

# Oracle Hospitality OPERA Cloud Services

## Release Readiness Guide



Release 21.2  
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November 2021

ORACLE®

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## 3 System Requirements, Supported Systems, and Compatibility

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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.

## Overview

This guide outlines the information you need to know about OPERA Cloud Services new or improved functionality in this update, and describes any tasks you might need to perform for the update. Each section includes a brief description of the feature, the steps you need to take to enable or begin using the feature, any tips or considerations that you should keep in mind, and the resources available to help you.

We welcome your comments and suggestions to improve the content. Please send us your feedback at [oracle\\_hospitality\\_opera\\_technical\\_publications\\_grp@oracle.com](mailto:oracle_hospitality_opera_technical_publications_grp@oracle.com).

## Audience

This document is intended for OPERA Cloud Services application users.

## Customer Support

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

<https://support.oracle.com>

When contacting Customer Support, please provide the following:

- Product version and program/module name
- Functional and technical description of the problem (include business impact)
- Detailed step-by-step instructions to re-create
- Exact error message received
- 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 Revision History

Date	Description of Change
July 2021	Initial Publication
November 2021	Added resolved issue 32945100.

# 1

## Feature Summary

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### ORACLE HOSPITALITY DIGITAL LEARNING

Oracle Hospitality is committed to supporting your business needs. To enable our customers, we are providing complimentary access to OPERA Hospitality Digital Learning through Oracle University for a limited time. To use these OPERA-related service offerings from Oracle University, you must have a technical support contract for OPERA which is active and in good standing. Please contact [operaenablement\\_ww@oracle.com](mailto:operaenablement_ww@oracle.com) with the primary property point of contact for access and activation.

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### Column Definitions

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**SMALL SCALE:** These UI or process-based features are typically comprised of minor field, validation, or program changes. Therefore, the potential impact to users is minimal.

**LARGER SCALE:** These UI or process-based features have more complex designs. Therefore, the potential impact to users is higher.



**CUSTOMER ACTION REQUIRED:** You must take action before these features can be used. These features are delivered disabled and you choose if and when to enable them.

---

Features that are specific to the Sales and Event Management Premium Edition are marked with the Premium badge. 

Features that are specific to the Comp Accounting Cloud Service are marked with the Gaming badge. 

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FEATURE	SCALE	CUSTOMER ACTION REQUIRED
<b>ACCOUNTS RECEIVABLES</b>		
<a href="#">Invoice Payment Updated</a>	SMALL	
<b>BLOCK MANAGEMENT</b>		
<a href="#">Contract Parameters Updated</a>	SMALL	
<a href="#">Quick Room Grid Added</a> 	SMALL	<b>ACTION!</b>
<b>CASHIERING AND FINANCIALS</b>		
<a href="#">Comp Accounting OPERA Controls Added</a> 	SMALL	<b>ACTION!</b>

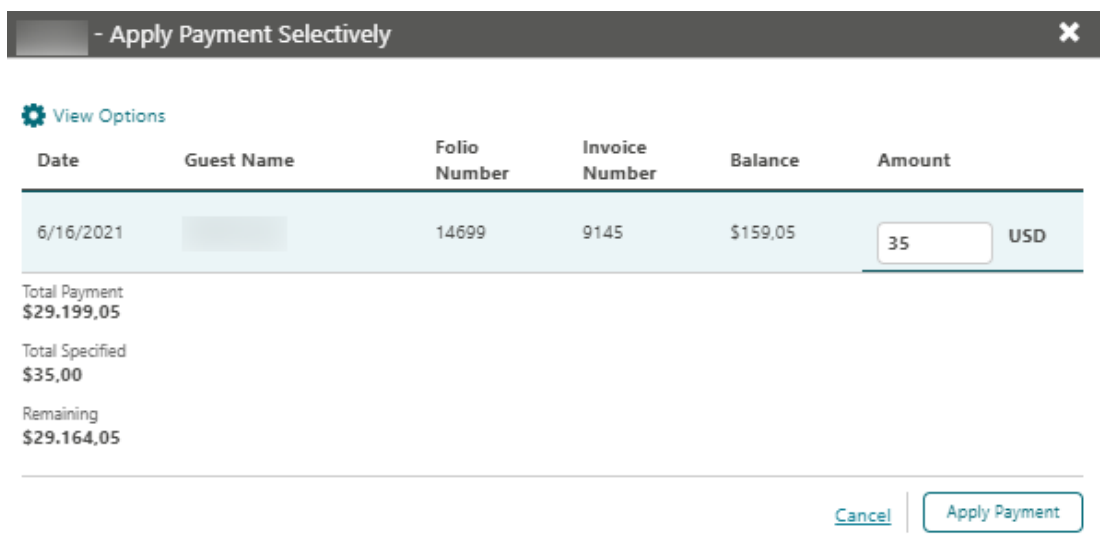
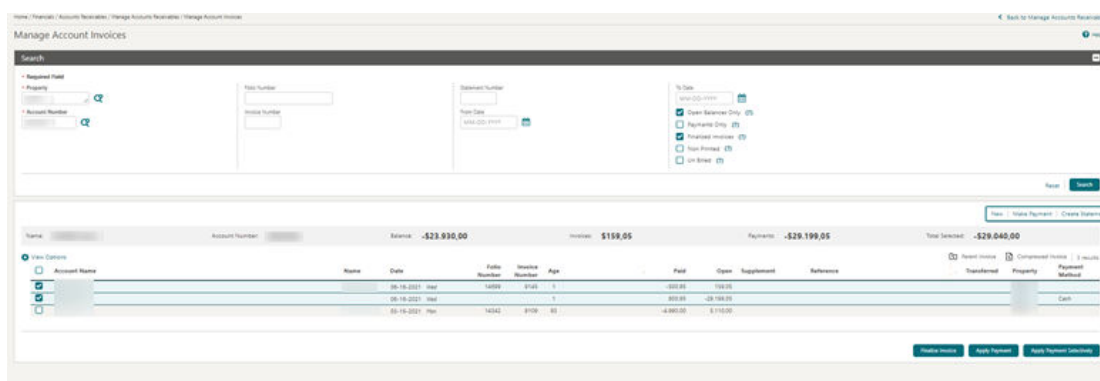
---

FEATURE	SCALE	CUSTOMER ACTION REQUIRED
Comp Posting Journal Updated <span>Gaming</span>	SMALL	
Daily Rates and Advanced Daily Rates Limit Updated	SMALL	
Fiscal Folio Parameters Updated	SMALL	
Staged Comp Postings Step Added to End of Day <span>Gaming</span>	SMALL	
<b>CLIENT RELATIONS</b>		
Membership Enrollment Usability Improved	SMALL	
Profile Search Usability Improved	SMALL	
Profile Update Usability Improved	SMALL	
<b>COUNTRY SPECIFIC</b>		
Country Specific - France - Changes Log Updated	SMALL	
Country Specific - France - Fields Added to Localization Setup	SMALL	
Country Specific - France - Fields Added to Sample Folio	SMALL	ACTION!
Country Specific - France - New fields for Daily Archive Exports	SMALL	ACTION!
Country Specific - Italy - Filename Format Updated for e-Invoice Exports	SMALL	
Country Specific - Italy - Payee Tax Number on Fiscal Printing Screen	SMALL	
Country Specific - Portugal - Folio Template Updated	SMALL	ACTION!
Country Specific - UAE - Folio Style 27 Added	SMALL	ACTION!
Country Specific - UAE - Generate Function Added	SMALL	
<b>EVENTS</b>		
Ability to Assign Guest Room as Event Space Added <span>Premium</span>	LARGER	ACTION!
BEO Templates Updated	SMALL	ACTION!
Web Bookable Field Visibility Updated	SMALL	
Quick Insert Feature Added <span>Premium</span>	SMALL	
<b>EXPORTS</b>		
Export Formulas and Pre-Export Procedures Added	SMALL	
Exports Handling Updated	SMALL	ACTION!
<b>FRONT DESK</b>		
Advance Folio Payment Added to Check In Prepay Rules	SMALL	ACTION!
<b>INTEGRATIONS</b>		
PSD Active Flag Added to OPI	SMALL	
Test Connectivity Added to Outbound Systems	SMALL	
<b>MISCELLANEOUS</b>		
Tile Limit Enforced on Dashboard Pages	SMALL	
<b>RESERVATIONS</b>		
Create Reservation Usability Updated	SMALL	
Total Cost of Stay Added to Stay Details Panel	SMALL	ACTION!
<b>SALES</b>		
Sales Manager Goals Added <span>Premium</span>	LARGER	ACTION!

