall within the package sell dates.
10. Enter the minimum and maximum number of attendees intended for the package price code.
11. Enter the minimum and maximum number of attendees intended for the package price code.
12. Click **Flat Price** reflecting a flat price for the package. If left unchecked, the pricing defaults to per person.
13. In the Revenue Details section within the Pricing panel, enter a **Price** for each event and Revenue Type. The package price will increase.
 - a. In the Forecast field, you can also enter the whole estimated value of the Price Code. The amount entered in this field will be used for revenue forecasting.
 - b. The amount entered into the Price field is how much revenue should be allocated for the event and revenue type combination.
 - c. The Cost Split is the hotel's internal cost. For example if the package includes a dinner with a menu that includes wine and stuffed chicken, the hotel package pricing could look like the following:

Dinner + Bev: Forecast: \$8 /Price: \$8 /Cost Split: \$3.50

Dinner + Food: Forecast: \$30 /Price: \$30 /Cost Split: \$14
14. Click the **ellipsis** next to the New button and select **Refresh** to update the screen after entering pricing. The package price increases to reflect your changes.
15. Click **Save**.

Adding Notes to Catering Packages

You can add Event notes and Resource notes to packages for communicating special instructions to various departments.

1. From the Administration menu, select **Booking**.
2. Select **Resource Management** and then select **Catering Package / Template Setup**.
3. Enter the **Property** and any other search criteria.
4. Click **Search**.

5. Click the **Action** ellipsis on a package and select **Edit**.
6. In the Events panel, click the **Actions** ellipsis and select **Add Note**.
7. In the Package Event Notes dialog, select a note **Type**. The long form of the note type appears in the Title field automatically.
8. Select the **Internal** check box to keep the note visible to only internal users.
9. Write the note in the Comments text field.
10. Click **Save**.

Editing Catering Packages and Templates

Use the following steps to view and edit catering packages and templates.

1. From the Administration menu, select **Booking**, select **Resource Management**, and select **Catering Package / Template Setup**.
2. Enter or confirm the **Property** and any other search criteria.
3. Click **Search**.
4. In search results, select a **package/template**, click the **Action ellipsis**, and select **Edit**.

The Action ellipsis also provides the option to delete the package/template.

5. Click **Edit** in the Catering Package Details panel, the Events panel, or the Pricing panel.
 - a. The Catering Package Details panel provides one Edit button.
 - b. The Events panel provides a New button for adding events and an Edit button for every event listed in the panel.
 - c. The Pricing panel provides a New button for adding price codes and an Edit button for every price code listed in the panel.
6. Click **Save**.

Editing Event Package/Template Resources

You can view, edit, and delete the resources associated with catering Event packages and templates. Resources are categorized by Space, Menu, and Item.

1. From the Administration menu, select **Booking**, select **Resource Management**, and then select **Catering Package/Template Setup**.
2. Enter or confirm the **Property** and any other search criteria and click **Search**.
3. Click the **Action ellipsis** on a package and select **Edit**.
4. When the Package opens, expand the Resources bar in the Events panel if needed to view resources.
 - a. Click the **Items** tag to add Item Resources to the event.

- b. Click the **Menus** tag to add Menu Resources to the event.
- c. Click the **Edit** tag to change the function space setup.
- d. Click the **Action ellipsis** attached to the Edit tag and select **Delete** to delete the function space assigned to the package.

Editing Events and Sub Events on Catering Packages/Templates

You can edit the events and sub events attached to packages/templates.

1. From the Administration menu, select **Booking**, select **Resource Management**, and then select **Catering Package/Template Setup**.
2. In Search, enter **search criteria**, select **Packages, Templates**, or **Both**, and click **Search**.
3. From search results, locate the package/template you want to edit, click the **Actions** ellipsis, and select **Edit**.
4. In the Events Panel, locate the event or sub event you want to change, click the **Action** ellipsis, and select **Edit**.
 - a. In the **Day** field, edit the length of the event. The length cannot exceed the duration of the package.
 - b. In the **Event Type** field, edit the Event Type by selecting from the list of configured types. Your selection will auto fill the Event Name field.
 - c. In the **From** and the **To** time fields, edit the event beginning and end times.
 - d. In the **Space** field, edit the room where the event will be held.
 - e. In the **Setup Style** field, edit the decorating style of the room.
5. Select an event and click the Items and Menus tabs to edit the resources attached to the event.
6. Click **Save**.

Configuring and Copying Event Forecasts

With an active OPERA Cloud Sales and Event Management Premium license, you can establish Event Type/Revenue Type forecasts by date range. You can define Event Forecasts, with or without a market code or a block type, to manage different revenue forecasts for different types of bookings, such as corporate versus social. You can also copy Event Forecasts. The capabilities are designed to reduce manual updates, provide accurate forecasts, and improve reporting. To configure and copy Event Forecast records, use Event Forecast Maintenance search to locate a record to copy.

Configuring Event Forecast Records

1. From the Administration Menu, select **Booking**, select **Resource Management**, and select **Event Forecast Maintenance**.
2. Click **New**.
3. Select an **Event Type**. The system will autofill a Description and Currency type.

4. Select a **Start Date** and an **End Date** to establish the date range of your forecast.
5. Enter a **Market Code** to track the source of the business.
6. Enter a **Block Type** to identify to the type of business.
7. Click **New** to open the Revenue Details dialog.
8. Select a **Revenue Type** for the event, such as Food, Beverage, and so on and click **Select**.
9. Enter an **Amount** and select to apply the amount to either a **Flat Amount** or **Per Person**.
10. Click **Save**.
11. Click **Save** again.

Copying Event Forecast Records

1. Click the **ellipsis** next to the New action button and select **Copy**.
Enter search criteria in any of the fields and then click **Search**.
2. From search results, select the **Event Type Forecast** record you want to copy and click the **transition button** to move the record into the copy section.
3. Click **Save**.
4. In the Review and Copy dialog, you can make the following changes to your copied event records before saving:
 - Select the **Include Revenue Type** check box to retain the revenue type on the copy.
 - Select **Copy Event Type As** to change the Event Type to a different Event Type.
 - Select **Copy Start Date As** to change the Copy Start.
 - Select **Copy End Date As** to change the Copy End dates.
 - Select **Copy Block Type As** to change the Block Type.
5. Click **Copy and Continue**.
6. The Copy Results dialog will provide a status message on your copy.

Configuring Multi-Choice Menus

With an active OPERA Cloud Sales and Event Management premium license, you can configure multi-choice menus composed of different main courses, desserts, and other menu items. During the booking process, the customer can choose a multi-choice menu and then customize it with different selections.

1. From the Administration menu, select **Booking**, select **Resource Management**, and select **Menu**.
2. When Menu opens, select the **Composed Menus** tab.
3. Click **New**.
4. Select a **Menu Class**, such Dinner, or Breakfast, or so on.
5. Create a name for the menu.

6. Provide a brief description of the menu, such as 3-course dinner menu.
7. Select the **Multi Choice** check box and enter a Course Count. The number of courses you enter will determine the number of courses you can configure in the next step.
8. Click **Next** to open the Menu Multi Choice dialog. For each course, select and complete the following:
 - a. Course – a ranking number, for example, if creating a 3-course menu, the system will autofill Course 1, Course 2, and Course 3.
 - b. Choice Count – indicates the number of items available for that course.
 - c. Course Description – describes the course.
 - d. Course Name – such as Starter, Main Course, Dessert, or so on.
9. Click **Next**.
10. In the Menu Items dialog, click **Add**.
 - a. Select menu items to add to each course. Use the move arrows to move your selections to the selected section.
11. Click **Select Menu Items**.
12. On the Menu Items dialog, select the drop-downs to associate each menu item as a course, such as Starter, Main course, or Desserts. You must select at least one menu item for each Choice Count. You can also mark each menu item as Mandatory.
13. Click **Next**.
14. Enter pricing information and click **Save and Go To Presentation**.
15. In the Presentation screen, a Menu Multi Choice link enables editing Multi choice menus.
 - a. If you do not see a Menu Multi Choice panel, click **Customized View** to add it to the presentation screen.

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Client Relations Administration

- [Configuring Activity Results](#)
- [Configuring Activity Types](#)
- [Configuring Auto Trace Codes and Auto Traces](#)
- [Configuring Geographic Components](#)
- [Guest Loyalty Programs](#)
- [Profile Management](#)

Configuring Activity Results

Prerequisites: [Activities](#)

Activity Results are preconfigured descriptions of Activity results. They appear on the Activities screen in the Results field after the Activity is completed. When the OPERA Control parameter Activity > Activity Results is On, and the Complete check box is selected, a Result LOV appears on the Activities screen. You can select the appropriate result value from the LOV and complete the Activity.

Adding an Activity Result

1. From the Administration menu, select **Client Relations**, select **Activity Management**, and select **Activity Results**.
2. Click **New** and complete the following fields:
 - a. **Code**. Enter a code.
 - b. **Description**. Enter a description, for example, Success.
 - c. **Sequence**. Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
3. Click **Save** to save and exit or click **Save and Continue** to save this code and add another.

Editing an Activity Result

1. Enter search criteria and click **Search**.
2. In the search results, select the **Code** and click the **vertical ellipsis**.
3. Click **Edit**.
4. Select the **Inactive** check box to make the Activity Result inactive. Inactive Activity Results do not appear in search results unless you click the Actions ellipsis and select Show Inactive.
5. Update the configuration.

6. Click **Save**.

Deleting an Activity Result

1. Enter search criteria and click **Search**.
2. In the search results, select the **Code** and click the **vertical ellipsis**.
3. Click **Delete** and confirm the deletion.

- [Prerequisites: Activities](#)

Prerequisites: Activities

LICENSE

Oracle Sales and Event Management (OSEM) license

OPERA Controls

Group: Activity

Parameter: Activity Results

Settings: Activity Purge Days

Settings: Default Duration

Settings: Default Start Time

OPERA Tasks

Main Tasks: Client Relations Admin

Activity Types, New/Edit Activity Types

Activity Results, New/Edit Activity Results

Trace Codes, New/Edit Trace Codes

Configuring Activity Types

[Prerequisites: Activities](#)

Activities Types provide predefined codes for describing typical actions you might take when creating Activities and ToDos. You can create Activity Types from the property level.

Adding Activity Types

1. From the Administration menu, select **Client Relations**, select **Activity Management**, and select **Activity Types**.
2. Click **New**.
3. Select a **Property**.
4. Enter an **Activity Type** and enter a description such as Follow up, Internal Meeting, and so on.

5. Select an **Activity Class** (Appointment or ToDo) and click **Select**.
6. Enter a **Sequence** number to indicate the ranking of this Activity Type in a list.
7. Select the **Inactive** check box to make the Activity Type inactive. Inactive Activity Types do not appear in search results unless you click the **Actions ellipsis** and select **Show Inactive**.
8. Click **Save** if finished or click **Save and Continue** to edit the new Activity Type immediately. At any time, you can search for an Activity Type, select the Actions ellipsis associated with it, and edit or delete it.

Editing Activity Types

1. On the Activity Types screen, search for the Activity Type.
2. From your search results, locate the Activity Type and click the row level **vertical ellipsis**.
3. Click **Edit**.
4. Make your changes and click **Save**.

Deleting Activity Types

1. On the Activity Types screen, search for the Activity Type.
2. From your search results, locate the Activity Type and click the row level **vertical ellipsis**.
3. Click **Delete**.
4. Click **Delete** to confirm your decision. Click **Delete** again to delete the Activity Type.

- [Copying Activity Types](#)

Copying Activity Types

The copy function lets you copy Activity Types from one property to another property. The copy function is available only at the HUB level, and both properties must be in the same HUB.

1. From the Administration menu, select **Client Relations**, select **Activity Management**, and select **Activity Types**.
2. Select a **Property** and click **Search**.
3. Click the page level **Actions ellipsis** next to the New button and select **Copy**.
4. In the Configure Parameters panel of the Copy Codes screen, select the **Source Property** where the Activity Type is configured.
5. Select the **Activity Type(s)** you want to copy.
6. Select the **Target Properties** where you want to place the copied Activity Type(s).
7. Click **Save**.
8. On the Review and Copy Codes screen, verify the target property and click **Copy and Continue**.

9. On the Confirmation screen click **Print** or click **Back to Activity Types**.

Configuring Auto Trace Codes and Auto Traces

You can create Auto Trace Codes and configure auto traces so that activities are created automatically under certain configured conditions. The process of creating and applying Auto Trace Codes involves creating a Trace Code, tying the Trace Code to a Trace Group (account, contact, activity, or block), and defining the conditions under which the Trace Code functions.

To create Auto Trace Codes requires an active OPERA Cloud OSEM license. You also must have the activity management user tasks.

Creating a Trace Code

Trace codes are pre-defined filters that trigger activities depending on the behavior of the record.

1. From the Administration menu, select **Client Relations**, select **Activity Management**, and select **Trace Codes**.
2. Click **New**.
3. Select a **Trace Group** from the list of configured groups: Accounts, Activities, Blocks, or Contacts.
4. Create a **Trace Code** to represent the new trace code.
5. Create a **Description** of the new Trace Code.
6. Click **Save**.

Creating Trace Owner Mapping

This function enables you to map the new Trace Code to the Trace Owner Code.

1. From the Administration menu, select **Client Relations**, select **Activity Management**, and select **Trace Owner Mapping**.
2. Click **New**.
3. Select an **Owner Code**. This is the owner responsible for the trace trigger (a logged-in user).
4. Select the **Trace Owner Code**. This is the owner code on whose name the new trace activity should be created.
5. Click **Save**.

Creating Trace Definitions

Trace Definitions determines the conditions under which a Trace is triggered.

1. From the Administration menu, select **Client Relations**, select **Activity Management**, and select **Trace Definitions**.
2. Click **New**.
3. Select the **Trace Group** to which the auto trace is linked. The following check box options appear:

- a. **On Update of Field** – creates the activity when the selected field gets changed.
 - b. **On Creation** – creates the activity when a new record gets created.
 - c. **On Deletion** – creates the activity when a record gets deleted.
4. Select the **Trace Code** from all of the configured Trace Codes for the selected Trace Group.
5. Select an **Activity Class Appointment** or **To Do**.
6. Select the **Activity Type**, such as follow up or send brochure, to trigger by either the Appointment or the To Do you selected.
7. Select an **Owner** from one of the following:
 - a. **Current** – assigns the activity to the logged in user when the activity is generated.
 - b. **Primary** – provides an Owner Assignment check box and a Trace Owner Mapping field for selecting the user mapped in Trace Owner Mapping.
 - c. **Custom** – lets you search and select a different owner.
8. Write a brief description of the Trace Code in the Purpose field.
9. Click **Manage Expressions** to set up additional conditions or conditional and/or statements required to trigger the activity. On the Manage Expressions dialog, you can set up single or multiple conditions:
 - a. Click **Add** or click **Add()**.
 - b. Select an **Attribute** and an **Operator**.
 - c. Click **OK**.
10. Click **Save**.

Copying Trace Definitions

When logged into the Hub level, you can copy Trace Definitions to other properties within the Hub under certain conditions. The Trace Code and Trace Group must be available in the target property. The target property must have an active OPERA Cloud OSEM license.

1. From the Administration menu, select **Client Relations**, select **Activity Management**, and select **Trace Definitions**.
2. Click the page level **vertical ellipsis** and select **Copy**.
3. Select the source **Property**, and enter the **Trace Group**, or **Trace Code**.
4. Click **Search**.
5. Select the trace code and click the **down arrow** to move it to the selected section.
6. Click **Save**.
7. Select the destination **Property**. Only properties with active OPERA Cloud OSEM license will be available. If the same owner assignments are available in the target property, you can leave the Copy Owner Assignment check box selected.
8. Click **Save**.
9. Click **Copy and Continue**.

Editing Trace Definitions

1. From the Administration menu, select **Client Relations**, select **Activity Management**, and select **Trace Definitions**.
2. On the Trace Definitions screen, search and select the required trace definitions that you want to edit and then click on the vertical ellipses.
3. Click **Edit**.
4. Update configuration.
5. Click **Inactive** to mark inactive.
6. Click **Save**.

Deleting Trace Definitions

1. From the Administration menu, select **Client Relations**, select **Activity Management**, and select **Trace Definitions**.
2. On the Trace Definitions screen, search and select the required trace definitions that you want to delete.
3. Click on the vertical ellipses and then click **Delete**.
4. Confirm the deletion.
5. Click **Save**.

Configuring Geographic Components

Use the options from the Geographic Management menu to create codes for defining the location, languages, postal codes, and taxes associated with your guests, companies, vendors, and so on.

- [Managing Birth Country Codes](#)
- [About City and Postal Codes](#)
- [Managing Countries](#)
- [Managing Country Main Group Codes](#)
- [Managing Distance Type Codes](#)
- [About District Codes](#)
- [Configuring Identification Country Codes](#)
- [Managing Identification Types Codes](#)
- [About Language Codes](#)
- [Managing Nationality Codes](#)
- [Managing Region Codes](#)
- [Managing State Codes](#)
- [Managing Tax Category Codes](#)
- [Managing Tax Office Codes](#)

Managing Birth Country Codes

Properties can configure birth country codes if they want to include such information in profiles. The configured codes become available to staff in a list.

1. From the Administration menu, select **Client Relations**, select **Cashiering Geographic Management**, and then select **Birth Country**.
2. Click **New** to open the Manage Birth Country screen.
3. Create a **Code** and a **Description** for the new Birth Country code.
4. Click the **Manage Translations** link if you want to enter the description in additional languages.
5. Enter a **Sequence** number to position the Birth Country code in a list.
6. Click **Save**. Or, click **Save and Continue** to create another code.

Editing and Deleting Codes:

1. From the Birth Country main screen, select the Birth Country **Code** and/or enter the codes **Description**.
2. Click **Search**.
3. From your search results, locate the Birth Country code and click the **vertical ellipsis**.
4. Select either **Edit** or **Delete**.
5. If editing the code, make your changes to the Description field and/or Sequence number and click **Save**.
6. If deleting the code, click **Delete** when the confirmation screen appears.

About City and Postal Codes

You can associate countries (and states or provinces if configured for the country) with cities and with postal codes using Cities and Postal Codes configuration.

When you enter a country and postal code in a profile, OPERA Cloud automatically determines if there is a state, city, and territory associated with the country-postal code combination. If there is, the state, city, and territory portion of the address auto-populate on the profile. Territories update only for account and contact profiles.

In addition, Cities and Postal Codes configuration allows you to associate a district with country/state/territory/city/postal code combinations. You can use districts as geographical filters for statistical reporting and marketing purposes. How you set up using cities and postal codes depends on whether the country is configured with states (or provinces). If states are for the country, you can set up districts that consist of the following combinations:

Country/state/city

Country/state/postal code

Country/state/territory/city/postal code

For example, for the US, one district might include the cities of Chicago IL, North Chicago IL, and Racine WI. Another district might include the entire state of Delaware, the city of Philadelphia PA, and postal codes 08101 through 08104 in Camden NJ.

If the country is not configured using states, you can set up districts that consist of any cities within a country. For example, you could set up a district in the Netherlands consisting of the cities of Rotterdam and Delft.

- [Managing City and Postal Codes](#)

Managing City and Postal Codes

To add City and Postal Codes:

1. From the Administration menu, select **Client Relations**, select **Geographic Management**, and then select **City and Postal Codes**.
2. Click **New** to open the Manage City and Postal Codes screen.
3. Select the **Country** associated with the country/state/territory/city/postal code combination.
4. Select the **State**. This field appears if states or provinces are configured for the country selected in the Country field.
5. Select a **Territory** associated with the country/state/city/postal code combination. When a country and postal code are configured together with a territory linked to them, the territory code will default in the Territory field on account and contact screens when the country and postal codes are selected on those screens.
6. Select a **District** to be associated with this country/state/territory/city/postal code combination.
7. Select the **Fiscal Region**.
8. Select the **From Postal Code / To Postal Code** to define the start and end range of the postal codes valid for the particular country/state/territory/city.

Note: Alphanumeric characters are accepted. If a single postal code is to be associated with the/country/state/territory/city combination, enter the same postal code in both the From Postal Code and To Postal Code fields. If a postal code is not entered, a city must be entered. When a country and postal code are configured together with a territory linked to them, the territory code defaults in the Territory field on account and contacts screens when the country and postal codes are selected on those screens.

9. Enter a **City** associated with the country/state/territory/city/postal code combination. If a city is not entered, you must enter a postal code.
10. Click **Save**.

To Edit and Delete City and Postal Codes:

1. From the Administration menu, select **Client Relations**, select **Geographic Management**, and then select **City and Postal Codes**.
2. From the search, enter search criteria and click **Search**.
3. From your search results, locate the city and click the **vertical ellipsis**.

4. Select **Edit** or select **Delete**.
5. If editing the code, make your changes to the Description field and/or Sequence number.
 - a. Click **Manage Translations** to add or update account description translations.
 - b. Click **Save**.
6. If deleting the code, click **Delete** when the confirmation screen appears.

Managing Countries

Country codes provide information you can use for filling out profile mailing addresses and for collecting and reporting statistics.

1. From the Administration menu, select **Client Relations**, select **Geographic Management**, and then select **Countries**.
2. Select the **Template** tab.
3. Click **New** to open the Countries screen.
4. Create a **Code** to represent the country as it appears on reports and within the profile address.
5. Enter the full **Country Name**.
6. Select the **Guest Address Format**. The feature provides preset address formats.
7. Complete the following optional fields as needed:
 - a. **Country Main Group** if the country is grouped with other countries.
 - b. **Region** where with which the country is associated.
 - c. **ISO Code**. These codes are established by the International Standards Organization.
 - d. **ISO Name**. Standard country name for the ISO code selected in the ISO Code field
 - e. **Sequence** for establishing the position of the country code in listings.
 - f. **Report Sequence** for establishing the position of the country in reports.
 - g. **Display Country Flag**. Select the check box to include a small image of the national flag associated with the ISO code appear next to the country field and list of values.
8. Click **Save**. Click **Save and Continue** to create another Country code.
9. Do the following to edit or delete codes:
 - a. Select the **Template** tab.
 - b. Enter search criteria and click **Search**.
 - c. From your search results, locate the Country code, click the row-level **vertical ellipsis**, and select **Edit** or **Delete**.

If editing the code, make your changes, and click **Save**.

If deleting the code, click **Delete** when the confirmation screen appears.

Managing Country Main Group Codes

The Country Main Group provides a code representing a logical grouping of various countries. The functionality links to statistics information for Profiles. You can add, edit, and delete Country Main Group Codes.

1. From the Administration menu, select **Client Relations**, select **Cashiering Geographic Management**, and then select **Country Main Group**.
2. Click **New** to add a Country Main Group using the Manage Country Main Group screen.
3. Create a **Code** for the country, for example, GB. 4.
4. Create a **Description** that describes the country, for example, Great Britain.
5. Click the **Manage Translations** link if you want to enter the description in additional languages.
6. Enter a **Sequence** number to position the Country Main Group in a list.
7. Click **Save**. Or, click **Save and Continue** to create another code.

Editing and Deleting Codes:

1. From the Country Main Group screen, select the district **Code**, enter the code **Description**, and then click **Search**.
2. From your search results, locate the Country Main code, click the **vertical ellipsis**, and select either **Edit** or **Delete**.
3. If editing the code, make your changes to the Description field and/or Sequence number and click **Save**.
4. If deleting the code, click **Delete** when the confirmation screen appears.

Managing Distance Type Codes

Use Distance Types to define multiple units for distances (kilometers, miles, inches).

1. From the Administration menu, select **Client Relations**, select **Cashiering Geographic Management**, and then select **Distance Types**.
2. Click **New** to open the Manage Distance Type screen.
3. Create a **Code** and a **Description** for the new Distance Type code.
4. Click the **Manage Translations** link if you want to enter the description in additional languages.
5. Enter a **Sequence** number to position the Distance Type code in a list.
6. Click **Save**. Or, click **Save and Continue** to create another code.

Editing and Deleting Codes:

1. From the Distance Type main screen, select the Distance Type **Code** and/or enter the codes **Description**.
2. Click **Search**.

3. From your search results, locate the Distance Type code and click the **vertical ellipsis**.
4. Select either **Edit** or **Delete**.
5. If editing the code, make your changes to the Description field and/or Sequence number and click **Save**.
6. If deleting the code, click **Delete** when the confirmation screen appears.

About District Codes

Districts are user-definable groupings of geographical areas within a country. Districts can provide flexibility in reporting, data collection, and marketing campaigns.

If states are configured for the country, you can set up districts consisting of the following combinations:

- Country/state/city
- Country/state/postal code
- Country/state/city/postal code.

For example, one district in the United States might include the cities of Chicago IL, North Chicago IL, and Racine WI. Another district might include the entire state of Delaware, the city of Philadelphia PA, and postal codes 08101 through 08104 in Camden NJ.

If the country has not been configured using states, you can set up districts that consist of any cities within a country. For example, you could set up a district such as the Netherlands consisting of the cities of Rotterdam and Delft.

- [Managing District Codes](#)

Managing District Codes

1. From the Administration menu, select **Client Relations**, select **Geographic Management**, and then select **Districts**.
2. Click **New** to open the Manage District screen.
3. Create a **Code** for the district.
4. Create a **Description** that describes the district.
5. Click the **Manage Translations** link if you want to enter the description in additional languages.
6. Enter a **Sequence** number to position the district in a list.
7. Click **Save**. Or, click **Save and Continue** to create another code.

Editing and Deleting Codes

1. From the Districts main screen, select the **Code** and/or enter the code's **Description**.
2. Click **Search**.

3. From your search results, locate the District code and click the **vertical ellipsis**.
4. Select **Edit** or select **Delete**.
5. If editing the code, make your changes to the Description field and/or Sequence number and click **Save**.
6. If deleting the code, click **Delete** when the confirmation screen appears.

Configuring Identification Country Codes

Identification Country codes are used to list countries that issue identification documents. The list of Identification Countries is displayed in the Identification panel of the guest profile and as a step in the reservation check-in. Staff can make a selection from this list when manually adding identification details or scanning identification documents .

Adding Identification Country Codes

1. From the Administration menu, select **Client Relations**, select **Geographic Management**, and then select **Identification Country**.
2. Click **New**.
3. Create a **Code** to represent the country.
4. Enter a **Description** of the country.
5. Select a **Sequence** to establish the position of the county in a list of values.
6. Click **Save**. Click **Save and Continue** to create another Identification County.

Editing Identification Country Codes

1. From the Identification Country screen, search for the Identification Country Code or Description.
2. From the search results, click the row level **vertical ellipsis** and select **Edit**.
3. Make your updates and click **Save**.

Deleting Identification Country Codes

1. From the Identification Country screen, search for the Identification Country Code or Description.
2. From the search results, click the row level **vertical ellipsis** and select **Delete**.
3. Confirm your decision and click **Delete**.

Related Topics:

[ID Document Scanning](#)

[Checking in Reservations](#)

Managing Identification Types Codes

Identification types enable properties to provide a list of acceptable identification media for staff members to use when creating profiles. Examples include passport, driver license, military ID, and so on. Staff can select identification from this standard list when verifying guest IDs.

1. From the Administration menu, select **Client Relations**, select **Cashiering Geographic Management**, and then select **Identification Types**.
2. Click **New** to open the Identification Types screen.
3. Create a **Code** and a **Description** for the new Identification Types code.
4. Click the **Manage Translations** link if you want to enter the description in additional languages.
5. Enter a **Sequence** number to position the Identification Types code in a list.
6. Click **Save**. Or, click **Save and Continue** to create another Identification Types code.

Editing and Deleting Codes:

1. From the Identification Types main screen, select the **Code** and/or enter the codes **Description**.
2. Click **Search**.
3. From your search results, locate the Identification Types code and click the **vertical ellipsis**.
4. Select either **Edit** or **Delete**.
5. If editing the code, make your changes to the Description field and/or Sequence number and click **Save**.
6. If deleting the code, click **Delete** when the confirmation screen appears.

About Language Codes

Language codes help you to identify the native language spoken by guests and contacts.

The language value in profiles can be sent to integrated systems such as in-room video and voice mail systems. Language codes are also used for user translation of the application (refer to Settings).

When the multi-language control is active:

- You can configure translated code descriptions per language code using the Manage Translations link throughout the Administration menu.
- The language value in a profile determines the stationery template and language translation used for generating confirmations, registration cards, receipts, and folios. For company and agents, the language code determines the template and the language translation used for generating folios, statements, reminder letters, contracts, and banquet event orders.
- [Managing Language Codes](#)

Managing Language Codes

1. From the Administration menu, select **Client Relations**, select **Geographic Management**, and then select **Languages**.
2. Click **New** to open the Manage Language screen.
3. Enter a **Code** to represent the new language.
4. Enter a **Description** to describe the language.
5. Click the **Manage Translations** link if you want to enter the description in additional languages.
6. Select a **Translation Language** from a search and select list. If you do not select a translation language, OPERA Cloud internally defaults to English for that language.
7. Select the **Report Date Language** from the search list. This ensures that date elements that might be spelled out, such as the day-of-week or the month, are represented correctly in the report language.
8. Click **Save**.

Editing and Deleting Codes

1. From the Languages main screen, select the **Code** and/or enter the code's **Description**.
2. Click **Search**.
3. From your search results, locate the Language code and click the **vertical ellipsis**.
4. Select **Edit** or select **Delete**.
5. If editing the code, make your changes to the Description field and/or Sequence number and click **Save**.
6. If deleting the code, click **Delete** when the confirmation screen appears.

Managing Nationality Codes

Nationalities enable you to create codes to identify different nationalities.

1. From the Administration menu, select **Client Relations**, select **Cashiering Geographic Management**, and then select **Nationalities**.
2. Click **New** to open the Manage Nationality screen.
3. Create a **Code** and a **Description** for the new Nationality code.
4. Click the **Manage Translations** link if you want to enter the description in additional languages.
5. Enter a **Sequence** number to position the Nationality code in a list.
6. Click **Save**. Or, click **Save and Continue** to create another Nationality code.

Editing and Deleting Codes:

1. From the Nationalities main screen, select the district **Code** and/or enter the codes **Description**.
2. Click **Search**.
3. From your search results, locate the Nationality code and click the **vertical ellipsis**.
4. Select either **Edit** or **Delete**.
5. If editing the code, make your changes to the Description field and/or Sequence number and click **Save**.
6. If deleting the code, click **Delete** when the confirmation screen appears.

Managing Region Codes

Regions enable you to consolidate statistical information for a selection of countries. When you prepare reports based on regions, data for all countries associated with the region is included in the report.

1. From the Administration menu, select **Client Relations**, select **Cashiering Geographic Management**, and then select **Regions**.
2. Click **New** to open the Manage Region screen.
3. Create a **Code** for the region, for example, EAM.
4. Create a **Description** that describes the region, for example, Europe, Asia, Middle East.
5. Click the **Manage Translations** link if you want to enter the description in additional languages.
6. Enter a **Sequence** number to position the region code in a list.
7. Click **Save**. Or, click **Save and Continue** to create another region code.

Editing and Deleting Codes:

1. From the Country Main Group screen, select the district **Code**, enter the code **Description**, and then click **Search**.
2. From your search results, locate the region code, click the **vertical ellipsis**, and select either **Edit** or **Delete**.
3. If editing the code, make your changes to the Description field and/or Sequence number and click **Save**.
4. If deleting the code, click **Delete** when the confirmation screen appears.

Managing State Codes

Properties can use state (or province) information when specifying mailing addresses as part of OPERA Cloud profiles. You can also use states when creating districts, which are geographical designations that provide flexibility in reporting, data collection, and marketing campaigns. You must configure the country before configuring the state.

1. From the Administration menu, select **Client Relations**, select **Cashiering Geographic Management**, and then select **States**.
2. Click **New** to open the Manage State screen.
3. Select the **Country**.
4. Create a **Code**.
5. Create a **Description** that describes the state.
6. Enter a **Sequence** number to position the state in a list of states.
7. Click **Save**.

Editing and Deleting Codes

1. From the Manage State screen, select the **Code** and/or enter the code's **Description**.
2. Click **Search**.
3. From your search results, locate the Manage State code and click the **vertical ellipsis**.
4. Select **Edit** or select **Delete**.
5. If editing the code, make your changes to the Description field and/or Sequence number and click **Save**.
6. If deleting the code, click **Delete** when the confirmation screen appears.

Managing Tax Category Codes

You can configure tax categories and add them to profiles to appear in a list of acceptable tax categories for the individual. Staff can then select a tax category from a list.

1. From the Administration menu, select **Client Relations**, select **Geographic Management**, and then select **Tax Category**.
2. Click **New** to open the Manage Tax Category screen.
3. Enter a **Code** to represent the new tax category.
4. Enter a **Description**, such as Low, Medium, High, or so on to describe the tax category.
5. Click the **Manage Translations** link if you want to enter the description in additional languages.
6. Enter a **Sequence** number to position the tax category code when it appears in a list of tax categories. Tax categories without a sequence number appear in alphabetical order following codes that have a sequence number.
7. Click **Save**. Or, click **Save and Continue** to create another tax category.

Editing and Deleting Codes

1. From the Tax Category main screen, select the **Code** and/or enter the code's **Description**.
2. Click **Search**.

3. From your search results, locate the Tax Category code and click the **vertical ellipsis**.
4. Select **Edit** or select **Delete**.
5. If editing the code, make your changes to the Description field and/or Sequence number and click **Save**.
6. If deleting the code, click **Delete** when the confirmation screen appears.

Managing Tax Office Codes

You can create tax offices and add them to profiles to appear in a list of acceptable tax office locations. Staff can then select a tax office from the standard list when verifying guest tax offices.

1. From the Administration menu, select **Client Relations**, select **Geographic Management**, and then select **Tax Office**.
2. Click **New** to open the Manage Tax Office screen.
3. Enter a **Code** to represent the new tax office.
4. Enter a **Description**, such as the tax office location, to describe the new office.
5. Click the **Manage Translations** link if you want to enter the description in additional languages.
6. Enter a **Sequence** number to position the tax office code when it appears in a list of tax offices.
 - a. Tax offices without a sequence number appear in alphabetical order following codes that have a sequence number.
7. Click **Save**. Or, click **Save and Continue** to create another tax office.

Editing and Deleting Codes

1. From the Tax Office main screen, select the **Code** and/or enter the code's **Description**.
2. Click **Search**.
3. From your search results, locate the Tax Office code and click the **vertical ellipsis**.
4. Select **Edit** or select **Delete**.
5. If editing the code, make your changes to the Description field and/or Sequence number and click **Save**.
6. If deleting the code, click **Delete** when the confirmation screen appears.

Guest Loyalty Programs

Guest loyalty programs are membership programs offered by hotels, auto clubs, and airlines to reward guest loyalty. These programs offer rate discounts, room upgrades, free nights, and other benefits to guests. Guests must belong to a membership program recognized by your hotel chain before membership benefits and awards can be applied to their stay. For example, your hotel has a guest loyalty program that

awards guests based on the amount of revenue generated or the number of stays per year.

Membership Types

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

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

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

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

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

Membership Tiers

Membership tiers are levels that classify memberships according to the amount and quality of business they generate. You can upgrade a member from a lower to a higher tier, or downgrade from a higher to a lower tier. The membership tier determines guest eligibility for specific awards. The higher the tier, the greater the awards. Members are upgraded or downgraded based on specific actions:

- Number of stays booked by the member during a given period.
- Number of nights the member was in residence during a given period.
- Revenue generated by the member during a given period.

Membership Awards

You can define awards for your hotel's guest loyalty program. This enables you to recognize and reward guest loyalty and encourage frequent stays throughout your chain. Each membership program can have its own special awards setup. For example, a loyalty membership program might upgrade a member to a higher tier or level once a required number of stays is reached.

Awards take the form of different award types, such as products (champagne, chocolates, flowers, or a spa treatment), special room rates, room upgrades, or other perks such as a choice of gifts from a third-party catalog. Membership awards must be based on the following award types:

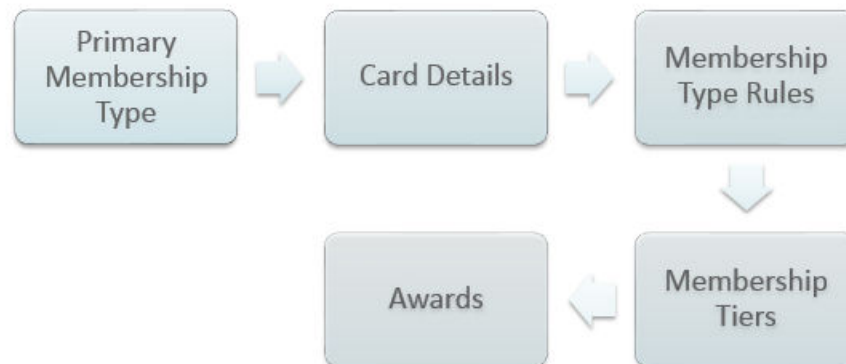
- **Products:** The award is a product, or package, such as champagne, chocolates, flowers, spa session, or golf privileges.

- **Rates:** The award is a special room rate available to members.
- **Upgrades:** The award takes the form of a room upgrade.
- **FT Payment:** This award enables a guest to apply available membership points towards the balance of his or her bill.
- **Other:** The award consists of a product or service offered by a third party, such as a selection from a gift catalogue.

Awards can be offered based on specific valid dates, the member's tier / level, and other factors. You can either manually issue awards to guests or automatically issue them. Typically, you automatically issue awards through an award batch job that is set up to periodically run.

Workflow

Figure 14-1 Guest Loyalty Program Setup Workflow



In the workflow, setups occur in the following order:

1. **Primary Membership Type Setup:** You must first create a membership type and set it as primary. You can then add additional features and details to the membership, such as the points calculation.
2. **Membership Card Details Setup:** After you set up your primary membership type, you can configure the membership card details. You can set up the membership card so that a unique card number is generated and assigned to each new member who enrolls into the program.
3. **Membership Type Rules Setup:** Membership type rules determine how the membership program accrues points for awards and membership level upgrades.
4. **Membership Tiers Setup:** Tiers define the hierarchy for the membership program. You can define tier management rules to require a minimum number of stays, nights, and revenue for each tier. For example, the member must stay a certain number of nights per year to remain at the current tier or exceed that number to upgrade to the next tier. A member's failure to meet the current tier's requirements can result in a downgrade to a lower tier.
5. **Membership Awards Setup:** Finally, you can create the specific awards for the guest loyalty program and define the point requirements for each award.

- [Membership Tiers](#)
- [Setting up Membership Type Rules](#)
- [Setting up Membership Cards](#)
- [Creating Membership Types](#)
- [Searching, Creating, and Editing Membership Rate Groups](#)
- [Setting up Membership Points Calculation](#)

Membership Tiers

Membership tiers or levels are groupings that classify individual memberships according to the amount and quality of business they generate. You can upgrade a member from a lower to a higher tier, or downgrade from a higher to a lower tier. The membership tier determines guest eligibility for specific awards. The higher the tier, the greater the awards.

You can upgrade or downgrade members based on specific actions, which include:

- Number of stays booked by the member during a given period.
- Number of nights the member was in residence during a given period.
- Revenue generated by the member during a given period.

Tier Management Rules

Once you create tiers, you can set up tier management rules that require a minimum number of stays, nights, and revenue for each tier. These rules determine membership upgrades, downgrades, and renewals. For example, the member must stay a certain number of nights per year to remain at the current tier or exceed that number to upgrade to the next tier. A member's failure to meet the current tier's requirements can result in a downgrade to a lower tier.