# ACCOUNTS RECEIVABLE

## Invoice Payment Updated

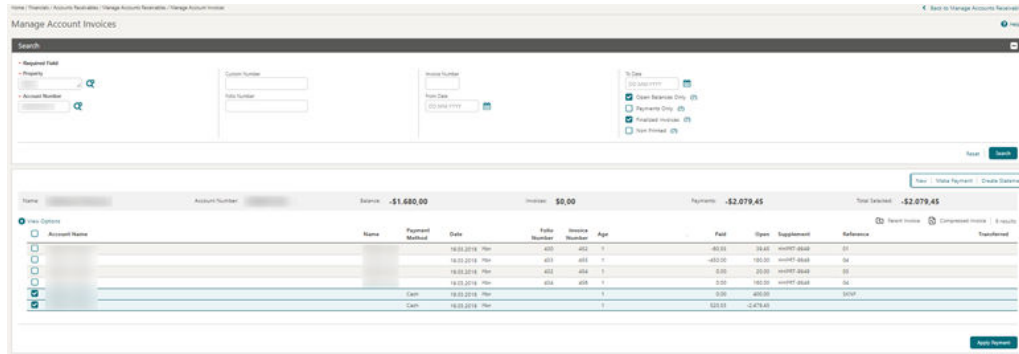
The **Apply Payment Selectively** action is available for a single invoice. The action enables you to apply a portion of the selected payment to the selected invoice. For more information, see: [Managing AR Invoice Payments](#)



- You can apply a payment against another negative payment.
- You can select a combination of regular and negative payments, and by clicking on Apply Payment, OPERA Cloud balances out the payments.
- Applied payments are not dependent on the payment method.
- Apply Payment is not available if the selection includes regular payments, negative payments, and invoices.



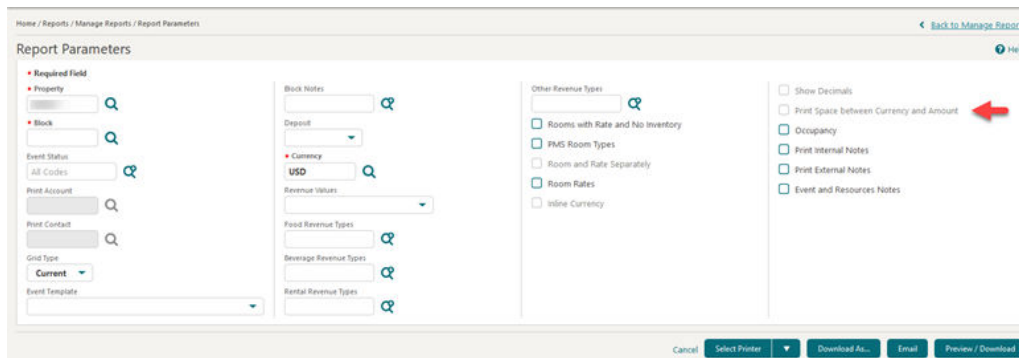
- You cannot apply payments against payments of the same kind, which means you cannot apply a regular payment to another regular payment; you must select at least one regular payment and one negative payment.
- You cannot use the Apply Payment Selectively feature for applying payments against payments.



## BLOCK MANAGEMENT

### Contract Parameters Updated

A **Print Space between Currency and Amount** check box is added to the sample\_cont\_merge contract parameters.



### Quick Room Grid Added

**Premium**

A **Quick Room Grid** OPERA Control is added. When the control is active, you can enter a Room Type, Number of Rooms, and Rate Amount while [Creating a Block](#), which populates the room grid when you save the block.

If your property has the Room Pools OPERA Control active, and Room Pools are configured, a Room Pool field appears instead of Room Type on the Create Block screen.

When the Occupancy Split Per Room Type OPERA Control is active, you can assign single and double rooms and rates in the Create Block screen.

#### STEPS TO ENABLE

1. From the side menu, select **Administration**, select **Enterprise**, and then select **OPERA Controls**.
2. Select or confirm the **Property**.
3. Select the **Blocks** group.
4. Locate and activate the **Quick Room Grid** parameter.

## CASHIERING AND FINANCIALS

### Comp Accounting OPERA Controls Added

**Comp Accounting Integration Service** and **Comp Posting Multi Record Processing** OPERA Controls are added.

You must activate the Comp Accounting Integration Service OPERA Control if your property is integrated with a Gaming/Patron Tracking System (PTS) for the approval of comp transactions.

The Comp Posting Multi Record Processing OPERA Control determines if comp transactions are sent to the PTS in bulk or one transaction at a time and must be activated based on the capability of the PTS to process multiple transactions in one web-service message.

When the Comp Posting Multi Record Processing OPERA Control is active, you can select more than one record in the Comp Posting Journal by selecting the check boxes associated with multiple records.

Comp Posting Journal Help

---

**Search** -

**Required Field**

**Property**  
 🔍

Authorizer  
 🔍

Start Date  
 📅 Fri

End Date  
 📅 Fri

Transaction Code  
 🔍

Room  
 🔍

Reference

Supplement

Approved  
 Staged  
 Declined

[Reset](#) | [Search](#)

---

**View Options** ⚙️

<input type="checkbox"/>	Confirmation Number	Room	Code	Revenue Date	Amount	Supplement	Cashier ID	Window Number	Status	Author
<input type="checkbox"/>	9110420	DE...	12435687	23/12/2016	800.00	[1000->124356...	2	104	Staged	⋮
<input type="checkbox"/>	9635618	MC...	56789	23/12/2016	12.00	[1003->56789] ...	2	102	Staged	⋮
<input type="checkbox"/>	9635618	MC...	6701	23/12/2016	10.00	[1002->6701] C...	2	102	Staged	⋮
<input checked="" type="checkbox"/>	9110562	604	99999996	23/12/2016	150.00	[99999999->99...	2	104	Staged	⋮
<input checked="" type="checkbox"/>	9110562	604	99999996	23/12/2016	160.00	[99999999->99...	2	104	Staged	⋮
<input type="checkbox"/>	9110562	604	99999996	23/12/2016	200.00	[99999999->99...	2	104	Staged	⋮

Total Amount **\$1,332.00**

[Submit for Approval](#)

When the Comp Posting Multi Record Processing OPERA Control is inactive, you can only select one record in the Comp Posting Journal (the first record is selected by default).

Comp Posting Journal ? Help

---

Search -

---

**\* Required Field**

**\* Property**

Authorizer

Start Date  Fri

End Date  Fri

Transaction Code

Room

Reference

Supplement

Approved  
 Staged  
 Declined

Reset |

---

View Options

Confirmation Number	Room	Code	Revenue Date	Amount	Supplement	Cashier ID	Window Number	Status	Authorizer
9110420	DE...	12435687	23/12/2016	800.00	[1000->124356...	2	104	Staged	
9635618	MC...	56789	23/12/2016	12.00	[1003->56789] ...	2	102	Staged	
9635618	MC...	6701	23/12/2016	10.00	[1002->6701] C...	2	102	Staged	
9110562	604	99999996	23/12/2016	150.00	[99999999->99...	2	104	Staged	
9110562	604	99999996	23/12/2016	160.00	[99999999->99...	2	104	Staged	
9110562	604	99999996	23/12/2016	200.00	[99999999->99...	2	104	Staged	

Total Amount **\$1,332.00**

## IMPACT OR OTHER CONSIDERATIONS

For information, see: [Staged Comp Postings Step Added to End of Day](#)

## STEPS TO ENABLE

1. From the side menu, select **Administration**, select **Enterprise**, and then select **OPERA Controls**.
2. Select or confirm the **Property** where you want to enable the parameter.
3. Click the **Comp Accounting** group and scroll to the parameters section.
4. Locate and enable the **Comp Accounting Integration Service** parameter.
5. Locate and enable the **Comp Posting Multi Record Processing** parameter (if the integrated PTS supports multiple transactions within the same web-service message).

## Comp Posting Journal Updated

When integrated with a Patron Tracking System (PTS) and when comp transactions are sent to the PTS for approval, the Approval Request Status screen helps you further process transactions that are returned in a Staged or Declined status.