Figure 14-2 TMR Rules Configuration

Levels						
Options						
	RED			BLACK		
	Stay	Nights	Revenue	Stay	Nights	Revenue
RED	5	20	30,000	3	10	24,000
BLACK	5	20	30,000	2	6	10,000
PLATINUM	5	20	40,000	1	10	10,000
GOLD						

The rule configuration on the above screen translates into the following:

Membership Level Hierarchy (1 = highest level)

1. Red
 2. Black
 3. Platinum
 4. Gold
- To upgrade from Platinum to Black, a member needs 1 stay point, 10 night points, or 10,000 revenue points.
 - To upgrade from Platinum to Red, a member needs 5 stay points, 20 night points, or 40,000 revenue points.
 - To upgrade from Black to Red, a member needs 5 stay points, 20 night points, or 30,000 revenue points.
 - To maintain or renew the Red level, a member needs 5 stay points, 20 night points, or 30,000 revenue points.
 - To maintain or renew the Black level, a member needs 2 stay points, 6 night points, or 10,000 revenue points.
 - To avoid downgrade from Red to Black, a member needs 3 stay points, 10 night points, or 24,000 revenue points.

Setting up Membership Type Rules

1. From the **Administration** menu, select **Client Relations**, select **Membership Management**, and select **Membership Type Rules**.
2. Click **New** and click **Save** after completing the required fields.
3. Complete the required Rule Definition fields:

Membership Type: The membership type for which you are creating the point calculation rule.

Rule Code: The code to associate with this rule and to identify it.

Rule Based On: The application of the rule. Choose from the following options:

- **Revenue:** This rule is used to determine points related to guest revenue. At least one revenue group must be configured in order to set up a revenue rule. If multiple revenue rules exist for one membership type, then the payment type is applicable to all the revenue rules for the membership type.
- **Stay:** This rule is used to determine points related to stays.
- **Nights:** This rule is used to determine points related to nights stayed.
- **Enrollment:** This rule is used to determine points related to member enrollment.

Type of Points: This determines if the points calculated by this rule are Base points or Bonus points. Choose from the following options:

- **Base:** This rule is a generic rule applicable to a wide segment of the membership and is likely to be active for a relatively long period.
- **Bonus:** This rule is for calculation of extra points for a special purpose, such as a promotion (possibly based on a specific market code, and possibly for a short period of time).

Start / End Date: This defines the start and end dates for the period during which the guest must check in or check out for this rule to apply.

Description: Enter a description of the rule.

Program Type: The membership program component this calculation rule supports. Choose from the following options:

- **Tier:** This rule determines tier points only.
- **Points:** This rule determines award points only.
- **All:** This rule determines both tier points and award points.

Rule Applies To: This determines whether the guest's arrival and/or departure must fall between the Start Date and End Date. Choose from the following options:

- **Arrival:** The guest's arrival date must be between the Start Date and End Date.
- **Departure:** The guest's departure date must be between the Start Date and End Date.
- **Any:** Either the guest's arrival date or departure date must be between the Start Date and End Date.
- **Restricted:** Both the guest's arrival date and departure date (that is, the whole stay) must be between the Start Date and End Date.

4. Complete the necessary Points Definition fields:
 - **Points:** The number of points assigned to the member when this rule applies.

- **Cost per Point:** The actual or estimated cost to the property when points are assigned to a member based on this rule. This information can be used to track the expenses associated with the membership program.
- **Exclude from Points Projection:** Excludes this rule from evaluation for membership points.

Setting up Membership Cards

1. From the **Administration** menu, select **Client Relations**, select **Membership Management**, and select **Membership Types**.
2. Select the membership type for which you want to set up a membership card and click the vertical ellipsis button and then select **Edit**.
3. Click **Edit** in the Card Details panel and complete the required fields and then click **Save**.

Allow duplicate card numbers. This allows multiple membership cards to be issued with the same membership number.

Expiration Date Required. A membership expiration date is required for validation of the membership information.

Chip and PIN. The membership card incorporates a microchip that stores information used to verify the validity of the membership and authenticate the guest based on a PIN.

Validation by Interface. The membership card is validated through the interface.

Card Length. The number of digits used in the membership number. A maximum of 99 digits are allowed.

Card Prefix. The prefix portion of the membership card number. This is the leading part of the number, which remains the same on all membership cards of the membership type. For example, Delta numbers are prefixed by 2 followed by the unique membership number. If you are unsure of the prefix number, check with the program provider.

Validation Rule. The validation algorithm used to validate the card number.

Card Range From/To. The valid numeric range for this membership type.

Creating Membership Types

1. From the **Administration** menu, select **Client Relations**, select **Membership Management**, and select **Membership Types**. Click **New**.
2. Enter a **Type** for the membership type and enter a **Description**. Click **Save**. When you edit your new membership type, you can select one of the following options:
 - Centrally Managed:** Select if membership points are calculated and managed centrally rather than at the property level.
 - Primary:** Select if this is your primary membership. Only one membership can be primary.

Searching, Creating, and Editing Membership Rate Groups

To search Rate Groups:

1. From the **OPERA Cloud Administration** menu, select **Client Relations**, select **Membership Management**, and then select **(Membership) Rate Groups**.
2. In Search criteria, click to search for the Property. When you log in at HUB level, property drop down lists only those properties in which Rate Group is active.
3. Click **Search** and the details for Rate Groups appear in the search table. Click **Reset** to reset the selected property.

 **Note:**

If the user logs in at the hub level and if more than one property is selected in search, then the first column that appears in the Options table is **Property**.

Creating Rate Groups

To create a Rate Group:

1. From the **OPERA Cloud Administration** menu, select **Client Relations**, select **Membership Management**, and then select **(Membership) Rate Groups**.
2. Click the vertical ellipsis and then click **New**.
3. Search and select the **Property**.
4. Enter group **Code** and enter a **Description**.
5. Click **Save** or **Save and Continue**.

Editing a Rate Group

To edit a Rate Group:

1. From the **OPERA Cloud Administration** menu, select **Client Relations**, select **Membership Management**, and then select **(Membership) Rate Groups**.
2. In the Search results table, click the vertical ellipsis and select **Edit** a rate group and **Delete** to delete rate groups.
3. Enter or modify the information in mandatory fields and click **Save**.

The changes for the modified Rate Groups appear in the search result table.

Setting up Membership Points Calculation

1. From the **Administration** menu, select **Client Relations**, select **Membership Management**, and select **Membership Types**.
2. Select the membership type for which you want to set up the point calculations, click **Edit**, and click **Points Calculation**. Click **Save** after completing the sections as described below.

3. Complete the Calculation Period section:

The **Calculation Period** determines the member upgrades, downgrades, and expirations based on the tier points accumulated during a given time period. Calculation can be based on a 12-month calendar year (from January to December of a year) or a rolling 12-month period (based on a time period from the month the points are calculated). The following example shows how the Rolling calculation method differs from the Calendar calculation method and how the differences affect your clients:

A member receives 500 tier points in November 2016, which is not enough at that time to be upgraded to the next tier. However, assume the guest accumulates another 300 tier points in January 2017. When the upgrade process is run in March 2017 and the calculation period is set to Rolling, the period covered would be from March 2016 to March 2017. The member would have sufficient points to be upgraded. If the calculation period is set to Calendar, the member would not be upgraded. The member would only have 300 tier points because with Calendar, the calculation only considers points received from January to December of a calendar year.

- **Calendar:** The calculation considers points received from January to December of a calendar year, no matter when the calculation is run. For tier management purposes, tier points accumulation is calculated annually for the 12-month period prior to the date of the upgrade/downgrade batch run. For example, if the batch process is run on September 12, 2017, the tier points from September 11, 2016, to September 12, 2017, are considered in the upgrade/downgrade/expiration calculations.
- **Rolling:** The time period calculated is from the month the points are calculated to the same month for the time period selected. For example, from March 2017 to March 2018.

Expire Inactive Card in: The time limit (from 1 to 5 years) for membership card expiration. When the Tier Management batch process is run and the calculation period is set to Rolling, the new expiration year is based upon this value. For example, if the value is set to 2 Years, and the member is upgraded from Bronze to Silver in 10/17 with the current expiration set to 12/17, the upgrade batch process updates to the new expiration date of 10/19 (2 Years from 10/17). If the same member was upgraded in 11/17 from Silver to Gold, the expiration date would again update with the new expiration of 11/19 (2 Years from 11/17).

Expire Award Points (Months): The number of months (0 to 60) for which award points are eligible for redemption. Zero means that award points are eligible for redemption only for the month in which they were calculated. If 12 months is selected, points are eligible for redemption for 1 year from the points calculation date. If you want to set award points to never expire over the life of the membership, leave this field blank.

Award Point Expiry Date (Years): The length of time award points remain eligible for redemption. Choose from the following options:

- **Do Not Expire:** Award points never expire over the life of the membership.
- **Same Year:** Award points are eligible for redemption during the same calendar year they were calculated. For example, points calculated in October 2017 are eligible for redemption until December 2017.
- **1-5 Years:** Award points are eligible for redemption for the number of calendar years specified (1, 2, 3, 4, or 5) starting from the date they are calculated. For example, if you select 3 years as the Award Points Expiry Date, points

awarded on June 1, 2017, are not eligible for redemption until December 31, 2020. Starting on January 1, 2021, they are no longer eligible for redemption.

Grace Period (Years / Months): The number of years for the grace period.

Activity Period (Months): The number of months for the member's activity period. Only membership award points that fall within this activity period are extended. For example, if 24 is the value entered for the activity period in months, the member's activity must fall within the past two years for his or her award points to be extended.

Award Redeem Threshold: This number represents the minimum amount of points required before points can be redeemed for awards by this member. The member can only redeem points when this threshold amount is met.

4. Complete the Awards Management section:

Award Generation Method: The points calculation method you want to use. Choose from the following options:

- **Batch:** An automatic batch process is used to calculate points.
- **Manual:** You must manually calculate points and modify them on the member account.
- **External System:** Points information is calculated externally by third-party software.

Non Member Points: The potential membership points that could be earned for a stay by a non-member. The points appear for guests who are not members of a loyalty program and who are staying at the hotel.

Externally Controlled: The membership points calculation is controlled by a third-party system.

Required on Stay Period: Stay points are calculated for a loyalty program guest even if the loyalty membership card is not attached to the reservation.

5. Complete the Tier Management section:

Based On: The tier upgrade/downgrade processes based on either an Arrival Date, Departure Date, Posting Date, or Transaction Date.

Upgrade / Downgrade Period: The time period from which to calculate the upgrade/downgrade points.

Tier Expiration Month: The month in which the current membership tier expires.

Downgrade/Renewal: This option schedules the Auto Process Membership Tier Management job to run in the OPERA Scheduler. Based on the membership settings, this job automatically upgrades, downgrades, or renews all members with the primary membership type.

Requalify on Upgrade: This option checks if members have enough points to requalify for their current membership level on upgrade. If members have enough points, they receive an upgrade and a new expiration date. When members lack enough points for an upgrade, this option checks the following conditions: (a) if they have sufficient points to requalify for their current membership levels and (b) if their membership expiration dates are in the current year. If these conditions are met, members stay at their current levels and are assigned new expiration dates.

Non Member Points: The potential membership points that could be earned for a stay by a non-member. The points appear for guests who are not members of a loyalty program and who are staying at the hotel.

Tier Management Reset: This option activates the tier management reset functionality for the membership level. If a member is upgraded, downgraded, or renewed, the membership tier points reset.

Profile Management

Use the options from the Profile Management menu to create codes for defining the account types, address formats, address types, titles, alternate language titles, communication types, company types, keywords, and preferences associated with your profiles.

- [Configuring Account Types](#)
- [Address Formats](#)
- [Configuring Address Types](#)
- [Alternate \(Name\) Language Titles](#)
- [Configuring Business Segments](#)
- [Communication Types](#)
- [Configuring Company Types](#)
- [Forecast Types](#)
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- [Configuring Mailing Action Codes](#)
- [Preference Groups](#)
- [Preferences](#)
- [Profile Name Validations](#)
- [Configuring Profile Protection](#)
- [Relationships](#)
- [Configuring Restriction Reasons](#)
- [Sales Information](#)
- [Titles](#)
- [Configuring Travel Agent Types](#)
- [VIP Levels](#)

Configuring Account Types

OPERA Cloud provides the ability to draw statistics about revenue, room nights, and so on. For example, you could learn if the business is from a local business or an international business from reports such as Account History and Forecast, Account Hierarchy, Profile Production Statistics, and Profile Productivity LOS Reports. To use this feature, the sales account profiles (company, agent profiles) must have an account type selected in the Sales Information panel.

1. To add new account types:
 - a. From the Administration menu, select **Client Relations**, select **Profile Management**, and then select **Account Types**.
 - b. Click **New**.
 - c. Enter an alpha-numeric **Code**.
 - d. Enter a **Description**.
 - e. Set an optional sequence.
 - f. Click **Manage Translations** to add or update account description translations.
 - g. Click **Save** to save and exit or click **Save and Continue** to save the account type and add another.
2. To Edit or Delete
 - a. On the Search screen, enter the **Code** or enter the code's **Description**.
 - b. Click **Search**.
 - c. From your search results, locate the code and click the vertical ellipsis.
 - d. Select **Edit** or select **Delete**.
 - e. If editing the code, make your changes to the Description field and/or Sequence number.
 - Select the **Inactive check box** to mark the code as inactive.
 - Click **Manage Translations** to add or update account description translations.
 - Click **Save**.
 - f. If deleting the code, click **Delete** when the confirmation screen appears.

Address Formats

Address formats vary by country according to the requirements of the local service. Address formats enable you to define the layout of various name and address elements when the <FULL ADDRESS> merge code is used in the stationery template.

Address formats are then linked to country codes to instruct OPERA Cloud to generate the <FULL ADDRESS> according to the country code in the address. For example:

- Singapore does not have states; their address format would not need to include this element.
- In Japan, addresses are reversed so that POSTCODE, STATE, and CITY appear on the first line and the guest name appears on the last line.
- [Configuring Address Formats](#)

Configuring Address Formats

Adding an Address Format

1. Select the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Address Formats**.
2. Click **New** and complete the following fields:
 - a. **Code**. Enter a code that briefly describes the address format.
 - b. **Description**. Enter a detailed description of the address format.
 - c. **Sequence**. Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
 - d. **Sales Address Format**. (Available when the OSEM license is active) Select to use this format as the default address format for catering contracts and Sales & Catering mailings.

 **Note:**

The OSEM default address format (named SALES ADDR DEFAULT and provided in the SID data) is used for all OSEM catering contracts and documents unless a specific address format has been configured for a given country.

- e. **Available Elements**. Click to choose the elements to include in the address format; hold the CTRL key to select multiple elements. Click the (>) button to move selected elements to the selected elements panel.
- f. **Selected Elements**. Modify the positions of the elements in the text editing area or delete elements as needed. You can use cut (ctrl + x), copy (ctrl + c), and paste (ctrl + v) keyboard shortcuts to relocate elements in the edit area.

 **Note:**

Ensure you select the country_description element to output the full country name rather than the country code.

 **Note:**

When the **Multi Language** function is active under the **General** group in OPERA Controls, you can use the Alternate Name elements (XLAST, XFIRST, XMIDDLE NAME, and XLASTNAME.) to set up address formats to output the national character set values (for example, Chinese or Japanese characters). If the alternate name fields are empty on a profile, OPERA Cloud reverts to outputting the (Western) first, last, and title values instead. It is not necessary to use both LAST and XLAST within the same address format configuration. If an alternate name is available, the "X-fields" are used. If an alternate name has not been saved on the profile, the Western name is used.

3. Click **Save** to save and exit or click **Save and Continue** to save this code and add another.

Editing an Address Format

1. Enter search criteria and click **Search**.
2. In the search results, select the code and click the **vertical ellipsis**.
3. Click **Edit**.
4. Update the configuration and click **Save**.

Deleting an Address Format

1. Enter search criteria and click **Search**.
2. In the search results, select the code and click the **vertical ellipsis**.
3. Click **Delete**.

Configuring Address Types

You can save multiple addresses on a profile. For example, you might add the home address to an individual guest profile. For a company profile, you might add the physical street address for shipping and add the P.O. box address for billing.

 **Note:**

Certain address types are pre-configured in OPERA Cloud and cannot be deleted.

Adding an Address Type

1. Select the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Address Types**.
2. Click **New** and complete the following fields:

- a. **Code.** Enter the code used to represent an address type (for example, HOME, BUSINESS, BILLING, or SHIPPING). The address type cannot exceed 20 characters in length.
 - b. **Description.** Enter a descriptive phrase that classifies the address type (for example, Home Address, Business Address, Billing Address, or Shipping Address).
 - c. **Sequence.** Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
3. Click **Save** to save and exit or click **Save and Continue** to save this code and add another.

Editing an Address Type

1. Enter search criteria and click **Search**.
2. In the search results, select the code and click the **vertical ellipsis**.
3. Click **Edit**.
4. Update the configuration and click **Save**.

Deleting an Address Type

1. Enter search criteria and click **Search**.
2. In the search results, select the code and click the **vertical ellipsis**.
3. Click **Delete**.

Related Topics

- [page 10-73](#)

Alternate (Name) Language Titles

[Prerequisites for Alternate \(Name\) Language Titles](#)

In addition to configuring title codes for western languages, you can configure alternate language title codes using national character sets for Chinese, Japanese, Arabic, Thai, Korean, or Hebrew. The alternate name title is selected as part of the Guest profile's alternate name entry. When selected for the Guest profile, the alternate name is used to output the guest's name on stationery generated in the national character set.

- [Prerequisites for Alternate \(Name\) Language Titles](#)
- [Configuring Alternate Name Titles](#)

Prerequisites for Alternate (Name) Language Titles

OPERA Controls

Group: General

The **Multi Language** function must be active.

Configuring Alternate Name Titles

Adding an Alternate Language Title

1. Select the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Alternate Language Titles**.
2. Click **New** and complete the following fields:
 - a. **Code**. Enter (or paste) the title code in the national character set (using Chinese as an example, for Xiānshēng / Mr., for Gōng; for Xiojiě for young woman; or for Tàitai).
 - b. **Language**. Select the code to be associated with this title. All titles associated with a specified language code are available for selection when that language is chosen in the Language field on the guest Profile screen. The selected language is the language you use to exchange correspondence with the guest or contact rather than the guest's native language.
 - c. **Title Number** (Advanced Title only). Enter a unique number that identifies the unique combination of Title Code, Description, and Language.
 - d. **Salutation**. Enter the default salutation to be populated for the title. The salutation may include merge codes for variable information such as the alternate first name <XFIRSTNAME> and last name <XLASTNAME> on the profile.
 - e. **Envelope Greeting**. (When the Advanced Title application parameter is active, Envelope Greeting appears as the label. When Advanced Title is not active, Business Title appears as the label.) This field identifies the name of the envelope greeting or business title to be used along with the social title, such as Doctor. When this field is populated, the envelope greeting or business title appears in the Titles screen at the Profile Screen. This ensures the correct envelope or business title and code are entered when creating or selecting a profile.
 - f. **Sequence**. Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
3. Click **Save** to save and exit, or click **Save and Continue** to save this Alternate Language Title and add another.

Editing an Alternate Language Title

1. Select or confirm the **Property**.
2. Enter search criteria and click **Search**.
3. In the search results, select the code and click the **vertical ellipsis**.
4. Click **Edit**.
5. Update the configuration and click **Save**.

Deleting an Alternate Language Title

1. Select or confirm the **Property**.
2. Enter search criteria and click **Search**.

3. In the search results, select the code and click the **vertical ellipsis**.
4. Click **Delete**.

Configuring Business Segments

Business segments are used as a method of categorizing sales accounts (company and travel agent profiles).

Adding a Business Segment

1. Select the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Business Segments**.
2. Click **New** and complete the following fields:
 - a. **Code**. Enter a code for the business segment (for example, AC for Air Crew or DOD for Department of Defense, and so on.).
 - b. **Description**. Enter a description for the business segment code.
 - c. **Manage Translations**. (Available when the **Multi Language** function under the **General** group is active.) Select to open the multi-language descriptions screen and configure a language translation for the description.
 - d. **Sequence**. Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
3. Click **Save** to save and exit or click **Save and Continue** to save this code and add another.

Editing a Business Segment

1. Enter search criteria and click **Search**.
2. In the search results, select the code and click the **vertical ellipsis**.
3. Click **Edit**.
4. Update the configuration and click **Save**.

Deleting a Business Segment

1. Enter search criteria and click **Search**.
2. In the search results, select the code and click the **vertical ellipsis**.
3. Click **Delete**.

Communication Types

A communication type identifies the electronic means for communicating with a profile. Communication types include phone numbers, email addresses, fax numbers, and web pages.

You can create multiple communication type entries for a profile. For example, a company profile could have a fax phone number and a business phone number. You might also configure communication types for a home telephone number and mobile telephone number.

Each communication type you create is associated with a predefined role: Phone, Fax, Email, Pager, and Web Page.

Once configured, you can select the default communication types for Guest and Company/Travel Agent profiles in OPERA Controls.

- [Configuring Communication Types](#)

Related Topics

- [page 10-73](#)

Configuring Communication Types

Adding a Communication Type

1. Select the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Communication Types**.
2. Click **New** and complete the following fields:
 - a. **Role.** Select from the list the role of this communication type: Phone, Fax, Email, or Web Page.
 - b. **Type.** Enter a name that identifies the specific communication function (for example, Business Phone, Fax Phone, Email, Pager Phone, Mobile Phone, Cell Phone, or Website).
 - c. **Description.** Enter a descriptive phrase that defines the communication type (for example, Manager's Home Number, Personal Fax Number, or Company Website).
 - d. **Text Enabled.** (Available when the **Text Message Handling** application function under the **General** group is active and the selected Role is **Phone**.) Select to indicate this communication type supports delivery of text messages (for example, cell or mobile).
 - e. **Sequence.** Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
3. Click **Save** to save and exit or click **Save and Continue** to save this code and add another.

Editing a Communication Type

1. Enter search criteria and click **Search**.
2. In the search results, select the code and click the **vertical ellipsis**.
3. Click **Edit**.
4. Update the configuration and click **Save**.

Deleting a Communication Type

1. Enter search criteria and click **Search**.
2. In the search results, select the code and click the **vertical ellipsis**.
3. Click **Delete**.

Configuring Company Types

Prerequisites for Company Types

Company Types typically define a company as local, national, or international, but can be configured and used as any specific site requires.

To add new Company Types:

1. From the Administration menu, select **Client Relations**, select **Profile Management**, and then select **Company Types**.
2. Click **New**.
3. Enter an **alpha-numeric code**.
4. Enter a **Description**.
5. Select an optional **Sequence**.
6. Click **Manage Translations** to add or update the travel agent type code and description translations.
7. Click **Save** to save and exit, or click **Save and Continue** to save this travel agent type and add another.
8. To edit or delete company types:
 - a. On the Search screen, enter the **Code** or enter the code **Description**, and click **Search**.
 - b. From your search results, locate the code and click the row-level **vertical ellipsis**.
 - c. Select **Edit** or select **Delete**.
 - d. If editing the code, make your changes and click **Save**.
 - e. If deleting the code, click **Delete** when the confirmation screen appears.

- [Prerequisites for Company Types](#)

Prerequisites for Company Types

OPERA Controls

Group: Profile

Function: IATA Company type

Forecast Types

A potential forecast type is a tag that can be attached to a prediction of the business activity and/or revenue expected from a client in specific revenue categories in a given period. For example, suppose you set up a TARGET forecast type. When you load the potential estimates for Company A using the Potential screen, you can specify that the TARGET forecast consists of an expected \$3500 in food and beverage revenue

and \$9500 in room revenue generated by the client in a 3-month period. The Potential screen then enables you to compare the forecasted numbers with actual numbers for the period of interest.

- [Configuring Forecast Types](#)

Configuring Forecast Types

Adding a Forecast Type

1. Select the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Forecast Types**.
2. Click **New** and complete the following fields:
 - a. **Code**. Enter a code for the forecast type (for example TARGET, F&B, ROOMS, and so on).
 - b. **Description**. Enter a description for the forecast type code.
 - c. **Manage Translations**. (Appears when the **Multi Language** function under the **General** group is active.) Select to open the multi-language descriptions screen and configure a language translation for the description.
 - d. **Sequence**. Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
3. Click **Save** to save and exit or click **Save and Continue** to save this code and add another.

Editing a Forecast Type

1. Enter search criteria and click **Search**.
2. In the search results, select the code and click the **vertical ellipsis**.
3. Click **Edit**.
4. Update the configuration and click **Save**.

Deleting a Forecast Type

1. Enter search criteria and click **Search**.
2. In the search results, select the code and click the **vertical ellipsis**.
3. Click **Delete**.

Configuring Frequency

The Frequency (that is, Potential Sales Frequency) feature enables Sales Managers to define the potential revenue and room nights expected of a client during specific periods of time, and, if applicable, for specific destinations. To monitor sales, use potentials as targets for comparison with the actual room nights and revenue generated from the client.

Adding a Frequency Code

1. Select the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Frequency**.
2. Click **New** and complete the following fields:
 - a. **Code**. Enter a code that represents the frequency (for example, D for daily, WKLY for weekly, MON monthly, and so on).
 - b. **Description**. Enter a description for the frequency code (for example, Daily, Weekly, or Monthly).
 - c. **Manage Translations**. (Appears when the **Multi Language** function under the **General** group is active.) Select to open the multi-language descriptions screen and configure a language translation for the description.
 - d. **Sequence**. Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
3. Click **Save** to save and exit or click **Save and Continue** to save this code and add another.

Editing a Frequency Code

1. Enter search criteria and click **Search**.
2. In the search results, select the code and click the **vertical ellipsis**.
3. Click **Edit**.
4. Update the configuration and click **Save**.

Deleting a Frequency Code

1. Enter search criteria and click **Search**.
2. In the search results, select the code and click the **vertical ellipsis**.
3. Click **Delete**.

Configuring Inactive Reasons

When a sales account (companies and agents) or a contact is set to an inactive status, a reason should also be selected to clearly state to users why the profile was set to inactive.

Adding an Inactive Reason

1. Select the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Inactive Reasons**.
2. Click **New** and complete the following fields:
 - a. **Code**. Enter a code that briefly describes the inactive reason.
 - b. **Description**. Enter a detailed description of the inactive reason.
 - c. **Sequence**. Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.

3. Click **Save** to save and exit or click **Save and Continue** to save this code and add another.

Editing an Inactive Reason

1. Enter search criteria and click **Search**.
2. In the search results, select the code and click the **vertical ellipsis**.
3. Click **Edit**.
4. Update the configuration and click **Save**.

Deleting an Inactive Reason

1. Enter search criteria and click **Search**.
2. In the search results, select the code and click the **vertical ellipsis**.
3. Click **Delete**.

Configuring Keyword Types

Prerequisites for Keyword Types

You can configure various keyword types and add multiple keywords to a profile (individual, company, agent, or source). You can enter these keywords when searching to make it easier to find a profile.

Adding a Keyword Type

1. Select the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Keyword Types**.
2. Click **New** and complete the following fields:
 - a. **Code**. Enter a code that identifies the keyword type. This code appears within the Keyword Type list of values on the Profile screen.
 - b. **Description**. Enter the description of the keyword code.
 - c. **Manage Translations**. Select to translate the description into another language.
 - d. **Sequence**. Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
 - e. **Copy to Subsidiary Profile**. When this option is selected and a profile has an established Company Master to Company Subsidiary or Company Subsidiary to Company Master relationship, you are prompted to copy this keyword type to the profiles established within this relationship type. Deselecting this option does not prompt you to copy the keyword type/ keyword to the subsidiary profiles when this keyword type is added to a profile that has the Company Master relationship defined.
3. Click **Save** to save and exit or click **Save and Continue** to save this Keyword type and add another.

Editing a Keyword Type

1. Select or confirm the **Property**.

2. Enter search criteria and click **Search**.
3. In the search results, select the code and click the **vertical ellipsis**.
4. Click **Edit**.
5. Update the configuration and click **Save**.

Deleting a Keyword Type

1. Select or confirm the **Property**.
 2. Enter search criteria and click **Search**.
 3. In the search results, select the code and click the **vertical ellipsis**.
 4. Click **Delete**.
- [Prerequisites for Keyword Types](#)

Prerequisites for Keyword Types

OPERA Controls

Group: Profile

The **Keyword** function must be active.

Configuring Mailing Action Codes

You can assign Mailing Action Codes to profiles and then use them to identify the profiles you want to include in custom reports or exports.

Adding a Mailing Action

1. Select the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Mailing Action Codes**.
2. Click **New** and complete the following fields:
 - a. **Code.** Enter a code for the mailing action (for example, NY, XMAS, GIFT, EASTER, and so on).
 - b. **Description.** Enter a description for the mailing action code.
 - c. **Manage Translations.** (Appears when the **Multi Language** function under the **General** group is active.) Select to open the multi-language descriptions screen and configure a language translation for the description.
 - d. **Sequence.** Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
3. Click **Save** to save and exit or click **Save and Continue** to save this code and add another.

Editing a Mailing Action

1. Enter search criteria and click **Search**.
2. In the search results, select the code and click the **vertical ellipsis**.

3. Click **Edit**.
4. Update the configuration and click **Save**.

Deleting a Mailing Action

1. Enter search criteria and click **Search**.
2. In the search results, select the code and click the **vertical ellipsis**.
3. Click **Delete**.

Preference Groups

Preference groups (or types) are used to categorized the various preferences saved to a profile. OPERA Cloud is pre-configured with preferences for room features, smoking, floor, specials, and (room) Key Options.

You can create additional preference groups (for example, pillow, music, newspaper) as well as the preferences associated with these preference groups.

It is also possible to define the number (quantity) of preferences that can be selected for a particular preference group. For example, only one smoking preference (either smoking or non-smoking) is logical but several newspaper preferences could be selected.

- [Configuring Preference Groups](#)

Configuring Preference Groups

Adding a Preference Group

1. Select the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Preference Groups**.
2. Click **New** and complete the following fields:
 - a. **Code**. Enter a code to identify the preference group (for example, newspaper, flowers, pillows, and so on).
 - b. **Description**. Enter a description for the preference group.
 - c. **Quantity**. Enter the maximum number of items that may be selected when choosing preferences from the preference group.
 - d. **Sequence**. Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
 - e. **Reservation**. Select to have this Preference Group and its preferences available when selecting the **Preferences** field on the Reservation screen. If any preferences with this selection are attached to a reservation, the user is prompted with the option to attach the preference to the profile.
3. Click **Save** to save and exit or click **Save and Continue** to save this Preference Group and add another.

Editing a Preference Group

1. Select or confirm the **Property**.

2. Enter search criteria and click **Search**.
3. In the search results, select the code and click the **vertical ellipsis**.
4. Click **Edit**.
5. Update the configuration and click **Save**.

Deleting a Preference Group

1. Select or confirm the **Property**.
2. Enter search criteria and click **Search**.
3. In the search results, select the code and click the **vertical ellipsis**.
4. Click **Delete**.

Preferences

Preferences are saved on Guest profiles to inform staff of a guest's preferences for a variety of preference groups.

A guest's smoking, floor, and room feature preferences are populated to respective search fields during an available room search and room assignment for a reservation. This ensures guests are assigned rooms that match their preferences.

You can use Key Options to designate special access to hotel areas, such as Pool, Executive Level, and Gym. These Key Options appear on the Guest profile and you can include them in the room key encoding for the guest.

The following are examples of other property-defined preference groups and preferences that you might configure:

- A preference group for PILLOW could have preference codes for Feather, Hypoallergenic, Snoring, Memory Foam pillows, and so on.
- A preference group for NEWSPAPER could have preference codes for Financial Times, Local News, Wall Street Journal, and other newspapers available for delivery.
- A preference group for DIET could have preference codes for Vegan, Vegetarian, Paleo, Low Fat, Low Sodium, No Dairy, and so on.
- [Configuring Preference Codes](#)

Configuring Preference Codes

Adding a Preference Code

1. Select the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Preferences**.
2. Click **New** and complete the following fields:
 - a. **Property**. Enter or search for and select a property.
 - b. **Preference Groups**. Select the preference groups from the list of values.
 - c. **Code**. Enter a code that identifies the preference item in the preference group (for example, a preference group for ROOM FEATURES could have

preference codes for corner room, jacuzzi tub, pool view, ocean view, or balcony).

- d. **Description.** Enter a description of the preference item in the preference group.
 - e. **Sequence.** Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
3. Click **Save** to save and exit or click **Save and Continue** to save this Preference code and add another.

Editing a Preference Code

1. Select or confirm the **Property**.
2. Enter search criteria and click **Search**.
3. In the search results, select the code and click the **vertical ellipsis**.
4. Click **Edit**.
5. Update the configuration and click **Save**.

Deleting a Preference Code

1. Select or confirm the **Property**.
2. Enter search criteria and click **Search**.
3. In the search results, select the code and click the **vertical ellipsis**.
4. Click **Delete**.

Profile Name Validations

[Prerequisites for Profile Name Validations](#)

When you define a profile type and a name string, it enables OPERA Cloud to perform a match and validation against the string and profile type each time a new profile is created. This ensures the name string matches the profile type and prevents the incorrect assignment of Companies as Agents or Guests as Companies, and so on.

For example, Profile Type = Company, Name String = Guest Profile's Name. When the **New** action is selected on the Profile Search screen, entering the "Guest Profile's Name" and selecting the Guest profile type results in the following warning: "Profile Type for this profile should be Company. Do you want to continue? " If you select **Yes**, the Individual Profile screen appears and if you select **No**, you remain on the Profile Search screen.

- [Prerequisites for Profile Name Validations](#)
- [Configuring Profile Name Validations](#)

Prerequisites for Profile Name Validations

OPERA Controls

Group: Profile

The **Profile Name Validations** parameter must be set to **On**.

Configuring Profile Name Validations

Adding a Validation Code

1. Select the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Inactive Reasons**.
2. Click **New** and complete the following fields:
 - a. **Type**. Select a profile type: **Company**, **Source**, or **Travel Agent**.
 - b. **Name**. Type the name string to use. You can configure partial name string matches by using the % symbol along with the partial name. For example:
 - %Oracle — Based on the Profile type selected, compares the profile names that end with “Oracle” for the selected profile type. If the Profile Type does not match, then the message prompt about mismatched profile types appears.
 - Oracle% — Based on the Profile Type selected, compares the profile name string that starts with “Oracle” for the selected profile type. If the Profile Type does not match, then the message prompt about mismatched profile types appears.
 - %Oracle% — Based on the Profile Type selected, compares the profile name string that includes the word “Oracle” for the selected profile type. If the Profile Type does not match, then the message prompt about mismatched profile types appears.
3. Click **Save** to save and exit or click **Save and Continue** to save this code and add another.

Editing a Validation Code

1. Enter search criteria and click **Search**.
2. In the search results, select the code and click the **vertical ellipsis**.
3. Click **Edit**.
4. Update the configuration and click **Save**.

Deleting a Validation Code

1. Enter search criteria and click **Search**.
2. In the search results, select the code and click the **vertical ellipsis**.
3. Click **Delete**.

Configuring Profile Protection

Prerequisites for Profile Protection

Profile protection is used to protect certain profile screens and fields from being changed by users. You can specify the type of profile protection: By Profile Type or By Profile. You can also select the screens and fields you want to protect from editing. A set of permissions/tasks enables users to override the protection.

1. From the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Profile Protection**.

This screen shows the Screen / Field Name and the Profile Type (Company, Contact, Group, Guest, Source, and Travel Agent). The icons show whether the screen/field is protected, partially protected, or not applicable.

2. To modify profile protection, click **Edit** and then select/deselect the check boxes for the appropriate screens/fields to protect them from being changed by certain profile types.

- [Prerequisites for Profile Protection](#)

Prerequisites for Profile Protection

OPERA Controls

Group: Profile

The **Profile Protect** function must be active.

Relationships

You can set up standard affiliations between profile types that can then be selected, much like templates, when setting up relationships for profiles. When setting up relationships for a specific profile, only the relationship types you configure which involve that profile type are available for selection. A common relationship would be one that exists between a parent company (profile type company) and a subsidiary company (profile type company). Another common relationship is employer (profile type company) and an employee (profile type guest or contact).

Note:

OPERA Cloud is pre-configured with master-sub relationship types for Company, Travel Agent, and Source profile types.

Relationships can be used to facilitate rate sharing and for more meaningful financial and statistical reporting. For example, you might want to share negotiated rates created for a parent company with all the subsidiaries of the company. Or you might want to report on total revenues associated with all subsidiaries of a company rather than on each subsidiary separately. Relationships enable you to do these things.

When setting up relationship types, you must define both sides of the relationship — the "from" side and the "to" side. It is sometimes helpful to think in terms of statements such as "Company X (a company profile) is the employer of Guest Y (an individual profile)." The left component of this relationship (company) is the From side. The right component (individual) is the To side. Once this relationship type has been configured, when you open the profile for "GUEST" (an individual type profile) and select the **Relationships details** link, you are able to set up an employee/employer relationship for GUEST with a company you choose from the Company profiles.

It is important to keep in mind that relationship configuration is designed to not accept duplicate values between From Relationship Type and To Relationship Type and the From Description and To Description. For example, when COMPANY has been used once in either From Relationship Type or To Relationship Type, it cannot be used again for either of these two fields for any new relationship. The same applies to the From Description and To Description.

- [Configuring Relationships](#)

Configuring Relationships

Adding a Relationship

1. Select the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Relationships**.
2. Click **New** and complete the following fields:
 - a. **From Relationship Type**. Select the profile type of the "from" component of the relationship.
 - b. **Code**. Enter a code that briefly describes the "from" component of the relationship.
 - c. **Description**. Enter a detailed description of the "from" component of the relationship (for example, employer, parent company, and so on).
 - d. **To Relationship Type**. Select the profile type of the "to" component of the relationship.
 - e. **Code**. Enter a code that briefly describes the "to" component of the relationship.
 - f. **Description**. Enter a detailed description of the "to" component of the relationship (for example, employer, parent company, and so on).
 - g. **Link Type**. Choose from the following options for the relationship link type:
 - **Default**. Select to indicate the relationship is the default relationship, or primary relationship, when these two profile types are part of a relationship. Only one primary relationship type is allowed for any relationship types that involve the same two profile types.
 - **Global**. Select to indicate the relationship type is global or available to all properties in the cluster. Global relationships are exchanged and synchronized among remote properties via OXI and must be centrally defined and managed. Global relationships can be viewed but not changed on the property level.
 - **Has Hierarchy**. Select to indicate the relationship type is hierarchical. Hierarchical relationships apply (and are the default) when company, travel agent, and source profile types are involved in the relationship. When you create a relationship and assign a hierarchical relationship type to it, the **Hierarchy** button is available on the Profile Relationships screen. The Hierarchy shows the current profile's hierarchical position in a "tree view" style diagram. If another account is selected from the diagram, Hierarchical relationships enable you to build multi-level relationships such as master, sub1, sub2, and so on.

4. Update the configuration and click **Save**.

Deleting a Restriction Reason

1. Enter search criteria and click **Search**.
 2. In the search results, select the code and click the **vertical ellipsis**.
 3. Click **Delete**.
- [Prerequisites for Restriction Reasons](#)

Prerequisites for Restriction Reasons

OPERA Controls

Group: Profile

The **Restriction / Flagged Reasons** application parameter must be set to **On**.

Sales Information

Sales information can be provided on the Sales Information panel in Company, Travel Agent, Source, and Contact profiles. This information can assist Sales Managers in decision making and can be used in filters when generating sales reports.