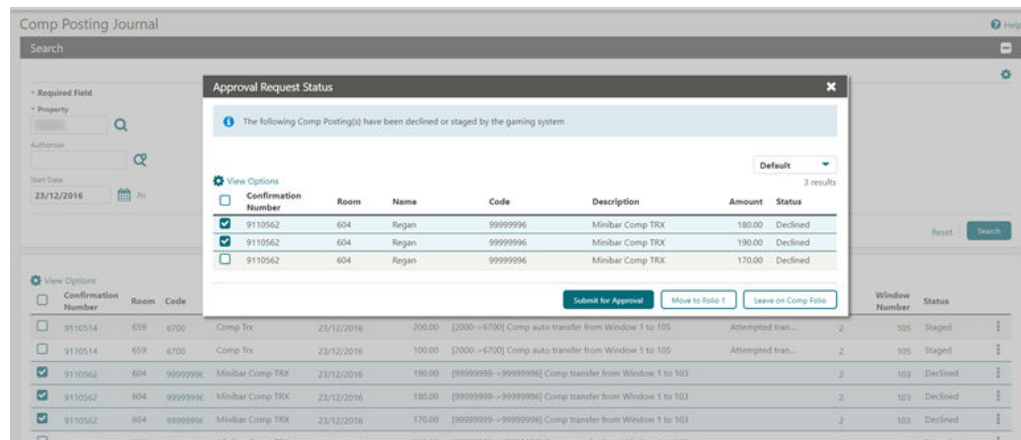
Three action buttons become available when at least one Staged or Declined record is selected:

- **Submit for Approval** - sends the selected records to the PTS for approval.
- **Move to Folio 1** - Moves the selected records to folio 1 of the reservation account.
- **Leave on Comp Folio** - Leaves the selected records on the comp folios that they are currently on.

After you action the records in the screen and close the pop-up screen, the Comp Posting Journal refreshes and displays the latest information.

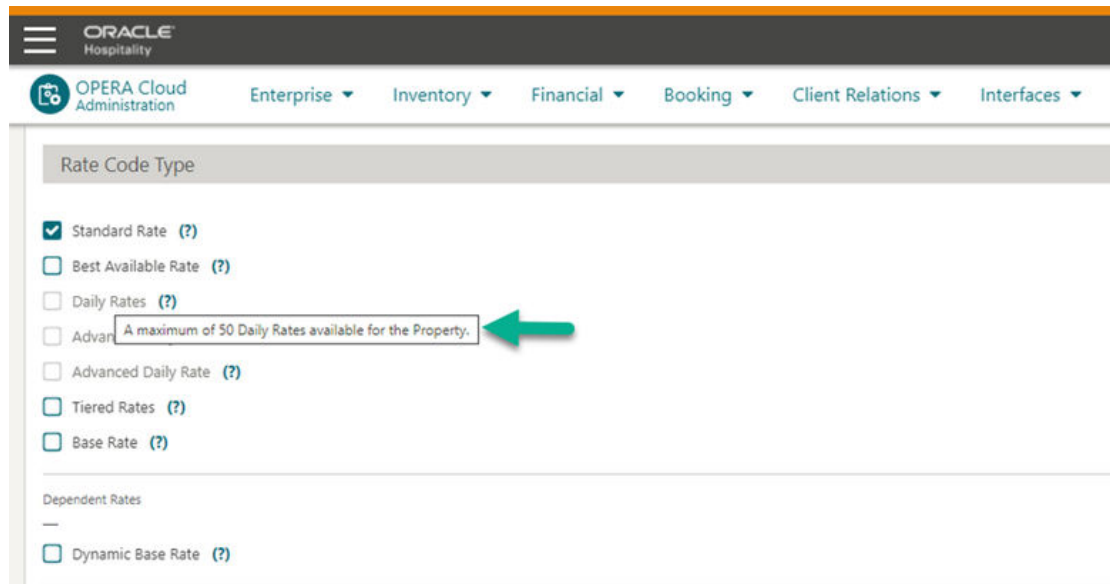
 **Note:**

Records that are approved by the PTS do not appear on the Approval Request Status pop-up screen. They remain in the Comp Posting Journal screen with their new status.



## Daily Rates and Advanced Daily Rates Limit Updated

Rate Code configuration is updated to enforce a limit of 50 **Daily Rates** and **Advanced Daily Rates**. Once this limit is reached for each rate code type, the types Daily Rates and Advanced Daily Rates check boxes are disabled and a mouse-over message appears indicating the limit of 50 rate codes has been reached.



## Fiscal Folio Parameters Updated

For properties with the Fiscal Folio Printing OPERA Control active, the **Value** field is no longer mandatory in Fiscal Folio parameters.

## Staged Comp Postings Step Added to End of Day

When the Comp Accounting Integration Service OPERA Control is active, a Staged Comp Postings step is added to End of Day (EOD).

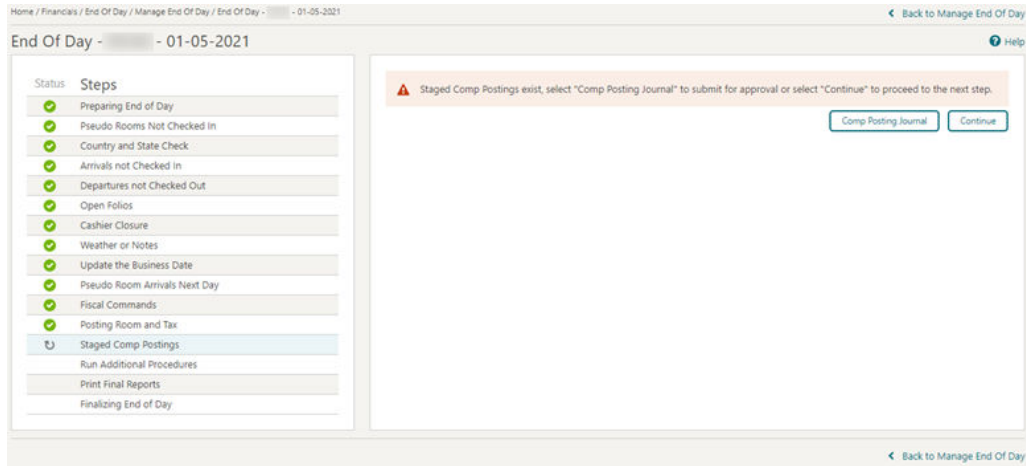
The Staged Comp Postings procedure provides you with the ability to access the Comp Posting Journal when staged comp postings exist in a comp window for any reservation, allowing you to send the transactions to the Patron Tracking System (PTS) for approval.

Two options are available:

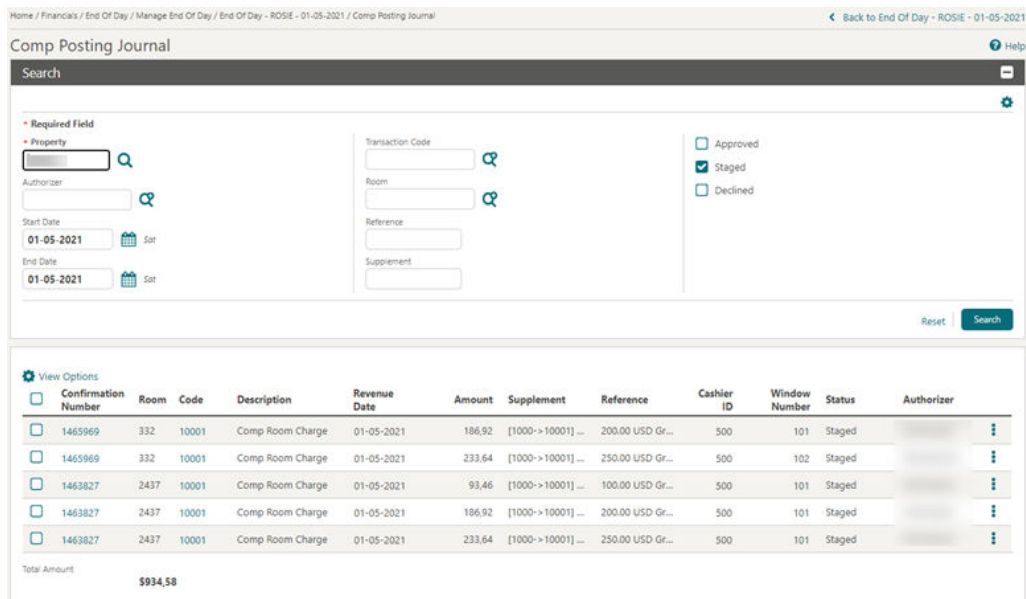
- **Comp Posting Journal:** when selected, you are taken to the Comp Postings Journal where results are filtered by staged status.
- **Continue:** when selected, the End of Day advances to the next step, skipping the Comp Posting Journal.

This is an optional step, thus you are not required to access and process staged comp postings in the Comp Posting Journal.

If no staged comp postings exist in any reservation, the End of Day continues with its processing without stopping at this step.



In the Comp Posting Journal, you can select staged comp postings and send them for approval to an external gaming vendor. Once records are processed, you can select **Back to End of Day** to continue with the end of day processing.



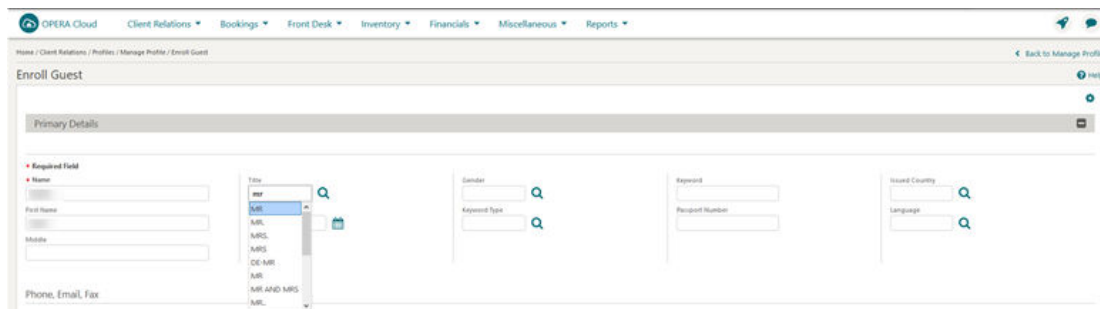
## CLIENT RELATIONS

### Membership Enrollment Usability Improved

The **Title** list on the Membership Enrollment screen is updated to auto-suggest values based on your input.

If there is a single matching value, it will be auto-selected.

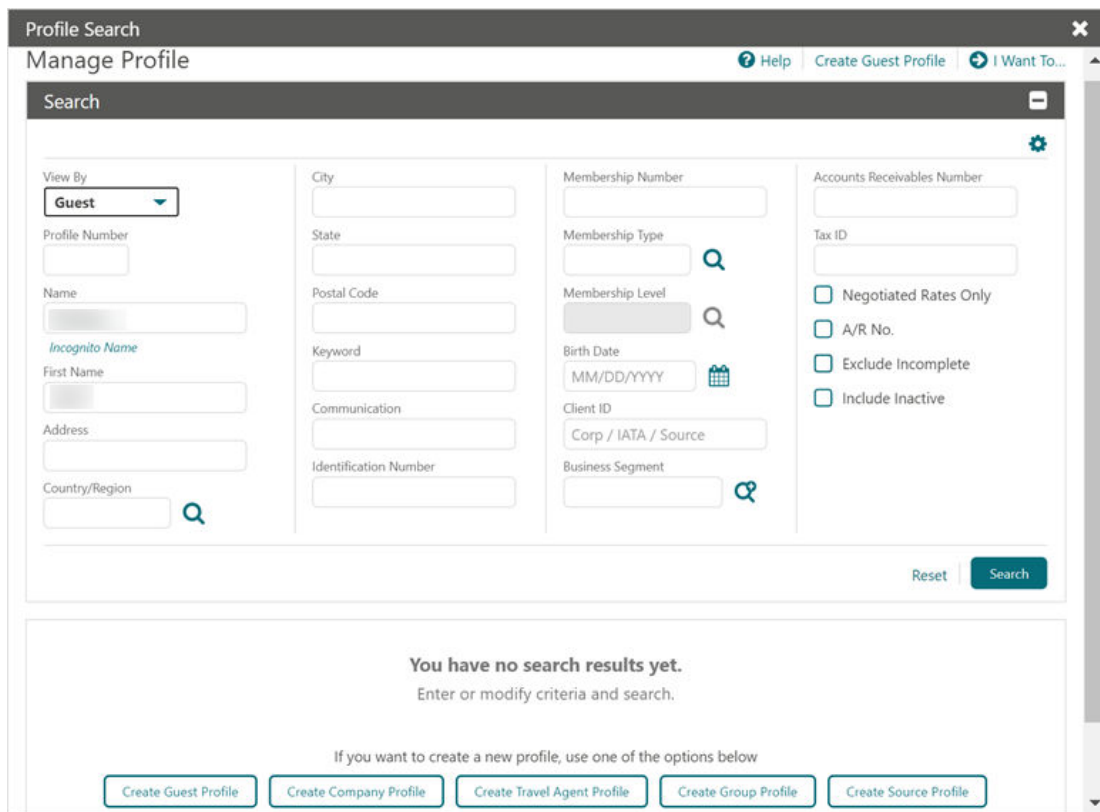
If there are multiple matching values, a list displays all of the possible matches you can select.



## Profile Search Usability Improved

The behavior of Profile Search is improved to ensure the search criteria section remains expanded when no matching profiles are found, allowing you to immediately change the search criteria.

This update is implemented in Profile Management, Look to Book, Book Now, and detail links that use the full profile search feature (such as Rooming list, Accompanying Profiles, and Linked Profiles).





## Update Profile Usability Improved

Performance and usability of the Profile presentation is improved. When you select the **Edit** action, the Profile Overview panel opens a full page instead of a pop-up, enabling you to view and edit the data easily and reducing the need to scroll.

## COUNTRY SPECIFIC

### Country Specific - France - Changes Log Updated

The [Changes Log](#) is updated to display JET Events records.

When JET Events is selected for **Activity Group**, the **Action Type** list is enabled.

The Action Type lists the JET Event codes.

- **All Event Codes.** When selected, all Event Code records for the date range appear.
- **Event Code ##.** When selected, only the Event Code records with the specified number for the date range appear.

When JET Events records appear in the Changes Log, you can generate the User Activity Log report with the following details:

User	Time	Date	Action Type	Action Description
	18:25	04-09-21	Event Code 40	Terminal Logoff - PMS, User : [redacted] Logged off
	18:23	04-09-21	Event Code 60	Terminal Login - PMS, User : [redacted] Logged in

Filter: From Time 00:00 To Time 23:59  
For Activity Group JET Events For Activity Type All Event Codes  
Activity by All  
Sort Order

Page 1 of 1

user\_activity\_log

For more information, see: [Oracle Hospitality Localization Center for Hotel](#); France - under OPERA Cloud, Solutions: OPERA Cloud Solution: OPERA Cloud Fiscal Primary Data Document (Doc ID: 2621636.1)

## Country Specific - France - Fields Added to Localization Setup

Fields for **Legal Form** and **Social Capital** are added to the Localization panel in [Property Configuration](#).

The action of updating the fields for Legal Form or Social Capital creates a log record in the JET (Journal of Technical Events) with Event Code 270.

Localization			
Business Id	Business Registration Code	Fiscal Year Begin Month	Fiscal Year Begin Day
—	—	—	—
Legal Form	Social Capital		
—	—		

Edit

**Legal Form:** This is the type of company.

 **Note:**

Properties in France will likely enter one of the following values, but the field allows free text up to 10 characters:

- SARL (Limited Liability Company)
- EURL (Sole Proprietorship with Limited Liability)
- SELARL (Independent Company with Limited Liability)
- SA (Public Limited Company)
- SAS (Simplified Joint Stock Company)
- SNC (General Partnership)

**Social Capital:** The financial value of the company (Example: 1,000,000.00).

#### IMPACTS OR OTHER CONSIDERATIONS

For more information, see: [Country Specific - France - Fields Added to Sample Folio](#).

For more information, see: [Oracle Hospitality Localization Center for Hotel](#); France - under OPERA Cloud, Solutions: OPERA Cloud Solution: OPERA Cloud Fiscal Primary Data Document (Doc ID: 2621636.1).

## Country Specific - France - Fields Added to Sample Folio

Merge codes for **Legal Form** and **Social Capital** are added to the data model of the Sample Folio template (sample\_folio.xml).