The following types of sales information are available:

- **Priorities** — Business importance of the account or contact.
- **Business Potential** — Importance of the account in drawing accommodations business.
- **Competition Codes** — Your business competition for this account.
- **Industry Codes** — Industry classification of the account.
- **Influence Codes** — For contacts only. The influence the contact has in the decision-making process.
- **Scopes** — Broad geographical areas where the account or contact generates business.
- **Scope & Cities** — Cities where the account or contact generates business.
- **Sources** — Origin of the account (for example, media ad, website, and so on).
- **Territories** — Sales territory to which the account or contact is assigned.
- [Prerequisites for Sales Information](#)
- [Configuring Account Priorities](#)
- [Configuring Business Potential](#)
- [Configuring Competition Codes](#)
- [Configuring Industry Codes](#)
- [Configuring Influence Codes](#)
- [Configuring a Scope](#)
- [Configuring a Scope City](#)

- [Configuring Sources](#)
- [Configuring a Territory](#)

Related Topics

- [page 2-6](#)

Prerequisites for Sales Information

OPERA Controls

Group: Profile

The **Sales Information** parameter must be active.

Configuring Account Priorities

Account Priorities enable you to specify the priority of the sales account.

Adding a Priority Code

1. Select the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Account Priorities**.
2. Click **New** and complete the following fields:
 - a. **Code.** Enter a code for the priority (for example, H for High, L for Low, and so on).
 - b. **Description.** Enter a description for the priority code.
 - c. **Manage Translations.** (Available when the **Multi Language** function under the **General** group is active.) Select to open the multi-language descriptions screen and configure a language translation for the description.
 - d. **Sequence.** Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
3. Click **Save** to save and exit or click **Save and Continue** to save this code and add another.

Editing a Priority Code

1. Enter search criteria and click **Search**.
2. In the search results, select the code and click the **vertical ellipsis**.
3. Click **Edit**.
4. **Inactive.** Select to inactivate the current code. Inactive codes are not available for selection on a profile, but are available for selection in report filters.
5. Update the configuration and click **Save**.

Deleting a Priority Code

1. Enter search criteria and click **Search**.
2. In the search results, select the code and click the **vertical ellipsis**.

**Note:**

Only inactive codes that are not currently used in a profile can be deleted.

3. Click **Delete**.

Configuring Business Potential

Use the business potential to categorize an account's ability to produce revenue at your property. The business potential of an account is an estimate and can be changed throughout the life of the account profile.

Adding a Business Potential Code

1. Select the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Business Potential**.
2. Click **New** and complete the following fields:
 - a. **Code**. Enter a code for the potential (for example, 10K for \$10,000-\$10,999).
 - b. **Description**. Enter a description for the business potential code.
 - c. **Manage Translations**. (Available when the **Multi Language** function under the **General** group is active.) Select to open the multi-language descriptions screen and configure a language translation for the description.
 - d. **Sequence**. Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
3. Click **Save** to save and exit or click **Save and Continue** to save this code and add another.

Editing a Business Potential Code

1. Enter search criteria and click **Search**.
2. In the search results, select the code and click the **vertical ellipsis**.
3. Click **Edit**.
4. **Inactive**. Select to inactivate the current code. Inactive codes are not available for selection on a profile, but are available for selection in report filters.
5. Update the configuration and click **Save**.

Deleting a Business Potential Code

1. Enter search criteria and click **Search**.
2. In the search results, select the code and click the **vertical ellipsis**.

 **Note:**

Only inactive codes that are not currently used in a profile can be deleted.

3. Click **Delete**.

Configuring Competition Codes

Competition codes enables you to identify other hospitality businesses that are competing with you for an account's business opportunities.

Adding a Competition Code

1. Select the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Competition Codes**.
2. Click **New** and complete the following fields:
 - a. **Code**. Enter a code for the competitor.
 - b. **Description**. Enter a detailed description (name) of the competitor.
 - c. **Manage Translations**. (Available when the **Multi Language** function under the **General** group is active.) Select to open the multi-language descriptions screen and configure a language translation for the description.
 - d. **Sequence**. Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
3. Click **Save** to save and exit or click **Save and Continue** to save this code and add another.

Editing a Competition Code

1. Enter search criteria and click **Search**.
2. In the search results, select the code and click the **vertical ellipsis**.
3. Click **Edit**.
4. **Inactive**. Select to inactivate the current code. Inactive codes are not available for selection on a profile, but are available for selection in report filters.
5. Update the configuration and click **Save**.

Deleting a Competition Code

1. Enter search criteria and click **Search**.
2. In the search results, select the code and click the **vertical ellipsis**.

 **Note:**

Only inactive codes that are not currently used in a profile can be deleted.

3. Click **Delete**.

Configuring Industry Codes

Use industry codes to describe the core business of an account.

Adding an Industry Code

1. Select the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Industry Codes**.
2. Click **New** and complete the following fields:
 - a. **Code**. Enter a code that briefly describes the industry code (for example, HC for health care, FIN for finance, ENT for entertainment, TECH for technology, and so on).
 - b. **Description**. Enter a detailed description of the industry code.
 - c. **Manage Translations**. (Available when the **Multi Language** function under the **General** group is active.) Select to open the multi-language descriptions screen and configure a language translation for the description.
 - d. **Sequence**. Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
3. Click **Save** to save and exit or click **Save and Continue** to save this code and add another.

Editing an Industry Code

1. Enter search criteria and click **Search**.
2. In the search results, select the code and click the **vertical ellipsis**.
3. Click **Edit**.
4. **Inactive**. Select to inactivate the current code. Inactive codes are not available for selection on a profile, but are available for selection in report filters.
5. Update the configuration and click **Save**.

Deleting an Industry Code

1. Enter search criteria and click **Search**.
2. In the search results, select the code and click the **vertical ellipsis**.

 **Note:**

Only inactive codes that are not currently used in a profile can be deleted.

3. Click **Delete**.

Configuring Influence Codes

Influence codes can be associated with contact profiles to indicate the impact a contact has on purchase decisions involving your property's offerings.

Adding an Influence Code

1. Select the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Influence Codes**.
2. Click **New** and complete the following fields:
 - a. **Code**. Enter a code for the level of influence (for example, DEC for the decision maker, NEG for negotiator, and so on).
 - b. **Description**. Enter a detailed description of the influence code.
 - c. **Manage Translations**. (Available when the **Multi Language** function under the **General** group is active.) Select to open the multi-language descriptions screen and configure a language translation for the description.
 - d. **Sequence**. Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
3. Click **Save** to save and exit or click **Save and Continue** to save this code and add another.

Editing an Influence Code

1. Enter search criteria and click **Search**.
2. In the search results, select the code and click the **vertical ellipsis**.
3. Click **Edit**.
4. **Inactive**. Select to inactivate the current code. Inactive codes are not available for selection on a profile, but are available for selection in report filters.
5. Update the configuration and click **Save**.

Deleting an Influence Code

1. Enter search criteria and click **Search**.
2. In the search results, select the code and click the **vertical ellipsis**.

 **Note:**

Only inactive codes that are not currently used in a profile can be deleted.

3. Click **Delete**.

Configuring a Scope

A scope indicates the region where a contact or account's business originates. Many accounts and contacts do not draw their business locally, but rather from another city, region, or even another country. Define scopes as regions or areas that are as specific or general as necessary.

Adding a Scope

1. Select the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Scope**.
2. Click **New** and complete the following fields:
 - a. **Code**. Enter a code that briefly describes the scope (for example, UK for the United Kingdom, EUR for Europe, and so on).
 - b. **Description**. Enter a detailed description of the scope.
 - c. **Manage Translations**. (Available when the **Multi Language** function under the **General** group is active.) Select to open the multi-language descriptions screen and configure a language translation for the description.
 - d. **Sequence**. Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
3. Click **Save** to save and exit or click **Save and Continue** to save this code and add another.

Editing a Scope

1. Enter search criteria and click **Search**.
2. In the search results, select the code and click the **vertical ellipsis**.
3. Click **Edit**.
4. **Inactive**. Select to inactivate the current code. Inactive codes are not available for selection on a profile, but are available for selection in report filters.
5. Update the configuration and click **Save**.

Deleting a Scope

1. Enter search criteria and click **Search**.
2. In the search results, select the code and click the **vertical ellipsis**.

 **Note:**

Only inactive codes that are not currently used in a profile can be deleted.

3. Click **Delete**.

Configuring a Scope City

The scope city is the city where the contact or account's headquarters is located or the city where one of your properties is located that the contact or account frequently uses.

Adding a Scope City

1. Select the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Scope City**.
2. Click **New** and complete the following fields:
 - a. **Code**. Enter a code that briefly describes the scope city (for example, NYC for New York, MADRID for Madrid, and so on).
 - b. **Description**. Enter a detailed description of the scope city.
 - c. **Manage Translations**. (Available when the **Multi Language** function under the **General** group is active.) Select to open the multi-language descriptions screen and configure a language translation for the description.
 - d. **Sequence**. Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
3. Click **Save** to save and exit or click **Save and Continue** to save this code and add another.

Editing a Scope City

1. Enter search criteria and click **Search**.
2. In the search results, select the code and click the **vertical ellipsis**.
3. Click **Edit**.
4. **Inactive**. Select to mark the code inactive. Inactive market codes are not available for selection from market lists in OPERA Cloud. The code remains for historical, statistical purposes only.
5. Update the configuration and click **Save**.

Deleting a Scope City

1. Enter search criteria and click **Search**.
2. In the search results, select the code and click the **vertical ellipsis**.

 **Note:**

Only inactive codes that are not currently used in a profile can be deleted.

3. Click **Delete**.

Configuring Sources

A source indicates how you came to acquire an account. For example, through an advertisement, a website, a referral, and so on.

Adding a Source

1. Select the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Sources**.
2. Click **New** and complete the following fields:
 - a. **Code**. Enter a code that briefly describes the source (for example, WEB for web site, TS for trade show, CC for cold call, REF for referral, and so on).
 - b. **Description**. Enter a detailed description of the source.
 - c. **Manage Translations**. (Available when the **Multi Language** function under the **General** group is active.) Select to open the multi-language descriptions screen and configure a language translation for the description.
 - d. **Sequence**. Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
3. Click **Save** to save and exit or click **Save and Continue** to save this code and add another.

Editing a Source

1. Enter search criteria and click **Search**.
2. In the search results, select the code and click the **vertical ellipsis**.
3. Click **Edit**.
4. **Inactive**. Select to inactivate the current code. Inactive codes are not available for selection on a profile, but are available for selection in report filters.
5. Update the configuration and click **Save**.

Deleting a Source

1. Enter search criteria and click **Search**.
2. In the search results, select the code and click the **vertical ellipsis**.

 **Note:**

Only inactive codes that are not currently used in a profile can be deleted.

3. Click **Delete**.

Configuring a Territory

Territories are the geographical sales areas where accounts and contacts are located and you can use them as filters in preparing sales reports.

Adding a Territory

1. Select the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Territories**.
2. Click **New** and complete the following fields:
 - a. **Code**. Enter a code that briefly describes the territory (for example, NA for North America, AU for Australia, and so on).
 - b. **Description**. Enter a detailed description of the territory.
 - c. **Manage Translations**. (Available when the **Multi Language** function under the **General** group is active.) Select to open the multi-language descriptions screen and configure a language translation for the description.
 - d. **Sequence**. Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
3. Click **Save** to save and exit or click **Save and Continue** to save this code and add another.

Editing a Territory

1. Enter search criteria and click **Search**.
2. In the search results, select the code and click the **vertical ellipsis**.
3. Click **Edit**.
4. **Inactive**. Select to inactivate the current code. Inactive codes are not available for selection on a profile, but are available for selection in report filters.
5. Update the configuration and click **Save**.

Deleting a Territory

1. Enter search criteria and click **Search**.
2. In the search results, select the code and click the **vertical ellipsis**.

 **Note:**

Only inactive codes that are not currently used in a profile can be deleted.

3. Click **Delete**.

Titles

Guest and Contact profiles have a field for the person's Title (for example, Mr, Mrs, Herr, Dr, and so on) The titles available for selection when you open the list of values depends on the language selected in the Language field. For example, if you select E for the English language, the available titles might be Mr, Mrs, or Ms. If you select F for French language, the available titles might be Mlle, Mm, or M. Additionally, when you select the title, a default salutation for guests having that title populates to the Salutation field. For example, if you select the title "Mr" for Michael Summers, the default salutation might be "Dear Mr Summers." The default salutation text can be edited directly in the Salutation field.

Advanced Titles

Prerequisites for Advanced Titles

You can define and configure several different title suffixes for the same title and language by using the Advanced Title feature.

The advanced title feature meets the needs of certain countries, such as Germany, where a social title, such as Herr, might be combined with a professional title, such as Doctor.

The following are examples of how the Advanced Title arrangement might be used:

- The salutation of a confirmation letter, such as "Herr Dr. Bernd Barysch"
- An address where the Title (Herr) appears on a separate line

On the Manage Profile screen in the Title Number field, enter a number that identifies the unique combination of Title Code, Description, and Language. You cannot insert the same Title Code more than once without a Title Suffix. However, you can create as many descriptions and envelope greetings as necessary for the same Title Code and Language Code. Using German as an example, you can create several Title Codes = Herr and Language Codes = DE and each Title Code/ Language Code can have an envelope greeting. Each combination of Title Code and Description must have a unique Title Suffix number that identifies it. For example:

- A Title code of Herr with a Title Suffix of 1 could have the Description containing the title of Herr with an envelope greeting, such as Herr Doctor with merge codes <FIRSTNAME> <LASTNAME>.
- The same Title code of Herr could have a Title Suffix of 2 with the Description of Herr with merge codes <FIRSTNAME><LASTNAME> (without a professional title).
- Additionally, the same Title Code of Herr could have a Title Suffix of 3 with the Description of Herr Professor and merge codes <FIRSTNAME><LASTNAME>.

When Advanced Title = N, you can configure the following titles:

Table 14-1 Advanced Title = N

Title Code	Description (Salutation)	Language Code
MR	Mr.<LAST NAME>	E
MR	Mr.<LAST NAME>	E

When Advanced Title = Y, you must assign a Title Suffix to duplicate titles:

Table 14-2 Advanced Title = Y

Title Code	Description (Salutation)	Language Code	Title Suffix
MR	Mr.<LAST NAME>	E	21
MR	Mr.<LAST NAME>	E	22
MR	Mr.<LAST NAME>	E	23

- [Prerequisites for Advanced Titles](#)
- [Configuring Titles](#)

Prerequisites for Advanced Titles

OPERA Controls

Group: Profile

The **Advanced Title** parameter must be active.

Configuring Titles

Adding a Title

1. Select the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Titles**.
2. Click **New** and complete the following fields:
 - a. **Code.** Enter the code that identifies the title (for example, Mr, Ms, Mrs, Capt, Rev, Hon, and so on).
 - b. **Language.** Select the code to be associated with this title. All titles associated with a specified language code are available for selection when that language is chosen in the Language field on the guest Profile screen. The selected language is the language you use to exchange correspondence with the guest or contact rather than the guest's native language.
 - c. **Title Number** (Advanced Title only). Enter a unique number that identifies the unique combination of Title Code, Description, and Language.
 - d. **Salutation.** Enter the default salutation to be populated for the title. The salutation may include merge codes for variable information such as the guest's first name <FIRSTNAME> and last name <LASTNAME> (for example, Dear Mr <LASTNAME>, Monsieur <FIRSTNAME> <LASTNAME>, or Estimada Señora <LASTNAME>).
 - e. **Envelope Greeting / Business Title.** (When the Advanced Title application parameter is active, Envelope Greeting appears as the label. When Advanced Title is not active, Business Title appears as the label.) This field identifies the

name of the envelope greeting or business title to be used along with the social title, such as Doctor. When this field is populated, the envelope greeting or business title appears in the Titles screen at the Profile Screen. This ensures the correct envelope or business title and code are entered when creating or selecting a profile.

- f. **Sequence.** Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
3. Click **Save** to save and exit or click **Save and Continue** to save this Title and add another.

Editing a Title

1. Select or confirm the **Property**.
2. Enter search criteria and click **Search**.
3. In the search results, select the code and click the **vertical ellipsis**.
4. Click **Edit**.
5. Update the configuration and click **Save**.

Deleting a Title

1. Select or confirm the **Property**.
2. Enter search criteria and click **Search**.
3. In the search results, select the code and click the **vertical ellipsis**.
4. Click **Delete**.

Configuring Travel Agent Types

Prerequisites for Travel Agent Types

Travel Agent Types indicate whether a travel agent requires a commission, is a local, national, or international travel agent, or has any other classifications.

To add a new travel agent type:

1. From the Administration menu, select **Client Relations**, select **Profile Management**, and then select **Travel Agent Types**.
2. Click **New**.
3. Enter an alpha-numeric **Code**.
4. Enter a **Description**.
5. Select an optional **Sequence** number indicating the code's order of appearance in a list.
6. Click **Manage Translations** to add or update travel agent type code and description translations.
7. Click **Save** to save and exit, or click **Save and Continue** to save this travel agent type and add another.

To edit or delete:

1. From the search, enter the **Code** or enter the code's **Description**.

2. Click **Search**.
 3. From your search results, locate the code and click the row-level **vertical ellipsis**.
 4. Select **Edit** or select **Delete**.
 5. If editing the code, make your changes to the Description field and/or Sequence number.
 - Click **Manage Translations** to add or update account description translations.
 - Click **Save**.
 6. If deleting the code, click **Delete** when the confirmation screen appears.
- [Prerequisites for Travel Agent Types](#)

Prerequisites for Travel Agent Types

Group: Profile

Function: IATA Company Type

VIP Levels

[VIP Levels](#)

OPERA provides the ability to define different VIP levels for your guests. Throughout the application, guests and their associated reservation may be filtered using the VIP code assigned. Many reports also offer the ability to filter guests and their reservation data based on VIP levels.

Some common uses of VIP levels are to easily view VIP arrivals and departures or VIP guests in house. VIP codes can also be referenced when configuring global alerts to display alerts to the staff of guests who require or deserve special attention.

VIP status is usually used to identify regular guests, celebrities, royalty, hotel owners, loyalty club members, and important corporate guests. Regular (non-VIP) guests would not have a value in the VIP field.

When the **Reservation Color Definition** setting in the **Reservations** group in OPERA Controls is set to **VIP Levels**, the color assigned to the VIP level of the guest appears on the Reservation, Reservation Search, and Telephone Operator screens.

In multi-property operations, the VIP code configuration is global for all properties.

- [Prerequisites: VIP Levels](#)
- [Configuring VIP Levels](#)

Related Topics

- [page 10-86](#)
- [page 2-11](#)

Prerequisites: VIP Levels

OPERA Controls

Group: Profiles

The **VIP** function must be set to **Active**.

Configuring VIP Levels

Adding a VIP Level

1. Select the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **VIP Levels**.
2. Click **New** and complete the following fields:
 - a. **Code.** Enter a code that briefly describes the VIP level.
 - b. **Description.** Enter a detailed description of the VIP level.
 - c. **Manage Translations.** (Available when the **Multi Language** function under the **General** group is active.) Select to open the multi-language descriptions screen and configure a language translation for the description.
 - d. **Sequence.** Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
 - e. **Display Color.** Assign a color to the VIP level.
3. Click **Save** to save and exit or click **Save and Continue** to save this code and add another.

Editing a VIP Level

1. Enter search criteria and click **Search**.
2. In the search results, select the code and click the **vertical ellipsis**.
3. Click **Edit**.
4. Update the configuration and click **Save**.

Deleting a VIP Level

1. Enter search criteria and click **Search**.
2. In the search results, select the code and click the **vertical ellipsis**.
3. Click **Delete**.

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Interfaces Administration

- [Enhanced Room Key Generation](#)
- [Configuring a Credit Card PIN Entry Device](#)
- [Configuring a Chip and PIN Reader](#)
- [Configuring Device Areas](#)
- [Configuring a Workstation \(RFID Encoder\)](#)

Enhanced Room Key Generation

Room key generation enables you to create guest room keys before guests arrive and to configure default settings to streamline the key creation process and reduce manual input errors.

Use the room key validation, expiry, and additional rooms controls in conjunction with a third-party Door Lock System (DLS) to:

- Define the room key activation start date/time.
- Check if previous keys were made and for which additional rooms.
- Limit the number of additional rooms allowed for key creation.
- Override key options and suppress success notifications when creating keys for multiple reservations.
- [Customizing the Additional Rooms Field](#)
- [Customizing the Create Key Screen Additional Rooms Field](#)
- [DLS \(Door Lock System\) Property Interface Setup Options](#)
- [Creating Keys from the Property Interface Control Screen](#)
- [Enhanced Room Key Generation Validation Rules by Process](#)
- [Enhanced Room Key Generation Impact](#)
- [Enhanced Room Key Generation Conditions/Assumptions](#)
- [Enhanced Room Key Generation Prerequisites](#)

Customizing the Additional Rooms Field

1. Go to **Miscellaneous - Property Interface Control**.
2. Choose a reservation and click **Create Key**.
3. Select the **Customize** link.
4. Click the pencil icon next to the **Additional Rooms** field.
5. In the **Basic** tab, select the **</> Custom Validator icon** next to the **Default Value** field.

6. In the Expression Builder screen from the Available Fields search, select the **PreviousKeyAdditionalRooms** binding:
(Name) **PreviousKeyAdditionalRooms**
(Description) **#{bindings.PreviousKeyAdditionalRooms.inputValue}**
7. Click **Evaluate**, and then click **Apply**.
8. Click **Save**, and then **Close Customize**.

With this customization, the **Additional Rooms** field populates with all additional rooms associated with the reservation room when the previous key was created (Previous Keys Made > 0).

After the Additional Rooms functionality is customized, when a new key is created with additional rooms selected, the additional rooms are logged and saved with the main room key information. This is per reservation and room.

Customizing the Create Key Screen Additional Rooms Field

You can customize the Additional Rooms field on the Create Key to populate the Additional Rooms field with the room numbers that were selected when a new key is created for that reservation and room number. This applies to duplicate keys (when Previous Keys Made > 0).

Prerequisites/Conditions

- **Allow Multiple Room Selection for Keys** check box is selected in the Property Interfaces Configuration for DLS (Door Lock System).
- OPERA Task **Customize Chain** or **Customize Property** in the **General - Access Options**.
- **Customization must be on for Property / Hub level** — Main Menu – Settings – Customization, select Property/Hub Level.

DLS (Door Lock System) Property Interface Setup Options

Administration – Interfaces – Property Interfaces – Property Interfaces

The following are additional setup options for the DLS type property interface for enhanced room key generation on the General Information panel.

- **Send Valid Start Date / Time** — When this check box is selected, the **Valid Start Date** and **Valid Start Time** fields appear on the Create Key screen and the Room Keys screen. These enable you to set the key activation date and time.
- **Limit Additional Number of Rooms To** — When the **Allow Multiple Room Selection for Keys** check box is selected, the **Limit Additional Number of Room To** field is available. This field limits the number of additional rooms you can select or manually enter in the **Additional Rooms** field.

Creating Keys from the Property Interface Control Screen

Path: Applications - Quick Launch or Miscellaneous - Property Interface Control

If you want to make keys without other processes, or if you want to modify a key's access, you can use the Property Interface Control screen to create the keys. You must have the **Property Interface Control** task. You can create a room key for

reservations that have a room number assigned. For room key option definitions, refer to *OPERA Terminology*.

For a Single Reservation

1. In the **Property Interface Control** screen, search for and select a reservation, and then click **Create Key**.
2. Select and enter the room key options, confirm or select the key machine location, and then click **Create Key**.
3. Click **Close**.

For Multiple Reservations

1. In the **Property Interface Control** screen, search for and select the reservations, and then click **Create Key**.
2. In the **Room Keys** screen, select and enter the room key options, confirm or select the key machine location. You can also override associated key options and suppress the key success message. The room key options set here apply to all of these reservations. The key options can be modified or added on the following individual reservations as you proceed through the key creation process.
3. Click **Process**. The process presents each reservation for you to modify or confirm the key options and key machine location.
4. Click **Create Key**, or click **Skip** to move on to the next reservation without creating a key for this reservation. After each key creation, the system sends a status message; only failures and time-outs appear if you chose to suppress the key success message.
5. Click **Next** and after the last reservation is processed, click **Close**. If you chose to suppress the key success message you are returned to the Property Interface Control screen after selecting **Create Key** or **Skip** on the last reservation to process.

Enhanced Room Key Generation Validation Rules by Process

Table 15-1 Enhanced Room Key Generation Validation Rules by Process

Reservation State/Status	Valid Start Date	Valid Start Time	Valid Until Date	Valid Until Time
Reserved, Pre-Arrival (before advance check in or before check in)	Reservation arrival date	Default time set in the Key Valid Start Time OPERA Controls Setting	Valid Until Date field defaults to the reservation departure date or the departure date plus the number of days in the OPERA Control Key Expiry Days setting.	The Valid Until Time field defaults with the time setting that is chosen in the OPERA Control Default Keys Expiry Time setting.

Table 15-1 (Cont.) Enhanced Room Key Generation Validation Rules by Process

Reservation State/Status	Valid Start Date	Valid Start Time	Valid Until Date	Valid Until Time
During advance check in or when the reservation is flagged as Advance Checked In	Current system date	Default time set in the Key Valid Start Time OPERA Controls Setting	Valid Until Date field defaults to the reservation departure date or the departure date plus the number of days in the OPERA Control Key Expiry Days setting.	The Valid Until Time field defaults with the time setting that is chosen in the OPERA Control Default Keys Expiry Time setting.
During check in process	Current system date	Current system time	Valid Until Date field defaults to the reservation departure date or the departure date plus the number of days in the OPERA Control Key Expiry Days setting.	The Valid Until Time field defaults with the time setting that is chosen in the OPERA Control Default Keys Expiry Time setting.
When reservation is in house	Current system date	Current system time	Valid Until Date field defaults to the reservation departure date or the departure date plus the number of days in the OPERA Control Key Expiry Days setting.	The Valid Until Time field defaults with the time setting that is chosen in the OPERA Control Default Keys Expiry Time setting.

Enhanced Room Key Generation Impact

The Enhanced Room Key Generation functionality with its related controls and tasks (refer to *Enhanced Room Key Generation Prerequisites*) impacts the following areas.

Property Interfaces Configuration for DLS

DLS property interface additional configuration setup to support sending room key valid start date and time validation (requires DLS vendor support). Refer to *DLS (Door Lock System) Property Interface Setup Options*.

- **Send Valid Start Date/Time** check box to send the start date and start time for the room key request to the third party DLS vendor.
- **Limit Additional Number of Rooms To** field to limit the maximum number (1-999) of additional rooms the key can access. When the **Allow Multiple Room Selection for Keys** check box is checked, the **Limit Additional Number of Room To** field is available. This limits the number of additional rooms you can select or manually enter in the **Additional Rooms** field..

Property Interface Control Screen

- Additional Search Criteria:
 - Arrival From
 - Arrival To
 - ETA From

- ETA To
- Reservation Status
- Specials
- Floors
- Room Features
- Room Class
- Confirmation Number/CRS Number
- Room Status
- Include Linked Reservations
- Include Blocks
- Additional Sort Options:
 - Arrival Date and ETR ascending
 - Arrival Date and ETR descending

Create Key Screen

- **Valid Start Date** field (default values):
 - In house: current business date
 - Future reservations: arrival date
- **Valid Start Time** field (default values):
 - In house: property system time
 - Future reservations: Key Valid Start Time setting, property system time
- **Previous Keys Made** number field:
 - Tracks the number of keys created since the last new key previously made for this specific reservation and room.
 - When there are previous keys made for this reservation and room, the Key Type in the Create Key screen defaults to Duplicate Key.
- **Additional Rooms** field with customization to show the room numbers of additional rooms with previous keys made for that reservation. Refer to *Customizing the Additional Rooms Field*.
- **Number of Keys** field defaults to the number of adults on the reservation.

Room Keys Screen

- New screen when creating keys for multiple reservations.
- **Suppress Key Success Message** check box to hide the notification that keys have been successfully created to avoid interruption while in the create key process for multiple reservations.
- **Overriding Associated Key Options** check box to override or append the key options (access to specific areas of the property) in the Room Keys screen. Refer to *Overriding Associated Key Options*.
- **Additional Rooms** field with customization to show the room numbers of additional rooms with previous keys made for that reservation. Refer to *Customizing the Additional Rooms Field*.

Changes Log Screen

Activity Group = Reservation, Activity Type = Keys

- Details the number of keys created or modified for the primary room number, confirmation number, and the logged in user.
- Records the additional room numbers selected. These are only logged on the reservation that the primary key was created for, not on the reservations for those additional rooms.

Enhanced Room Key Generation Conditions/Assumptions

- Multiple rooms on one room key and Valid Start Date / Valid Start Time functionality is dependent on the DLS supporting it.
- When more than one DLS interface is active at the property, each must be configured with unique room numbers and must support the same functionality. The correct encoder/terminal for the DLS must be chosen during the Create Key process.
- Room key creation functionality shows the room key creation success or failure according to the DLS response.
- If the DLS doesn't respond within the timeout value set in the DLS property interface configuration, OPERA shows a message that the room key creation timed-out. If this occurs, you can retry creating the room key.

Enhanced Room Key Generation Prerequisites

OPERA Controls – IFC Group

- Key Valid Start Time setting
- Default Keys Expiry Time setting

OPERA Tasks – Bookings

- Property Interface Controls from Reservation:
 - Edit Key Valid Start Date
 - Edit Key Valid Start Time
 - Edit Key Valid Until Date
 - Edit Key Valid Until Time

OPERA Tasks – Miscellaneous

- Property Interface Controls:
 - Edit Key Valid Start Date
 - Edit Key Valid Start Time
 - Edit Key Valid Until Date
 - Edit Key Valid Until Time

Property Interface – DLS (Door Lock System) Interface

- General Information Panel:

- Send Valid Start Date / Time
- Allow Multiple Room Selection For Keys
 - * Limit Additional Number of Rooms To

Configuring a Credit Card PIN Entry Device

1. From the **Administration** menu, select **Interfaces**, click **Interface Devices**, and then select **Credit Card Reader Devices**.
2. Click **New**.
3. Enter the following information for the reader:
 - Reader Number:** Enter a credit card PIN entry device number. This number is used when assigning the credit card device to the workstation.
 - Description:** Enter a description for the credit card device.
 - Expiry Date:** Enter the character this device uses as an expiration start date character. Typically, this is an equal sign.
 - End of Track:** Enter the character this device uses as an end-of-track separator. Typically, this is a question mark.
 - Name:** Enter the character this device uses as a name separator. Typically, this is a caret.
 - Track 2:** Enter the character this device uses as a track two separator. Typically, this is a semicolon.
4. Click **Save**.

Configuring a Chip and PIN Reader

OPERA Controls – Credit Card Group

- Chip and PIN parameter

OPERA Tasks – Interfaces Admin

- Property Interfaces
 - Chip and PIN Terminal Setup
- 1. From the **Administration** menu, select **Interfaces**, select **Interface Devices**, and then select **Credit Card Terminals**.
- 2. Click **New**.
- 3. Enter the following information for the reader:
 - Terminal ID:** Enter the terminal ID number provided by the vendor. You can also locate this number on the actual card reader device.
 - Terminal Label:** Enter a label or description for the terminal/device that identifies its physical location. This helps you easily identify the terminal/device when it appears in a list of devices.
- 4. Click **Save**.
- [Chip and PIN Payment Method](#)

Chip and PIN Payment Method

OPERA Cloud supports the Chip and PIN method of credit card payment and authorization for any payment transaction such as deposits, guest ledger, AR ledger, Post-It, and so on. The Chip and PIN payment method relies on a microchip in the card that holds the cardholder authentication information.

To accept Chip and PIN payments, you must set up Chip and PIN devices for your property.

If a Chip and PIN payment method needs authorization, OPERA Cloud requests the authorization amount from the EFT Vendor. The EFT Vendor initializes the PIN entry device, and the guest inserts a card into the device. At the prompt on the device, the guest enters a PIN.

If the authorization is declined, the guest must select an alternative method of payment.

Configuring Device Areas

Device Areas are specific areas or locations on your property where assigned RFID key encoders and EMV PIN Entry devices are located. You can create Device Areas, copy them to respective properties, and then assign each RFID key encoder or EMV PED to a respective device area. When processing payment or encoding a room key, you can use Device Area as a filter, so it is much easier to find the devices assigned to that area.

Adding a Device Area

1. Select the **Administration** menu, select **Interfaces**, and then select **Device Areas**.

 **Note:**

When multi-property is active, select the template tab to configure new Device Areas and then copy the configuration to the required properties.

[Copying Configuration Codes to Multiple Properties](#)

2. Click **New** and complete the following fields:
 - a. **Property**. Enter or search for and select a property for the device area.
 - b. **Code**. Enter a code that briefly describes the device area (for example, FD for front desk, HL for hall, LBBY for lobby, PL for pool, CF for club floor, VIP for VIP lounge, and so on).
 - c. **Description**. Enter a description of the device area (for example, front desk, hall area, lobby area, pool, club floor, VIP lounge, and so on).
 - d. **Manage Translations**. (Available when the **Multi Language** function under the **General** group is active.) Select to open the multi-language descriptions screen and configure a language translation for the description.

- e. **Sequence.** Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
3. Click **Save**.

Editing a Device Area

1. Enter search criteria and click **Search**.
2. In the search results, select the code and click the **vertical ellipsis**.
3. Click **Edit**.
4. Update the configuration and click **Save**.

Deleting a Device Area

1. Enter search criteria and click **Search**.
2. In the search results, select the code and click the **vertical ellipsis**.
3. Click **Delete** and confirm the deletion.

 **Note:**

Device Area codes cannot be deleted if associated to an EMV or RFID Encoder device.

Configuring a Workstation (RFID Encoder)

Adding a Workstation

1. Select the **Administration** menu, select **Interfaces**, and then select **Property Interfaces**.
2. Enter or select the **Property** and click **Search**.
3. Click the **vertical ellipsis** for the DSL interface and click **Edit**.
4. Scroll down to the **Workstation Setup** panel or click the **Workstation Setup** link to jump to this panel.

 **Note:**

If the Workstation Setup link does not appear, click **Customise View** and then select **Workstation Setup** to add this panel to the presentation page.

5. Click **New** and complete the following fields:
 - a. **Terminal.** Enter the terminal ID for the workstation.
 - b. **Device IP / Encoder Number.** Enter the ID or encoder number for the RFID encoder device.

- c. **Device Area.** Enter or select the area where the workstation device physically resides at your property.
 - d. **Location.** Enter a location of the encoder at your property.
 - e. **Type.** Enter or select the type of encoder.
6. Click **Save**.

Editing a Workstation

1. Click the **vertical ellipsis** next to the workstation you want to edit.
2. Click **Edit**.
3. Update the workstation configuration and click **Save**.

Deleting a Workstation

1. Click the **vertical ellipsis** next to the workstation you want to delete.
2. Click **Delete** and confirm deletion.

Part IV

Role Manager

This part of the OPERA Cloud Help system contains information on working within the Role Manager menu for those responsible for managing OPERA Cloud users and their roles, permissions, and tasks.

- [OPERA Tasks](#)

16

OPERA Tasks

OPERA Tasks are actions that a user can perform. Tasks are predefined. OPERA Tasks provide the ability to manage role specific privileges based on the functional requirements and on security considerations. You can do this by enabling and disabling the parent task, tasks, and sub tasks for each role.

OPERA Tasks comprise the entire set of tasks that are available in role-based security. Some examples of tasks include View Cash Transactions in Reports, Manage Reports, and View Internal Reports / Report Groups.

Each parent task consists of a set of tasks and sub tasks, which are also predefined. For example, the Reservation Management parent task contains the Routing Instruction task and contains New/Edit Routing Instructions and Delete Routing Instructions sub tasks.

The following sections provides a breakdown of Parent Tasks, Tasks, and Sub Tasks for each task group. Based on your property's configuration and your user credentials, you may not have access to all of the tasks listed here.

- [OPERA Tasks — Bookings](#)
- [OPERA Tasks — Booking Admin](#)
- [OPERA Tasks — Channel](#)
- [OPERA Tasks — Client Relations Admin](#)
- [OPERA Tasks — Client Relations](#)
- [OPERA Tasks — Enterprise Admin](#)
- [OPERA Tasks — Exchange Interfaces](#)
- [OPERA Tasks — Financial Admin](#)
- [OPERA Tasks — Financials](#)
- [OPERA Tasks — General](#)
- [OPERA Tasks — Interfaces Admin](#)
- [OPERA Tasks — Inventory](#)
- [OPERA Tasks — Inventory Admin](#)
- [OPERA Tasks — Miscellaneous](#)
- [OPERA Tasks — Reports](#)
- [OPERA Tasks — Role Manager](#)
- [OPERA Tasks — System Support](#)
- [OPERA Tasks — Toolbox](#)
- [OPERA Tasks — Worklist](#)

OPERA Tasks — Bookings

Find the Task permissions by navigating to **Role Manager, Role Management**, and selecting **Manage Chain Roles** or selecting **Manage Property Roles**. Granting or revoking tasks in OPERA Tasks for chain or property roles are logged in the changes log.