You can add the following merge codes to the header section of the folio.

- **COMPANY\_TYPE** displays the value configured in the field for Legal Form, which is located on the Localization configuration screen.
- **COMPANY\_FINANCIAL\_VALUE** displays the value configured in the field for Social Capital, which is located on the Localization configuration screen.

#### STEPS TO ENABLE

For more information, see: [Updating Customized Stationery with Current Data Model](#).

For more information, see: [Oracle Hospitality Localization Center for Hotel](#); France - under OPERA Cloud, Solutions: OPERA Cloud Solution: OPERA Cloud Fiscal Primary Data Document (Doc ID: 2621636.1)

## Country Specific - France - New Fields for Daily Archive Exports

The **Legal Form** and **CapitalSocial** fields are added to the Company section of the Daily Archive Exports (DAILY\_ARCHIVE and DAILY\_ARCHIVE\_DAY).

- **Legal Form:** The type of company. The value for this field is read/auto-populated from the Legal Form field on the Localization configuration screen.

- **CapitalSocial:** The financial value of the company. The value for this field is read/auto-populated from the Social Capital field on the Localization configuration screen.

```
<Company id="12345678909876">
  <Name>[REDACTED] </Name>
  <Address>[REDACTED] </Address>
  <PostalCode>11223</PostalCode>
  <City>[REDACTED] </City>
  <Country>[REDACTED] </Country>
  <LegalForm>SARL</LegalForm>
  <CapitalSocial>1,000,000</CapitalSocial>
  <Siret>12345678909876</Siret>
  <NafCode>551A</NafCode>
  <VatIdentifier>FR456</VatIdentifier>
</Company>
```

**Siret** and **NafCode** are added to the DocumentCustomer sub-section of Invoices section.

- **Siret:** Directory of System Identification for Establishments. The value for this field is read from the Business ID field on the Payee Profile.
- **NafCode:** Nomenclature of French Activities. The value for this field is read from the Business Registration Code field on the Payee Profile.

```
<Invoices>
  <Invoice>
    <DocumentType>FACTURA</DocumentType>
    <DocumentIdentifier>7</DocumentIdentifier>
    <Date>20191112093415</Date>
    <DocumentCustomer>
      <Name>Reservation-One France</Name>
      <Address>[REDACTED] </Address>
      <PostalCode>[REDACTED] </PostalCode>
      <City>[REDACTED] </City>
      <Country>FR</Country>
      <VatIdentifier>58961</VatIdentifier>
      <Siret>12345678909876</Siret>
      <NafCode>551A</NafCode>
    </DocumentCustomer>
  </Invoice>
</Invoices>
```

For more information, see: [Oracle Hospitality Localization Center for Hotel; France](#) - under OPERA Cloud, Solutions: OPERA Cloud Solution: OPERA Cloud Fiscal Primary Data Document (Doc ID: 2621636.1)

### STEPS TO ENABLE

Recreate the Daily Archive Exports (DAILY\_ARCHIVE, DAILY\_ARCHIVE\_DAY) from the template.

1. Delete the existing DAILY\_ARCHIVE export definition. For more information, see: [Managing Export File Definitions](#)
2. Delete the existing DAILY\_ARCHIVE\_DAY export definition.
3. Create DAILY\_ARCHIVE export definition from template. For more information, see: [Creating Exports From Templates](#)
4. Create DAILY\_ARCHIVE\_DAY export definition from template.

## Country Specific - Italy - Filename Format Updated for e-Invoice Exports

The file name format for the country exports IT\_E-INVOICE and IT\_E-INVOICE\_DAY is changed to include a 5-digit alpha numeric counter.

### File Naming format:

Country code/the transmitter's unique identity code/unique progressive number of the file.

Example: ITABC1234567890\_0025A.XML

For more information, see: [Oracle Hospitality Localization Center for Hotel; Italy](#) - under OPERA Cloud, Internal Information: OPERA E-Invoice Export Functionality Guide (Doc ID 2510617.1)

## Country Specific - Italy - Payee Tax Number on Fiscal Printing Screen

During folio settlements, the fiscal printing screen auto-populates the **Payee Tax Number** with the payee profile details when the folio type is FATTURA.

- You can update the payee tax number or proceed without entering the tax number.
- OPERA Cloud validates the payee tax number and returns a warning message for invalid entries.
- Only a valid tax number is saved to the payee profile.

For more information, see: [Oracle Hospitality Localization Center for Hotel; Italy](#) - under OPERA Cloud, Internal Information: Fiscal / Localization Documentation - OPERA Cloud (Doc ID 2563815.1)

The screenshot shows the 'Interim Folio' application window. At the top right, there is a 'Post Charge' button. Below it is a 'Folio Settlement' header. A 'Show Empty Folios' section contains a list with '1' and 'CA'. A 'Fiscal Printing' modal dialog is open, featuring a 'Required Field' section with 'Folio Type' options: 'FATTURA' (selected with a radio button) and 'RICEVUTA'. To the right of these options is a 'Payee Tax Number' input field. The dialog has 'Close' and 'Continue' buttons at the bottom right. Below the dialog, the main form displays 'Amount' as '15.00 USD' with a 'Change Payment Currency' link. There are also 'Reference' and 'Supplement' input fields. At the bottom right of the main form is a 'Settle and Send Folio' button.

## Country Specific - Portugal - Folio QR Code

A Folio QR Code OPERA Control is added. When active, the control generates a QR code in the footer of the folio.

The QR code represents details about the property and the folio. Your [property's region](#) value determines the details that are included in the QR code.

- **PT** (Portugal)
- **AC** (The Azores)
- **MA** (Maderia)

The data models for the Sample Folio Portugal template (`sample_folio_portugal.xml`) and Sample Credit Portugal template (`sample_credit_portugal.xml`) are updated to include a new merge code for `QR_CODE_IMAGE`. Add this element to the footer area of your customized templates.

### ADDITIONAL UPDATES

The following updates are made in the `sample_folio_portugal.rft` & `sample_credit_portugal.rft`:

- The format of the dates appearing on the folio is the same as the format configured at the property level.
- If the TAXID field is not updated for a payee, then the folio displays the text, "Consumidor final" on the folio against the TaxID field column.

For more information, see: [Updating Customized Stationery with Current Data Model](#)

For more information, see: [Oracle Hospitality Localization Center for Hotel; Portugal](#) - under OPERA Cloud, Documentation: Portugal – Statement of Direction – Unique Document Code (ATCUD) and Bidimensional Barcode (QR code) (Doc ID 2713238.1)

## STEPS TO ENABLE

1. From the side menu, select **Administration**, select **Enterprise**, and then select **OPERA Controls**.
2. Select or confirm the **Property** where you want to enable the parameter.
3. Click the **Cashiering** group and scroll to the parameters section.
4. Activate **Folio QR Code**.
5. From the side menu, select **Administration**, select **Enterprise**, select **Chain and Property Management**, and then select **Properties**.
6. Select or confirm the **Property** where you want to configure the Region.
7. Select the **Actions** icon for the Property, select **Edit**, and then select the Search icon for **Region**.
8. Highlight the appropriate **Region**, select **Select**, and then select **Save**.

## Country Specific - UAE - Folio Style 27 Added

The following is available generically, but is of specific interest to properties in the United Arab Emirates:

A Detailed Folio (Generates) (27) folio style is added, which displays all generates in the detailed section of the folio including any zero VAT amounts irrespective of whether the transaction code is inclusive or exclusive. The folio shows the VAT details in a separate column if the folio is customized accordingly.

The following merge codes are added to the detailed section of the SAMPLE\_FOLIO.XML and can be added to your customized folio:

1. SUM\_VAT (Sum of the VAT amount)
2. SUM\_NET\_AMOUNT (Sum of the net amount)
3. TAX\_RATE\_TYPE (Determination whether the generate is a tax percentage or a generate amount)
4. TAX\_RATE (Percentage of the tax generate)
5. VAT (Tax amount posted)



### Note:

Folio customization has no impact on the output for other folio styles.

For more information, see: [Oracle Hospitality, United Arab Emirates - OPERA Cloud Fiscal Primary Data Document \(Doc ID 2638314.1\)](#).

Select a Folio Style
✕

<input type="radio"/> 1 - Detailed Folio (Date)	<input type="radio"/> 14 - Summary by Check Number (Date)
<input type="radio"/> 2 - Transaction Code Summary per Day (Code)	<input type="radio"/> 15 - Group Folio Subtotal (Date)
<input type="radio"/> 3 - Transaction Code Summary per Stay (Code)	<input type="radio"/> 16 - Group Folio Subtotal per Guest (Date)
<input type="radio"/> 4 - Arrangement Summary per Day (Date)	<input type="radio"/> 17 - Group Folio Subtotal per Trn. Code (Date)
<input type="radio"/> 5 - Arrangement Summary per Stay (Date)	<input type="radio"/> 18 - Group Summary Folio (Room)
<input type="radio"/> 6 - One Line per Day (Date)	<input type="radio"/> 19 - Group Folio Subtotal per Room (Date)
<input type="radio"/> 7 - Daily Summary for Groups (Date)	<input type="radio"/> 20 - Group Summary Folio (Alpha)
<input type="radio"/> 8 - Person Summary for Groups (Date)	<input type="radio"/> 21 - Banquet Folio by Revenue Types
<input type="radio"/> 9 - Detailed Folio (Room)	<input type="radio"/> 22 - Banquet Event (Time)
<input type="radio"/> 10 - Summary by Stay and Check Number (Date)	<input type="radio"/> 24 - Detailed Folio (Package)
<input type="radio"/> 11 - Resort Hotel Folio (Date)	<input type="radio"/> 26 - Detailed Folio (Name)
<input type="radio"/> 13 - Arrangement Summary (Date)	<input type="radio"/> 27 - Detailed Folio (Generates)

Cancel
Select Folio Style

**STEPS TO ENABLE**

To update your customized folio(s), see: [Updating Customized Stationery with Current Data Model](#).

## Country Specific - UAE - Generate Function Added

The following is available generically, but is of specific interest to the UAE (United Arab Emirates) region.

A Room type Based Charge function is added to [Transaction Generates](#).

The function provides the ability to configure a charge based on the room type and has the following parameters:

1. **Room Type Group 1(Comma Separated Values):** You must update the list of room types (enclosed in a single quote and separated by comma) that will have the same amount to post as a generate.
2. **Room Type Group 1 Amount:** You must update the amount to be posted as a generate for Room Type Group 1.
3. **Room Type Group 2(Comma Separated Values):** You must update the list of room types (enclosed in a single quote and separated by comma) that will have the same amount but different from Room Type Group 1.



4. **Room Type Group 2 Amount:** You must update the amount to be posted as a generate for Room Type Group 2.
5. **Room Type Group 3(Comma Separated Values):** You must update the list of room types (enclosed in a single quote and separated by comma) that will have the same amount, but different from Room Type Group 1 and 2.
6. **Room Type Group 3 Amount:** You must update the amount to be posted as a generate for Room Type Group 3.
7. **Room Type Group 4(Comma Separated Values):** You must update the list of room types (enclosed in a single quote and separated by comma) that will have the same amount but different from Room Type Group 1, 2, and 3.
8. **Room Type Group 4 Amount:** You must update the amount to be posted as a generate for Room Type Group.
9. **No. of days to post:** You must update the number of days for the generate to be posted during the guest stay.
10. **Amount for Others:** You must update the amount to be posted for the room types that are not listed in the above room type groups.
11. **Include House Use Rate Code(Y/N):** You must update the value with 'Y' or 'N' (enclosed in a single quote) based on whether you want to include the House Use Reservations for the generates to be posted.
12. **Include Pseudo Room(Y/N):** You must update the value with 'Y' or 'N' (enclosed in a single quote) based on whether you want to include the Pseudo Room Types for generating posting.



**Note:**

The amount of the generate is charged on the room type updated on the RTC (Room Type to Charge) field. For example, for a reservation with room type of **Single** and the RTC field updated to **Double**, the value for the generate is charged for **Double**.

For more information, see: [Oracle Hospitality, United Arab Emirates - OPERA Cloud Fiscal Primary Data Document \(Doc ID 2638314.1\)](#).

**IMPACT OR OTHER CONSIDERATIONS**


Existing properties can continue to use the existing function for charging the Dirham tourist fee; however, in the event that changes need to be made in the future, you must update transaction generates to reference this new tax function.

You must configure newly provisioned properties in order to use this new function.

## EVENTS

This section applies to:

- Oracle Hospitality OPERA Cloud Service, Sales and Event Management Standard Edition.
- Oracle Hospitality OPERA Cloud Service, Sales and Event Management Premium Edition.

Features that are specific to the Sales and Event Management Premium Edition are marked with the Premium badge. 

### Ability to Assign Guest Room as Event Space Added

 Premium

The ability to configure guest rooms as event spaces is added, enabling you to book guest rooms for events such as interviews, small meetings, and receptions. This functionality increases the flexibility of using guest rooms and provides the ability to generate revenue from guest reservations as well as catering events.

In [Room configuration](#), an Events check box is available when the selected room type is configured for meetings. When the check box is selected, you can save the room configuration details and navigate directly to the Function Space configuration by selecting **Save and go to Function Space**.

When selecting a space for an event, guest rooms configured as eligible for Events are available for selection. If the guest room is not assigned to a PMS reservation, and therefore available, the event is assigned to the room, and a corresponding event reservation is automatically created to ensure the room is deducted from inventory and cannot be assigned to another reservation for the same dates.

The arrival and departure dates of the auto-created event reservation are determined by two OPERA Controls: Event Start Time Rooms and Event End Time Rooms. If the check-out time is 12:00 p.m., a property can choose to set the Event Start Time Rooms to 1:00 p.m. to ensure the reservation has checked out and that housekeeping has the opportunity to clean the room prior to the start of the meeting. If an events starts prior to 1:00 p.m., the room is reserved for the night before to ensure the room is available for the start time of the event. The same logic applies to the Event End Time Rooms control. If the event ends after the time indicated in the control, the reservation is set to depart the following day.

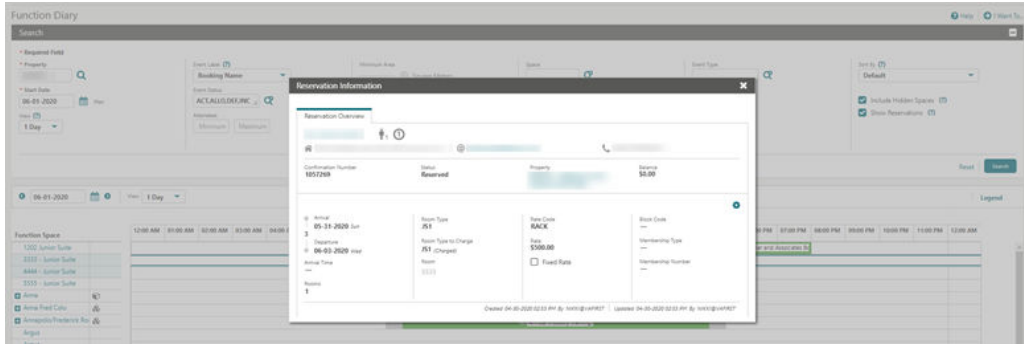
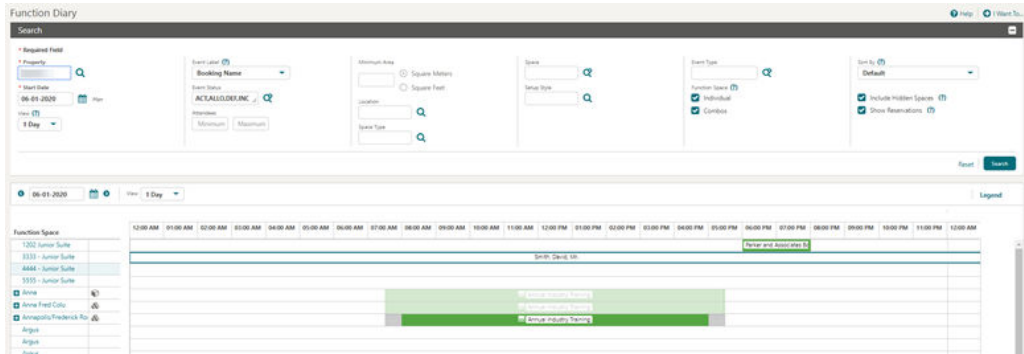
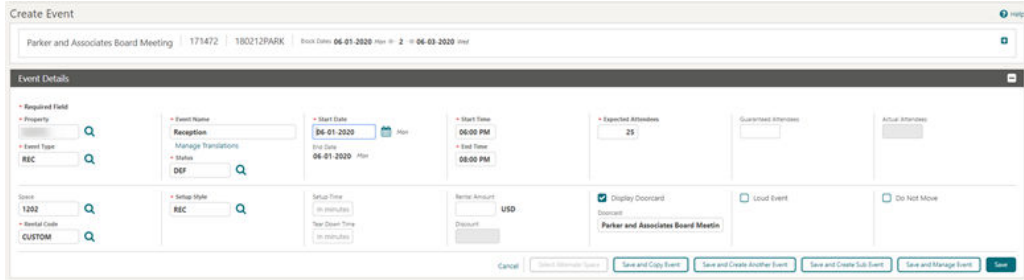
The corresponding event reservation will be available to be checked in and out similar to a regular guest reservation. Since the reservation is controlled by the event, the actions listed below are restricted. When performed, you will receive an error message indicating the reservation is controlled by an event and the action is not allowed.