Table 16-1 Task Permissions

Parent Task	Task	Subtask
Reservation Management	Routing Instructions	New/Edit Routing Instructions
		Delete Routing Instructions
	Associated Profiles	Edit Profile
		Select Another Profile
		Attach Accompanying Guest
		Attach Travel Agent
		Attach Source
		Edit Stay Details
		Edit Additional Details
		Edit Stay Details
		Edit Additional Details
		Copy Credit Card Payment Methods
	External Reference	New/Edit External Reference
		Delete External Reference
	Catering Events	Catering Events
		Catering Events
	Link Reservations	N/A
	Copy Reservation	Copy Payment Methods
	Cancel Reservations	N/A
	Check In Reservations	Mass Check In Reservations
	Advance Check In Reservations	Mass Advance Check In Reservations
	Check Out Reservations	N/A
	Override Max Nights Upper Limit	N/A
	Override Max Rooms Upper Limit	N/A
	View Suppressed Rates	N/A
	Lookup Reservations	N/A
	Reservation Activities	N/A
	Override Item Sell Control	N/A
	Fixed Charges	New/Edit Fixed Charges
		Delete Fixed Charges
Deposit Policy	New/Edit Deposit Policy	
	Delete Deposit Policy	

Table 16-1 (Cont.) Task Permissions

Parent Task	Task	Subtask
	Post Deposit Payment	N/A
	Transfer Deposit	N/A
	Create e-Signed Registration Cards	
	View e-Signed Registration Cards	
	Queue Reservations	Change Priority Remove from Queue Send Text to Guest Send Text to Housekeeping
	Cancellation Policy	New/Edit Cancellation Policy Delete Cancellation Policy
	Transaction Diversions	New/Edit Transaction Diversions Delete Transaction Diversions
	Reservation Alerts	New/Edit Reservation Alerts Delete Reservation Alerts Override Global Alerts
	Synchronize Reservations	N/A
	Confirmations	Customize Confirmation Letter
	Guest Messages	New/Edit Guest Messages Delete Guest Messages
	Reservation Notes	New/Edit Reservation Notes Delete Reservation Notes
	Reservation Traces	New/Edit Reservation Traces Delete Reservation Traces
	Transportation	Edit Transportation
	Shares	Combine/Break Share Reservations Manage Share Reservation Rates
	Room Diary	N/A

Table 16-1 (Cont.) Task Permissions

Parent Task	Task	Subtask
	Look To Book Sales Screen	Oversell Room Type for a reservation or block At House Level Oversell Room Type for a reservation or block At Room Class Level Oversell Room Type for a reservation or block At Room Type Level Override Maximum Occupancy Override LTB and Edit Reservation Override Restricted Profiles for Reservation Override Rate Code Restriction View Closing Script Block Pick Up Override Block Availability Override Turnaway Statistic Collection Override Sell Limits Move to Another Property Force Sell/Cancel
	Reservations Workspace	Generating Registration Cards Generate Confirmation Letters
	Discounts on Reservations	N/A
	Override Rate Amount	N/A
	Wake Up Calls	New/Edit Wake Up Calls Delete Wake Up Calls
	Room Assignment	N/A
	Do Not Move Room	N/A
	Reservation Housekeeping	Manage Housekeeping Schedule for Reservations
	Awards / Certificates	N/A
	Upgrade Reservation	Reservation Upgrade for New Reservation Reservation Upgrade for change Reservation Reservation Upgrade for Check In
	Membership	New/Edit Membership Delete Membership Link Membership
	Packages	New/Edit Packages Delete Packages Override Package Amount

Table 16-1 (Cont.) Task Permissions

Parent Task	Task	Subtask
	Attachments	New Attachments Delete Attachments Preview/Download Attachments
	Payment Instructions	Edit Payment Instructions Access Payment Instructions Actions View Credit Card Details
	Preferences	New Preferences Delete Preferences
	Item Inventory	New/Edit Item Delete Item
	Call History	New Call History
	Create House Posting Account	N/A
	Allow Pseudo/Physical Room Type Change	N/A
	Reservation Pre-Registration	N/A
	Reinstate Reservation	N/A
	Mass Cancellation	N/A
	Guest Locators	New/Edit Guest Locators Delete Guest Locators
	eCoupons	New/Edit eCoupons Delete eCoupons
	Tickets	New/Edit Tickets Delete Tickets Issue Tickets Inquiry Tickets Reprint Tickets Refund Tickets
	Generate Key Packets	N/A
	Copy Credit Card Payment Methods	N/A
Manage Blocks	New/Edit Block	N/A
	Delete Block	
	Room Rate Grid	Override Rate Code Amounts New/Edit Room Rate Grid Cut Off
	Block Detail	N/A
	Block Reservations	N/A
	Block Status	Change Block Status
	Override Block Locking Owner	N/A
	Overbook Sales Allowance	

Table 16-1 (Cont.) Task Permissions

Parent Task	Task	Subtask
	Block Sell Messages	New/Edit Block Sell Messages Delete Block Sell Messages
	Block Restrictions	New/Edit Block Restrictions Delete Block Restrictions
	Block Traces	New/Edit Block Traces
	Block Access Exclusion	New/Edit Block Access Exclusion Delete Block Access Exclusion
	Rates/Packages/Items	New/Edit Packages Delete Packages New/Edit Rate Code Delete Rate Code New/Edit Items Delete Items
	Block Security	New/Edit Block Security Edit Synchronize Block
	Edit Synchronize Block	
	Block Wash Schedule	New/Edit Block Wash Schedule Delete Block Wash Schedule
	Block Lookup	N/A
Group Rooms Control	N/A	N/A
Manage Events	New/Edit Catering Events	Set Do Not Move Override Space Capacity Override Do Not Move
	Manage Event Postings	
	Delete Catering Events	
	Event Notes	New/Edit Event Notes Delete Event Notes
	Event Revenue	Delete Event Notes
	Manage Resources	Edit Event Resources Delete Event Resources
Manage Event Waitlist	Prioritize Events	
	Force Availability	
Function Diary	N/A	N/A
Property Interface Controls from Reservation	Edit Key Valid Start Date Edit Key Valid Start Time Edit Key Valid Until Date Edit Key Valid Until Time	N/A

OPERA Tasks — Booking Admin

Find the Task permissions by navigating to **Role Manager**, **Role Management**, and then selecting **Manage Chain Roles** or selecting **Manage Property Roles**. Granting or revoking tasks in OPERA Tasks for chain or property roles are logged in the changes log.

Table 16-2 Task Permissions

Parent Task	Task	Subtask
Booking Rules and Schedules	Deposit Rules	New/Edit Deposit Rules
		Delete Deposit Rules
	Cancellation Penalties	New/Edit Cancellation Penalties
		Delete Cancellation Penalties
	Reservation Types	New/Edit Reservation Types
		Delete Reservation Types
	Deposit Rules Schedules	New/Edit Deposit Rules Schedules
		Delete Deposit Rules Schedules
	Cancellation Penalties Schedules	New/Edit Cancellation Penalties Schedules
		Delete Cancellation Penalties Schedules
Reservation Types Schedules	New/Edit Reservation Types Schedules	
	Delete Reservation Types Schedules	
Reservation Management	Manage Reservation	N/Ao
	Manage Alerts	New/Edit Alerts
		Delete Alerts
	Manage Trace Texts	New/Edit Trace Texts
		Delete Trace Texts
	Cancellation Reasons	New/Edit Cancellation Reasons
		Delete Cancellation Reasons
	Waitlist	New/Edit Waitlist
		Delete Waitlist
	Property Move Reason	New/Edit Property Move Reason
Delete Property Move Reason		
Discount Reasons	New/Edit Discount Reasons	
	Delete Discount Reasons	
Purpose Of Stay	New/Edit Purpose of Stay	
	Delete Purpose of Stay	
Country Entry Points	New/Edit Country Entry Points	
	Delete Country Entry Points	
Turnaway Codes	New/Edit Turnaway Codes	
	Delete Turnaway Codes	

Table 16-2 (Cont.) Task Permissions

Parent Task	Task	Subtask
	Guest Status	New/Edit Guest Status Delete Guest Status
	Immigration Status	New/Edit Immigration Status Delete Immigration Status
	Room Move Reasons	New/Edit Room Move Reasons Delete Room Move Reasons
	Pre-Registration Rules	New/Edit Pre-Registration Rules Delete Pre-Registration Rules
	Auto Attach Element	New/Edit Auto Attach Element Delete Auto Attach Element
	Upgrade Rules	New/Edit Upgrade Rules Delete Upgrade Rules
	Guest Messages	New/Edit Guest Messages Delete Guest Messages
	Guest Types	New/Edit Guest Types Delete Guest Types
	Guest Locators	New/Edit Guest Locators Delete Guest Locators
	Room Assignment Ratings	Edit Room Assignment Ratings
	eCoupons	New/Edit eCoupons Delete eCoupons
Block Management	Booking Types	New/Edit Booking Types Delete Booking Types
	Lost Reasons	New/Edit Lost Reasons Delete Lost Reasons
	Rate Override Reasons	New/Edit Rate Override Reasons Delete Rate Override Reasons
	Refused Reasons	New/Edit Refused Reasons Delete Refused Reasons
	Block Cancellation Reasons	New/Edit Block Cancellation Reasons Delete Block Cancellation Reasons
	Destination Codes	New/Edit Block Destination Codes Delete Destination Codes
	Reservation Methods	New/Edit Reservation Methods Delete Reservation Methods
	Block Status	New/Edit Block Status Delete Block Status
	Contract Billing Instructions	New/Edit Contract Billing Instructions Delete Contract Billing Instructions

Table 16-2 (Cont.) Task Permissions

Parent Task	Task	Subtask
Resource Management	Wash Schedule	New/Edit Wash Schedule Delete Wash Schedule
	Block Ranking	New/Edit Block Ranking Delete Block Ranking
	Block Conversion	New/Edit Block Conversion Delete Block Conversion
	Sales Allowance	New/Edit Sales Allowance Delete Sales Allowance
	Item Pools	New/Edit Item Pools Delete Item Pools
	Item Class	New/Edit Item Class Delete Item Class
	Catering Package and Template Management	New/Edit Catering Package and Template Management Delete Catering Package and Template Management
	Catering Revenue	New/Edit Catering Revenue Delete Catering Revenue
	Item Inventory	New/Edit Item Inventory Delete Item Inventory
	Catering Codes	New/Edit Catering Codes Delete Catering Codes
	Item Rates	New/Edit Item Rates Delete Item Rates
	Item Templates	New/Edit Item Templates Delete Item Templates
	Meal Periods	New/Edit Meal Periods Delete Meal Periods
	Menu Management	New/Edit Menu Management Delete Menu Management
Event Forecast Maintenance	New/Edit Event Forecast Maintenance Delete Event Forecast Maintenance	

OPERA Tasks — Channel

Find the Task permissions by navigating to **Role Manager**, **Role Management**, and then selecting **Manage Chain Roles** or selecting **Manage Property Roles**. Granting or revoking tasks in OPERA Tasks for chain or property roles are logged in the changes log.

Table 16-3 Task Permissions

Parent Task	Task	Subtask
Channel Inventory	New/Edit Channel Sell Limits	N/A
	Delete Channel Sell Limits	
Channel Accounts	New/Edit Channel Accounts	N/A
	Delete Channel Accounts	
Channel Statements	New/Edit Channel Statements	N/A
	Delete Channel Statements	

OPERA Tasks — Client Relations Admin

Find the Task permissions by navigating to **Role Manager, Role Management**, and then selecting **Manage Chain Roles** or selecting **Manage Property Roles**. Granting or revoking tasks in OPERA Tasks for chain or property roles are logged in the changes log.

Table 16-4 Task Permissions

Parent Task	Task	Subtask
Marketing Management	Sell Messages	New/Edit Sell Messages
		Delete Sell Messages
	Market Codes	New/Edit Market Codes
		Delete Market Codes
	Market Groups	New/Edit Market Groups
		Delete Market Groups
	Source Codes	New/Edit Source Codes
		Delete Source Codes
	Source Groups	New/Edit Source Groups
		Delete Source Groups
Marketing Regions	New/Edit Marketing Regions	
	Delete Marketing Regions	
Marketing Cities	New/Edit Marketing Cities	
	Delete Marketing Cities	
Origin Codes	New/Edit Origin Codes	
	Delete Origin Codes	
Profile Management	Communication Types	New/Edit Communication Types
		Delete Communication Types
	Address	New/Edit Address
		Delete Address
Profile Inactive Reasons	New/Edit Profile Inactive Reasons	
	Delete Profile Inactive Reasons	
Account Types	New/Edit Account Types	
	Delete Account Types	

Table 16-4 (Cont.) Task Permissions

Parent Task	Task	Subtask
	Profile Restriction Reasons	New/Edit Profile Restriction Reasons Delete Profile Restriction Reasons
	VIP Levels	New/Edit VIP Levels Delete VIP Levels
	Account Priorities	New/Edit Account Priorities Delete Account Priorities
	Competition Codes	New/Edit Competition Codes Delete Competition Codes
	Territories	New/Edit Territories Delete Territories
	Industry Codes	New/Edit Industry Codes Delete Industry Codes
	Influence Codes	New/Edit Influence Codes Delete Influence Codes
	Scope Codes	New/Edit Scope Codes Delete Scope Codes
	Scope City Codes	New/Edit Scope City Codes Delete Scope City Codes
	Sources	New/Edit Sources Delete Sources
	Business Potential	New/Edit Business Potential Delete Business Potential
	Keyword Types	New/Edit Keyword Types Delete Keyword Types
	Potential	New/Edit Potential Delete Potential
	Guest Titles	New/Edit Guest Titles Delete Guest Titles
	Alternate Language Guest Titles	New/Edit Alternate Language Guest Titles Delete Alternate Language Guest Titles
	Travel Agent Types	New/Edit Travel Agent Types Delete Travel Agent Types
	Company Types	New/Edit Company Types Delete Company Types
	Preference Groups	New/Edit Preference Groups Delete Preference Groups
	Preferences	New/Edit Preferences Delete Preferences

Table 16-4 (Cont.) Task Permissions

Parent Task	Task	Subtask
	Global Action Codes	New/Edit Global Action Codes Delete Global Action Codes
	Exclusive Preferences	New/Edit Exclusive Preferences Delete Exclusive Preferences
	Mailing Action Codes	New/Edit Mailing Action Codes Delete Mailing Action Codes
	Business Segment	New/Edit Business Segment Delete Business Segment
	Profile Name Validations	New/Edit Profile Name Validations Delete Profile Name Validations
	Profile Protection	N/A
	Credit Ratings	New/Edit Credit Ratings Delete Credit Ratings
	Relationships	New/Edit Relationships Delete Relationships
	Claim Adjustment Limits	N/A
	Profile Match Rules	New/Edit Profile Match Rules Delete Profile Match Rules
Membership Management	Membership Types	New/Edit Membership Management Delete Membership Management
	Claim Types	New/Edit Claim Types Delete Claim Types
	Claim Origins	New/Edit Claim Origins Delete Claim Origins
	Rate Groups	New/Edit Rate Groups Delete Rate Groups
	Property Groups	New/Edit Property Groups Delete Property Groups
	Market Groups	New/Edit Market Groups Delete Market Groups
	Revenue Groups	New/Edit Revenue Groups Delete Revenue Groups
	Revenue Types	New/Edit Revenue Types Delete Revenue Types
	Membership Class	New/Edit Membership Class Delete Membership Class
	Transaction Groups	New/Edit Transaction Groups Delete Transaction Groups
	Enrollment Codes	New/Edit Enrollment Codes Delete Enrollment Codes

Table 16-4 (Cont.) Task Permissions

Parent Task	Task	Subtask
	Enrollment Groups	New/Edit Enrollment Groups Delete Enrollment Groups
	Status Codes	New/Edit Status Codes Delete Status Codes
	Awards	New/Edit Awards Delete Awards
	Membership Rates	New/Edit Membership Rates Delete Membership Rates
	Membership Room Groups	New/Edit Membership Room Groups Delete Membership Room Groups
	Qualifying Rates	New/Edit Qualifying Rates Delete Qualifying Rates
	Membership Type Rules	New/Edit Membership Type Rules Delete Membership Type Rules
	OCIS E-Certificates	New/Edit OCIS E-Certificates Delete OCIS E-Certificates
Geographic Management	Nationalities	New/Edit Nationalities Delete Nationalities
	Districts	New/Edit Districts Delete Districts
	Distance Types	New/Edit Distance Types Delete Distance Types
	Birth Country	New/Edit Birth Country Delete Birth Country
	Identification Country	New/Edit Identification Country Delete Identification Country
	Identification Type	New/Edit Identification Type Delete Identification Type
	Tax Category	New/Edit Tax Category Delete Tax Category
	Tax Office	New/Edit Tax Office Delete Tax Office
	Tax Type	New/Edit Tax Type Delete Tax Type
	Fiscal Guest Type	New/Edit Fiscal Guest Type Delete Fiscal Guest Type
	Languages	New/Edit Languages Delete Languages
	Regions	New/Edit Regions Delete Regions

Table 16-4 (Cont.) Task Permissions

Parent Task	Task	Subtask
	Countries	New/Edit Countries
		Delete Countries
	States	New/Edit States
		Delete States
	City Postal Codes	New/Edit City Postal Codes
		Delete City Postal Codes
	Fiscal Regions	New/Edit Fiscal Regions
		Delete Fiscal Regions
	Country Main Group	New/Edit Country Main Group
		Delete Country Main Group
Activity Management	Activity Types	New/Edit Activity Types
		Delete Activity Types
	Activity Results	New/Edit Activity Results
Delete Activity Results		
Trace Codes	New/Edit Trace Codes	
	Delete Trace Codes	

OPERA Tasks — Client Relations

Find the Task permissions by navigating to **Role Manager, Role Management**, and then selecting **Manage Chain Roles** or selecting **Manage Property Roles**. Granting or revoking tasks in OPERA Tasks for chain or property roles are logged in the changes log.

Table 16-5 Task Permissions

Parent Task	Task	Subtask	
Profiles Management	Scheduled Activities	N/A	
		Create Profile	
	Correspondence	Attachments	Guest Profile
			Company Profile
			Travel Agent Profile
			Source Profile
			Group Profile
			Contact Profile
			New/Edit Guest Privacy Options
	Edit Mailings and Sales Information		
		New Attachment	
		Delete Attachment	
		Preview/Download Attachment	

Table 16-5 (Cont.) Task Permissions

Parent Task	Task	Subtask
	Identification	New/Edit Identification Delete Identification View Identification Details
	Profile Financials	Manage Payment And Routing Instructions
	Manage Incognito Name for Profiles	N/A
	Manage Suspended Profiles	N/A
	Negotiated Rates	New/Edit Negotiated Rates Delete Negotiated Rates
	Profile Memberships	New/Edit Memberships Delete Memberships Calculate Membership Points New Membership Transaction Access Membership Name on Card Access Primary Membership Level Access Restricted Levels Membership Exceptions
	Web User Accounts	New/Edit Web User Accounts Delete Web User Accounts
	Account Receivables	N/A
	Profile Additional Details	Edit Additional Details
	Relationships	New/Edit Relationships Delete Relationships
	Profile Lookup	N/A
	Primary Details	Edit Primary Details
	Communications	Manage Communications
	Keyword	New/Edit Keyword Delete Keyword
	Preferences	New/Edit Preferences Delete Preferences
	Future And Past Stays	N/A
	Profile Notes	New/Edit Profile Notes Delete Profile Notes

Table 16-5 (Cont.) Task Permissions

Parent Task	Task	Subtask
	Override Profile Protection	Override Profile Protection For Contact Profile Override Profile Protection For Guest Profile Override Profile Protection For Source Profile Override Profile Protection For Travel Agent Profile Override Profile Protection For Company Profile Override Profile Protection For Group Profile
	Mark/Unmark Profile as Protected	N/A
	Mark/Unmark Profile as Property Exclusive	N/A
	Award List	N/A
	Tier Management	N/A
	Transfer Points	N/A
	E-Certificates	Issue E-Certificate Consume E-Certificate Extend E-Certificate
	Anonymize Profile	N/A
	Batch Profile Update	N/A
	Enrollments	New/Edit Enrollments
	Profile Merge	Contact Profile Guest Profile Source Profile Travel Agent Profile Company Profile Group Profile
	Profile Commission	New/Edit Profile Commission Delete Profile Commission
Batch Profile Update		
Enrollments	New/Edit Enrollments	
Profile Merge	Contact Profile Guest Profile Source Profile Travel Agent Profile Company Profile Group Profile	
Profile Commission	New/Edit Profile Commission	

Table 16-5 (Cont.) Task Permissions

Parent Task	Task	Subtask
	Delete Profile Commission	

OPERA Tasks — Enterprise Admin

Find the Task permissions by navigating to **Role Manager, Role Management**, and then selecting **Manage Chain Roles** or selecting **Manage Property Roles**. Granting or revoking tasks in OPERA Tasks for chain or property roles are logged in the changes log.

Table 16-6 Task Permissions

Parent Task	Task	Subtask	
Chain and Property Management	Global Hubs	New/Edit Global Hubs	
	Hubs	New/Edit Hubs	
	Properties	Edit Properties	
	Attractions		New/Edit Attractions
			Delete Attractions
	Airports		New/Edit Airports
			Delete Airports
	Communication Methods		New/Edit Communication Methods
			Delete Communication Methods
	Delivery Status		New/Edit Delivery Status
			Delete Delivery Status
	Departments		New/Edit Departments
			Delete Departments
	Property Types		New/Edit Property Types
			Delete Property Types
	Attraction Categories		New/Edit Attraction Categories
			Delete Attraction Categories
	Owner Teams		New/Edit Owner Teams
			Delete Owner Teams
	Transportation		New/Edit Transportation
		Delete Transportation	
Amenities		New/Edit Amenities	
		Delete Amenities	
Corporate Information		New/Edit Corporate Information	
		Delete Corporate Information	
Service Requests		Override Change Restriction	
		New/Edit Service Requests	
		Delete Service Requests	

Table 16-6 (Cont.) Task Permissions

Parent Task	Task	Subtask
	Track It	New/Edit Track It Delete Track It
	Note Types	New/Edit Note Types Delete Note Types
	Closing Scripts	New/Edit Closing Scripts Delete Closing Scripts
	Web Reg Card	New/Edit Web Reg Card Delete Web Reg Card
	Property Detail Categories	New/Edit Property Detail Categories Delete Property Detail Categories
	Property Details	New/Edit Property Details Delete Property Details
	Job titles	New/Edit Job titles Delete Job Titles
Distribution Management		
OPERA Controls	Edit HUB Controls Edit Global Controls Edit Property Controls	
Chain Specific Management	Smoking Type	New/Edit Smoking Type Delete Smoking Type
	Room Preference Priority	New/Edit Room Preference Priority Delete Room Preference Priority
	Floor Type	New/Edit Floor Type Delete Floor Type
	Newspaper	New/Edit Newspaper Delete Newspaper
	Snack	New/Edit Snack Delete Snack
	Beverage	New/Edit Beverage Delete Beverage
	Pillow Type	New/Edit Pillow Type Delete Pillow Type
	Room Amenities	New/Edit Room Amenities Delete Room Amenities
	Interests	New/Edit Interests Delete Interests
	Titles	New/Edit Titles Delete Titles
	Bed Type Request	New/Edit Bed Type Request Delete Bed Type Request

Table 16-6 (Cont.) Task Permissions

Parent Task	Task	Subtask
	Room Groups	New/Edit Room Groups Delete Room Groups
	GRS Codes	New/Edit GRS Codes Delete GRS Codes
OPERA Scheduler	Manage OPERA Scheduler	
Image Management	Property	
	Memberships	
	Attractions	
	Packages	
	Item Inventory	
	Nationality	
	Maps	
	Site Plans	
	Floor Plan	New/Edit Floor Plan Delete Floor Plan
	Out Of Order/Service Room	
	Room Type	
	Room Maintenance	
	Room Condition	
	Function Space	Add/Edit Function Space Delete Function Space
	Track It Type	Add/Edit Track It Type Delete Track It Type
	Logo	
User Interface Management	Presentation Styles	New/Edit Presentation Styles Delete Presentation Styles
	User Defined Fields	Edit User Defined Fields Delete User Defined Fields
	Delete Customization	Delete Chain Customization Delete Hub/Property Customization Delete Users Personalization Delete Personalization

OPERA Tasks — Exchange Interfaces

Find the Task permissions by navigating to **Role Manager, Role Management**, and then selecting **Manage Chain Roles** or selecting **Manage Property Roles**.

Granting or revoking tasks in OPERA Tasks for chain or property roles are logged in the changes log.

Table 16-7 Task Permissions

Parent Task	Task	Subtask
Interface Setup	Automatic Transmission Schedules	New/Edit Automatic Transmission Schedules
		Delete Automatic Transmission Schedules
	Interface Setup	New/Edit Interface Setup
		Delete Interface Setup
	Communication Methods	Edit Communication Methods
	Purge Data	N/A
	Data Request	N/A
	Interface Capabilities	N/A
	Interface Rules	N/A
Queue Setup	N/A	
Interface Mapping	New/Edit Interface Mapping	
	Delete Interface Mapping	
Message Status Workspace	Messages From External Systems	
	Messages To External Systems	
	Accumulated Business Events	
	Reprocess All	
	Failover Delivery Log	
Interface Controls	Edit Interface Controls	
Profile Match Rule	New/Edit Profile Match Rule	
	Delete Profile Match Rule	
Interface Status		
Interface Resynchronization		

OPERA Tasks — Financial Admin

Find the Task permissions by navigating to **Role Manager, Role Management**, and then selecting **Manage Chain Roles** or selecting **Manage Property Roles**. Granting or revoking tasks in OPERA Tasks for chain or property roles are logged in the changes log.

Table 16-8 Task Permissions

Parent Task	Task	Subtask
Rate Management	Property Calendar	New/Edit Property Calendar
		Delete Property Calendar

Table 16-8 (Cont.) Task Permissions

Parent Task	Task	Subtask
	Package Codes	New/Edit Package Codes Delete Package Codes
	Package Groups	New/Edit Package Groups Delete Package Groups
	Package Forecast Groups	New/Edit Package Forecast Groups Delete Package Forecast Groups
	Rate Category	New/Edit Rate Category Delete Rate Category
	Rate Class	New/Edit Rate Class Delete Rate Class
	Rate Seasons	New/Edit Rate Seasons Delete Rate Seasons
	Hurdle Rates	New/Edit Hurdle Rates Delete Hurdle Rates
	Rate Codes	New/Edit Rate Codes Delete Rate Codes Approve Rate Codes Manage Privileged Rate Codes Manage Privileged Rate Code Restrictions New/Edit Pricing Schedules Delete Pricing Schedules Edit Rate Code Type Override Custom Rate Protection Override Property Rate Protection Override Central Rate Protection Override Rate Floor Rate Distributions Download Rate Codes
	Rate Protection Strategies	Edit Rate Protection New/Edit Strategies Delete Strategies
	Display Sets	New/Edit Display Sets Delete Display Sets
	Mass Rate Update	N/A
	Yield	New/Edit Yield Delete Yield
	Promotion Codes	New/Edit Promotion Codes
	Promotion Groups	New/Edit Promotion Groups Delete Promotion Groups

Table 16-8 (Cont.) Task Permissions

Parent Task	Task	Subtask
	Rate Groups	New/Edit Rate Groups Delete Rate Groups
Financial Transactions	Transaction Groups	New/Edit Transaction Groups Delete Transaction Groups
	Transaction Sub Groups	New/Edit Transaction Sub Groups Delete Transaction Sub Groups
	Transaction Codes	New/Edit Transaction Codes Delete Transaction Codes Override Property Protection Override Central Protection
	Transaction Code Protection	Edit Transaction Code Protection
	Revenue Type Mapping	New/Edit Revenue Type Mapping Delete Revenue Type Mapping
	Articles	New/Edit Articles Delete Articles
	Routing Codes	New/Edit Routing Codes Delete Routing Codes
	Payment Methods	New/Edit Payment Methods Delete Payment Methods
	Transaction Diversions	New/Edit Transaction Diversions Delete Transaction Diversions
	Revenue Buckets	New/Edit Revenue Buckets Delete Revenue Buckets
	Tax Brackets	New/Edit Tax Brackets Delete Tax Brackets
	Credit Card Types	New/Edit Credit Card Types Delete Credit Card Types
Account Receivables	Restricted Reasons	New/Edit Restricted Reasons Delete Restricted Reasons
	Account Types	New/Edit Account Types Delete Account Types
Cashiering Management	Cashiers	New/Edit Cashiers
	Auto Folio Settlement Types	New/Edit Auto Folio Settlement Types Delete Auto Folio Settlement Types
	Authorization Rules	New Authorization Rules Edit Authorization Rules Delete Authorization Rules
	Folio Copy Legend	N/A
	GUI Number	N/A

Table 16-8 (Cont.) Task Permissions

Parent Task	Task	Subtask
	Foreign Currency Codes	New/Edit Foreign Currency Codes Delete Foreign Currency Codes Edit Foreign Currency Limits
	Adjustment Codes	New/Edit Adjustment Codes Delete Adjustment Codes
	Tax Types	New/Edit Tax Types Delete Tax Types
	Folio Types	New/Edit Folio Types Delete Folio Types
	Folio Grouping Codes	New/Edit Folio Grouping Codes Delete Folio Grouping Codes
	No Show Posting Rules	New/Edit No Show Posting Rules Delete No Show Posting Rules
	Number to Words	Edit Number to Words
	Period Definition	New/Edit Period Definition Delete Period Definition
	Exchange Service Tax	New/Edit Exchange Service Tax Delete Exchange Service Tax
	Folio Print Queue	New/Edit Folio Print Queue Delete Folio Print Queue
	Collecting Agent Taxes	New/Edit Collecting Agent Taxes Delete Collecting Agent Taxes
	Fiscal Folio Parameters	New/Edit Fiscal Folio Parameters Delete Fiscal Folio Parameters
	Fiscal Folio Parameters	New/Edit Fiscal Folio Parameters Delete Fiscal Folio Parameters Fiscal Folio Parameters Template
	BIR Guest Type	Edit BIR Guest Type Delete BIR Guest Type
	BIR Doc Sequences	Edit BIR Doc Sequences
	Cashier Shift Drop Locations	New/Edit Cashier Shift Drop Locations Delete Cashier Shift Drop Locations
	Custom Number	New/Edit Custom Numbers Delete Custom Numbers
Budget Forecast	N/A	N/A
Commissions Management	Bank Accounts	New/Edit Bank Accounts Delete Bank Accounts
	Stop Processing Reasons	New/Edit Stop Processing Reasons Delete Stop Processing Reasons

Table 16-8 (Cont.) Task Permissions

Parent Task	Task	Subtask
	Commission Codes	New/Edit Commission Codes Delete Commission Codes
Comp Accounting	Authorizer Groups	New/Edit Authorizer Groups Delete Authorizer Groups
	Comp Authorizers	New/Edit Authorizers New/Edit Comp Authorizer Routing Instructions Delete Comp Authorizer Routing Instructions
	Transaction Codes	New/Edit Transaction Codes Delete Transaction Codes
Routine Management	End of Day Procedures	New/Edit Procedures Delete Procedures
	End of Day Reports	New/Edit Reports Delete Reports

OPERA Tasks — Financials

Find the Task permissions by navigating to **Role Manager, Role Management**, and then selecting **Manage Chain Roles** or selecting **Manage Property Roles**. Granting or revoking tasks in OPERA Tasks for chain or property roles are logged in the changes log.

Table 16-9 Task Permissions

Parent Task	Task	Subtask
Manage Financial Postings	Post Negative Amounts	N/A
	Change Revenue Date	
	Update Charge Details	
	Post Charges to No-Post Reservations	
	Override Credit Card Surcharge	
	Make Payment in Foreign Currency	
	Credit Card Rebate Can Exceed Credit Card Payments	
	Reverse Cash/Check Payments	
	Override Flagged Account Direct Bill	
	Override Prepay Rules at Check In And Reservation Update	
	Post Service Recovery Adjustment	
Void Folio		
Manage Accounts Receivables	Account Setup	New/Edit Setup Delete Setup

Table 16-9 (Cont.) Task Permissions

Parent Task	Task	Subtask
	Aging	N/A
	Fixed Charges	New/Edit Fixed Charges Delete Fixed Charges
	Future And Past Stay	N/A
	Notes	New/Edit Notes Delete Notes
	Reminders	N/A
	Statements	N/A
	Invoices	Manage Invoices
	Traces	New/Edit Traces Delete Traces
	Year View	N/A
	Override Credit Limit	N/A
Accounts Receivables Workspace	Batch Reminders	N/A
	Batch Statements	N/A
	Direct Bill Transfer	N/A
	Apply Batch Postings	N/A
	Batch Charges	N/A
	Credit Card Transfer	N/A
	Transaction Research	N/A
Cashiering Workspace	Apply Batch Deposits	N/A
	Apply Batch Postings	N/A
	Batch Charges	
	Cashier Report	N/A
	Open Cashiers	N/A
	Close Cashiers	
	Posting Journal	Update Approval Status
	Currency Exchange Calculator	Currency Exchange Rates Manage Currency Exchange Rates Delete Past Exchange Rates
	Folio History	Convert Folio
	Credit Card Settlement	N/A
	Receipt History	N/A
	Post It	Charge It Fast Postings Post a Negative Post It Article
	Batch Folios	N/A
	Generate Batch Folios	N/A
	Credit Card Authorizations	N/A

Table 16-9 (Cont.) Task Permissions

Parent Task	Task	Subtask
	Reverse Certificate Postings	N/A
	Credit Limit Overages	N/A
	Manage Commissions	Attach/Detach Reservations Hold Release Payment Payment Activity Manage Checks Discard Checks Reprint Checks Reservation Search
Comp Accounting Workspace	Posting Journal Authorizer Limits	N/A
Fiscal Printing	N/A	N/A
End Of Day	Manage End Of Day Override Mandatory Check In of Pseudo Rooms Manage Income Audit End of Day Reports Automatic Cashier Closure	N/A

OPERA Tasks — General

Find the Task permissions by navigating to **Role Manager, Role Management**, and then selecting **Manage Chain Roles** or selecting **Manage Property Roles**. Granting or revoking tasks in OPERA Tasks for chain or property roles are logged in the changes log.

Table 16-10 Task Permissions

Parent Task	Task	Subtask
Access During Maintenance	N/A	N/A
Credit Card Terminal	N/A	N/A

Table 16-10 (Cont.) Task Permissions

Parent Task	Task	Subtask
Dashboard Tiles	Edit Dashboard	N/A
	View Activities Tile	
	View Advance Check In Tile	
	View Appointments Tile	
	View Arrivals Tile	
	View Block Overview Tile	
	View Custom Content Tile	
	View Daily Projections Tile	
	View Departures Tile	
	View Events Tile	
	View Image Gallery Tile	
	View In House Tile	
	View Max Available Rooms	
	View OXI Interface Status Tile	
	View Queue Reservations Tile	
	View Reservation Activity Tile	
	View Reservations and Cancellations Today Tile	
	View Reservation Revenue Summary Tile	
	View Reservation Statistics Tile	
	View Room Maintenance Tile	
View Room Status Tile		
View Rooms Summary Tile		
View Rooms Availability Summary Tile		
View Rooms Sold Summary Tile		
View 60 Minutes Tile		
View Task Sheet Tile		
View To Do List Tile		
View VIP Guests Tile		
Access Options	Customize Chain	N/A
	Customize Property	
	Personalize	
	Column Options	
Security	N/A	N/A
Quick Links	N/A	N/A

Table 16-10 (Cont.) Task Permissions

Parent Task	Task	Subtask
Property Brochure	Airports	N/A
	Alternate Properties	
	Conference Rooms	
	Dining	
	General Notes	
	Local Attractions	
	Maps / Directions	
	Miscellaneous	
	Property Calendar	
	Property Features	
	Property Images	
	Site Plan	
Transportation		
Profile and Blocks Ownership	Add/Edit Owners	N/A
	Remove Owners	
Template Configuration	New/Edit Template	N/A
	Delete Template	
Activate / Inactivate Link Down	N/A	N/A
Notifications	N/A	N/A
Service Request Notifications	N/A	N/A
Device Notifications	N/A	N/A

OPERA Tasks — Interfaces Admin

Find the Task permissions by navigating to **Role Manager, Role Management** and selecting **Manage Chain Roles** or selecting **Manage Property Roles**. Granting or revoking tasks in OPERA Tasks for chain or property roles are logged in the changes log.

Table 16-11 Task Permissions

Parent Task	Task	Subtask
Property Mapping	Card Type	New/Edit Card Type
		Delete Card Type

Table 16-11 (Cont.) Task Permissions

Parent Task	Task	Subtask
Channel Configuration	Channel Marketing Text	New/Edit Global Channel Marketing Text
		Delete Global Channel Marketing Text
		New/Edit Property Channel Marketing Text
		Delete Property Channel Marketing Text
	Rate Code Mapping	New/Edit Rate Code Mapping
		Delete Rate Code Mapping
		New/Edit Channel Negotiated Rates
	Reservation Type	New/Edit Reservation Type
		Delete Reservation Type
	Room Type Mapping	New/Edit Room Type Mapping
		Delete Room Type Mapping
	Global Description	New/Edit Global Description
		Delete Global Description
	Channel Setup	Channel Setup
Sub-Channels		
New/Edit Sub-Channels		
Delete Sub-Channels		
Error Codes		
New/Edit Error Codes		
Delete Error Codes		
Rate Categories		
New/Edit Rate Categories		
Delete Rate Categories		
Rate Levels		
New/Edit Rate Levels		
Delete Rate Levels		
Room Types		
New/Edit Room Types		
Delete Room Types		
Channel Controls	New/Edit Channel Controls	
	Delete Channel Controls	
Template Type	New/Edit Template Type	
	Delete Template Type	
Distribution Templates	New/Edit Distribution Templates	
	Delete Distribution Templates	
Total Pricing Elements	New/Edit Total Pricing Elements	
	Delete Total Pricing Elements	

Table 16-11 (Cont.) Task Permissions

Parent Task	Task	Subtask
Channel Mapping	Amenities	New/Edit Amenities Delete Amenities
	Currencies	New/Edit Currencies Delete Currencies
	Reservation Types	New/Edit Reservation Types Delete Reservation Types
	Credit Cards	New/Edit Credit Cards Delete Credit Cards
	Properties	New/Edit Properties Delete Properties
	Letters	New/Edit Letters Delete Letters
	Channel Processing	Reprocess Rates Reprocess Restrictions Reprocess Availabilities
Property Interfaces	Quick Address Software Setup	New/Edit Quick Address Software Setup Delete Quick Address Software Setup
	Document Scanner Setup	New/Edit Document Scanner Setup Delete Document Scanner Setup
	Chip and Pin Terminal Setup	New/Edit Chip and Pin Terminal Setup Delete Chip and Pin Terminal Setup
	Fiscal Terminal Setup	New/Edit Fiscal Terminal Setup Delete Fiscal Terminal Setup
	Delivery Management	New/Edit Delivery Management Delete Delivery Management
	Business Events	New/Edit Business Events Delete Business Events
	Interface Devices Setup	N/A
	Property Interfaces	New/Edit Property Interfaces Delete Property Interfaces
	Export Mapping	New/Edit Export Mapping Delete Export Mapping
	Printer Configuration	New/Edit Printer Configuration Delete Printer Configuration
	UDF Mappings	N/A

Table 16-11 (Cont.) Task Permissions

Parent Task	Task	Subtask
	Access to Scheduled Activities Configuration	New/Edit Scheduled Activity Status Delete Scheduled Activity Status New/Edit Scheduled Activity Location Delete Scheduled Activity Location New/Edit Scheduled Activity Types Delete Scheduled Activity Types

OPERA Tasks — Inventory

Find the Task permissions by navigating to **Role Manager, Role Management**, and then selecting **Manage Chain Roles** or selecting **Manage Property Roles**. Granting or revoking tasks in OPERA Tasks for chain or property roles are logged in the changes log.

Table 16-12 Task Permissions

Parent Task	Task	Sub Task
Property Availability	Edit Available Rooms	N/A
	Edit Sell Limits	
	Edit Sell Control Rooms	
Par Console	N/A	N/A
Manage Restrictions	New/Edit Restrictions	N/A
	Delete Restrictions	
Room Management Workspace	Housekeeping Board	N/A
	Attendant Console	
	Out of Order	
	Out of Service	
	Room Discrepancies	
	Access All Task Assignments in Task Companion	
	Receive Task Companion Emergency Assistance Notifications	
	Receive Task Companion General Assistance Notifications	
	Heartbeat	
	Floor Plan	
	Site Plan	
	Task Sheets	Delete Task Sheet Merge Task Sheet Lock / Unlock Task Sheet

Table 16-12 (Cont.) Task Permissions

Parent Task	Task	Sub Task
	Room Maintenance	New/Edit Room Maintenance Delete Room Maintenance Resolve/Unresolve Room Maintenance
	Manage Room Status	Setting of a room to Dirty Status Setting of a room to Clean Status Setting of a room to Pickup Status Setting of a room to Inspected Status Change Status of an Out Of Service room Change Status of an Out Of Order room
	Room Condition	New/Edit Room Condition Delete Room Condition
	Housekeeping Forecast	N/A
Place Rooms on Hold	Allows placing rooms on hold under HOLD1 reason	N/A
	Allows placing rooms on hold under HOLD2 reason	
	Allows placing rooms on hold under HOLD3 reason	
	Allows placing rooms on hold under HOLD4 reason	
	Room Hold Override	
Room Search	N/A	N/A

OPERA Tasks — Inventory Admin

Find the Task permissions by navigating to **Role Manager** and selecting **Manage Chain Roles** or selecting **Manage Property Roles**.
 Granting or revoking tasks in OPERA Tasks for chain or property roles are logged in the changes log.