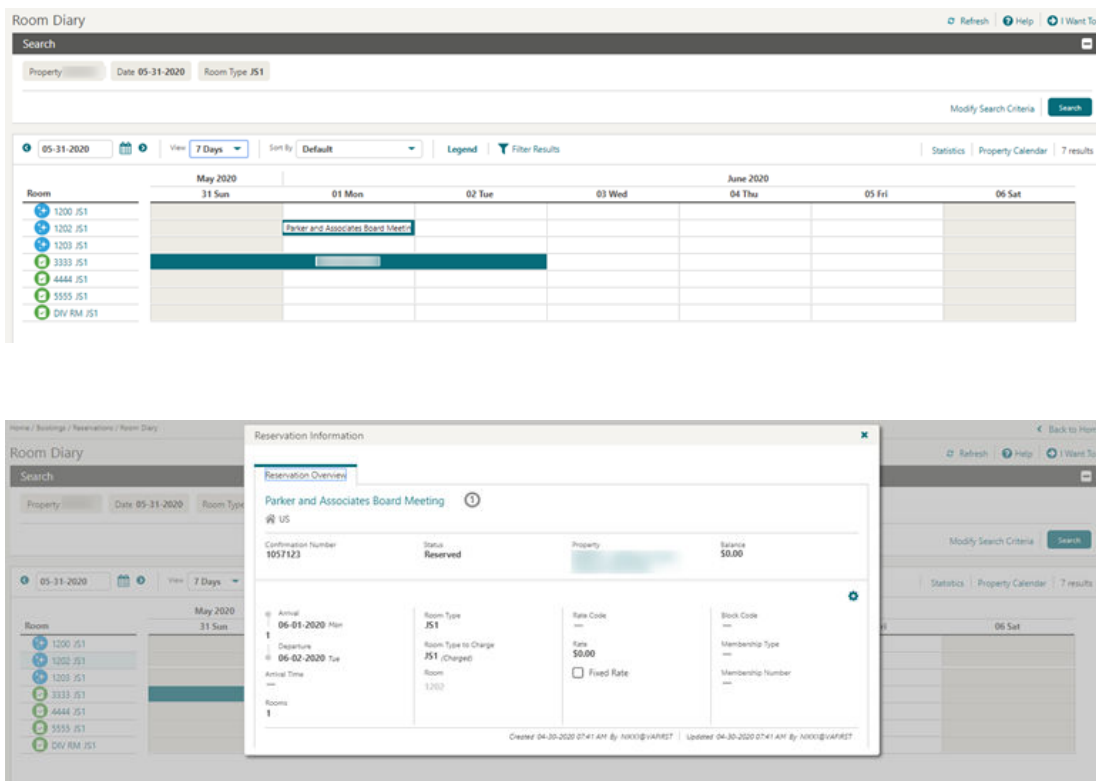
- Changing the Arrival Date, Departure Date, or Number of Nights
- Changing the Assigned Room Number
- Changing the Room Type
- Room Move

- Cancel Reservation

In the [Function Diary](#), a Show Reservations check box is available and is selected by default. When guest reservations exist for the selected dates, they appear as part of the search result in a read-only state with a white background and teal border.

In the [Room Diary](#), you can view the event reservation information, but cannot modify the event details.





## IMPACT OR OTHER CONSIDERATIONS

The new OPERA Control for Book Guest Room as Meeting Room controls the ability to configure a physical room for both guest reservations and catering events. By default, the control is set to inactive and is visible only for properties with an active OPERA Cloud Sales and Event Management Premium Cloud Service subscription.

In Room Type configuration, when the OPERA Control for Book Guest Room as Meeting Room is active, the check box for Meeting is visible and available for selection when creating a physical or pseudo room type. If this control is not active, then the Meeting check box is visible only for pseudo room types.

In Room configuration, if the room is associated to a room type that is configured for meetings, the Events check box is visible and available for selection, allowing the property to identify the room as available for meetings and other catering events. When the check box is selected, you must configure specific details required in order to book an event in the selected guest room.

In [Function Space configuration](#), the following information is required in order to book the guest room for an event.

1. Primary Details section
  - Space Type.
  - Minimum Capacity and Maximum Capacity is required.
2. Rental Codes
  - At least one Rental Code is required.
3. Setup Style

- At least one Setup Style is required.

It is recommended that you complete the following information. This information is primarily used in the Function Diary and provides additional filtering and display options.

#### Additional Details Panel

- Short Name - when populated, this becomes the value displayed in the Function Diary
- Location
- Floor
- Custom Order 1-3 - when populated, this controls the display order of the function space

#### STEPS TO ENABLE

1. From the side menu, select the **Administration** menu, select **Enterprise**, and then select **OPERA Controls**.
2. Select or confirm the **Property**.
3. Select the **Events** group and activate the **Book Guest Room as Meeting Room** function.
4. Update the **Event Start Time Rooms** setting (room will be deducted from inventory the previous day for events starting prior to this time).
5. Update the **Event End Time Rooms** setting (room will be deducted from inventory the following day for events ending after this time).

## BEO Templates Updated

The data model (sample\_beo\_\*.xml) of the Banquet Event Order templates is updated with the following elements:

- Booking Status
- Catering Status
- Catering Manager Phone
- Rooms Manager Phone
- Rooms Manager Email
- Expected Attendees - available to be added in the Event Agenda section
- Guaranteed Attendees - available to be added in the Event Agenda section
- Event Status - available to be added in the Event Agenda section
- Catering Follow-up Date
- Room Follow-up Date
- Event Name - available to be added in Food\_Menu\_Row section
- Menu Item Price Only

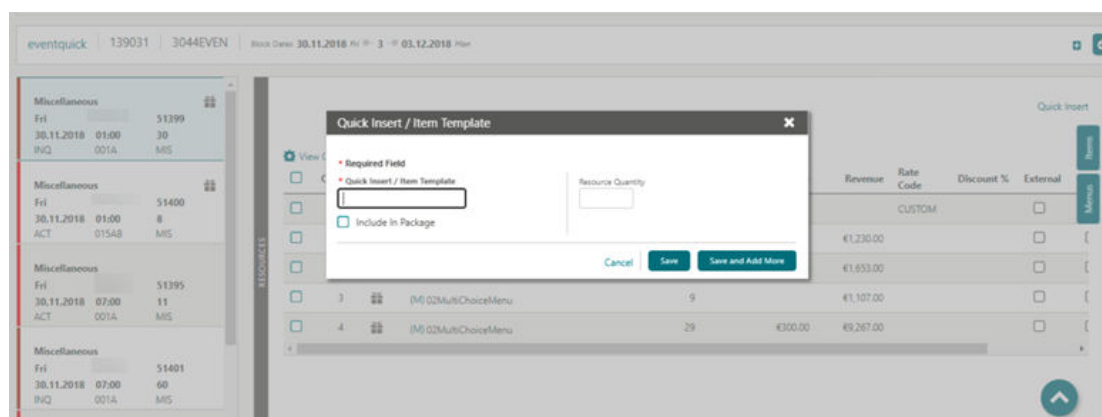
## STEPS TO ENABLE

To update your customized Banquet Event Orders, see: [Updating Customized Stationery with Current Data Model](#)

## Quick Insert Feature Added

Premium

A **Quick Insert** action link is added in Event Resources. You can add Menus, Items, and Item Templates to an Event using this method.