Table 16-13 Task Permissions

Parent Task	Task	Sub Task
Manage Accommodations	Housekeeping Attendants	New/Edit Housekeeping Attendants Delete Housekeeping Attendants
	Room Types	New/Edit Room Types Delete Room Types

Table 16-13 (Cont.) Task Permissions

Parent Task	Task	Sub Task
	Task Sheets	New/Edit Task Sheets Delete Task Sheets Save Task Sheet Template
	Room Class	New/Edit Rooms Classes Delete Rooms Classes
	Room Conditions	New/Edit Room Conditions Delete Room Conditions
	Rooms	New/Edit Rooms Delete Rooms
	Bed Types	New/Edit Bed Types Delete Bed Types
	Out of Order/Service Reasons	New/Edit Out of Order/Service Reasons Delete Out of Order/Service Reasons
	Housekeeping Sections	New/Edit Housekeeping Sections Delete Housekeeping Sections
	Room Maintenance	New/Edit Room Maintenance Delete Room Maintenance
	Room Hierarchy	New/Edit Room Hierarchy Delete Room Hierarchy
	Floors	New/Edit Floors Delete Floors
	Room Features	New/Edit Room Features Delete Room Features
	Buildings	New/Edit Buildings Delete Buildings
	Room Pool	New/Edit Room Pool Delete Room Pool
Function Space Management	Function Space Types	New/Edit Function Space Types Delete Function Space Types
	Function Space Locations	New/Edit Function Space Locations Delete Function Space Locations
	Setup Styles	New/Edit Setup Styles Delete Setup Styles
	Rental Codes	New/Edit Rental Codes Delete Rental Codes
	Function Spaces	New/Edit Function Spaces Delete Function Spaces
	Event Types	New/Edit Event Types Delete Event Types

OPERA Tasks — Miscellaneous

Find the Task permissions by navigating to **Role Manager, Role Management**, and then selecting **Manage Chain Roles** or selecting **Manage Property Roles**. Granting or revoking tasks in OPERA Tasks for chain or property roles are logged in the changes log.

Table 16-14 Task Permissions

Parent Task	Task	Subtask
Exports	General Exports	New/Edit General Exports
		Delete General Exports
		Generate General Exports
	Country Exports	New/Edit Country Exports
		Delete Country Exports
		Generate Country Exports
	Membership Exports	New/Edit Membership Exports
		Delete Membership Exports
		Generate Membership Exports
	Back Office Exports	New/Edit Back Office Exports
Delete Back Office Exports		
Generate Back Office Exports		
Export Schedules	New/Edit Export Schedules	
	Delete Export Schedules	
Download Exports	New/Edit Download Exports	
	Delete Download Exports	
	Generate Download Exports	
Miscellaneous Workspace	Log It	New/Edit Log It
		Delete Log It
	Service Requests	New/Edit Service Requests
		Delete Service Requests
	Changes Log	Not Available
	Telephone Book	New/Edit Telephone Book
		Delete Telephone Book
	Monitoring Workspace	ADS Error Processing
		Business Event Queue
		IATA Exceptions
Delete IATA Exceptions		
Track It	New/Edit Track It	
	Delete Track It	
Telephone Operator	Not Available	

Table 16-14 (Cont.) Task Permissions

Parent Task	Task	Subtask
Property Interface Controls	Edit Key Valid Start Date	
	Edit Key Valid Start Time	
	Edit Key Valid Until Date	
	Edit Key Valid Until Time	

OPERA Tasks — Reports

Find the Task permissions by navigating to **Role Manager, Role Management**, and then selecting **Manage Chain Roles** or selecting **Manage Property Roles**. Granting or revoking tasks in OPERA Tasks for chain or property roles are logged in the changes log.

Table 16-15 Task Permissions

Parent Task	Task	Subtask
Run Protected Reports	Not Available	Not Available
Activate Reports	Not Available	Not Available
View Cash Transactions in Reports	Not Available	Not Available
Reports	Manage Reports Schedule Reports View Internal Reports / Report Groups	Not Available
Report Designer	Manage	

Table 16-15 (Cont.) Task Permissions

Parent Task	Task	Subtask
Report Groups	accounts	Not Available
	Accounts Receivable	
	Accounts Receivable Folio	
	Accounts Receivable Reminders and Statements	
	Accounts Receivable Statements	
	Alerts	
	Activity	
	Aging	
	Arrival	
	Blocks and Groups	
	Catering Configuration	
	Check Exchange Receipt	
	Commission	
	Commission Check	
	Confirmation letter	
	Currency Exchange Receipt	
	Comp Accounting	
	Configuration	
	Contacts	
	Dashboard	
	Departure	
	Deposit receipt	
	Dynamic Currency Conversion Receipt	
	Electronic Vouchers	
	Expense Folio	
	Events	
	FIT Contract	
	Financial	
	Forecast	
	Folio	
	Global Test Group	
	Group Folio	
	Guests in House	
	Housekeeping	
	Internal Reports	
	Key Packets	
	Kiosk Information	
	Labels	
	Mailings for Guests	
	Meeting rooms on the web	
	Membership Billing	
	Membership Letter	

Table 16-15 (Cont.) Task Permissions

Parent Task	Task	Subtask
	Messages	
	New Chain Group	
	ORS/OCIS General	
	Miscellaneous	
	OCIS E-Certificate	
	Passerby Folio	
	Payment Receipt	
	Post It Folio	
	Profile	
	Registration Cards	
	Reservation	
	Resources	
	SFA	
	Shift Reports	
	Statistical	
	TG Reports	
	Transaction Receipt	
	Utilities	
	Yield Management	

OPERA Tasks — Role Manager

Find the Task permissions by navigating to **Role Manager, Role Management** and selecting **Manage Chain Roles** or selecting **Manage Property Roles**. Granting or revoking tasks in OPERA Tasks for chain or property roles are logged in the changes log.

Table 16-16 Task Permissions

Parent Task	Task	Subtask
Migrate Users	Not Available	Not Available
Migrate All Users	Not Available	Not Available
Manage Users	New/Edit Users	Not Available
	Reset PIN	
Manage Roles	Manage Chain Roles and Tasks	Not Available
	Manage Property Roles and Tasks	
	Manage Property Roles Templates	

OPERA Tasks — System Support

Find the Task permissions by navigating to **Role Manager, Role Management**, and selecting **Manage Chain Roles** or selecting **Manage Property Roles**.

Granting or revoking tasks in OPERA Tasks for chain or property roles are logged in the changes log.

Table 16-17 Task Permissions

Parent Task	Task	Subtask
Support	Not Available	Not Available

OPERA Tasks — Toolbox

Find the Task permissions by navigating to **Role Manager, Role Management**, and selecting **Manage Chain Roles** or selecting **Manage Property Roles**. Granting or revoking tasks in OPERA Tasks for chain or property roles are logged in the changes log.

Table 16-18 Task Permissions

Parent Task	Task	Subtask
Synchronization	Inventory	Not Available
	Stay Records	
	Room Pool	
	Financial Statistics	
	Room Status	
	Business Events	
	Block Occupancies	
	Physical Rooms	
	Catering Forecast Revenue	
	Summary Profile Statistics	
	Past Profile / Reservation Statistics	
	Sales Allowances	
	Package Prices	
	Block Rates	
	Event Item Class Sequence	

Table 16-18 (Cont.) Task Permissions

Parent Task	Task	Subtask
Data Management	Change Property Code	Not Available
	Delete Property	
	Property Login Control	
	Manage Business Date	
	Multiple End of Days	
	Full Purge	
	Reset Data	
	Room Utilities	
	Change Function Space Code	
	Import Postal Codes	
	Status Code Update	
	Convert Production Data	
	External References Update	
	Update Market Code	
	Change Revenue Type	
	Membership Types	
	Imbalance Analysis	
	Sales and Catering Application Monitor	
	Business Block Compare	
	Update Owners	
	Update Contact	
	AR Enter Old Balances	
	Preference Utility	
	Manual Profile Purge Routine	
	Transaction Management	
	Credit Card Vault Conversion	
	Change Encryption Keys	
OPERA Licenses	Not Available	Not Available
External Databases	Not Available	Not Available

OPERA Tasks — Worklist

Find the Task permissions by navigating to **Role Manager, Role Management**, and then selecting **Manage Chain Roles** or selecting **Manage Property Roles**. Granting or revoking tasks in OPERA Tasks for chain or property roles are logged in the changes log.

Table 16-19 Task Permissions

Parent Task	Task	Subtask
Approval Waitlist	Not Available	Not Available

Part V

Toolbox

This part of the OPERA Cloud Help system contains information on working within the Toolbox menu for those responsible for managing OPERA Cloud utilities, systems, and data synchronization.

- [Utilities](#)
- [Toolbox System Setup](#)

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Utilities

The Utilities feature provides links for synchronizing data, scheduling background processes, data management, room utilities, and transaction management.

- [Data Synchronization](#)
- [Processors](#)
- [Data Management](#)
- [Room Utilities](#)
- [Transaction Management](#)

Data Synchronization

OPERA Cloud works with large amounts of data gathered and exchanged across multiple database tables. This data can change by the minute, and sometimes data discrepancies are created. The Synchronization utilities let you recalculate key data, such as inventory, block rates, stay records, financial statistics, and more to ensure the latest information is correct in all application areas.

- [Synchronizing Business Events](#)
- [Synchronizing Summary Profile Statistics](#)

Synchronizing Business Events

Business Event Synchronization enables you to capture past business event data and upload it to external systems. You should ensure that all users are logged out before running this utility. The synchronization process may cause a slowdown of the application.

To activate Business Event Synchronization:

1. From the OPERA Toolbox menu, select **Utilities**.
2. Select **Synchronization** and then select **Business Events**.
3. Select a property as the source of business events data.
4. Select the external system as the destination of your upload.
5. Select the check box belonging to the modules you wish to synchronize.
6. For each module you select, make any additional selections to refine the data upload.

For example, select date ranges for the requested data. Or, if selecting the Blocks module, specify either the Begin dates or the Stay dates.

7. Click **Synchronize Business Events**.

Synchronizing Summary Profile Statistics

The Synchronize Summary Profile Statistics utility populates the database tables designed to improve performance when calculating account statistics in Sales & Catering Advanced Reporting and in other reports.

1. From the Toolbox menu, select **Utilities**.
2. Select **Synchronization** and then select **Summary Profile Statistics**.
3. Select a profile type such as Company, Travel Agent, and so on.
4. Select a property.
5. Select the time span the synchronization action will cover.
6. Enter a year in the **From Year/Month** field and in the **To Year/Month** field.
Use the drop-down next to both fields to select the month of the year.
7. In the **Name** field, click **Search** to open the Manage Profile screen where you can create a profile for the company, contact, source, or travel agent.
8. Click **Synchronize Summary Profile Statistics**.

Processors

The Processor utility lets you schedule certain processes to run automatically in the background at a time when system resources are most available or suitable to your business needs. The utility helps ensure your OPERA Cloud system performs at maximum efficiency by cleaning up databases and other tasks.

- [Processor Forecast](#)
- [Running the Utilities Forecast Processor](#)
- [Starting the Rate Strategy Processor](#)
- [Schedule Check Out / Auto Check In](#)
- [Using the Interface Status Utility](#)

Processor Forecast

The Forecast utility is a stand-alone process that populates and updates various summary tables with information from selected business events. Summary tables -- such as reservation summary and others -- provide fast access to the real-time information displayed on Dashboard Tiles and in various OPERA Cloud reports.

The utility automatically checks for new business events to process every few seconds. It provides Events Pending status and Events Failed status. It also provides the following:

- Instance ID indicating the number of instances run.
- ID indicating a system assigned number.

- Session ID indicating the session identification number.
- Status indicating the process is currently running or waiting.
- Events Read indicating the number of business events processed since the Forecast utility was last started.

You can manually start or stop processing or click the Refresh Data button to force immediate processing of business events.

Running the Utilities Forecast Processor

Use Forecast Setup to specify the number of threads (instructions) the system will run concurrently to process updates.

1. From the Toolbox menu, select **Utilities**.
2. Select **Processors** and then select **Forecast**.
3. Click **Stop** to turn off processing.
4. Click **Start** to turn on processing.
5. Click **Setup** to set the number of processor threads.
6. Enter the OPERA Cloud Support Key number and click **Login**.
7. On the Forecast Processor Setup dialog, select the number of threads you want running concurrently during processing.
8. Click **OK**.

Starting the Rate Strategy Processor

The Rate Strategy Processor utility enables you to start or stop the implementation of rate strategies. It does not create new rate restrictions, but uses the existing rate strategies for evaluation of rate availability.

1. From the Toolbox menu, select **Utilities**.
2. Select **Processors** and then select **Rate Strategy**.
3. Click **Start** to start the utility.

The status indicator will change to **Waiting**, and the utility will check every few seconds for new rate strategies to process.

4. Click the **Refresh Data** icon to force immediate processing of strategies.

The status indicator will change to **Running**.

5. Click **Stop** to turn off the utility.

[Rate Seasons](#)

Schedule Check Out / Auto Check In

The Schedule Check Out / Auto Check In processor is a shared processor that is available when the Scheduled Check Out function and/or the Auto Check In of Advance Checked In Reservations parameter is active. The Schedule Check Out / Auto Check In Processor Status screen shows the current status of the processor in the environment.

- The Schedule Check Out processor handles event processing for the Scheduled Check Out feature. When a reservation has been scheduled to check out at a later time, the processor will check out the reservation the next time it runs after the time set on the reservation.
- The Auto Check In processor handles data related to check in of Advance Checked In reservations. When the Room Status of an Advance Checked In reservation matches the status (Inspected, Clean, Pickup, Dirty, OOO) configured in the Room Status for Auto Check In of Advance Checked In Reservations setting the processor will automatically check in that reservation the next time it runs.

Using the Interface Status Utility

OPERA Cloud uses the OPERA Xchange Interface (OXI) and/or the OXI-HUB interface to manage data communications between OPERA Cloud and other external systems. The two systems process messages exchanged between OPERA Cloud and external systems such as the OPERA Reservation System (ORS) and other third party systems.

The Interface Status utility monitors OXI and OXI-HUB. It gives you a view into the processing performance of external interfaces running through them. It also enables you to start or stop each interface for troubleshooting purposes.

To view interface processing status and start or stop interface processing:

1. From the Toolbox menu, select **Utilities**.
2. Select **Processors** and then select **Interface Status**.
3. Select a **System Type**, either OXI or OXI-HUB.
4. Select **Interface Search** to locate a specific interface. Interface search displays a list of available interfaces and enables you to search within that list.
5. Or, click the main **Search** button to display all interfaces associated with either OXI or OXI-HUB. The list of interfaces associated with a property might be extensive.
6. On the Interface Status panel, select one or all interfaces and click **Stop** to turn off an interface or click **Start** to turn on an interface.

Data Management

Data Management enables you to perform back office data management tasks, including: export the property shell, reset data, change function space codes, import postal codes, perform a full purge, and so on. You can access the Data Management features from the Toolbox menu. Data management functions require special permissions.

- [Changing Chain Mode](#)

Changing Chain Mode

The Change Chain Mode feature enables a property to adopt a chain mode used by a different chain. The feature is typically used when a property is acquired by another chain/property. In this case, the acquired property takes on the chain mode of the parent chain.

1. From the Toolbox menu, select **Utilities**.
2. Select **Data Management** and then select **Change Chain Mode**.
3. Enter the **Property** name.
4. Search and select a **Chain Mode**.

Depending on the Chain Mode you select, OPERA Cloud might display recommended OPERA Controls for functionalities coded specifically for the chain. You can activate the settings in OPERA Cloud Controls.

5. Click **Save**.

Room Utilities

The Room Utilities enables you to change room numbers, room types, and room class. The utility will update your changes in other functional areas impacted by your changes.

- [Changing Room Numbers](#)
- [Change Room Type of a Room Number](#)
- [Change Room Type to Another Room Type](#)
- [Changing Room Class](#)

Changing Room Numbers

The Change Room Number utility enables you to change current system-generated room numbers to valid property room numbers. You will need an OPERA Cloud Support Key from your system administrator for this functionality.

1. From the Toolbox menu, select **Utilities**.
2. From the drop-down, select **Room Utilities** and then select **Change Room Number**.
3. Enter a valid OPERA Cloud Support Key number and click **Login**.
4. Search for your property and click **Change Room Number**.

Change Room Type of a Room Number

The Change Room Type utility allows you to change the room type of a configured room number. To do so, the room number must meet several conditions. The room number cannot be:

- Used in current or future reservations.
- Associated with any no-show reservations.
- Scheduled in any house assignments.
- Currently or scheduled for out of order or out of service.
- A Can Be Meeting Room room type.
- Configured as a component room, room type.

You will need an OPERA Cloud Support Key from your system administrator for this functionality.

- [Changing Room Type of a Room Number](#)

Changing Room Type of a Room Number

1. From the Toolbox menu, select **Utilities**.
2. From the drop-down, select **Room Utilities** and then select **Change Room Type**.
3. Enter a valid OPERA Cloud Support Key number and click **Login**.
4. Select your property.
5. Enter the number of the room you want to change to a different room type.
6. Enter the new room type.
7. Click **Change Room Type**.

Change Room Type to Another Room Type

The Change Room Type to Another Room Type utility enables changing a property's specified room types on rooms, blocks, and reservations to another configured room type. You will need a valid OPERA Cloud Support Key from your system administrator for this functionality.

The utility will update room types for in-house reservations and blocks with arrival dates on the current business date or on future dates. It will also update all associated room numbers to the newly defined room types and will update the new room types with the appropriate room class. Old room types that were changed will remain available in the system until you manually delete them.

For example, assume you change room type AAA to AA using the Change Room Type to Another Room Type utility. The following situations would occur:

- Room numbers previously associated with room type AAA will now associate with room type AA. The physical room count for room type AAA will become zero.
- Reservations made for room type AAA will now display for room type AA on the reservation details panel (provided the reservation is in-house or the reservation arrival date is the current business date or a future date).

- Block headers that held the room type AAA in the room type field will now display the room type AA (provided the block is in-house or the arrival date is the current business date or a future date).
- Block grid allocations will still display the room type AAA after the procedure runs. However, the target room type AA will be visible in the block grid and display the inventory that was previously associated with room type AAA.
- The Rate Query screen will display both room type AAA and room type AA columns, assuming the active dates for both room types are prior to the current business date. The Physical Inventory associated with the room type AAA column will shift and be accounted for in the room type AA column.
- [Changing Room Type to Another Room Type](#)

Changing Room Type to Another Room Type

Use the following steps to change one room type to another room type and update the new room type on rooms, blocks, and reservations.

1. From the Toolbox menu, select **Utilities**.
2. From the drop-down, select **Room Utilities** and then select **Change Room Type to Another Room Type**.
3. Enter the OPERA Cloud Support Key number and click **Login**.
4. Select your property and click **New**.
5. In the Instructions panel, enter a **Source Room Type(s)** and enter a **Target Room Type**.
6. Click **Review** to see the expected results of your room type changes.
7. Click **Change Room Type**.

Changing Room Class

Room classes typically define groups of room types having some characteristic in common. The Change Room Class utility enables you to associate one or more room types to a room class for a property. You can also use the utility to associate all room types to the internal room class ALL, effectively turning off the Room Class function. To associate Room Types to a Room Class or turn off the Room Class function:

1. From the Toolbox menu, select **Utilities**.
2. From the drop-down, select **Room Utilities** and then select **Change Room Class**.
3. Enter a valid OPERA Cloud Support Key number and click **Login**.
4. If associating room types to a room class at your property, select the **Change Room Class** radio button.
5. Select a **Property**.
6. Select a **Room Class**.
7. Select **Room Types**.

8. Click **Change Room Class**.
9. If associating all room types to your property's internal Room Class ALL, click the **Default Room Class** radio button.
10. Search and select a Property.
11. Click **Change Room Class**.

Transaction Management

Transaction Management utilities provides control over transaction codes. You can assign new transaction codes to existing transaction codes, move transaction codes to new subgroups, and update transaction code ownership from property ownership to central ownership and vice versa. In a multi-property environment, you can generate template records based on property transaction code records.

- [Changing Transaction Codes in Utilities](#)

Changing Transaction Codes in Utilities

The Change Code Utility enables you to assign a new transaction code number to an existing transaction code. This action may take considerable time depending on the volume of financial transactions in the database.

1. From the Toolbox menu, select **Utilities**.
2. Select **Transaction Management** and then select **Change Code**.
3. Select a property.
4. On the Instructions panel, click **New** to display a code change field.

To change several codes at the same time, click **New** to add more fields. To remove a field, select the field and click **Delete**.

5. Search and select a **Transaction Code**.
6. Enter a new **Code Number**.
7. Click **Change Code**.

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Toolbox System Setup

The System Setup feature provides links for managing OPERA licenses, Environment Controls, and External Databases.

- [External Database Configurations](#)

External Database Configurations

The External Database Setup feature in the Toolbox menu is essential for external systems configuration in OPERA Cloud and for integration with the correct chain/property. Its purpose is to link each property in the multi-tenant cloud to its respective external system and external database ID.

The feature enables you to create new external database configurations based on existing Interface Types. You create a unique External Database Code with a description to identify each new configuration. The description should include the External Database Code and a full external database name to explain its system type and use. OPERA Cloud will provide a list of properties that use the Interface Type you specify in your search. From the list, you can highlight and select one or more properties to move into your new configuration. You can save and continue the process of creating the external database.

You can also edit external database setups to update database descriptions and to add or remove linked properties. The search function provides a list of databases, each identified by a code, a description, and an interface type. You can expand each database listed in your search results to reveal the properties attached to the database. You can also elect to show inactive database/interface types or to hide inactive database/interface types using. Database/interface types remain configured even if shown as inactive.

Use the following search criteria to locate an interface type for your property.

- **Interface Type:** Select an interface type from the list of values (LOV). The LOV filters the search results by an interface types already configured. You can then edit the interface type. The same interface type might be associated with multiple databases, so the LOV shows all of the available databases when referencing the interface type.
- **Property:** Enter the external database name to filter search results based on a specific property database. The property database can include multiple properties, depending on its current configuration and name.
- **Code:** Search by entering a known External Database full or partial code.

Part VI

Exchange

This part of the OPERA Cloud Help system contains information on working with OPERA Exchange for two-way real-time data communication between OPERA and external interfaces.

- [OPERA Cloud Exchange Overview](#)
- [Switching the Interface](#)
- [Interface Setup](#)
- [Interface Mapping](#)
- [Interface Controls](#)
- [Message Status](#)
- [Interface Resync](#)

OPERA Cloud Exchange Overview

OPERA Exchange is an electronic data exchange technology used by OPERA to transmit information between systems such as ORS and SYNXIS. The topics provided are guidelines for configuring a new interface in OPERA. Custom interfaces and formats are not supported by OPERA as the XML message is the supported format .

Before you configure a new interface, ensure that you have the necessary privileges. Then document is setup to lead you through the following prerequisites, such as identifying the external systems, activating the OXI interface license codes for your property, defining the database codes, then configuring the interfaces, setting up communication methods, and defining the interface controls. Address the needed mapping for OPERA Codes with the external system codes and configuring the required business events. Lastly, activate the External Systems for the Property and Interface.

Ensure that the external system is activated only when you are ready to start processing the messages with external systems.

Best Practices: Do not activate the external system until the configuration is complete; this creates unnecessary business events being generated and failures.

Example

When you update a reservation in OPERA, a business event is triggered and processed by the exchange module and sent to the outbound queue, and finally sent to external system as an XML message.

- [Prerequisites](#)

Prerequisites

The following are prerequisites for Interface Exchange:

- **OXI Licenses:**
Search by Property and activate the required OXI licenses. The OXI licenses are property specific, and permissions are needed for activation.
- **User Permission:** Create required user roles in Oracle Identity Management (OIM) and assign the exchange task under Role Manager.
- **External Database:** Create an External Database code per chain per interface in recommended format like CHAIN-ORS and associate the required properties (OXI Interface license activated) to the Database code.

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Switching the Interface

Switch Interface is used to toggle between the configured interfaces from a central or Property specific setup. On the Switch Interface screen, view all of your configured central and property interfaces.

When a user is logged in at Hub level, both Central and Property configured interfaces are shown.

When a user is logged in at a Property level, only the Property configured interfaces are shown.

1. From the **OPERA Cloud Exchange** menu, select **Switch Interface** from the drop down menu. If an interface is not configured, go to Interface Setup to configure a new interface, which then appears in the switch interface drop-down. The interface that you select here appears as a default interface in other exchange screens.
2. The Type and Property fields show the records by default. Click to search and select an Interface from the list of existing interfaces and click **Select**.
3. Click **Save**.

Interface Setup

Search page allows you to search by Property or by External systems code. The recommendation is to search interfaces by Property to get all the configured interfaces and search by Interfaces to get the selected interface. Selecting multiple properties and interfaces provides search results for all selected interfaces in the search results.

Searching an Interface

1. From the **OPERA Cloud Exchange** menu, select **Interface Setup** , and then select **Interface Setup** from the drop down menu.
2. From the Search panel, select **Property** and click **Search**.
3. In the search results table, click the vertical ellipse to **Edit** or **Delete** the setup. Search result table shows External System Property Code and External System Active/Inactive status.
4. Click **I Want To...**, to update exchange capabilities. It allows you to configure the Business Events. It also allows you to activate External System if the external system is in an inactive state.
 - [Communication Methods](#)
 - [Automatic Transmission Schedule \(ATS\)](#)
 - [Data Request](#)
 - [Copying Conversion Codes](#)
 - [Matching Profile Rules in OXI](#)

Adding a New Interface

1. From the **OPERA Cloud Exchange** menu, select **Interface Setup** , then select **Interface Setup** from the drop down list.
2. On the Interface Setup screen, click **New**
3. Select the **Property**.
4. Select an **Interface** that you need to configure.
5. In the **Description** field, the description of the interface automatically populates when you select a defined interface.
6. Enter the **External Property**. This is the external system's property code that is configured for the selected interface. You must enter the correct external system resort code here.
7. The External Database automatically gets populated in the **External Database** field when you select an Interface. If the database code is not automatically populated, you can click the search icon to select a database.

- a. On the External databases screen, search for databases by Interface. If there are no codes available, you can create a new database code in the recommended format, for example, CHAIN-INTERFACE.
- b. Click **New** and in the External Databases dialog, enter the **Code**.
- c. Enter a **Description** and select or deselect the **Copy Subscription** check box.
- d. Select **Properties** from the available list and click **Save**.

 **Note:**

If the property is not visible in available or selected list, activate OXI Interface License Code.

- e. Close the External Databases dialog. The database code gets defaulted to interface setup database field.
8. Select the **Delta Mode**.
 - a. Set it to **Yes** if the external system does not sends the full message for changes. For example, a room type change is sent for a reservation. The external system sending these delta changes sends only the mandatory message items together with the changed room type. In this case, only the data sent would be updated in OPERA, and all other data is retained as inserted earlier. This also depends on OXI parameters.
 - b. Set it to **No** if the external system sends the entire message for changes as well. This is called a 'full overlay' of data. For example, the external system sends a full message with the updated room type for the room type change. In this case, all data for this record is deleted and re-entered in OPERA. Based on the interface ID, this is already pre-configured for custom interfaces.
 9. Select the **Data Flow**. Data Flow defines the data flow for the interface and selects all boxes that apply.
 - **External System -> OPERA:** Select for all interfaces that receive data from an external system.
 - **OPERA -> External System:** Select for all interfaces that send data from OPERA to an external system.
 10. In the Deletion Indicator panel you can set indicators for deleting data in the OPERA system from an incoming message. This section is accessible only if the Delta Changes flag is set to **Y**, which indicates that the external system does not always send full data for a change. In this case OXI leaves data that is not sent in the message untouched in OPERA. It is therefore important that the incoming message signals clearly when data gets deleted. This is the purpose of setting the deletion indicators.
 - a. Select the values from the **Character** drop-down list. Character allowed values ~, *, ^
 - b. Select a numeric value from the **Numeric** drop-down list. Numeric allowed value -99999
 - c. Select a date from the **Date** drop-down list.
 - d. The **Message Format** defaults to XML format, which is the only format supported in cloud..

- e. Select a version in the **Set All the Version As** drop-down list. When this drop-down is selected, the version in the XML Version grid also changes to the selected version when you click **Save**. If you wish to change the version only for a particular XML Type, select the row and change the version individually and save.
11. Click the vertical ellipse and then click **Negotiate**. This is applicable for OPERA to OPERA Interfaces such as ORS, MYFIDELIO, and so on, This option negotiates with the OPERA external system for the supported XML versions and updates in source interface XML versions for the XML types accordingly.
12. Click **Save**.

Communication Methods

The Communication Type defines how the interface receives and sends messages. If there is a multi-property setup Communication Methods are available for each property. Check and verify if the settings are set for each property. Communication Types can be configured at Global (Chain) or Property levels. When there is a configuration available at Property level, a communication happens with the configured details for that particular property. If not, the communication happens with the configured details at the Global level.

The communication method has to be set up for each interface before it can be activated.

1. From the **OPERA Cloud Exchange** menu, select **Interface Setup** and then select **Communication Methods** from the drop down list.
2. On the Communication Methods screen, select a location.
 - a. Select the **Global** option to utilize this communication method for all properties in a Multi-Property setup.
 - b. Select the **Property** option to utilize this communication method for a specific property in a multi-property setup.
3. Search and select the **Interfaces** and then click **Search**. You have an option to select multiple interfaces.
4. Data Flow represents the outbound or inbound data. Communication Mode represents Client or Server for the interface. In search results, select a data flow, click the vertical ellipse and then click **Edit**. If you edit at a Global level configuration and then change it to Property level and save, it creates Property level communication method. When you edit a Property level configuration and then switch to Global level and save, it deletes the property specific configurations.
5. The screen opens to the Configure Communication URL and Credentials. You can change the Global or Property options.
6. In the Communication Mode panel, select a protocol **HTTP(S)/Client** or **Server**.
 - Select Client in case the Exchange Interface Processor is expected to take the responsibility to connect to the external system and send or receive the OXI XML messages with the provided external system URL and credentials.
 - Select Server in case the Exchange interface processor is expected to act as a Server and external system takes the responsibility of Sending/Receiving the messages from OPERA Exchange based on the OPERA Exchange processor URL and credentials provided to the external system.

- a. Select **HTTP(S)/Client** . The HTTP/S protocol is a request/response protocol if the information is to be sent from OPERA to the External System. In the DETAILS panel, based on the dataflow, a default URL is displayed. Enter the **User Name** and **Password**.
 - b. Select **Compress Data** and **Use Client Certificate** check boxes.
 - c. Enter **Sleep Time(minutes)**. This is a user definable field in Minute format where the interface rests between waking up and doing POST and GET functions. If the interface continues to receive messages, then it does not sleep. This field accepts decimals for times smaller than the (1) minute time. Time entered with a dot (.1) is read as seconds (10 seconds).
 - d. Enter **Timeout(seconds)**. This is a user definable field in (Second) format where the interface tries to establish a connection before treating it as (timed-out) and creating a log entry. At this time it goes into the (Sleep Time) before attempting again. The error can be seen from the System Error Log located in the Interface Status menu. Timeout can handle three numeric value, such as 999.
 - e. Click **Save**.
7. Select the **Server** option, if the information is posted from the External System to OPERA.
 8. Click **Save**.

Automatic Transmission Schedule (ATS)

This utility allows the external system to receive data in pre-definable, regular intervals. The AR EXPORT, BLOCK, INVENTORY, PROFILE DAILY STATS, and PROFILE REQUEST data modules are currently supported. At the time the next transmission kicks in, all data for the selected data module between the last transmission and this transmission is sent with this utility. This does not require OPERA business events, but it does require an OXI 2-way license code. When a message is sent it is identified as RTAV. You can set up multiple schedules that meet the business requirements of the site.

1. From the **OPERA Cloud Exchange** menu, select **Interface Setup** and then select **Automatic Transmission Schedule** from the drop down list.
2. The **Property** field has default property. You can select multiple properties by clicking the search icon.
3. Click **Search**.
4. On the search table, click **Show/Hide Inactive** to include or exclude configured schedules from the search results.
5. Click **New** to configure an Automatic Transmission Schedule.
 - a. On the Automatic Transmission Schedules screen, the **Property** and **Interface** is selected by default. Select a **Module**. Interface ID for which the automatic transmission schedule is set and the data module for which the automatic transmission schedule is set.
 - b. Select the **Inactive** check box. The transmission does not take place if you select this check box.
 - c. In the **Recurrence Pattern** panel, select the **Frequency**. Depending on your choice here, the setting When to Run displays different options.

- If you select Interval, you must configure it in minutes.
 - If you select Daily. Schedule by the hour.
 - If it is week, schedule it by Days in the week and what Hour.
 - If it is Monthly, schedule it by 4th day of month and hour of the day in that month.
 - If it is Yearly, schedule it by month and the day and hour for that month.
- d. When to Run displays different options depending on what Frequency option was selected. Select the specific time from the **When to Run** fields when you want the automatic transmission to begin.
- e. Select the **Range Days** in advance for which automatic transmission shall occur. If the range is set to 30 days, OXI sends the data with start dates from current business date until 30 days in advance. Automatic Transmission has a message limitation. If the range of days exceeds 30 days, for example 60 days, then the transmission is 2 RTAV messages of 30 days each. If the range of days is 90, then the transmission is 3 RTAV messages of 30 days each, and so on.
- f. Select the **Future Days**. It allows for a range in the future to be returned. For example: If the business date is 06/29/19 and the Range is set for 2 days, then the Range is set from 06/29/19 to 06/30/19. If the Future field is updated to 30, then the begin date of the Range that was sent is 30 days from 06/29/19.
- The Start Date and End Date calculates the dates based on the Range Days and Future Dates. The start date is calculated based on property's current business date and future days. End date is calculated based on start date and range days.
- g. Click **Save**.
6. Click **Edit** to edit or modify the Automatic Transmission Schedule and click **Save**.
7. Click **Delete** to delete the Automatic Transmission Schedule.

Data Request

The purpose for Data Request Utility is to have data synched from OPERA PMS to the ORS, initiated from ORS side. Data Request differs from the Resync Utility. In the Resync Utility it requests data from the external system, not sending data to the external systems from ORS. Offered requests are Reservations, Blocks, Rates, Packages, Profiles, key Configuration Items, Datamart and Inventory Items. Multiple modules can be flagged for requests together just by selecting the check box by each and populating the request criteria columns. Configuration responses populate the global template when required and the Property level.

Permissions are required to access this utility; at login provide the interface id and property. For the Reservations and Block requests there are three options available. They can be selected by the option button to the left of the date fields. The other modules offer one date range criteria to use.

To initiate any Data Request select the module or modules, Start and End Criteria and select Synchronize button.

1. From the **OPERA Cloud Exchange** menu, select **Interface Setup**, and then select **Data Request**, from the drop down list.

2. The **Property** field already has property by default. Search and select an **Interface**.
3. In the Data Request Module to Synchronize, select **Reservations** check box and then select an option from **Arrival**, **Stay**, and **Created**. Enter the **From Date** (first arrival date for the reservation resync) and **To Date** (last arrival date for the reservation resync) and then click Synchronize. You can select only one option at a time.
4. Select the **Blocks** check box and then select an option **Begin**, **Stay**, and **Created**. You can select only one option at a time. Enter the **From Date** (first restriction start date for the resync) and **To Date** (last restriction start date for the resync).
5. Select the **Rates** check box and then select the **From Date**. This is the first rate code start date for the resync. Only rate codes valid for this date are shown. Select the **To Date**. This is the last rate code start date for the resync. Only rate codes valid for this date are shown.
6. Select the **Profiles** check box and then select the **From Date** and **To Date**.
7. Select the **Configuration** check box and search and select an **Item**, **Level**, and **Items**.
8. Select the **Inventory** check box and then select **From Date** and **To Date**. You can resync for Inventory Out of Order and Overbooking.
9. Click **Synchronize** for whatever module you need to synchronize the data.

Example: Select Item Type = MARKET CODE and Level is = SPECIFIC. A Market Code of XYZ has been noted in messages but is not existing in the ORS configuration. Defaults have been substituted in place of this value. By free typing text XYZ and selecting the OK button, a message is sent to the external system requesting that specific data. A message is returned from the external system containing the Market Group and Market Code information. Which is populated to the Market Code Template and the Property level Market Codes grid.

When selecting a request where Level is = SPECIFIC:

Following are some recommendations if you are selecting the Rate option.

- Do not recommend resyncs for large periods of time during peak work hours
- 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
- If a resync is needed during peak hours we recommend only choosing a few rate codes to be synced to resolve updates to Rate Header and Rate Details

It is not recommended to select all displayed items in the list, instead use Level = ALL for that purpose. To request a large number of specific items, it is better to break up the selection into multiple smaller groupings.

Copying Conversion Codes

Copying is an efficient way to populate the interface conversion codes, instead of manually inserting the codes one by one. Copy Conversion Codes helps you to copy the conversion codes from OPERA to the selected interface. Copy option also validates new and active/inactive OPERA codes. It copies these codes to the Interface Mapping conversions along with their respective groups. An example of an extensive list of conversion codes can be the Countries or Rate Codes. This form copies the conversion codes from OPERA based on the activated conversion codes for this

interface. When copying, OPERA and external system values are populated with the same value in the conversion details.

To select conversion codes:

1. From the **OPERA Cloud Exchange** menu, select **Interface Setup** and then select **Copy Conversion Codes** from the drop down list.
2. On the Copy Conversion Codes screen, Property is selected by default. Select an **Interface** and click **Search**.
3. In the search results table, select a Conversion code row that is to be copied and then click **Copy**. You can select multiple rows.
4. You get an Information pop-up validating that it is copied successfully. Click **OK**.

Matching Profile Rules in OXI

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

Note:

This process applies to an accompanying profile and the primary guest profile. When a reservation change occurs, when only the first and last names of a profile for either a primary or accompanying profile associated with the reservation are sent with the reservation, duplicate profiles are not created. The Profile Match process is not included. Instead, OXI updates the profiles according to the internal identifier of the profile in OPERA that is linked to the reservation, without applying any further matches based on the profile's same first and last name.

1. From the **OPERA Cloud Exchange** menu, select **Interface Setup** and then select **Profile Match Rule** from the drop down list.
2. In the **Property** field, property is there by default. Search and select an **Interface** and then click **Search**. If the controls PROF_CREATION is not active, profile match fails and the profile is not created. It gets automatically created if PROF_CREATION is set to active. Property and Interface values defaulted based on the Switch Interface context.
3. To create a new profile rule, in the Match Criteria panel, click **New**.
4. In the Manage Profile Rule panel, the **Property** and **Interface** values are defaulted based on the Switch Interface context. Search and select a **Profile Type** and enter a **Threshold** and select **Active** check box to make the rule active status.
5. Select the **Match Rule**. You can select multiple match rules.
6. Enter **Points** and select or unselect the **Active** check box to set the rule as active.

7. To Add Match Criteria, click **New**, select Match Rule elements (allows multi-select), then provide Points for rule weight and select **Active** to make the match rule active. Click **Save**.
8. You can edit an existing Match Rule and modify the match criteria, points, activate or deactivate rules.

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Interface Mapping

Interface Mapping is used to configure conversion values for the OPERA Codes and External System Codes.

- [Mapping UDF](#)

System Default Conversions

You can define the conversion values for the available conversion codes. A few conversion codes are activated and populated through the OXI installation wizard, as they contain the same values for all interfaces and are never changing. These conversion codes are Reservation Status, Reservation Action Types, Profile Types, and Guest Preference Types.

Standard Conversion Code Settings. These conversion code settings apply to all interfaces.

Conversion Code	OPERA Value	External Value	External>OPERA	OPERA>External
Action Type	CANCEL	CANCEL	Y	Y
	CHECK IN	CHECKIN	Y	Y
	CHECK OUT	CHECKOUT	Y	Y
	DELETE RESERVATION	DELETE	Y	Y
	JOIN GUEST	SHARE	Y	Y
	NEW RESERVATION	ADD	Y	Y
	NOSHOW	NOSHOW	Y	Y
	REACTIVATE NO SHOW	REINSTATE	N	Y
	REACTIVATE WAITLIST	WAITLISTTOACTIVE	Y	Y
	REVERSE CHECK IN	CNXCHECKIN	Y	Y
	REVERSE CHECK OUT	CNXCHECKOUT	Y	Y
	ROLLBACK CANCEL	REINSTATE	Y	Y
	SEPARATE GUEST FROM	ADD	N	Y
	UPDATE RESERVATION	EDIT	Y	Y
	Document Type			Y

Conversion Code	OPERA Value	External Value	External>OPERA	OPERA>External
Guest Preference Type	NEWSPAPER	NEW	Y	Y
	ROOM_FEATURES	FEA	Y	Y
	SMOKING	PRS	Y	Y
	SPECIALS	SPE	Y	Y
Profile Type	COMPANY	CORPORATE	Y	Y
	D	GUEST	Y	Y
	G	GROUP	Y	Y
	S	WHOLESALE	Y	Y
Reservation Status	TRAVEL_AGENT	TRAVEL	Y	Y
	CANCELLED	CANCELED	Y	Y
	CHECKED IN	INHOUSE	Y	Y
	CHECKED OUT	CHECKEDOUT	Y	Y
	NO SHOW	NOSHOW	Y	Y
	PROSPECT	REQUESTED	Y	Y
	RESERVED	RESERVED	Y	Y
	WAITLIST	WAITLISTED	Y	Y

From the Interface Mapping screen:

- The Search panel allows you to search by Interface Type, Property and Interface code. Result panel shows all the defined mappings or conversions with OPERA code and External Code.
 - Select a Group and Create New Mappings in right pane with the New option with the OPERA Code, External Code, and Enable/Disable Data Flow options.
 - Select a Group and Edit existing conversions with the Edit option, update codes and the enable/disable Data flow options.
 - Select a Group and Specific Mapping in the right panel and delete the invalid conversions.
1. From the **OPERA Cloud Exchange** menu, select **Interface Mapping** and then select **Interface Mapping** from the drop down list.
 2. On the Interface Mapping screen, select a group. Search for a **Property** and an **Interface** and click **Search**.
 - a. From the search results, select a defined mapping or conversion.
 - b. In the right panel, you have an option to create a new mapping or conversion. For example:
 3. Click **Account Type** group from the search results.
 4. In the Account Type panel that opens, you can see the configured mapping.
 5. Click **New** to create a new mapping or conversion.

- a. The Default **Interface Type** is displayed or you can select one from the drop-down list.
 - b. The Default **Property** is displayed or you can search for another property by clicking the search icon.
 - c. The Default **Interface** is displayed or you can search one by clicking the search icon.
 - d. Search for **OPERA Code**.
 - e. Enter an **External Code**.
6. Click **Edit** to edit an existing group mapping.
 - a. The fields for Interface Type, Property, and Interface are disabled. You cannot edit these fields.
 - b. Select an **OPERA Code** and enter an **External Code** and then click **Save**.
 7. Click **Delete**, to delete a mapping.
 8. Select the **Show Inactive** check box for first time activation of the conversion table. Highlight the conversions that are used and select the Activate button. To deactivate a conversion code, uncheck the Show Inactive box, highlight a conversion code, and select Inactivate.

When creating a new Profile Type Mapping and select:

- **External-OPERA Default:** A check mark indicates what OXI uses as default in the case of multiple same entries in the external system value column. It is possible that more OPERA values than the external system values exist for a conversion code. In this case the external system values would need to be duplicated and will occur more than once in the external system value columns.
 - Only one of the duplicate external system values can be set as External->OPERA Default Y, and this is the record that OXI uses when processing data from the external system to OPERA.
 - All other duplicate codes are set to N. OXI automatically warns you if a record has already been set to Y as a default, and you are trying to flag another record with the same external system value the same way.
- **OPERA-External Default:** A check mark indicates what OXI uses as default in the case of multiple same entries in the OPERA value column. It is possible that more external system values than OPERA values exist for a conversion code. In this case the OPERA values need to be duplicated and occur more than once in the OPERA value columns.
 - Only one of the duplicate OPERA values can be set as OPERA > External Default Y, and this is the record that OXI uses when processing data from OPERA to the external system.
 - All other duplicate codes are set to N. OXI automatically warns you if a record has already been set to Y as a default, and you are trying to flag another record with the same external system value the same way.

For example: The external system has more market codes than OPERA, and the OPERA market codes have to be entered multiple times in the conversion code. If a reservation with such a market code is sent by OPERA, OXI has to know which conversion record to use. The OPERA-> External Default is the identifier for the correct conversion record.

Table 22-1 OPERA and External Default Values

OPERA Value	External System Value	External>OPERA	OPERA>External
GRP	GROUP	Y	Y
GRP	LEIS	Y	N
IND	INDIVIDUAL	Y	N
IND	TRANSIENT	Y	Y

Mapping UDF

UDF Mapping is handled separately of the normal Conversion Codes as the information is not handled by defaults for passage but has to show possible external values and the insertion user. The UDF Mapping in OXI allows you to define UDF mappings for Profile, Reservations, and Stay UDFs to be exchanged with an external system.

1. From the **OPERA Cloud Exchange** menu, select **Interface Mapping** and then select **Interface Mapping** from the drop down list..
2. From the search results, select a defined UDF mapping or conversion. In the right panel, you have an option to create a new mapping or conversion.
3. Click the **Profile UDF** group from the search results.
4. In the Profile UDF panel that opens, you can see the configured mapping.
5. Click **New** to create a new mapping or conversion.
 - a. The Default **Interface Type** is displayed or you can select one from the drop-down list.
 - b. The Default **Property** is displayed or you can search for another property by clicking the search icon.
 - c. The Default **Interface** is displayed or you can search for one by clicking the search icon.
 - d. Search for a **Profile** type.
 - e. Search for an **OPERA UDF Field** and enter the **External Field** value.
 - f. Select or deselect the **Active** check box. An indication is give of whether or not the UDF label appears on the Web site.
 - g. The **IFC Created** check box indicates whether this conversion was manually entered or IFC created.
6. Click **Edit**, to edit an existing UDF mapping.
7. Click **Delete**, to delete a UDF mapping.

Interface Controls

Interface Controls allows you to control the business use cases to turn-On/Off and allows ability to set the default values. Most of the parameters are defaulted with a system default value, you can change the values to instruct OPERA for the preferred behavior. Default values used in the handling of inbound and outbound message when no mappings/conversion codes are found for the respective messages. The values configured here are used as defaults for incoming and outgoing messages if no matching conversion value from the conversion tables can be applied during data transmission, or if conversions are not activated.

1. From the **OPERA Cloud Exchange** menu, select **Interface Controls** , and then select **Interface Controls** from the drop down list.
2. The Type **Property** and **Interface** fields display the default interfaces based on the Switch Interface context.
3. Click **Search**.
4. Select a Group and drill down to the Settings areas for the Default fields available for Inbound and Outbound data flows. Defaults are applicable only for Blocks, Others, Profiles, Rates and Reservation groups.
 - [Block Parameters and Settings](#)
 - [Generic Parameters and Settings](#)
 - [Inventory Parameters and Settings](#)
 - [Profiles Parameters and Settings](#)
 - [Rates Interface Parameters and Settings](#)
 - [Reservations Interface Parameters and Settings](#)

Opera Cloud Global Parameters for Exchange

- OXI Message Purge Retain Days: Default is 10. Allows System Administrator to set the value between 3 to 28 days. Based on the configured value, messages are purged automatically when they are lapsed beyond retention time.
- OXI Outbound Delivery Retry Count: This functionality allows you to define the retry value for HTTP messages that fail to post because the server is unavailable. This value defined here is as a global configuration applicable for all interfaces and properties.

 **Note:**

Retry Interval is taken from the sleep-time configured for the respective property and interface communication definition.

Block Parameters and Settings

Block parameters apply if your interface transmits blocks. All parameters are set at the global level.

Table 23-1 Block Group parameters and settings.

Parameter Name	Parameter Values	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
EXTERNAL LOCKED YN	Y/N	From the external external system to OPERA. The system creating the block can remain the owner of it, which means the block can only be modified by the originating system. Set this parameter to Y if the block created by the external system should be locked in ORS and cannot be modified by ORS users. Set to N if the block created by the external system should be fully changeable in ORS.	Set to Y in case blocks are sent two ways and both systems wants to retain ownership of their blocks. The default setting is Y for OXI-OPERA
EXT SYS BLOCK GENERATES INVENTORY	Y/N	Direction: Data from the external system to OPERA When a block message from CRS is received, OXI will generate inventory snapshots for the affected dates and room types.	Setting depends on the situations described.

Table 23-1 (Cont.) Block Group parameters and settings.

Parameter Name	Parameter Values	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
HANDLE BLOCK SOLD	1) EXT_SYS->OPERA 2)NONE 3)OPERA- >EXT_SYS 4)TRANSMIT_BOTH_WAYS	<p>Direction: Data from the external system to OPERA (EXT_SYS->OPERA)</p> <p>Update block sold count from external system when sent to OPERA. This assumes that the external system has all block reservations but OPERA not. In this case we need a sold count update as part of the block messages.</p> <p>Direction: Data both ways between the external system and OPERA Cloud (NONE)</p> <p>Block sold counts will not be transmitted between the systems. Use this if both systems transmit full reservations both ways, including block reservations. In this case an additional sold count update in the block message is not necessary.</p> <p>Direction: Data from OPERA Cloud to the external system (OPERA- >EXT_SYS)</p> <p>Send block sold counts from OPERA to external system. This assumes that OPERA has all block reservations but external system has not. In this case we need to send a sold count update as part of the block messages.</p> <p>Direction: Data both ways between the</p>	<p>Setting depends on the situations described.</p> <p>The default setting is NONE for OXI-OPERA</p>

Table 23-1 (Cont.) Block Group parameters and settings.

Parameter Name	Parameter Values	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
		<p>external system and OPERA Cloud (TRANSMIT_BOTH_WAYS)</p> <p>Update block sold counts from external system when sent to OPERA, and also return sold counts to external system. Use this if block reservations are not transmitted between the systems at all. In this case the block messages must mutually update the sold counts.</p>	

Table 23-1 (Cont.) Block Group parameters and settings.

Parameter Name	Parameter Values	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
HANDLE MASTER BLOCKS	Y/N	<p>Direction: Data both ways between the external system and OPERA Cloud.</p> <p>OPERA can convert a single block into a master block, which is used when multiple sub blocks are linked to one block as master. A common scenario for this is a tour series, in which a former single block becomes a master block from which all tour series copies are made. The master block is visibly flagged as such in OPERA and has no inventory. A sub block is linked to a master block through the master block ID. If this parameter is set to Y, OXI will send master blocks in OPERA with the respective flags so that the external system can apply the same logic. Sub blocks are sent with the master block ID and need to be linked properly to the master block in the receiving system again, where the master could have a separate ID. If the external system is not capable of handling master and sub blocks, this parameter should be set to N. In this case OXI sends a block cancel in case a block converts into a master, to make sure that the external system releases the</p>	<p>Setting depends on the situations described.</p> <p>The default is Y for OXI-OPERA</p>

Table 23-1 (Cont.) Block Group parameters and settings.

Parameter Name	Parameter Values	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
KEEP BLOCK PACKAGES	Y/N	<p>inventory from that block accordingly. All sub blocks in OPERA will be sent as normal single blocks without amaster block ID to such as an external system.</p> <p>-> Direction: Data from the external system to OPERA.</p> <p>KEEP_BLOCK_PACKAGES parameter determines how to handle the existing OPERA block packages.</p> <p>This parameter setting will be significant only when the packages are not received as part of the blocks.</p> <p>If this parameter is set to Y, then do not full overlay, keep the block packages as-is.</p> <p>If this parameter is set to N, then full overlay the OPERA block packages with received block packages.</p> <p>If this parameter is set to Null, then the received allotment entity packages value will gain significance in determining whether to full overlay block packages or to keep them.</p>	

Table 23-1 (Cont.) Block Group parameters and settings.

Parameter Name	Parameter Values	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
SPLIT INV DETAILS	Y/N	-> Direction: Data from OPERA to external system. If Y, OXI will split the block inventory detail message into multiple chunks of size less than 32K. If N, OXI will send the entire inventory detail message to the external system.	Set to Y if typical Block inventory is created with long date ranges and all room types. The default setting is N for OXI-OPERA.
UPL CATERING BLOCKS	Y/N	-> Direction: Data from OPERA to external system Blocks can be flagged as Catering in ORS or SFA. Set this parameter to Y to send catering only blocks to the external system. If set to N, catering only blocks will be suppressed from sending to the external system.	The default setting is N for OXI-OPERA

Table 23-1 (Cont.) Block Group parameters and settings.

Parameter Name	Parameter Values	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
UPL DED ONLY	Y/N	-> Direction: Data from OPERA to external system If the external system does not distinguish between deductible and non-deductible blocks, you may want to suppress non-deductible blocks from sending, as these would affect the other system's inventory directly and cause inventory imbalances. In such a case you would set this parameter to Y and OXI_HUB will only send deductible blocks. If the external system has a similar concept of handling deductible and non-deductible blocks, you can set this parameter to N and OXI_HUB will send all blocks regardless of their status. In OPERA, the block status code determines whether a block is considered deductible. Check the OPERA block status configuration for further information.	Set to N if external system handles deductible and non-deductible blocks. Otherwise set to Y. The default setting is N for OXI-OPERA

Table 23-1 (Cont.) Block Group parameters and settings.

Parameter Name	Parameter Values	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
UPL OPEN ONLY	Y/N	-> Direction: Data from OPERA to external system. If the external system does not have a concept of 'open for pickup' blocks, you may want to suppress non-open blocks from sending, as these would still allow pickup in the other system and cause inventory imbalances when a reservation is sent to non-open block in OPERA. In such a case you would set this parameter to Y and OXI_HUB will only send open for pickup blocks. If the external system has a similar concept of open for pickup blocks, you can set this parameter to N and OXI_HUB will send all blocks regardless of their status. An open for pickup block is defined by its status. Check the OPERA block status configuration for further information.	Setting depends on whether external system has a concept of open/non-open blocks. The default setting is N for OXI-OPERA

Table 23-1 (Cont.) Block Group parameters and settings.

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

- [Block Defaults for OXI](#)

Block Defaults for OXI

The following are recommended block default settings.

Table 23-2 Block Defaults for OXI

Block Defaults	Description
Block Rate Code	<p>Select a rate code that has all of the configured room types for the property. Since rates can be subject to restrictions that either close the rate and or room types depending on hotel occupancy, we strongly suggest making a 'OXI Default' group rate code and insert this value.</p> <ul style="list-style-type: none"> • This rate code is to be setup with all viable room types and a single rate detail, at \$0.00, that has all room types linked to it. If proper revenue/ADR is a factor set a rate amount instead. Remember to include the PM room type as groups require this before booking reservations. • This rate code should not be subject to restrictions as other rates are. • If CRS allotted groups are setup for rates that are flagged restricted or out of inventory on the hotel side, this default is used to get the group inserted. • Warnings in OXI alerts hotel users that the allotment was inserted, the rate was not available and the default was taken instead. Thus allowing the hotel to update the group accordingly. • To see any warnings where a default was substituted then OXI offers a warnings report.
Block Status	<p>OXI shows only the deductible block status types in this list of values as all received blocks from external systems are automatically considered deductible. This is a crucial element for the creation of a block and has to be set.</p>
Block Owner	<p>This is no longer mandatory but depending on the OPERA function Generic > Owner. If this is flagged, a block owner must be set in order to update the block in OPERA.</p>
Destination Code	<p>When processing a Canceled, Lost or Turndown message the destination code can be matched to the code used as the default in the OXI Block Defaults tab. If no match is found then the OXI default, if defined, can be applied.</p> <ul style="list-style-type: none"> • If a Block Destination Code conversion is active, then OXI tries to convert to the received value: <ul style="list-style-type: none"> – If a conversion record found, the converted value is used to match against OPERA values. – If a conversion record not found, the value as received from the message to match against OPERA values. • If the Destination Code sent in the message matches with an OPERA Destination Code, the matched value is applied. • If the Destination Code sent in the message does NOT match with an OPERA Destination Code, then OXI checks for a default: <ul style="list-style-type: none"> – If a default Destination Code is defined, the default value is applied. – If a default Destination Code is not defined, the field is left blank.

Generic Parameters and Settings

All parameters are set at the global level.

Table 23-3 Generic Group parameters and settings.

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
AUTO RESYNC ON ROLL BUSINESS DATE	B/R	<p>-> Direction: Data both ways between external system and OPERA.</p> <p>Whether to resync OPERA transactions without external system confirmation number from OPERA to external system when the business date is rolled in OPERA.</p> <p>Note: This is implemented only for those interfaces using XML message format, also for this to work, ROLL BUSINESS DATE business event must be subscribed in OPERA configuration.</p> <p>This parameter allows the user to pick the modules they would like to auto resync when the OPERA business date is rolled.</p> <p>Available values are B and R:</p> <ul style="list-style-type: none"> • When B is selected in the parameter, active blocks without subscription records will be resynced. • When R is selected in the parameter, active reservations without external confirmation number will be resynced. 	Set accordingly.

Table 23-3 (Cont.) Generic Group parameters and settings.

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
SUPPRESS RESULT SUCCESS MESSAGES		Direction: Data from Opera To External System OXI by default suppresses the Result Success messages for the Inbound messages. This parameter is provided to optimize the message traffic by sending only the useful fail and warning messages to notify the respective external systems. Success messages for selected modules will be suppressed. This parameter is not applicable for New Profile, New Reservation and New Block Business events because the unique IDs exchanged in the result success messages are needed to keep data in sync between OPERA and the external system.	

Table 23-3 (Cont.) Generic Group parameters and settings.

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
CREDIT CARD SUPPRESS	Profile Reservation Both N	<p>-> Direction both ways: Credit Card(s) information suppressed.</p> <p>Due to privacy laws, credit card(s) information will be suppressed based on following settings -</p> <p>PROFILE: OXI will not include Profile Credit Card information in the outgoing profile messages and will not store Profile Credit Card information when received through messages of any type from non-opera systems.</p> <p>RESERVATION: OXI will not include any reservation Credit Card information in RESERVATION messages, however Profile Credit Cards for Profiles attached to a reservation may be sent. OXI will however process reservation credit card information into OPERA.</p> <p>BOTH: OXI will not include ANY Credit card information in the outgoing Reservation and profile messages and will not process any profile credit card information when received through messages of any type from non-opera systems. OXI will however process reservation credit card information into OPERA.</p> <p>N: OXI will send and process all and any</p>	Set accordingly.

Table 23-3 (Cont.) Generic Group parameters and settings.

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
DATABASE SIZE	Small/Medium/ Large	<p>credit card information present.</p> <p>-> Direction: Data from external system to OPERA.</p> <p>This parameter determines what internal profile match criteria shall be used based on the size of the database.</p> <p>On Individual profiles, Name Code, Membership, Credit Card, Passport, AR Number and Last + Phone will always be considered in the profile matching processes.</p> <p>When database size is set to SMALL the following will also be considered. Last + Phone, Last + Address1 + City, Last + Zip, Last + Address1, Last + City.</p> <p>For Non-Individual profiles Name Code, Membership and Credit Card will always be considered in matching. When database size is set to SMALL, Company + Address1 + City, Company + Zip, Company + Address1, Company + City are also considered.</p> <p>When set to MEDIUM only Company + Address1 + City are considered in addition to the criteria always applied.</p>	Set accordingly.

Table 23-3 (Cont.) Generic Group parameters and settings.

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
DEFAULT PRINTER	Network Path	-> Direction: no direction The name of the physical printer device configured in OPERA. Used for OXI back-end printouts.	Used for reports that are not manually selected for printing. Network path is to be set to local machine easily accessed by users.
GENERATE XML	Y/N	-> Direction: Data both ways between external system and OPERA. The generation of an XML message is required for all generic interfaces where no OXA adapter translates the OPERA data format into the external system specific format. Even custom interfaces with an OXA adapter (Trust, FTCRS, Pegasus, Marsha, TLX) may benefit from XML generation as it allows users and support personnel to recognize message contents easier. Set to Y to generate an XML message from/to the external system message. Set to N to avoid the XML message creation.	Set to Y for all interfaces using the XML message format. All other interfaces can be set either way.

Table 23-3 (Cont.) Generic Group parameters and settings.

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
HANDLE PSEUDO ROOMTYPES	Y/N	<p>-> Direction: Data both ways between external system and OPERA.</p> <p>If this parameter is set to Y, the interface will accept and send room types flags as pseudo in the data transmission for reservations, blocks, and rates. The OXI room type conversion table will allow the selection of pseudo room types. Set this parameter to N if pseudo room types shall be suppressed from data transmission. This would be the case if the external system has no pseudo room types configured and message would lead to failures, or conversion could be setup falsely.</p>	Set to Y for all interfaces that support pseudo room types.

Table 23-3 (Cont.) Generic Group parameters and settings.

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
LANGUAGE HANDLING	ALL ENGLISH ONLY SINGLE BYTE ONLY	<p>->Direction: Data both ways between external system and OPERA.</p> <p>This parameter controls the way OXI handles the data in multi- language systems. See the list of values for available options and details.</p> <p>ALL: Transfer all data irrespective of the Language.</p> <p>ENGLISH ONLY: Transfer data having language code E (English) or unspecified language code.</p> <p>SINGLE BYTE ONLY: Transfer data consists of single byte characters</p>	Generic: ALL

Table 23-3 (Cont.) Generic Group parameters and settings.

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
MULTI ROOMTYPE CONV	Y/N	<p>-> Direction: Data both ways between external system and OPERA.</p> <p>This parameter should always be set to N in a 2- way interface bases on reasons described below. It can be used for a 1-way interface. If set to N, OXI will mandate a one-to-one room type conversion between external system and OPERA to keep the inventory in balance. This is very important if the interface uses block or rate messages, as it is not possible to convert one-to- many room types for blocks and rates, and this would result in severe imbalances. You should only set this to Y for interfaces that transmit only reservations, as one-to-many room type conversion could then be allowed to give flexibility. A one-to-many room type conversion must be very carefully considered as it can lead to differences in room type usage between the systems.</p> <p>Sample: OPERA has only room type KING and the external system converts both KNG and QUE into KING in the OXI room type conversion table. This is possible with the conversion defaults and in this</p>	Set to N for all 2-way interfaces. Set accordingly.

Table 23-3 (Cont.) Generic Group parameters and settings.

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
RATE DETAILS DISTINCT	Y/N	<p>case the OPERA->external default is set to N for the record KING<- >KING and set to Y for the record QUE<->KING. If the external system sends a reservation with KING, this will map to KING when entering OPERA. If the OPERA user now changes the reservation, the room type will be converted into QUE when sending to external system, as QUE is flagged as OPERA->external default in this multi-to-one room type conversion table. The result is that the same reservation exists as QUE in one system and as KING in the other, which may lead to confusion and questions.</p> <p>- > Direction: Data from external system to OPERA.</p> <p>When receiving messages of type 'DETAIL', OXI will identify the exact rate details to be updated by searching for a match with the begin date, end date, DOW flags and room types.</p> <p>If an exact match is found, OXI will then update the matched rate detail with the values received in the message.</p> <p>If no exact match exists, OXI fails the message.</p>	

Table 23-3 (Cont.) Generic Group parameters and settings.

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
RETRY COUNT	Numeric Value	-> Direction: Data from external system to OPERA. OXI will retry this number of times to process an incoming message if the first attempt was not successful due to, for example, a locked record. A locked record can occur when OXI tries to process a message while another user is updating this record at the same time in OPERA. OXI will retry the update x number of times as defined in this parameter. This parameter is directly linked to RETRY_INTERVAL.	Set this value to a number of retries that is appropriate for your operation. We recommend at least 3 times.
RETRY INTERVAL	Numeric Value	->Direction: Data from OPERA to external system. Interval in seconds between each retry that OXI will perform to process an incoming message after the first attempt failed. This parameter is directly linked to RETRY_COUNT.	Set this value to an interval you feel is appropriate. We recommend 60 seconds.

Table 23-3 (Cont.) Generic Group parameters and settings.

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
SEND COMMENT WITH CONVERSION	Y/N	<p>- >Direction: Data from OPERA to external system.</p> <p>When set to Y, non-internal comments with conversion code exist only send to external system.</p> <p>If set to N, all the non-internal comments will be sent to the external system.</p> <p>Internal comments will not be sent out always.</p>	Default is N. Set accordingly.

Table 23-3 (Cont.) Generic Group parameters and settings.

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
SEND IFC CREATED ONLY	Y/N	<p>-> Direction: Data from OPERA to external system.</p> <p>If set to 'Y':</p> <p>Reservations:</p> <p>If set to 'Y', changes and updates made to a record will be sent to this external system only if the record originated in this external system.</p> <p>Rates (Ext Sys must handle rates):</p> <p>When this Parameter is set to 'Y' AND Rate Code Conversion is active: Only Rates for which a conversion has been defined will be sent to this external system. Rates that do not have a defined conversion will not be sent to this external system.</p> <p>If Rate Code Conversion is inactive: All Rates will be sent to this external system.</p> <p>Products/Packages (Ext Sys must handle products):</p> <p>When this Parameter is set to 'Y' AND Product Conversion is active: Only Products for which a conversion has been defined will be sent to this external system. Products that do not have a defined conversion will not be sent to this external system.</p> <p>If Product Conversion is inactive: All Products will be sent</p>	<p>Set to N if external system is handling External and OPERA based data regardless of origin.</p> <p>Set to Y if external system will only handle specific data originated in external system. (See conditions for this to work below.)</p> <p>We recommend N value.</p>

Table 23-3 (Cont.) Generic Group parameters and settings.

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
		<p>to this external system.</p> <p>Rate Code/Rate Category Restrictions:</p> <p>When this Parameter is set to 'Y', only those Rate Code/Rate Category Restrictions that have an associated Rate Code/Rate Category conversion record will be sent to the external system. Rate Code/Rate Category Restrictions that do not have an associated Rate Code/Rate Category conversion record will not be sent to the external system.</p> <p>If Rate Code conversion is inactive, all Rate Code Restrictions will be sent to the external system.</p> <p>If Rate Category conversion is inactive, all Rate Category Restrictions will be sent to the external system.</p> <p>If set to 'N':</p> <p>External System will receive all Reservations, Rates and Products, irrespective of Conversions configuration.</p>	

Table 23-3 (Cont.) Generic Group parameters and settings.

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
SEND VAULTED CREDIT CARD	Y/N	<p>-> Direction: OPERA to External system.</p> <p>When CC vault is on, this parameter determines whether to include actual plain text credit card information or the unique id received from CC vault system in the outgoing messages.</p> <p>- Set this to Y if the receiving system is vaulted and is using the same vault and understands vaulted information in the message.</p> <p>- Set this to N if the receiving system is not vaulted or is using a different vault or does not understand vaulted information in the message.</p>	<p>Default for this parameter is N.</p> <p>This parameter should be set to Y only if both sides of the interface is using same vault installation for storing and retrieving credit cards.</p>

Table 23-3 (Cont.) Generic Group parameters and settings.

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
SPECIFIC BLOCK EXCHANGE	Y/N	<p>-> Direction: Data between External System to OPERA and OPERA to External System.</p> <p>This parameter determines if conditions can be applied to determine which allotments and related reservations are exchanged with the external system. This parameter is an additional condition and does not enable the exchange of reservations and allotments. Its function is conditional to all other configuration items and parameters related to allotments and reservations.</p> <p>If this parameter is set to Y, it will enable a button OXI on OPERA Block form. This button will allow selection of any external systems where the parameter is set to Y. When an external system has been selected on the allotment form, this block and all reservations related to that block will be sent to the external system.</p> <p>If this parameter is set to N, all allotments and related reservations will be exchanged with the external system.</p>	Default for this parameter is N.

Table 23-3 (Cont.) Generic Group parameters and settings.

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
WARNINGS AS TRACES	Y/N	-> Direction: Data from external system to OPERA. Warnings that occur when reservations are sent to OPERA can be added to these reservations as traces. Users are then prompted with the trace in due time before the guest arrives, and could update the record accordingly. A sample for a reservation warning would be if OXI uses a default instead of converted the incoming value. This warning would indicate to users that the conversion table is incomplete. Set this parameter to Y and OXI will create traces for each mandatory warning that occurred on the reservation. These traces are created for the trace department selected in the OXI Other Defaults for Trace warning. If set to N, no traces will be generated for warnings. This applies only to reservations.	Set to Y if you would like to keep track of your warnings within the reservations where they have occurred.
DELETE ENROLLMENT CODES NOT RECEIVED		Determines whether to keep or delete existing OPERA membership enrollment codes when they are not received in the message payload.	

- [Other Defaults for OXI](#)

Other Defaults for OXI

Table 23-4 Other Defaults for OXI and its Description

Other Defaults	Description
Maximum Availability in advance	<p>This section defines for how long in advance you can receive or send messages for data modules that affect the inventory. If you want to restrict your reservations to the external system to, for example, 720 days in advance and not send any reservations beyond that inventory time span, you would select availability type 'Day' and availability in advance for '720' (days).</p> <ul style="list-style-type: none"><li data-bbox="878 684 1378 779">• Maximum Availability Type: Setting of the availability types either in Days or by Week<li data-bbox="878 785 1378 879">• Maximum Availability in Advance: Setting of the number of days/weeks availability in advance is allowed<li data-bbox="878 886 1378 1001">• Start Day of the Week: Day of the week from which the time format is calculated. Only shows when the Max Availability Type is flagged as DAY.

Table 23-4 (Cont.) Other Defaults for OXI and its Description

Other Defaults	Description
External System Currency Details	<ul style="list-style-type: none">• Currency Code: The currency code the external system is sending and expecting. The revenue amounts sent in STAY messages to the external system are converted to the external system currency code configured in OXI here. The actual currency code (once code conversion, if configured, has occurred) of the revenue amount is also sent along with the revenue amounts.• Currency Format: Select the format mask matching the external system currency code• Currency Multiplier: Currencies that have denominations without decimals need to be set to convert correctly for messages from the external system. Amounts sent by external systems are multiplied by this value when set.• Decimal Indicator: Auto populated once the Currency Format is selected. Based on the currency format set in OPERA.

**Note:**

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

Table 23-4 (Cont.) Other Defaults for OXI and its Description

Other Defaults	Description
Trace Department	<p>A maximum of two default trace departments can be selected and configured.</p> <ul style="list-style-type: none"> Trace Department 1 or 2: Select by clicking on the down arrow button. A list of valid OPERA trace departments appears. Trace on Arrival Date: Set the trace start date in OPERA by inserting the number of days prior to the arrival of the guest. Always Overwrite: If this box is checked, new traces sent by the external system always overwrite existing traces for the same trace department in the reservation. If this box is blank, new traces sent are appended to existing traces in the reservation and is not overwritten.
Trace Warning	<p>You can decide to capture all mandatory interface warnings as traces in the respective reservation they belong to. To do so, the OXI_GENERIC parameter WARNINGS_AS_TRACES must be set to Active. All warnings that have occurred during the download of a reservation are registered as traces with a start date equal to the current system date.</p> <ul style="list-style-type: none"> Trace Warning: A list of valid OPERA trace departments appears. Always Overwrite: If this box is checked, new warnings always overwrite existing warnings in the reservation. If this box is blank, new warnings are appended to existing warnings in the reservation and are not supposed to be overwritten.

Inventory Parameters and Settings

In case your interface does not transmit full reservations and blocks both ways, inventory may be out of sync in either system and adjusted with the help of an inventory snapshot.

This is usually sent from a OPERA PMS to OPERA ORS to update ORS with inventory changes at the property that have not been transmitted through the interface. This inventory snapshot contains the total sold count, overbooking level, and out of order rooms per day per room type. It further splits the sold counts into transient and block bookings, as well as definite and tentative bookings.

For example, CLS PMS receives reservations from ORS only and does not send its own reservations back. This means ORS does not know what the exact availability in the PMS is. To make sure ORS has exact sold counts and does not mistakenly overbook the hotel, CLS PMS sends an inventory snapshot to ORS, containing full reservation and block counts. When OXI-HUB receives this inventory snapshot it directly updates the availability tables for transient reservations and blocks for this property, and thus has an accurate picture of the number of rooms that are still available.

All parameters are set at the global level.

Table 23-5 Inventory Parameters and Settings

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
CHANGE TO INVENTORY GENERATES	INVENTORY RTAV	-> Direction: OPERA to External System only. When a Change in Inventory (Overbooking or External Allowance) occurs in OPERA and Inventory business event "AVAILABILITY/% ALLOWANCE" or "CONFIGURATION/% INVENTORY CONTROL" is generated, OXI can use these event in different ways. - Set to INVENTORY, As is continue to generate the Inventory messages for the above Business Events. - Set to RTAV, Generate the RTAV XML messages instead of Inventory messages for the above Business Events.	Set accordingly.
ENABLE ALLOWANCE	Y/N	-Direction: Data from OPERA To External System. Inventory allowance for external systems.	Set accordingly.

Table 23-5 (Cont.) Inventory Parameters and Settings

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
EXTERNAL PHYSICAL ROOMS	Y/N	<p>-> Direction: Data from external system to OPERA.</p> <p>Applies mainly to OPERA S&C in this case. The hotel might not allow OPERA S&C to sell its full physical room capacity. Although the hotel has 100 rooms it may allow only 50 rooms to be sold by the S&C. In this case the physical rooms should be calculated from the inventory snapshot the external system sends to S&C to make sure only 50 rooms are considered. In this case the parameter would be set to Y. Set it to N if OPERA S&C has the entire physical room inventory from which the sold counts shall be calculated.</p>	If your OPERA is an S&C standalone install, physical room inventory might not be configured and should be updated by the external system.

Table 23-5 (Cont.) Inventory Parameters and Settings

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
INV_ROOMCLASS	N - No OO - Overbook Only YP - Physical Rooms for Suite YS - Suite as a Single Unit	<p>-> Direction: Data from OPERA to external system</p> <p>The external system may accept the Room Class totals in the RTAV message.</p> <p>Set the parameter to 'YP' to include Room Class totals in the RTAV message. For Suites (Virtual Rooms), actual physical rooms comprising the Suite will be used for the Room Class totals.</p> <p>Set the parameter to 'YS' to include Room Class totals in the RTAV message. Each Suite (Virtual Room) will be treated as a single unit for the Room Class totals.</p> <p>Set the parameter to 'OO' to only send overbook counts in the RTAV message.</p> <p>Set it to 'N', if Room Class totals are not to be included in RTAV messages.</p>	When the General > Room Class and General > Component Rooms application functions are set to Y and the Inventory > INV_ROOMCLASS OXI Parameter is set to YS, Physical Room Types and Component Room Types cannot be attached to the same Room Class. Also, only 1 Component Room Type can be attached to a Room Class.

Table 23-5 (Cont.) Inventory Parameters and Settings

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
INV SNAPSHOT BLOCKS	Y/N	<p>-> Direction: Data from external system to OPERA.</p> <p>Applies mainly to OPERA S&C in this case. If blocks are not transmitted both ways in this interface but the external system creates blocks that affect its inventory, this parameter should be set to Y. In this case block inventory will be updated in the OPERA S&C inventory tables from the inventory snapshot sent by external system. Set this parameter to N if it is not necessary to update the OPERA S&C block inventory from the snapshot. This would be the case if blocks are transmitted fully both ways, or if the external system does not create any blocks at all.</p>	If your OPERA is an S&C standalone install, set accordingly.

Table 23-5 (Cont.) Inventory Parameters and Settings

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

Profiles Parameters and Settings

Table 23-6 Profiles Group parameters and settings.

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
ACCEPT ANONYMIZATION UPDATE	Y/N/YR	<p>-> Direction: Data from external system to OPERA.</p> <p>This parameter determines whether to anonymize the OPERA profile when the update profile message is received with anonymize flag and the Profile Information Protection functionality is active.</p> <p>- If set to YR (Yes and Return), the OPERA profile will be anonymized and a snapshot of the profile will be sent back to the calling system after it has been anonymized in OPERA. The calling system must be subscribed to the UPDATE PROFILE business event to receive the profile update.</p> <p>- If set to Y the OPERA profile will be anonymized. A profile update will NOT be sent back to the calling system after the profile is anonymized.</p> <p>- If set to N the OPERA profile will NOT be anonymized.</p>	Set accordingly.

Table 23-6 (Cont.) Profiles Group parameters and settings.

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
ACCEPT CENTRAL MERGE	ALL Select one or more profile types	<p>-> Direction: Data from external system to OPERA.</p> <p>This parameter determines whether to merge corresponding OPERA profiles when the received PROFILE message contains MergedIDs.</p> <p>- If this parameter is set to 'ALL' or one or more profile types, OXI will attempt to merge while processing messages of the specified profile types and will update the merged profile with the information received in the message.</p> <p>- If this parameter is not set to any value, OXI will ignore MergedIDs in the message and will update one matching profile with the information received in the message.</p>	Set accordingly.
ACCEPT PRIVACY UPDATE	Y/N	<p>-> Direction: External system to OPERA.</p> <p>This parameter determines whether to update the privacy options in OPERA profile when the profile message is received.</p> <p>- If this parameter is set to 'Y' then privacy fields in OPERA profile will be updated.</p> <p>- If this parameter is set to 'N' then privacy fields in OPERA profile will NOT be updated.</p>	Set accordingly.

Table 23-6 (Cont.) Profiles Group parameters and settings.

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
CHANGE TO PROFILE GENERATES	PROFILE RESERVATIONS	<p>- > Direction: Data from OPERA to external system.</p> <p>This parameter specifies how OXI will use the following event: a change to a profile occurs in OPERA and a Profile business event is generated.</p> <p>When this parameter is set to 'Profile': if the external system has a profile concept and can apply the changes to only the profile record.</p> <p>When this parameter is set to 'Reservations': if the external system has a concept of Guest Name Record (GNR), where the guest information is stored with the reservation record. In this case, OXI will search all active reservations linked to that profile and send reservation updates for these records.</p>	The default for this parameter is Profile.

Table 23-6 (Cont.) Profiles Group parameters and settings.

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

Table 23-6 (Cont.) Profiles Group parameters and settings.

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
DISCARD DUPLICATE MEMBERSHIPS	Y/N	-> Direction: Data from external system to OPERA. If set to Y, discard received memberships if they already exist in another OPERA profile and issue warning. If set to N, profile will be created without checking if the received memberships already exist in another OPERA profile.	Set accordingly.
PROCESS INBOUND DOCUMENTS		Global, determines if documents are processed.	

Table 23-6 (Cont.) Profiles Group parameters and settings.

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
DOCUMENT TYPES TO EXCHANGE	ALL NONE Configured Document Types	<p>-> Direction: Data from OPERA to External System only.</p> <p>Only Global, and not resort specific, documents will be exchanged based on the parameter setting.</p> <p>Select 'ALL' to exchange all Document Types.</p> <p>Select 'NONE' to exchange no Document Types.</p> <p>Select Document Types in any combination, to restrict the Document Type exchange to the selected values.</p> <p>If the parameter value is not set, as is (backward compatible), with OPERA interfaces ALL Document Types will get exchanged; but with External Interfaces only 'PASSPORT' Document type will get exchanged.</p>	Select the Document Types to Exchange

Table 23-6 (Cont.) Profiles Group parameters and settings.

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
GLOBAL PROFILE	Y/N	<p>-> Direction: OPERA to External System only.</p> <p>This parameter defines if all new profiles will be sent to the External System, or if new Profiles will adhere to the property they were created in:</p> <p>If this parameter is set to Y, when a new profile is created in a property that does not have this External System active, a message will be sent as originating from the first listed property having this External System active.</p> <p>If this parameter is set to N, when a new profile is created in a property that does not have this External System active, no message will be generated for the creation of the profile in the external system, until such time that the profile is used by one property with the specified External System active. Once the profile is subscribed, all changes to the profile will be sent to the external system, no matter which property initiates the change.</p>	Set accordingly.

Table 23-6 (Cont.) Profiles Group parameters and settings.

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
GROUP EXT CRS OVER	Y/N	<p>-> Direction: Data from external system to OPERA.</p> <p>This parameter determines whether a group profile shall be overwritten from the external system or not. This may be desirable if the external system sends many details in the group profile while the OPERA database only has the name. Set to Y and the external system profile details for group profiles will overwrite the existing OPERA profile. Set to N and the OPERA details will remain unchanged.</p> <p>Even if this parameter is set to Y you can manipulate how data is being overwritten with the use of profile parameters INTEREST EXT CRS OVER, NEGRATES EXT CRS OVER, PHONE/ADDR EXT CRS OVER, PREF EXT CRS OVER, PROFCOMMENTS EXT CRS OVER.</p>	Set to Y if external system shall be allowed to update.

Table 23-6 (Cont.) Profiles Group parameters and settings.

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
HANDLE RESORT AR NUMBERS	FULLOVERLAY IGNORE MERGE	<p>-> Direction: Data from external system to OPERA</p> <p>This parameter determines how to handle the incoming resort AR numbers in the ResortArs collection.</p> <p>When set to FULLOVERLAY, all received AR Numbers for the resort will get inserted or updated, for new AR numbers OXI will copy the primary address of the profile as AR address. Existing AR numbers will only get deleted if OPERA parameter 'ACCOUNTS_RECEIVABLES' is set to 'N'</p> <p>When set to MERGE, incoming AR numbers will Only get merged with existing Resort AR Numbers.</p> <p>When set to IGNORE, incoming AR numbers will be ignored.</p>	

Table 23-6 (Cont.) Profiles Group parameters and settings.

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
HANDLE RESORT PAYMENT METHOD	FULLOVERLAY IGNORE MERGE	-> Direction: Data from external system to OPERA This parameter determines how to handle the incoming Profile Resort Payment Method. When set to FULLOVERLAY, existing Profile Resort Payment Method will get overwritten with the incoming value. When set to UPDATE, update only if existing Profile Resort Payment Method is null. When set to IGNORE, incoming Profile Resort Payment Method will be ignored.	

Table 23-6 (Cont.) Profiles Group parameters and settings.

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

Table 23-6 (Cont.) Profiles Group parameters and settings.

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
INTEREST EXT CRS OVER	Y/N	<p>-> Direction: Data from external system to OPERA.</p> <p>This parameter will come into effect if you allow profiles to be overwritten in general. This means at least one of your parameters IND EXT CRS OVER, CORP EXT CRS OVER, TA EXT CRS OVER, SOURCE EXT CRS OVER, or GROUP EXT CRS OVER have to be set to Y. The functionality of this parameter is further determined by the mode of your interface. If it works with Delta Changes set to Yes (Interface Configuration > Edit Interface), the external system can send profile changes only and does not need to send the full profile every time a small change to a profile occurs. OXI will then only update the changed data and not touch the additional data that was found in the OPERA profile. This also means that the external system needs to indicate intended deletions clearly with deletion indicators in the message. Sending simply blanks will not lead to data deletion if OXI works in Delta mode. The deletion indicators can be configured in interface</p>	Determine whether values shall overwrite or append and select your setting accordingly.

Table 23-6 (Cont.) Profiles Group parameters and settings.

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
		<p>configuration > edit interface. If your interface is set to Delta changes No, OXI expects a full overlay of all profile data in every profile message, even if the external system only changes very little of the entire profile.</p> <p>Here is how the parameter works: If your interface is setup as Delta Changes = Y and no interests are sent by external system in the profile message, this parameter is ignored and the existing OPERA profile interests remain untouched. Otherwise the following parameter rules apply: If Y, interests sent by external system will overwrite existing OPERA profile interests. If N, interests sent by the external system will be appended to existing OPERA profile interests.</p>	

Table 23-6 (Cont.) Profiles Group parameters and settings.

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
MAX PROFILE MATCHES	Y/N	<p>-> Direction: External System to OPERA only.</p> <p>This setting impacts the search depth for profiles meeting matching criteria, prior to establishing weighted points:</p> <ul style="list-style-type: none"> - A lower setting (i.e. 10) will favor execution speed, while correctly matching the vast majority of profiles. - A higher setting (i.e. 100) will favor even very distinct differentiation, while providing very good execution speed. - A setting of 1000 can have a negative impact on performance, when reservations are received with limited profile information. - Leave blank, if you want OXI to always find and weigh all possible matches. <p>If the value is left blank and you have limited information in the message (i.e. John Smith in New York) and several thousand potential duplicates can be found in the database, processing these reservations may take several minutes. During this time, the OXI Download processor will go into WAITING status and users will be prompted with a warning about</p>	Set accordingly.

Table 23-6 (Cont.) Profiles Group parameters and settings.

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
		the state of the interface.	

Table 23-6 (Cont.) Profiles Group parameters and settings.

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
NEGRATES EXT CRS OVER	Y/N	<p>-> Direction: Data from external system to OPERA.</p> <p>This parameter will come into effect if you allow profiles to be overwritten in general. This means at least one of your parameters IND EXT CRS OVER, CORP EXT CRS OVER, TA EXT CRS OVER, SOURCE EXT CRS OVER, or GROUP EXT CRS OVER have to be set to Y. The functionality of this parameter is further determined by the mode of your interface. If it works with Delta changes set to Yes, (Interface Configuration > Edit Interface), the external system can send profile changes only and does not need to send the full profile every time a small change to a profile occurs. OXI will then only update the changed data and not touch the additional data that was found in the OPERA profile. This also means that the external system needs to indicate intended deletions clearly with deletion indicators in the message. Sending simply blanks will not lead to data deletion if OXI works in Delta mode. The deletion indicators can be configured in interface</p>	Determine whether values shall overwrite or append and select your setting accordingly.

Table 23-6 (Cont.) Profiles Group parameters and settings.

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
PHONE EXTENSION SYS OVER		<p>configuration > edit interface. If your interface is set to Delta changes = No, OXI expects a full overlay of all profile data in every profile message, even if the external system only changes very little of the entire profile.</p> <p>Here is how the parameter works: If your interface is setup as Delta Changes = Y and no negotiated rates are sent by the external system in the profile message, this parameter is ignored and the existing OPERA profile negotiated rates remain untouched. Otherwise the following parameter rules apply: If Y, negotiated rates sent by external system will overwrite existing OPERA profile negotiated rates. If N, negotiated rates sent by the external system will be appended to existing OPERA profile negotiated rates.</p> <p>Determines whether to send the phone extension.</p>	

Table 23-6 (Cont.) Profiles Group parameters and settings.

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
PHONE/ADDR EXT CRS OVER	(see description)	<p>-> Direction: Data from external system to OPERA.</p> <p>This parameter determines how the phone/addresses received from the external system update the phone/addresses in OPERA. This parameter will supersede the Delta setting of the interface.</p> <p>A = If received, replace OPERA values with the received values. If not received, remove the values from OPERA.</p> <p>B = If received, replace OPERA values with the received values. If not received, do not remove the values from OPERA.</p> <p>C = If received, merge the received values with OPERA values. If not received, remove the values from OPERA.</p> <p>D = If received, merge the received values with OPERA values. If not received, do not remove the values from OPERA.</p> <p>N = Ignore the phone/addresses received. Do not touch the values in OPERA.</p>	Determine whether values shall overwrite or append and select your setting accordingly.

Table 23-6 (Cont.) Profiles Group parameters and settings.

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
PREF EXT CRS OVER	Y/N	<p>-> Direction: Data from external system to OPERA.</p> <p>This parameter will come into effect if you allow profiles to be overwritten in general. This means at least one of your parameters IND EXT CRS OVER, CORP EXT CRS OVER, TA EXT CRS OVER, SOURCE EXT CRS OVER, or GROUP EXT CRS OVER have to be set to Y.</p> <p>The functionality of this parameter is further determined by the mode of your interface. If it works with Delta changes set to Yes, (Interface Configuration > Edit Interface), the external system can send profile changes only and does not need to send the full profile every time a small change to a profile occurs. OXI will then only update the changed data and not touch the additional data that was found in the OPERA profile. This also means that the external system needs to indicate intended deletions clearly with deletion indicators in the message. Sending simply blanks will not lead to data deletion if OXI works in Delta mode. The deletion indicators can be configured in</p>	Determine whether values shall overwrite or append and select your setting accordingly.

Table 23-6 (Cont.) Profiles Group parameters and settings.

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
		<p>(Interface Configuration > Edit Interface.)</p> <p>If your interface is set to Delta changes no, OXI expects a full overlay of all profile data in every profile message, even if the external system only changes very little of the entire profile.</p> <p>Here is how the parameter works: If your interface is setup as Delta Changes = Y and no preferences are sent by the external system in the profile message, this parameter is ignored and the existing OPERA profile preferences remain untouched. Otherwise the following parameter rules apply: If Y, preferences sent by external system will overwrite existing OPERA profile preferences. If N, preferences sent by the external system will be appended to existing OPERA profile preferences.</p>	

Table 23-6 (Cont.) Profiles Group parameters and settings.

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
PROFILE CREATION	Y/N	<p>-> Direction: Data from external system to OPERA</p> <p>If you do not have any reason for not creating a new profile in case a match could not be found, this parameter should always be set to either Y or a comma separated combination of the alphabets A, B, C, D, E AND F.</p> <p>Each alphabet stands for specific profile selection:</p> <p>A- Guest B- Corporate C- Group D- Travel Agent E- Source F- Contact</p> <p>For all interfaces that transmit reservations and blocks, this parameter has to be set to either Y or the above alphabet combination and a new profile will be created in case no profile match and merge with an existing OPERA profile is possible. The reason that a profile fails the match can be that the profile does not make the entry match criteria or that it fails in the weighing point match criteria. Set this parameter to N if you do not transmit blocks and reservations in your interface, and no new profile will be</p>	Set Accordingly.

Table 23-6 (Cont.) Profiles Group parameters and settings.

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
PROFILE MATCHING	Y/N	<p>created in case profile match fails.</p> <p>-> Direction: Data from external system to OPERA</p> <p>Set to Y in order to use the OXI Profile Matching routine with entry match criteria and weighing point match criteria. In case you do not require profile matching, for example, if OPERA and the external system share their internal profile numbers both ways and always have an ideal match, you can select to set this parameter to N. The OXI Profile Matching routine will then be ignored.</p>	Set Accordingly.

Table 23-6 (Cont.) Profiles Group parameters and settings.

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
PROFCOMMENTS EXT CRS OVER	Y/N	<p>-> Direction: Data from external system to OPERA.</p> <p>This parameter will come into effect if you allow profiles to be overwritten in general. This means at least one of your parameters IND EXT CRS OVER, CORP EXT CRS OVER, TA EXT CRS OVER, SOURCE EXT CRS OVER, or GROUP EXT CRS OVER have to be set to Y. The functionality of this parameter is further determined by the mode of your interface. If it works with delta changes set to Yes (interface configuration > edit interface), the external system can send profile changes only and does not need to send the full profile every time a small change to a profile occurs. OXI will then only update the changed data and not touch the additional data that was found in the OPERA profile. This also means that the external system needs to indicate intended deletions clearly with deletion indicators in the message. Sending simply blanks will not lead to data deletion if OXI works in delta mode. The deletion indicators can be configured in</p>	Determine whether values shall overwrite or append and select your setting accordingly.

Table 23-6 (Cont.) Profiles Group parameters and settings.

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
		<p>(Interface Configuration > Edit Interface.)</p> <p>If your interface is set to delta changes No, OXI expects a full overlay of all profile data in every profile message, even if the external system only changes very little of the entire profile.</p> <p>Here is how the parameter works: If your interface is setup as Delta Changes = Y and no comments are sent by the external system in the profile message, this parameter is ignored and the existing OPERA profile comments remain untouched. Otherwise the following parameter rules apply: If Y, comments sent by external system will overwrite existing OPERA profile comments. If N, comments sent by the external system will only overwrite OPERA profile comments where the update_user=interface ID, and the ones that were last changed by the OPERA user remain untouched.</p>	

Table 23-6 (Cont.) Profiles Group parameters and settings.

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
RELATIONSHIP	None All Global Send Conversion Only	<p>-> Direction: Data from external system to OPERA and from OPERA to external system.</p> <p>This parameter manages the transfer of relationship associations between OPERA and External Systems. This parameter consists of 4 distinct settings (All, None, Global, Send with Conversion only). This parameter is valid only for Profile Schema v3 and above.</p> <p>None - When active, no relationship data will be sent to or received from External system.</p> <p>All - Any update to the relationship will be updated in the receiving system regardless of local or global designation.</p> <p>Global - Only relationship flagged as global will be exchanged. Any local relationships will not be exchanged or updated.</p> <p>Send with Conversion Only - Only relationships with active conversions will be exchanged between systems.</p>	Setting is based on the use of profile relationships; select accordingly.

Table 23-6 (Cont.) Profiles Group parameters and settings.

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
RELATIONSHIPS INCOMING	ALL GLOBAL NONE	-> Direction: External System to OPERA only. This parameter manages the transfer of relationship associations between OPERA and External. None - When active, no relationship data will be sent or received from External system. All - Any update to the relationship will be updated in the receiving system regardless of local or global designation. Global - Only relationship flagged as global will be exchanged. Any local relationships will not be exchanged or updated.	Set Accordingly.

Table 23-6 (Cont.) Profiles Group parameters and settings.

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
RELATIONSHIPS OUTGOING	ALL GLOBAL NONE	<p>-> Direction: OPERA to External System only.</p> <p>This parameter manages the transfer of relationship associations between OPERA and External.</p> <p>None - When active, no relationship data will be sent or received from External system.</p> <p>All - Any update to the relationship will be updated in the receiving system regardless of local or global designation.</p> <p>Global - Only relationship flagged as global will be exchanged. Any local relationships will not be exchanged or updated.</p>	Set Accordingly.
REPLACE MEMBERSHIP CARD NUMBER	Y/N	<p>-> Direction: Data from external system to OPERA</p> <p>If set to 'Y', update the card number of the existing membership with same type.</p> <p>If set to 'N', inactivate current membership of same type and create a new membership with the received membership number.</p>	Set to Y if external system shall be allowed to update.

Table 23-6 (Cont.) Profiles Group parameters and settings.

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

Table 23-6 (Cont.) Profiles Group parameters and settings.

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

Table 23-6 (Cont.) Profiles Group parameters and settings.

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
UPDATE SALUTATION	Y/N	-> Direction: Data from external system to OPERA. When this parameter is set to Y, OXI will update the salutation of a profile based on the profile's title handling, each time a PROFILE message is received. When this parameter set to N, OXI will insert salutation when inserting a new profile, but will then not update this salutation, to allow users to maintain custom salutations in OPERA.	Default is N. Set accordingly.

- [Default Profiles for OXI](#)

Default Profiles for OXI

The following are recommended default settings for Profiles.

Table 23-7 Default Profiles for OXI and it's Description

Default Profiles	Description
TA Commission Code	Select a default for commission codes when Travel Agent profiles are transmitted and you would like to apply a default commission code to new TA profiles.
TA/Company Owner	This is no longer mandatory, instead it is dependent on whether the OPERA function OWNER parameter is active. If this function is active, a profile owner must be set in order to update an account profile in OPERA. Select the sales associate or owner for a profile from the external system. Ownership by sales associates, as pertains to groups and conferences, is then defaulted when a new Company or Travel Agent profile is sent.

Table 23-7 (Cont.) Default Profiles for OXI and it's Description

Default Profiles	Description
Member Number that shows in Profile and Reservation.	<p>You can select a High Priority Member Type or determine that the member number that made the profile match is shown on top of the guest profile memberships and the reservation memberships screen. These columns are mutually exclusive but you can also leave both columns blank if you don't have a preference for the member number to show.</p> <ul style="list-style-type: none"> <li data-bbox="841 569 1377 856"> <p>• High Priority Member Type: Select a member type from a list of OPERA values. If a membership record with this member type exists for the profile, or is created during profile download, the member number linked to this member type is inserted as the first record in the OPERA memberships table. It is then visible on top of the reservation screen and as first record in the profile memberships.</p> <li data-bbox="841 867 1377 1245"> <p>• Match Member Number : Check this option if you want to give priority to the profile matching member number rather than a specific member type. During download the profile-matching module attempts to find an existing OPERA profile to merge the incoming data with. If the match can be made based on a member number that is linked to an existing profile, this member number is then visible on top of the reservation screen and as first record in the profile memberships.</p>

Rates Interface Parameters and Settings

Rate parameters apply if your interface transmits rates. All parameters are set at the global level.

Table 23-8 Rates Interface Parameters, Settings and Description

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
CONFIDENTIAL RATES	A B C	-> Direction: Data from external system to OPERA Select a letter for a rate marked as "Confidential" in the external system can be marked in OPERA as "Suppress Rate", (do not display the rate to users during the reservation process), "Do Not Print Rate" (do not print the rate on registration cards and confirmation letters), or both. Values: A - Suppress Rate B - Do Not Print Rate C - Suppress and Do Not Print Rate	Set Accordingly.
EXT SYS DEPENDENT RATES	Y/N	-> Direction: The external system is capable of handling dependent rates. If set to Y, only the modified rate will be sent to the external system, if set to N, the resulting recalculated dependent rates will be sent to the external system.	Set Accordingly.

Table 23-8 (Cont.) Rates Interface Parameters, Settings and Description

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
HANDLE RATES POSTING RHYTHM	FULL OVERLAY IGNORE KEEP UPDATE	-> Direction: Data from external system to OPERA This parameter determines how to handle the incoming Rate Posting Rhythm (applies to non-V3 interfaces only). When set to FULLOVERLAY, existing Rate Posting Rhythm will get overwritten with the incoming value. When set to UPDATE, update Rate Posting Rhythm only if existing value is null. When set to KEEP, keep existing Rate Posting Rhythm if the received value is null. When set to IGNORE, incoming Rate Posting Rhythm will be ignored.	Set Accordingly.

Table 23-8 (Cont.) Rates Interface Parameters, Settings and Description

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
KEEP RATE DETAILS	M S P Y	<p>-> Direction: Data from external system to OPERA</p> <p>This parameter determines whether the Market code, Source Code, Package Elements and Yield Adjustment information of rate code details will be overwritten by an external system update or not. This parameter can be set to a single value or a comma separated combination of following :</p> <p>M: Market Code S: Source Code P: Package Elements Y: Yield Adjustments</p> <p>For example if we don't want any modifications to any of these we will set this parameter as 'M,S,P,Y'. To allow updating of this column information just don't set any value in the parameter list.</p>	Set Accordingly.

Table 23-8 (Cont.) Rates Interface Parameters, Settings and Description

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
KEEP RATE HEADER PKG	Y/N	-> Direction: Data from external system to OPERA. This parameter determines whether package elements attached to the OPERA rate code will be overwritten by an external system update or not. Set to Y and only package elements attached to the rate header where the update_user = external system ID will be updated. This means that package elements created by an OPERA user will not be overwritten. If this parameter is set to N, all package elements will be overwritten by changes from the external system, regardless where they have been created.	Set to Y if OPERA package elements should be kept.

Table 23-8 (Cont.) Rates Interface Parameters, Settings and Description

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
NO RATE HEADER UPDATE	(see description)	<p>-> Direction: Data from external system to OPERA.</p> <p>Select the letters for the rate header columns that shall not be updated by rate change messages from external systems.</p> <p>Values:</p> <p>A - Rate Description B - Rate Category C - Folio Text D - Market Code E - Source Code F - Commission G - Minimum Stay Through H - Maximum Stay Through I - Min Advance Booking J - Suppress Rate K - Print Rate L - Long Info M - Short Info N - Transaction Code O - Yieldable YN P - Commission % Q - Max Advance Booking R - Yield As S - Sell Sequence T - Discount U - Membership V - Daily Rates W - Day use X - Complimentary Y - House use</p>	Select all letters that apply. This highly depends whether a GDS interface is installed at the OPERA level, in which case the update of most rate header columns sent by external system should be prevented.

Table 23-8 (Cont.) Rates Interface Parameters, Settings and Description

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
RATE DELTA HANDLING	Y N	-> Direction: OPERA to external system This parameter determines if the OPERA Rates will be sent as Delta or FullOverlay messages. This parameter only applies to Non-OPERA interfaces. When set to Y, OPERA Rates will be sent as Delta messages. When set to N, OPERA Rates will be sent as FullOverlay messages.	Set Accordingly.

Table 23-8 (Cont.) Rates Interface Parameters, Settings and Description

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
RATE DETAIL MESSAGE HANDLING	FAIL REMOVE REQUEST	<p>-> Direction: Data from external system to OPERA</p> <p>This parameter applies only when receiving rate messages of type DETAIL, whereby OXI will not receive all rate details belonging to that rate, but is requested to update individual rate details as present in the message. This parameter determines processing principles when receiving details that offend existing rate details (i.e. existing rate DETAIL for one of the room types with dates overlapping).</p> <p>FAIL: When receiving an offending rate detail, OXI will FAIL the message and report RESULT FAIL in the result message returned to the sender.</p> <p>REMOVE: When receiving an offending rate detail, OXI will remove all existing offending rate details and rely on the external system to provide all other replacing details in subsequent messages.</p> <p>REQUEST: When receiving an offending rate detail, OXI will</p>	Set accordingly.

Table 23-8 (Cont.) Rates Interface Parameters, Settings and Description

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
RATE EXTERNAL LOCKED YN	Y/N	<p>FAIL the message and request the FULL RATE from the sending system. For this setting, the external system must support MESSAGEREQUEST V3 or higher.</p> <p>MAKE ROOM: Make room for the incoming rate details, during this process conflicting rate details will be appropriately adjusted to make room for incoming rate detail using split/insert/update and delete operations.</p> <p>->Direction: Data from external system to OPERA.</p> <p>If this parameter is set to Y the rate code created by the external system will be locked in OPERA and cannot be modified by OPERA users. If set to N the rate code created by the external system will fully changeable in OPERA.</p>	Set to Y, if external system will have control.

Table 23-8 (Cont.) Rates Interface Parameters, Settings and Description

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
RESTRICTION CODES	Open Closed Open for Arrival Closed for Arrival Open for Departure Closed for Departure Min. Stay Through Max. Stay Through Min. Length of Stay Max. Length of Stay Min. Advanced Booking Max. Advanced Booking Length of Stay Not Available Clear All Restrictions Restrictions per Day	-> Direction: Data from OPERA to External and External System to OPERA. Restriction Codes in the Rate Availability and Rate Strategy screens that are supported for the Interface. Select one or multiple restriction codes from a multi-select list of values. Note: When no value(s) are selected, all restriction types will be sent.	Set Accordingly.
SUPPORTED CHANNELS	(see description)	-> Direction: Definition of channels. Allowed definition of channels for which restrictions are to be sent through specified interface.	Set Accordingly.

- [Rate Defaults for OXI](#)

Rate Defaults for OXI

The following are recommended default settings for Rates.

Table 23-9 Rate Defaults for OXI and Description

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

Reservations Interface Parameters and Settings

All parameters are set at the global level.

Table 23-10 Reservations Interface Parameters, Settings and Description

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
ADDITIONAL REFERENCE EXCHANGE	(see description)	<p>-> Direction: Data from OPERA to external systems and external systems to OPERA.</p> <p>Comma separated list of unique additional external reference types that are allowed to be included in the reservation and reservation result messages to the external systems, and accepted from the external systems.</p> <p>This may include actual external system types (such as ORS, OXI-OPERA, MYFIDELIO, etc.), but references belong to those systems will be exchanged from OPERA to external systems only, those will be ignored while processing inbound messages from external systems to OPERA to prevent tampering legitimate external system references present in OPERA.</p>	Set Accordingly.

Table 23-10 (Cont.) Reservations Interface Parameters, Settings and Description

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
AUTOPOPULATE MEMBERSHIP YN	Y/N	<p>-> Direction: Data from external system to OPERA.</p> <p>If this parameter is set to Y, OXI will populate the selected memberships from the reservation message based on the membership type configuration in OPERA. This means if the membership type is setup to auto populate reservation, OXI will do the same when inserting the reservation. If that membership type is setup to not auto populate reservation or to prompt user, OXI will not copy the membership either.</p> <p>If the parameter is set to N, OXI will copy the selected memberships from the message into the reservation, regardless of the membership type configuration in OPERA.</p>	Set to Y to allow the same functionality as if OPERA user enters a membership directly.

Table 23-10 (Cont.) Reservations Interface Parameters, Settings and Description

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
COPY COMMENTS FROM PROFILE	Select a profile type accordingly.	<p>-> Direction: Data from external system to OPERA.</p> <p>For profiles which have notes (Type: Reservation) associated with it, this parameter will determine whether to copy them on to reservation as comments.</p> <p>The value(s) of the parameter will also determine the type of profiles the copy is intended.</p> <p>Leave the value blank (null, which is default value) to avoid copying the reservation notes from profile to reservation as comments.</p> <p>If single value is selected then notes from that particular profile type are copied.</p> <p>If multiple values are selected then notes from those selected list of profile types are copied.</p>	Default value is null.

Table 23-10 (Cont.) Reservations Interface Parameters, Settings and Description

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
EXT SYS HANDLES DAY USE	Y/N	-> Direction: Data from OPERA To External System. When parameter value = Y, handling day use rooms has no difference. When parameter value = N, OXI will send a cancellation message to the external system when OPERA reservation has an external reference number and the number of nights equals 0.	Default is Y. Set accordingly.

Table 23-10 (Cont.) Reservations Interface Parameters, Settings and Description

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
EXT SYS MARKET/ SOURCE CONTROL	R/B/E/D/Y or N	<p>-> Direction: Data from external system to OPERA.</p> <p>This parameter defines the sequence in which OXI identifies the market and source codes to apply in the reservation.</p> <ul style="list-style-type: none"> • R = Use the codes defined in rate definition (rate details first and then rate header), • B = Use the codes defined in block definition, • E = Use the codes received from the external system (after conversion, if applicable), • D = Use the codes defined in OXI defaults, • Y = When used alone, same as ED and • N = When used alone, same as BRD. 	Set accordingly.

Table 23-10 (Cont.) Reservations Interface Parameters, Settings and Description

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
EXT SYS PRICE CONTROL	N/Y/YC	<p>-> Direction: Data from external system to OPERA</p> <p>Y -> External rate will be applied with discounts present in the message. The reservation rate will be fixed if OPERA Fixed Rates is enabled and the inbound message includes an indicator (identified by a structured tag in the message) that the rate should be fixed or if the indicator is not present in the message. If the inbound message includes an indicator that the rate should not be fixed, the reservation rate will not be fixed.</p> <p>In this case, there will be no rate comparison between the rate sent in the message against the rate detail in OPERA. The rate amount sent in the message will always be used and the decision to fix the rate in OPERA will be made by the contents of the inbound message.</p> <p>YC -> External rate will be applied with discounts present in the message. The reservation rate will be fixed if OPERA Fixed Rates is enabled and the inbound message includes an indicator (identified by a structured tag in the</p>	Set to Y as external system has already sold the rate amount, and therefore it should be confirmed in OPERA as well.

Table 23-10 (Cont.) Reservations Interface Parameters, Settings and Description

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
		<p>message) that the rate should be fixed.</p> <p>If the inbound message includes an indicator that the rate should not be fixed or if the inbound message does not include the fixed rate indicator, then a rate comparison between the rate sent in the message against the rate detail in OPERA will be executed to determine whether or not to fix the rate. The rate amount sent in the message will always be used, but the decision to fix the rate in OPERA will be made by the results of the rate comparison. If the rate in the inbound message matches the rate in OPERA, the rate will not be fixed. If the rate in the inbound message does not match the rate in OPERA, the rate will be fixed.</p> <p>N -> OPERA rate will be applied. Any discounts present in the message will be ignored and will not be applied.</p>	

Table 23-10 (Cont.) Reservations Interface Parameters, Settings and Description

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
EXT SYS GENERATED INV	Y/N	-> Direction: Data from external system to OPERA When a reservation message from an external system is received, OXI will generate inventory snapshots for the affected dates and room types.	Set Accordingly.
FORCE BLOCK CODE	Block Code / Blank	-> Direction: External System to OPERA only. When selected, all reservations received will be booked against the selected block, regardless of the presence or value of a block code in the message. When blank, no particular function is associated. Note: This interface parameter is available for the TUI interface only.	Default is blank. Set Accordingly.

Table 23-10 (Cont.) Reservations Interface Parameters, Settings and Description

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
FULL OPERA SHARES	Y NS NU	<p>->Direction: Data both ways between external system and OPERA.</p> <p>The following rules apply to both incoming and outgoing messages:</p> <p>When this parameter is set to Y, any update on one individual reservation will be reflected in one reservation XML message. Any share related action (combine/break) will be reflected in appropriate share reservation message with only the key information about the reservations involved.</p> <p>When this parameter is set to NS any update, including share related on any of the reservations will be reflected in a reservation XML message containing information about all the relevant shares. External reference of all the share reservations in OPERA will be updated from the incoming result message.</p> <p>When this parameter is set to NU, it acts similarly to NS, but external reference of only those reservations in OPERA mentioned in the result message will be updated from</p>	Set to N as this is only used for OPERA.

Table 23-10 (Cont.) Reservations Interface Parameters, Settings and Description

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
		the incoming result message. Note: This parameter can be active for any interface that requires it (ORS / OXI-OPERA / OXI-V7 / OXI-V6).	

Table 23-10 (Cont.) Reservations Interface Parameters, Settings and Description

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
IGNORE RES FOR UPDATE OLDER THAN	Numeric value for number of days	<p>-> Direction: Data from external system to OPERA</p> <p>Enter a numeric value that will be translated into number of days. The value entered here will determine how many days in the past OXI will consider existing reservations for update when matching on external reference number.</p> <p>If the external reference number sent in the message matches the external reference of an existing reservation, then that reservation will be considered for update if the departure date of the existing reservation is same or later than the number of days in the past entered in this parameter. If the departure date of the existing reservation is earlier than the number of days in the past entered in this parameter, then the existing reservation will be ignored and a new reservation will be created.</p> <p>If this parameter is left blank, then ALL existing reservations will be considered for update.</p>	Set Accordingly. The Default setting is blank and this parameter should be left blank if the external system will always send a unique confirmation number.

Table 23-10 (Cont.) Reservations Interface Parameters, Settings and Description

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
INHERIT CONFIRMATION NUMBER	Y/N	<p>-> Direction: External System to OPERA only.</p> <p>When set to Y, OPERA will inherit the external system's confirmation number as its own, which will allow passing of the originating (Guest) confirmation number to PMS systems that do not have the capability of processing and storing multiple external references.</p> <p>When set to N, OPERA will store the external system's confirmation number, assign the OPERA confirmation number and pass it along to the receiving system.</p> <p>This parameter is subjected to the following restrictions:</p> <ul style="list-style-type: none"> - The parameter can be set to Y for only one external system across the entire OPERA system - For this one system, it can be selected for any number of resorts - For resorts, where the parameter is set to Y, the parameter SEND IFC CREATED ONLY must be set to Y as well. <p>The restrictions serve to limit the possibility of colliding confirmation numbers between multiple external systems and OPERA. It is however</p>	Set Accordingly.

Table 23-10 (Cont.) Reservations Interface Parameters, Settings and Description

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
		the OPERATOR's responsibility to set the confirmation number sequences such that this never occurs.	

Table 23-10 (Cont.) Reservations Interface Parameters, Settings and Description

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
ITEM INVENTORY EXT SYS OVER	Y/N	<p>-> Direction: Data from external system to OPERA</p> <p>Enter a numeric value that will be translated into number of days.</p> <p>The value entered here will determine how many days in the past OXI will consider existing reservations for update when matching on external reference number.</p> <p>If the external reference number sent in the message matches the external reference of an existing reservation, then that reservation will be considered for update if the departure date of the existing reservation is same or later than the number of days in the past entered in this parameter. If the departure date of the existing reservation is earlier than the number of days in the past entered in this parameter, then the existing reservation will be ignored and a new reservation will be created.</p> <p>If this parameter is left blank, then ALL existing reservations will be considered for update.</p> <p>Default setting is blank and this parameter should be left blank if the external system will always send a</p>	Set Accordingly.

Table 23-10 (Cont.) Reservations Interface Parameters, Settings and Description

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
PACKAGE EXT SYS OVER	(see description)	<p>unique confirmation number.</p> <p>-> Direction: Data from external system to OPERA.</p> <p>This parameter determines how the package elements received from the external system updates the packages in OPERA.</p> <p>A = If received, replace OPERA values with the received values. If not received, remove the values from OPERA.</p> <p>B = If received, replace OPERA values with the received values. If not received, do not remove the values from OPERA.</p> <p>C = If received, merge the received values with OPERA values. If not received, remove the values from OPERA.</p> <p>D = If received, merge the received values with OPERA values. If not received, do not remove the values from OPERA.</p> <p>N = Ignore the package elements received. Do not touch the values in OPERA.</p>	Set Accordingly.

Table 23-10 (Cont.) Reservations Interface Parameters, Settings and Description

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
PEGASUS CHANNEL UPDATE	ALN/LCL or ORD/RID	-> Direction: Data from external system to OPERA. For Pegasus only: this parameter determines whether the combination ALN/LCL or ORD/RID are used to map into the OPERA channel code. For ALN/LCL: If Pegasus sends ALN, this will be used for channel mapping, otherwise the LCL will be used. For ORD/RID: If Pegasus sends ORD, this will be used for channel mapping, otherwise the RID will be used.	Pegasus for Fairmont: ALN/LCL Pegasus for Meridien: ORD/RID
PROMOTION EXT SYS OVER	Y/N	-> Direction: Data from external system to OPERA This parameter determines whether Promotion elements sent by external system shall overwrite OPERA Promotion elements or not. Overwriting may be desired, as the property should decide what Promotions the guest has in this reservation. Set to Y and reservation Promotions will always be overwritten by external system Promotions. Set to N and Promotion elements sent by external system will be appended to existing ones in OPERA.	Set Accordingly.

Table 23-10 (Cont.) Reservations Interface Parameters, Settings and Description

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
RATE CODE CONVERSION MODE	RATE CODE FLOATING RATE	<p>-> Direction: Data both ways between external system and OPERA</p> <p>This parameter determines whether to use only one of external SRP and rate level or the combination of both to convert to/from OPERA rate codes.</p> <p>When set to RATE CODE, when SRP is received from external system, it will be converted to OPERA rate code, else rate level will be converted to OPERA rate code and back.</p> <p>When set to FLOATING RATE, combination of the external SRP and rate level will be converted to an OPERA rate code and back.</p>	<p>Set Accordingly.</p> <p>This parameter is only available for the Pegasus Interface.</p>

Table 23-10 (Cont.) Reservations Interface Parameters, Settings and Description

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
REINSTATE CANCELLED RESERVATION	ALWAYS - ON ANY UPDATE ACTION REINSTATE - ONLY ON REINSTATE ACTION	<p>Direction: Data from External System to OPERA.</p> <p>This parameter determines how canceled reservations will be reinstated when processing inbound reservation messages.</p> <p>ALWAYS: Cancelled reservations will be reinstated when the action type in the reservation message indicates UPDATE or REINSTATE or RESYNC.</p> <p>REINSTATE: Cancelled reservations will be reinstated only when the action type in the reservation message explicitly indicates REINSTATE or RESYNC. If the action type in the reservation message is different, reservation will not be reinstated and an appropriate error will be logged.</p>	Set Accordingly.

Table 23-10 (Cont.) Reservations Interface Parameters, Settings and Description

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
REMOVE EXT SYS NO	Y/N	<p>-> Direction: Data from OPERA to external system.</p> <p>This parameter only applies to full 2-way interfaces that send reservations both ways. If a party reservation is split into multiple single reservations in OPERA, the split-offs need to be sent as new reservations to the external system. In this case the original external confirmation number should be removed before the message is sent to ensure that a new confirmation number is triggered. The same would apply in case a share is broken in OPERA. Here we would send a new reservation for the broken share and that should result in a new confirmation number as well. Therefore the parameter would be set to Y.</p> <p>If set to N, the external system confirmation number will be kept after a split of a party reservation or a break share. This is required for a 1-way interface where the external system does not return a new confirmation number since it does not know about the change in OPERA.</p>	Set to Y for all full 2-ways that sent CRS numbers upon receipt of new reservations. Otherwise set to N.

Table 23-10 (Cont.) Reservations Interface Parameters, Settings and Description

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
REMOVE EXT REF ON REINSTATE	NO SHOW	->Direction: Data from OPERA to External System	Set Accordingly.
	CANCEL	Select NO SHOW if the reinstate no show message sent to the External System should not contain the External Reference Number of the current interface. Select this option when the External System cannot reinstate a no show reservation using the same reference number.	
	NULL	Select CANCEL if the reinstate cancel message sent to External System should not contain the External Reference Number of the current interface. Select this option when the External System cannot reinstate a canceled reservation using the same reference number. If this parameter is NULL, then the External Reference Number of the current interface will always be sent to the External System for reinstate messages.	

Table 23-10 (Cont.) Reservations Interface Parameters, Settings and Description

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
RESCOMMENTS EXT SYS OVER	Y/N	-> Direction: Data from external system to OPERA. This parameter determines whether reservation comments sent by external system shall overwrite OPERA comments or if they shall be appended to existing ones. If set to Y the OPERA reservation comments will always be overwritten by the external system comments. If set to N, only comments where the update user = external system ID in the OPERA database will be updated.	Set to N if you would like to keep OPERA changes intact.

Table 23-10 (Cont.) Reservations Interface Parameters, Settings and Description

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
SHARE RATE CALC METHOD	ENTIRE FULL INACTIVE SPLIT	->Direction:Data from external system to OPERA 'INACTIVE' = When OXI Parameter OPERA FULL SHARES is set to Y, behavior is INACTIVE, regardless of parameter value. When 'FULL OPERA SHARES' is set to N, OPERA determines the share amount as follows: SPLIT: Each sharer will carry an equal portion of the total rate amount. FULL: Each sharer will have the full rate amount. ENTIRE: First sharer will be determined as the primary and carry the entire rate amount, all other sharers will have a zero rate amount.	Defaults to INACTIVE Works with FULL OPERA SHARES parameter, see explanation before setting.

Table 23-10 (Cont.) Reservations Interface Parameters, Settings and Description

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
SHARER REMOVAL MODE	CANCEL DELETE NEITHER	<p>-> Direction: External system to OPERA only.</p> <p>Applicable only when FULL OPERA SHARES=N. This parameter determines how should OXI handle share reservations those found in OPERA but not coming in the message.</p> <p>When this parameter = CANCEL it cancels any sharer present in OPERA which does not appear in the incoming message.</p> <p>When this parameter = DELETE it deletes any sharer present in OPERA which does not appear in the incoming message.</p> <p>When this parameter = NEITHER it leaves sharer(s) those present in OPERA untouched, even if they don't appear in the message.</p>	<p>This parameter is only available when the parameter FULL OPERA SHARES is set to N.</p> <p>Set accordingly.</p>

Table 23-10 (Cont.) Reservations Interface Parameters, Settings and Description

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
SPECIALS EXT SYS OVER	Y/N	<p>-> Direction: Data from external system to OPERA.</p> <p>This parameter determines whether special requests sent by the external system will overwrite the ones in OPERA, or if they will be appended to existing ones.</p> <p>The functionality of this parameter is further determined by the mode of your interface. If it works with Delta changes set to Yes (Interface Configuration>Edit Interface), the external system can send reservation changes only and does not need to send the full reservation every time a small change to a reservation occurs. OXI will then only update the changed data and not touch the additional data that was found in the OPERA reservation. This also means that the external system needs to indicate intended deletions clearly with deletion indicators in the message. Sending simply blanks will not lead to data deletion if OXI works in Delta mode. The deletion indicators can be configured in interface configuration->edit interface.</p> <p>If your interface is set to Delta changes No,</p>	Determine whether values shall overwrite or append and select your setting accordingly.

Table 23-10 (Cont.) Reservations Interface Parameters, Settings and Description

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
		<p>OXI expects a full overlay of all profile data in every profile message, even if the external system only changes very little of the entire profile.</p> <p>Here is how the parameter works: If set to Y and the interface is setup as Delta Changes = Y, ONLY the specials originally inserted by the external system will be overwritten. If set to Y and the interface-> Direction: Data from OPERA to external system</p> <p>When the reservation message can't be delivered (possibly due to communication errors) to the external system, a trace will be logged against this trace department. Applicable only if OXI processor is configured to deliver the messages.</p> <p>is setup as Delta Changes = N, all reservation specials in OPERA will be overwritten by the external system specials. If set to N, new specials will be appended to existing ones in OPERA, regardless whether the interface works in delta mode or not.</p>	

Table 23-10 (Cont.) Reservations Interface Parameters, Settings and Description

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
SPLIT CANCELLATIONS	CANCEL/ DELETE	-> Direction: Data from external system to OPERA. This parameter determines how OXI handles split off reservations, for a 1-way interface, when a cancel message is received for the original multi room reservation from the external system. CANCEL: Split reservations will be canceled. DELETE: Split reservations will be deleted.	Set Accordingly. (For 1-Way Interface)
STAY UPLOAD PROFILE TYPES	(see description)	-> Direction: Data from OPERA to external systems. If null all the stay records will be sent to external system. If value(s) are selected; then the stay records will be sent where only those profiles exist on Stay records. (i.e. If selection is only TRAVEL_AGENT, then only Stay Records that have an attached Travel Agent profile will be sent. All other Stay records without this profile will not be sent).	Set Accordingly.

Table 23-10 (Cont.) Reservations Interface Parameters, Settings and Description

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
TRACE DEPT FOR DELIVERY FAILURE	(see description)	-> Direction: Data from OPERA to external system When the reservation message can't be delivered (possibly due to communication errors) to the external system, a trace will be logged against this trace department. Applicable only if OXI processor is configured to deliver the messages.	Set Accordingly.
TRACE DEPT FOR FAILURE IN EXT SYS	(see description)	-> Direction: Data from external system to OPERA When the external system can't process a reservation message received from OPERA, if it sends a result message back to OPERA indicating the error, a trace with the error message will be logged against this trace department.	Set Accordingly.

Table 23-10 (Cont.) Reservations Interface Parameters, Settings and Description

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
TRACE DEPT FOR NON REVIEWED	(see description)	-> Direction: Data from external system to OPERA When a non-reviewed reservation message received from the external system is processed, a trace will be logged against this trace department. If a canceled reservation message is sent from an external system OXI also adds an additional trace reading "Please review this reservation cancelled by XXX external system.", where XXX is replaced with the name of the actual interface.	Set Accordingly.
TRACE ROOM ASSIGNMENT	NO ROOM ALWAYS NEVER	-> Direction: External System to OPERA only. NO ROOM - OPERA will trace if Room could not be assigned. ALWAYS - OPERA will trace Room assignment process. NEVER - OPERA will not trace Room assignment.	Set Accordingly.

Table 23-10 (Cont.) Reservations Interface Parameters, Settings and Description

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
UPDATE	A	-> Direction: Data from external system to OPERA	Set Accordingly.
ACCOMPANY GUEST	B	This parameter determines how the accompany guest received from the external system updates the accompany guest in OPERA.	
	C	A = If received, replace OPERA values with the received values. If not received, remove the values from OPERA.	
	D	B = If received, replace OPERA values with the received values. If not received, do not remove the values from OPERA.	
	N	C = If received, merge the received values with OPERA values. If not received, remove the values from OPERA.	
		D = If received, merge the received values with OPERA values. If not received, do not remove the values from OPERA.	
		N = Ignore the accompany guest received. Do not touch the values in OPERA.	

Table 23-10 (Cont.) Reservations Interface Parameters, Settings and Description

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
UPDATE FEATURES	A B C D N	<p>-> Direction: Data from external system to OPERA.</p> <p>This parameter determines how the features received from the external system updates the features in OPERA.</p> <p>A = If received, replace OPERA values with the received values. If not received, remove the values from OPERA.</p> <p>B = If received, replace OPERA values with the received values. If not received, do not remove the values from OPERA.</p> <p>C = If received, merge the received values with OPERA values. If not received, remove the values from OPERA.</p> <p>D = If received, merge the received values with OPERA values. If not received, do not remove the values from OPERA.</p> <p>N = Ignore the features received. Do not touch the values in OPERA.</p>	Set Accordingly.

Table 23-10 (Cont.) Reservations Interface Parameters, Settings and Description

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
UPDATE FIXED CHARGES	A B C D N	<p>-> Direction: Data from external system to OPERA</p> <p>This parameter determines how the fixed charges received from the external system update the fixed charges in OPERA reservation.</p> <p>A = If received, replace OPERA values with the received values. If not received, remove the values from OPERA.</p> <p>B = If received, replace OPERA values with the received values. If not received, do not remove the values from OPERA.</p> <p>C = If received, merge the received values with OPERA values. If not received, remove the values from OPERA.</p> <p>D = If received, merge the received values with OPERA values. If not received, do not remove the values from OPERA.</p> <p>N = Ignore the fixed charges received. Do not touch the values in OPERA.</p>	Set Accordingly.

Table 23-10 (Cont.) Reservations Interface Parameters, Settings and Description

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
UPDATE INHOUSE RES	Y/N	-> Direction: Data from external system to OPERA. With this parameter OXI allows you to update reservations that are flagged as Checked In OPERA PMS. If set to Y, OXI will accept changes to checked in reservations in OPERA except for arrival date and room type changes. If set to N, OXI will reject any changes to a checked in reservation in OPERA.	Set to Y if you would like your in-house reservations updated further by the external system.

Table 23-10 (Cont.) Reservations Interface Parameters, Settings and Description

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
UPDATE ROUTING TO ROOM	Y/C/N	<p>-> Direction: Data from external system to OPERA.</p> <p>This parameter determines how the room routing instructions received from the external system update the room routing instructions in OPERA reservation.</p> <p>Y = Replace all the OPERA routings with the received routings. If no routings are received, remove all the OPERA routings.</p> <p>C = Accept all the valid routings received into OPERA, remove only those OPERA routings with codes configured in conversion but not received in the message.</p> <p>N = Ignore the routings received. Do not modify any routings in OPERA.</p>	Set Accordingly.

Table 23-10 (Cont.) Reservations Interface Parameters, Settings and Description

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
UPDATE ROUTING TO WINDOW	Y/C/N	<p>-> Direction: Data from external system to OPERA.</p> <p>This parameter determines how the window routing instructions received from the external system update the window routing instructions in OPERA reservation.</p> <p>Y = Replace all the OPERA routings with the received routings. If no routings are received, remove all the OPERA routings.</p> <p>C = Accept all the valid routings received into OPERA, remove only those OPERA routings with codes configured in conversion but not received in the message.</p> <p>N = Ignore the routings received. Do not modify any routings in OPERA.</p>	Set Accordingly.
UPDATE ALERTS		Determines how the Reservation Alerts received from the external system is processed.	

Table 23-10 (Cont.) Reservations Interface Parameters, Settings and Description

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
UPDATE SHARE RES	Y/N	<p>-> Direction: Data from external system to OPERA.</p> <p>This parameter allows external systems to update a share reservation in OPERA. If set to Y, OXI will accept changes to shared reservations in OPERA based on a strict set of rules:</p> <ol style="list-style-type: none"> 1. Based on the OXI parameter UPDATE INHOUSE RES, the external system can send changes to checked-in sharers except for changes to the arrival date and room type. 2. In case the external system sends a change to the departure date, OXI will check if the room number assigned to the guest is still available for the extended stay. If not, the change will be rejected with an explicit error message. The currently assigned room number will not be removed. OXI will log all warnings in its status tables, visible to the user 3. Changed reservation data 	Set to Y if you would like your shared reservations updated further by the external system.

Table 23-10 (Cont.) Reservations Interface Parameters, Settings and Description

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
		<p>will be updated equally for all sharers. If for example an update to market code, booker, comment, etc are sent in the reservation change message, OXI will update the same data equally in all share reservations.</p>	
		<p>4. All changes to the reservation will be applied to all sharers alike except for the data mentioned in the following bullet points. This means that formerly inserted changes to the share reservations in OPERA are overwritten.</p> <p>a. Rate changes: OXI will apply the rate amount change to the primary sharer, which is identified by the lowest OPERA confirmation number.</p> <p>b. If changes to the membership details are</p>	

Table 23-10 (Cont.) Reservations Interface Parameters, Settings and Description

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
		<p>sent by the external system, this will only be applied to the primary sharer reservation and profile. For data from OPERA to an external system, OXI will only send changes to non-inventory fields if these changes have occurred on the Primary Sharer, the reservation with the lowest OPERA confirmation number.</p> <p>If this parameter is set to N, OXI will reject any changes to shared reservations in OPERA.</p>	

Table 23-10 (Cont.) Reservations Interface Parameters, Settings and Description

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
UPDATE TRANSPORTATION COMMENTS	Y/N	<p>-> Direction: Data from external system to OPERA.</p> <p>This parameter setting will determine if the transportation comments in OPERA reservation should be modified or not.</p> <p>If the value is set to 'Y' the transportation comments in OPERA reservation will be updated or deleted based on the existence of transportation comments in the received message.</p> <p>If the value is set to 'N' the transportation comments in OPERA reservation will not be modified in anyway irrespective of the transportation comments existence in the received message.</p>	Set Accordingly.

Table 23-10 (Cont.) Reservations Interface Parameters, Settings and Description

Parameter Name	Parameter Value	Direction of transmission where parameter applies. Parameter Description	Recommended Setting
UPL DED RES ONLY	Y/N	-> Direction: Data from external system to OPERA. If set to Y, only deductible reservations will be sent to the external system. In a reservation this is determined by the reservation type and means that only reservations with deductible reservation types would be sent. This is desirable if the external system does not have a concept of tentative and definite reservations and would regard all bookings equally deductible regardless of their status. Set to N if all reservations should be sent to the external system irrespective of the reservation type.	Set to 'N' if external system handles deductible and non-deductible reservations. Otherwise set to Y.
USE GUEST STATUS NOTIFICATION EXTENSION	Y/N YN	-> Direction: Data from OPERA to External Systems. When set to Y, the HTNG function "GuestStatusNotificationExt" will be used to upload reservation data to the external system. When set to N, the HTNG function "GuestStatusNotification" will be used to upload reservation data.	

- [Reservation Defaults for OXI](#)

Reservation Defaults for OXI

The following are recommended Default Settings for Reservations.

Table 23-11 Reservation Defaults for OXI and it's Description

Reservation Defaults	Description
Room Type	Select a room type that is readily available with high inventory
Rate Code	Select a rate code that has all of the configured room types for the property. Since rates can be subject to restrictions, either close the rate or room types depending on hotel occupancy, recommendation is to make a OXI Default rate code and insert this value.
Setup of the Default Rate	<ul style="list-style-type: none"> This rate code is to be setup with all viable room types and a single rate detail, at \$0.00, that has all room types linked to it. If proper revenue/ADR is a factor set a rate amount instead. This rate code should not be subject to restrictions as other rates are. This can decrease the amount of reservations that are rejected by OPERA. <p>Points to be considered:</p> <ul style="list-style-type: none"> If certain CRS booked reservations are allowed into rates that are flagged restricted or out of inventory on the hotel side, this default is used to allow that booking in. Warnings in OXI alerts hotel users that the reservation was inserted, the rate was not available and the default was taken instead. Thus allowing the hotel to adjust the booking accordingly. This default maximizes the hotel's efficiency regarding having all bookings in the hotel system. Limiting the scenario of missing reservations, due to closeouts that OXI cannot bypass. This default lessens the hotel's need to monitor OXI interface on a rigorous schedule. To make it easier to see these types of defaults being used within the OPERA PMS, recommendation is the use OXI parameter WARNING AS TRACES = Y. <ul style="list-style-type: none"> This setting is highly recommended. Although OXI offers a warnings report, if system users do not have permission to be in the OXI to run the report then this is an alternate solution. Excellent choice for the smaller hotels with fewer resources in the evenings when Reservations Department has left for the day. OXI enters only mandatory warnings generated into Traces. A Trace lamp is lit on the reservation when viewed. This parameter also requires that the Others default field Trace Warning is set to a monitoring department; that can be either Front Office or Reservations. OPERA also offers a Trace Report. Which allows a full overview of all reservations where Traces are created.
Currency	OPERA property currency code that should be used as default for a reservation in case no currency code is sent or the code cannot be converted.

Table 23-11 (Cont.) Reservation Defaults for OXI and it's Description

Reservation Defaults	Description
Market Code	Select the standard market code that should be used in case conversion is not possible, or if the associated block code/rate code for the reservation do not contain a market code. This is in direct relation to the OXI_RESERVATIONS parameter EXT SYS MARKET/SOURCE CONTROL.
Source Code	Select the standard source code that should be used in case conversion is not possible, or if the associated block code/rate code for the reservation do not contain a source code. This is in direct relation to the OXI_RESERVATIONS parameter EXT SYS MARKET/SOURCE CONTROL.
Reservation Type	The reservation type in OPERA determines whether the booking is deductible from inventory or not. Select your default according to your needs and we highly recommend maintaining proper conversion for this data element as well.
Payment Method	This is the default payment method used by OXI for a reservation in case no payment method is sent or conversion fails. We highly recommend to select this default carefully and to maintain proper conversion for this data element as well.
Discount Reason	Select a default discount reason that OXI can apply in case the external system rate overwrites the OPERA rate code amount and a discount amount is entered into the reservation in OPERA. This is only needed if the OPERA function FIXED RATES is NOT used. <ul style="list-style-type: none"> • Select other defaults according to your needs. • The external system defaults can be set in case no conversion occurs on external system level.
Conf. Letter Name	The default letter name to be used in the Confirmation field on the PMS reservation screen. For hotels that do not want to use this functionality the field would be left blank.

Message Status

You can use the Message Status menu to view the status of transmitted messages and to review details of the original external and XML message formats. All errors and warnings that occur during message processing are visible and traceable here. A message can also be reprocessed if necessary, after configuration errors are corrected.

- [Messages From the External System](#)
- [Messages To External System](#)

Messages From the External System

1. From the **OPERA Cloud Exchange** menu, select **Message Status**, and then select **Messages From External System**, from the drop down list.
2. On the Search panel, **Type** is displayed by default.
3. Search for an **Interface ID** and **External Property**. You can select multiple external properties.
4. Search for a **Module**. This option shows a list of all available interface modules such as, reservations, profiles, results, and so on. A module would only be shown if a message for that module has already been processed. The module is required when using the 'Msg contains' search and you have multiple interfaces active.
5. Search for a **Message ID From**. Starting message ID for this display filter.
6. Search for a **Message ID To**. Ending message ID for this display filter.
7. Select **Message Status**. Shows the status of the message transmission.
 - **SUCCESS**: shows when a message is successfully processed.
 - **FAILED** : shows when a message is rejected by OXI. Possible reasons for failure have been provided.
 - **WARNING**: shows when the message has produced mandatory warnings.
8. Select the **Enqueue From** and **Enqueue To** dates. Date when the message was enqueued by the OXI download process.
9. Select the **Error Type**. Select from the options, ERROR, RESULT_EXCEPTION, OPTIONAL_WARNING, and WARNING.
10. Enter the **Error Contains**. Enter partial text for an error message or copy and paste a complete error message into this field to search for a specific error message that was logged.
11. Enter the **Message Contains**. Click the settings icon and select the check box **Any one of the messages** or **Values only**.
12. Click **Search**.

Messages To External System

1. From the **OPERA Cloud Exchange** menu, select **Message Status**, and then select **Messages To External System**, from the drop down list.
2. On the Search panel, **Type** is displayed by default.
3. Search for an **Interface ID**. This is useful when you have multiple interfaces running at the same time and shows only the messages of one interface. The interface ID is required when using the 'Msg contains' search and you have multiple interfaces active.
4. Search for an OPERA **Property ID**.
5. Search and select a **Module**. You can select multiple modules. This option shows a list of all available interface modules (such as, reservations, profiles, results, and so on.). A module would only be shown if a message for that module has already been processed. The module is required when using the 'Msg contains' search and you have multiple interfaces active.
6. Search a **Message ID From**. Starting message ID for this display filter.
7. Search a **Message ID To**. Ending message ID for this display filter.
8. Search and select a **Message Status**. You can select multiple Message Statuses. Status of the message that was transmitted to the external system. Options are FAILED, PROCESSED, READY, REJECT, and RESEND SUCCESS.
9. Select a date for **Created From** field. Start creation date for transmitted messages.
10. Select a date for **Created To** field. End creation date for transmitted messages.
11. Search and select a **Reference**. This field is for the OPERA reservation confirmation number. This shows a reservation number or a block reference number. For all other modules it remains blank.
12. Search and select an **Error Type**. Select and choose an error type from the list to filter search results by a specific error type. The following values are available for selection: ERROR, RESULT EXCEPTION, OPTIONAL WARNING, and WARNING.
13. Enter the **Error Contains**. Type or copy and paste an error message into this field to search for a specific error message that was logged.
14. Search and select an **Action Type**. The OPERA business event or other action that has triggered the creation of the upload message. Contents show all action types for which messages exist in the OXI queue tables.
15. Enter the **Message Contains**. Click the settings icon and select a check box **Any one of the messages** or **Values** only.
16. Click **Search**.

In the search results table shows the following details:

Search Results	Description
Interface ID	The interface ID this message was created for. This is useful in case you have multiple interfaces running.
Created Date	Date when the message was created by OXI.
Message ID	Internal action ID from OPERA for each created message.
Module	Data module of outgoing message. This identifies the kind of message sent for example, reservation, profile, rate, block, rate restriction, inventory, and result.
Action Type	The action type is equal to the business event that has generated the data in OPERA. Some additional action types exist for cases where the messages were not initiated by business events directly.
Message Status	The status of a sent message from OXI. Options are: <ul style="list-style-type: none"> • FAILED– The message has failed in the external system during upload. The exact reasons depend on the specific system and can be reviewed in the 'errors and warnings' part of the screen. • PROCESSED – Simply notifies that the message was processed by OXI. It has still not been delivered by the service, at which time it would turn into SUCCESS. If the messages status does not change from PROCESSED into SUCCESS, make sure that your OXI service is running and that the communication details are set correctly. • REJECT– Shown in case OXI rejects the message from upload since vital data is missing or the upload file cannot be built. • RESULT SUCCESS – The external system has sent a result for this message and has informed that the message was successfully updated on external system side.
Reference	This column is for the OPERA reservation confirmation number. This shows a reservation number or a block reference number. For all other modules it remains blank.
Action ID	OXI creates a unique sequential ID for each outgoing message, which is used for tracking and error handling internally.

17. Click on the vertical ellipses and then click **Reprocess**. In the response pop-up a message appears **Message(s) processed successfully**. This allows all messages to be reprocessed or just individually selected records.
18. Click **Mark As Reviewed**. Click this to mark all messages in the grid as reviewed.
19. Click **View and Download**. An Attachment window opens with an XML message. Click **Download** to download the file or click **Close** to close the window.
20. Click **Delete** to delete the row.

Interface Resync

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

The following are some recommendations:

- Resynchronization for large periods of time during peak work hours is not recommended.
- Resynchronization should be done in the late to early morning hours where Night Management or Night Audit can run them without compromising system performance.
- Resynchronization can be done during the day, however keep in mind that:
 - Smaller time frames are preferable to larger ones.
 - Choose the necessary records to resync over hundreds of records at a time.
- [Resynchronization History](#)
- [Interface Resync - Blocks](#)
- [Interface Resync - Turnaways](#)
- [Interface Resync - Datamart](#)
- [Interface Resync - Events](#)
- [Interface Resync - Function Space](#)
- [Interface Resync - Inventory](#)
- [Interface Resync - Products](#)
- [Interface Resync - Profiles](#)
- [Interface Resync - Promotions](#)
- [Interface Resync - Rates](#)
- [Interface Resync - Reservation](#)
- [Interface Resync - Restrictions](#)
- [Interface Resync - Stay](#)
- [Interface Resync - Hurdles](#)
- [Interface Resync - Inventory Items](#)

Resynchronization History

For any resync that is executed a record is created in the Resync History screen. This history record assists you in keeping track of all resyncs done and what their status is/was. The Remarks column shows the text for records found and processed. When the remarks are 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. 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.
1. From the **OPERA Cloud Exchange** menu, select **Interface Resync** and then select **Resynchronization History** from the drop down list.
 2. The **Type** and **Property** values are taken by default. Search and select an **Interface** that is to be resynced.
 3. Click **Resync History** on any of the resync modules. In the Resync History pop-up window, you can see the Resync Module that was used.

The following details appear in the pop-up:

- **Status** is the resync status. The status options that you can see are:
 - **New**: Resync has just started.
 - **RUNNING**: Resync is currently being processed.
 - **COMPLETED**: Resync is complete and reservations are sent to external system if resync filters have found any records.
- **Start Time** and **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.

Interface Resync - Blocks

1. From the **OPERA Cloud Exchange** menu, select **Interface Resync**, and then select **Blocks**, from the drop down list.
2. The **Type** and **Property** values are taken by default. Search and select an **Interface** that is to be resynced.
3. Search and select Block Codes. You can select multiple codes.
4. Enter a Period. **From Start Date**, select the first restriction start date for the resync. **To Date**, select the last restriction start date for the resync.
5. Select **All Active Records** check box. Select if no other conditions are to be met except resyncing active records.
6. Select the **Unconverted Blocks** check box.

7. Select the **Include Pickup Counts** check box. 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.
8. Select the **Include Cancelled Blocks** check box. 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.
9. Click **Resync History**. Click this button to view when the resync option had last been executed and its status. This shows all resync options that have been executed.
10. Click **Resync**. Click this button to start the resync process. This executes the resync according to the filters you have set.

Interface Resync - Turnaways

1. From the **OPERA Cloud Exchange** menu, select **Interface Resync**, and then select **Turnaways**, from the drop down list.
2. The **Type** and **Property** values are taken by default. Search and select an **Interface** that is to be resynced.
3. From the Turnaways to Resynchronize, select the **Turnaways**. Select all or part of a turnaway code to be resynced.
4. For Turnaways Filter Conditions, enter the **Rate Code Like**, enter all or part of a rate code to be resynced. Search and select the **Room Type**.
5. Click **Resync** or **Resync History**.

Interface Resync - Datamart

1. From the **OPERA Cloud Exchange** menu, select **Interface Resync**, and then select **Datamart**, from the drop down list.
2. The **Type** and **Property** values are taken by default. Search and select an **Interface** that is to be resynced.
3. In the Datamart to Resynchronize panel, select **From Start Date** and **To Start Date**.
4. From the **Type** drop down list, select the type of Datamart option.
5. Click **Resync** or **Resync History**.

Interface Resync - Events

1. From the **OPERA Cloud Exchange** menu, select **Interface Resync**, and then select **Datamart**, from the drop down list.
2. The **Type** and **Property** values are taken by default. Search and select an **Interface** that is to be resynced.

3. In the Events to Resynchronize panel, for Booking Arrival Date, select a **From Date** and **To Date**.
4. Enter the **Block Codes Like** field and select or unselect **Include Cancelled Events** check box.
5. Click **Resync** or **Resync History**.

Interface Resync - Function Space

1. From the **OPERA Cloud Exchange** menu, select **Interface Resync**, and then select **Function Space**, from the drop down list.
2. The **Type** and **Property** values are taken by default. Search and select an **Interface** that is to be resynced.
3. In the Function Space to Resynchronize panel, search and select the **Function Space**. You can select multiple spaces.
4. Click **Resync** or **Resync History**.

Interface Resync - Inventory

1. From the **OPERA Cloud Exchange** menu, select **Interface Resync**, and then select **Inventory**, from the drop down list.
2. The **Type** and **Property** values are taken by default. Search and select an **Interface** that is to be resynced.
3. In the Inventories to Resynchronize panel, select the **Room Type** and **Room Class**. A multi-select list of configured room types and room classes opens when you select this option.
4. Select a Period, **From Start Date** and **To Start Date**.
5. You can select between an **Overbooking** or **Out Of Order** resync by checking one of the radio buttons. When you select Out Of Order, the Room Class option is removed from the screen.
6. Click **Resync** or **Resync History**.

Interface Resync - Products

This synch is only available from ORS to OPERA PMS.

1. From the **OPERA Cloud Exchange** menu, select **Interface Resync**, and then select **Products**, from the drop down list.
2. The **Type** and **Property** values are taken by default. Search and select an **Interface** that is to be resynced.
3. In the Products to Resynchronize panel, select **From Start Date** and **To Start Date** for the resync.

4. Select **Products**. This option is to find only Packages that are not linked to groups. This option is usually the most desired for Resync choice and is the default upon entering this screen.
5. Select **Groups**. This option is to find only Packages that are linked to groups.
6. Search and select the **Product Codes**.
7. Click **Resync** or **Resync History**.

Interface Resync - Profiles

1. From the **OPERA Cloud Exchange** menu, select **Interface Resync**, and then select **Profiles**, from the drop down list.
2. The **Type** and **Property** values are taken by default. Search and select an **Interface** that is to be resynced.
3. In the Profiles to Resynchronize panel, search and select the **Profile Types**.
4. Enter the **Date Type**. Use this menu to select a date type for the resync process. The options contained within this field are Updated Date that is used to resync profiles that have been modified within the selected From/To dates entered. Created Date is used to resync profiles that were created within the parameters of the From/To dates entered.
5. Enter the **From Name**, the specific name of the profile to be resynced. Enter **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:

Example: If you have typed 'A' into "From Name" and 'G' into "To Name". That means GA would not be taken into account anymore and the resync would only include the latest name with F such as, FZ.
6. Select to resync **Profiles for Active Reservations** . Selecting this option sends only profiles that are attached to active reservations.
7. Select to resync **Profiles For Active Blocks**. Selecting this option sends only profiles that are attached to active blocks.
8. Select to resync **Profiles For Active Reservation and Block**. Selecting this option sends profiles that are attached to active reservations and blocks.
9. Select to resync **Profiles with Membership**.
10. Select to resync **Profiles with Primary Membership**.
11. Select to resync **Profiles with Negotiated Rate**.
12. Select to resync **All**. Selecting this option resyncs all profiles, regardless whether they are linked to active reservations and blocks or not.

Note:

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

13. Click **Resync** or **Resync History**.

Interface Resync - Promotions

1. From the **OPERA Cloud Exchange** menu, select **Interface Resync**, and then select **Promotions**, from the drop down list.
2. The **Type** and **Property** values are taken by default. Search and select an **Interface** that is to be resynced.
3. In the Promotions to Resynchronize panel, select **Limited Use Promotion** check box.
4. Search and select **Promotions**.
5. Click **Resync** or **Resync History**.

Interface Resync - 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.

1. From the **OPERA Cloud Exchange** menu, select **Interface Resync**, and then select **Rates**, from the drop down list.
2. The **Type** and **Property** values are taken by default. Search and select an **Interface** that is to be resynced.
3. In the Rates to Resynchronize panel, enter the **From Start Date**. You must select the first rate code start date for the resync. Only rate codes valid for this date are to be shown.
4. Enter **To Start Date**. You must select the last rate code start date for the resync. Only rate codes valid for this date are to be shown.
5. Search and select **Rates**. 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.
6. Click **Resync** or **Resync History**.

Interface Resync - Reservation

1. From the **OPERA Cloud Exchange** menu, select **Interface Resync**, and then select **Reservation**, from the drop down list.
2. The **Type** and **Property** values are taken by default. Search and select an **Interface** that is to be resynced.
3. Enter a Period **Date Type**. Choose from the option **Arrival Date**, **Created Date**, and **Updated Date**. Enter a **From Date**, this date specifies the first arrival date for the reservation resync. Enter **To Date**, this date specifies the last arrival date for the reservation resync.

4. Enter the External System Reference **From**. This specifies an external system confirmation number to resync. You can enter a single number or multiple numbers separated by comma.
5. Enter the External System Number **To**. This specifies the external system confirmation in case you want to specify a range from number/to number.
6. Enter OPERA Reference Number **From**. This specifies an OPERA confirmation number to resync. You can enter a single number or multiple numbers separated by comma. Enter OPERA Reference Number **To** that specify the OPERA confirmation in case you want to specify a range from number/to number.
7. Select the **All** check box. Select this option if no other conditions are to be met except resynching active records.
8. Select **Include Cancels** check box. Select this option to include the cancels in your resync.
9. Select **Include Checked In** check box. Select this option to include the checked-in guests in your resync.
10. Select **Include No Shows** check box. Select this option to include no shows in your resync.
11. Select the **No External Confirmation** check box. Select this option to resync only reservations without external system confirmation number. If this is unchecked, all reservations will be resynced.
12. Click **Resync** or **Resync History**.

Interface Resync - Restrictions

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

1. From the **OPERA Cloud Exchange** menu, select **Interface Resync**, and then select **Restrictions**, from the drop down list.
2. The **Type** and **Property** values are taken by default. Search and select an **Interface** that is to be resynced.
3. In the Restrictions to Resynchronize panel, search and select the **Block Codes**. Select a specific block code or a starting letter following by a % in order to filter your search.
4. Enter a **From Date**. Select the first restriction start date for the resync.
5. Enter a **To Date**. Select the last restriction start date for the resync.
6. Select the **All Restrictions** option. Select this restriction for all existing restriction types to be sent to external system.
7. Select **Rate Restriction** option. Select this restriction for rate restrictions to be sent to external system. The search and select Block Code is disabled if this option is selected.
8. Select the **Block Code** option.

9. Click **Resync** or **Resync History**.

Interface Resync - Stay

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

1. From the **OPERA Cloud Exchange** menu, select **Interface Resync**, and then select **Stay**, from the drop down list.
2. The **Type** and **Property** values are taken by default. Search and select an **Interface** that is to be resynced.
3. In Stay to Resynchronize panel, enter a **From Departure Date**. Select the first restriction start date for the resync. Enter **To Departure Date**. Select the last restriction start date for the resync.
4. Enter the **First Name**, type the specific first name of guest whose stay data shall be resynced. Enter the **Last Name**, type the specific last name of guest whose stay data will be resynced.
5. Click **Resync** or **Resync History**.

Interface Resync - Hurdles

1. From the **OPERA Cloud Exchange** menu, select **Interface Resync**, and then select **Hurdles**, from the drop down list.
2. The **Type** and **Property** values are taken by default. Search and select an **Interface** that is to be resynced.
3. In the Hurdles to Resynchronize panel, select a date for **Hurdles From** and **Hurdles To**. These dates range helps to resync hurdles.

Interface Resync - Inventory Items

1. From the **OPERA Cloud Exchange** menu, select **Interface Resync**, and then select **Inventory Items**, from the drop down list.
2. The **Type** and **Property** values are taken by default. Search and select an **Interface** that is to be resynced.
3. In the Inventory Items to Resynchronize panel, select the **Inventory Items From** and **Inventory Items To**.

Part VII

OPERA Cloud Terminology

- [OPERA Cloud Terminology A-Z](#)

OPERA Cloud Terminology A-Z

Table 26-1 Terminology

Term	Description
Accompanying Guest	Secondary guests who are added to the reservation. Eligible accompanying guests can have a separate registration card printed. Eligibility is determined by the value set in the Age Threshold to Print Registration Card application setting.
Advance Check In	The ability to flag one or more arrival reservations as Advance Checked In reservations. Note: Pseudo room reservations cannot be flagged for Advance Check In.
Advance Checked In	One or more reservations that have been flagged as Advance Checked In reservations but not checked in to the property.
Additional Rooms	This is a multi-select field to choose rooms to include in the key creation with the reservation room. This field is available when the property interface configuration for the active DLS (Door Lock System) has the check box active for Allow Multiple Room Selection for Keys . You can customize the Additional Rooms field on the Create Key screen to populate the field with the room numbers that were selected when the new key was created for that reservation and room number. This applies to duplicate keys (when Previous Keys Made > 0). Without this customization, the field does not populate with the additional room numbers for which the key was created.
Auto Advance Check In	Automatically checks in Advance Checked In reservations when the housekeeping room status of the reservation matches the housekeeping room status defined in the Room Status for Auto Check In of Advance Checked In Reservations OPERA Control setting.
Billing Window	Billing windows are used to assign more than one payee to one reservation or to separate posted transactions using configured routing instructions. A reservation can have up to eight billing windows and each window can be assigned to a different payment method and a different payee.
Business Date	The OPERA property business date.
Credit	If the payment or deposit amount is greater than the posted charges on a billing window, a Credit balance remains. This balance is settled with the Automatic Folio Settlement functionality if the Include Credit Balances check box is selected.
Duplicate Key	A duplicate key is the exact copy of the original, including for Valid Start Date / Valid Start Time and Valid Until Date / Valid Until Time. If this information is modified, then the Key defaults to New. When Previous Keys Made is one or more, then the default is Duplicate Key instead of New Key type. This is editable in the Create Keys screen. When Duplicate Key is the Key Type and changes are made to Additional Rooms, Key Options, Valid Until Date and Valid Until Time, or Valid Start Date and Valid Start Time, the key type switches to a New Key type since a duplicate key is no longer an exact copy of a previous key made when these options are altered.

Table 26-1 (Cont.) Terminology

Term	Description
ETA	The guest's Expected Time of Arrival (Arrival Time) for their reservation. After the reservation is Advance Checked In, the Expected Time of Arrival (ETA) for the reservation is updated with the time the reservation was flagged as Advance Checked In. After the reservation is Advance Checked In, the Arrival Date is changed to read-only and cannot be modified.
ETR	The Expected Time of Return (ETR) and/or an Expected Time of Return Comment on reservations. In the Advance Checked In screen reservations can be sorted by ETR options when an ETR is provided. For ETR options, the Expected Time of Return (ETR) parameter must be On.
Folio	Master bill containing all posted transactions including charges, payments and deposits (if any).
Key Machine Locations	The Key Encoders available for use. By default, OPERA remembers the last location used. You can select a different key encoder.
Key Options	Defines key access to specific areas of the property. The default is key options associated at the room level configuration, such as access to the Parking Garage, the elevator, the pool area.
Key Type	When Previous Keys Made is one or more, then the default is Duplicate Key instead of New Key type. This is editable in the Create Keys screen. When Duplicate Key is the Key Type and changes are made to Additional Rooms, Key Options, Valid Until Date and Valid Until Time, or Valid Start Date and Valid Start Time, the key type switches to a New Key type since a Duplicate Key is no longer an exact copy of a previous key made when these options are altered. When the Key screen is accessed with the Mass Check In, the key type New or Duplicate is not available. Only when the individual Create Key screen is displayed is the key type available and defaults according to whether previous keys were made.
Mass Advance Check In	The option to Advance Check In multiple reservations when the arrival date of the reservations is the current business date of the property.
Mass Check In	Mass Check In functionality provides one easy process to check in multiple reservations for arrivals due in on the property's current business date, and to (optionally) generate their room keys and registration cards. Mass Check In can be used for individuals or blocks within the property. If logged in to a hub, you can Mass Check In individual and/or block reservations one property at a time for each property you have access to, without having to log in and out of each one.
Number of Keys	Default is Per Adult On Reservation to create the same number of keys as the number of adults on the reservation. Use the Per Reservation option to set any number of keys for the reservation.

Table 26-1 (Cont.) Terminology

Term	Description
Override Associated Key Options	<p>Overrides the key options in the Room Keys panel (when multiple reservations are selected for key creation). Key options can be modified or added on the individual reservations Create Key screen as you proceed through the key creation process.</p> <ul style="list-style-type: none"> When deselected (default), the selections added in the Key Options field are appended to existing key options at the room level for the room keys for each of the selected reservations for key creation. For example, you are creating keys for several reservations and the room configuration of the assigned rooms have Garage in the associated Key Option field. In the Room Keys screen, you also select the Lounge key option, and then process the key creation. In the Create Keys screen, both Garage and Lounge key options appear for each reservation. When selected, the selections added or removed in the Key Options field override all existing key options at the room level for the room keys for each of the selected reservations for key creation. For example, you are creating keys for several reservations and the room configuration of the assigned rooms have Garage in the associated Key Option field. In the Room Keys screen, you select the Lounge key option, and then process the key creation. In the Create Keys screen, the Garage key option is overridden and only the Lounge key option appears for each reservation.
Pre-Arrival Reservation	A reservation with an Arrival date >1 day prior to the OPERA property business date.
Previous Keys Made	In the Create Keys screen, this is the number of keys since the last new key previously created for this specific reservation and room. If the Additional Rooms field on the Create Keys screen is customized with PreviousKeyAdditionalRooms, the Additional Rooms field populates with the additional room numbers if the previous key made had additional rooms selected when created. When Previous Keys Made is equal to or greater than 1, then this defaults to Duplicate Key instead of New Key (this is editable.) When Duplicate Key is the default key type and changes are made to Additional Rooms, Key Options, Valid Until Date and Valid Until Time, and/or Valid Start Date and Valid Start Time, the key type switches to New Key because it is not considered a duplicate key of a previous key made when these options are altered. A duplicate key is the exact copy of the original, including the options set in the original key creation. When the reservation is checked out, the Previous Keys Made count resets to zero.
Primary Guest	The guest name under which the reservation is booked. The primary guest's name appears at the top of the list in the Select Guests panel on the Registration Card screen.
Settlement	The process of obtaining payment for a guest's bill.
Suppress Key Success Message	When this option is selected, the key success message does not display. Instead, the process continues to the Create Key screen for next reservation. If the request to the DLS (Door Lock System) fails, then the failure notification appears with the option to retry the key creation.
System Date/Time	Operating System date/time.
Valid Start Date	Displays when the Send Valid Start Date/Time check box is active in the DLS property interface configuration. Refer to the <i>Enhanced Room Key Generation Validation Rules by Process</i> topic for more information.

Table 26-1 (Cont.) Terminology

Term	Description
Valid Start Time	Displays when the Send Valid Start Date/Time check box is active in the DLS property interface configuration. Refer to the <i>Enhanced Room Key Generation Validation Rules by Process</i> topic for more information.
Valid Until Date	Defaults to the reservation departure date or to the added days if the OPERA Controls setting Key Expiry Days is set. Refer to the <i>Enhanced Room Key Generation Validation Rules by Process</i> topic for more information.
Valid Until Time	Defaults with the time that is chosen in the Default Keys Expiry Time setting. This can be the reservation ETD (Expected Time of Departure) or the time in the Key Expiry Time setting. Refer to the <i>Enhanced Room Key Generation Validation Rules by Process</i> topic for more information.

Part VIII

OPERA Cloud Services Documentation Videos

The following documentation videos supplement the OPERA Cloud Service documentation. Check this page often for new videos.

Getting Started



View Property Brochure from Quick Launch

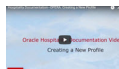


Add Tiles and Pages to the Dashboard



Enable Page Composer to Customize

Client Relations



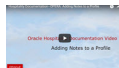
Creating a Profile



View and Edit a Profile

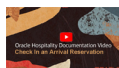


Add an Alternate or Incognito Profile Name



Adding Notes to a Profile

Bookings



Check In an Arrival Reservation



Opt-in Guest Notifications



Find Reservations with Opt-in Guest Notifications



Advance Check In Reservations with an ETR



Reverse Advance Check In Reservations



Creating a Room Key



Reverse Check in Reservations



Cancel Multiple Reservations

Events



Add an Event to a Block



Adding Menus and Items to Events



Create a Catering Block and Event



View, Search, and Edit Events on the Function Diary

Front Desk



Add a Reservation to the Queue



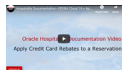
Printing Registration Cards for Arrival Reservations



Advance Check In Multiple (Mass) Reservations



Using Auto Check Out



Apply Credit Card Rebates to a Reservation



Change Rooms for an In House Reservation

Inventory



Update the Room Status using the Housekeeping Board



Assigning Room Conditions



Using Housekeeping Boards

Reports



View Reports