## Web Bookable Field Visibility Updated

The Web Bookable/Web Viewable fields displayed in Events Types, Function Space, Menu Item, Menu Item Class, Menu Class, Menu, Catering Package, Item Class, Item Inventory, and Setup Style are enabled irrespective of the Oracle Hospitality OPERA Sales and Catering Web Self-Service Cloud Service.

## EXPORTS

### Export Formulas and Pre-Export Procedures Added

The following pre-export procedures are added:

- EXP\_GENERAL\_RESV\_PKG.SET\_EXP\_START\_DATE (pms\_p.business\_date) as part of the larger condition: Set the start date for the export.
- EXP\_GENERAL\_RESV\_PKG.SET\_EXP\_END\_DATE (pms\_p.business\_date+365): Set the end date for the export.
- EXP\_GEN.CHECK\_EXPORT\_EXISTS('TRXGEN'): This checks whether an export exists for the export type.

The following formulas (functions) are added:

- `EXP_CREATE_DATA.GET_PROF_INFO(GUEST_NAME_ID,'IATA_CORP_NO')`: Get profile information based on the column passed from `name_view` table for `name_id`. In this case, it gets the IATA NO for the profile.
- `EXP_CREATE_DATA.GET_PROF_INFO(AGENT_NAME_ID,'CURRENCY_CODE')`: Get profile information based on the column passed from `name_view` table for `name_id`. In this case, it gets the currency code for the profile.
- `EXP_CREATE_DATA.GET_PROF_INFO(RESV_CONTACT_ID,'DISPLAY_NAME')`: Get profile information based on the column passed from `name_view` table for `name_id`. In this case, it gets the last and first name for the profile.
- `EXP_CREATE_DATA.GET_MEMBER_LEVEL(RESV_NAME_ID, LOYALTY_MEMBER_TYPE, LOYALTY_MEMBER_NO, PMS_P.RESORT)`: Get membership level based on the reservation name id, member type, member number.
- `EXP_CREATE_DATA.RATE_COMM_CODE(RATE_CODE)`: Get commission code for the rate code.
- `EXP_STATISTIC_PKG.GET_TOTAL_ROOMS`: Get total available rooms for the property.
- `NAME_REF.GET_COMM_CODE(AGENT_NAME_ID)`: Get the commission information, such as commission code, account Id, account name, and currency code for the profile.

## Exports Handling Updated

Generated exports are encrypted and stored in the OPERA Cloud database when the delivery method is set to File System. The file generated is decrypted and delivered securely when you download or zip the file.

The export data generated is available in View Exports for 30 days.

### Exports Containing PII Columns Marked for Sensitive Data

A Sensitive Data indicator is added to the Manage Export search result and is checked when the export definition contains any Personally Identifiable Information (PII) data columns for both parent and component exports.

Once Sensitive Data is checked, it can be unchecked by removing the PII columns from the export as long as there is no previously generated export data.

The following are considered PII columns:

- CREDIT\_CARD (PAN)
- CC\_NO (PAN)
- PAY\_REF
- ID\_NUMBER
- PASSPORT
- PPT\_NO
- BIRTH\_DATE
- BIRTHDAY
- BIRTH\_DAY

- DATE\_OF\_BIRTH
- DOCUMENT\_NUMBER

A **View Exports with Sensitive Data** task is added in order to enable the **View Exports** action for exports with the sensitive data column checked.

The PII data in the View Details screen is unmasked for exports with Sensitive Data checked.

### Export Actions Captured in Changes Log

- The **Download/Zip File Exports** action is captured in the Changes log with the action type "Download Exports" in the Miscellaneous group.
- The **View Details** for the action is captured in the Changes log with the action type "View Details in Export" in the Miscellaneous group.

Export Name	Component Name	Description	Property	Parameter Form	XML Format	Sensitive Data
ANOTHER NAME		Checkedout Guest Information Export			<input type="checkbox"/>	<input checked="" type="checkbox"/>
ANOTHER NAME2		Backlog Daily Detail			<input type="checkbox"/>	<input type="checkbox"/>
NAMEEXP	NAMEXPCH	PII_EPIC_VALIDATIONS			<input type="checkbox"/>	<input checked="" type="checkbox"/>
NAMEEXPCH		NAMEEXP CHLD			<input type="checkbox"/>	<input checked="" type="checkbox"/>
NAMEEXPCH		PII Sensitive Data Validation			<input type="checkbox"/>	<input type="checkbox"/>
NAMEEXPCH		NAME XML SHVA			<input checked="" type="checkbox"/>	<input type="checkbox"/>
XLS		RESV Name			<input type="checkbox"/>	<input type="checkbox"/>

### STEPS TO ENABLE

1. From the side menu, select **Role Manager** and then select either **Manage Chain Roles** or **Manage Property Roles** according to your needs.
2. Enter search criteria and click **Search**.
3. Select the **role** to update, click the **vertical ellipsis**, and select **Edit**.
4. Select the **Miscellaneous** task group and grant the **View Exports with Sensitive Data** task.
5. Click **Save**.

## FRONT DESK

### Advance Folio Payment Added to Check In Prepay Rules

The **Check In Prepay Rules** OPERA Control is updated with the **Advance Folio Payment** option. During check-in or advanced check-in of a reservation with a room assigned, you are prompted to collect payment for all anticipated charges (accommodation, add to rate



packages, fixed charges, and pre-stay charges) for all nights of the stay. You can update the **Nights to Charge** to a lesser value, but not to a lower than the **Minimum Number of Nights** stated in OPERA Controls.

The payment screen displays the calculated payment amount based on the Nights to Charge entered.

- If a minimum payment is not posted, the check-in can not continue.
- If either the minimum or full payment is posted, then check-in can continue and a room key is issued for the number of nights paid. The room key **Valid Until Date** is pre-populated and is not editable.

An Override Advance Payment button is enabled when you have the **Override Prepay Rules at Check in** and **Reservation Update** tasks granted.

#### STEPS TO ENABLE

1. From the side menu, select **Administration**, select **Enterprise**, and then select **OPERA Controls**.
2. Select or confirm the **Property** where you want to enable the parameter.
3. Click the **Front Desk** group and scroll to the settings section.
4. Edit **Check In Prepay** Rules.
5. Select **Advance Folio Payment**.
6. Edit and update the **Minimum Number of Nights** setting.

## INTEGRATIONS

### PSD Active Flag Added to OPI

When an EFT/OPI Property Interface is active, OPERA Cloud sends information during the initialization of the interface to indicate to the payment partner when the Payment Services Directive OPERA Control is enabled.

The payment partner will indicate in its startup link messaging for OPERA Cloud to provide the new EftPsd2 tag in the DefRef9 element within the LinkPMSCnf message.

This will inform the integrated system that OPERA Cloud is able to function with the latest PSD2 elements in all the messaging.

- EftPsd2:1 - indicates your property has the Payment Service Directives OPERA Control active,

- EftPsd2:0 - indicates your property does not have the Payment Service Directives OPERA Control active.

## Test Connectivity Added to Outbound Systems

The ability to test connectivity is added to [Outbound Systems](#).

- If test connectivity is successful, outbound communications can establish outbound https calls.
- If test connectivity fails due to any connectivity issues or SSL handshake errors, you can take the appropriate corrective action.

The screenshot shows the 'Outbound System' configuration page. At the top, there is a breadcrumb 'Home / System Setup / Outbound System' and a 'Back to Home' link. The page title is 'Outbound System' with a 'Help' icon. Below the title is a search bar with a 'Search' button. The search criteria include 'Property', 'Outbound Type' (set to 'GAMING\_SGACSC'), and 'Outbound Code'. There are also 'Reset' and 'Search' buttons. Below the search bar is a table of Outbound Systems. The table has columns for 'I Want To...', 'Property', 'Outbound Code', 'Outbound Type', and 'Inactive'. An 'Information' dialog box is open over the table, displaying a green checkmark and the message 'Test Connection Successful' with an 'OK' button.

I Want To...	Property	Outbound Code	Outbound Type	Inactive	
+	PROP1	CENDYN	OCUI	<input type="checkbox"/>	
+	PROP1	CRM123	CRM	<input type="checkbox"/>	
+	PROP1	GAMING OUTBOUND	Gaming Outbound	CRM	<input type="checkbox"/>

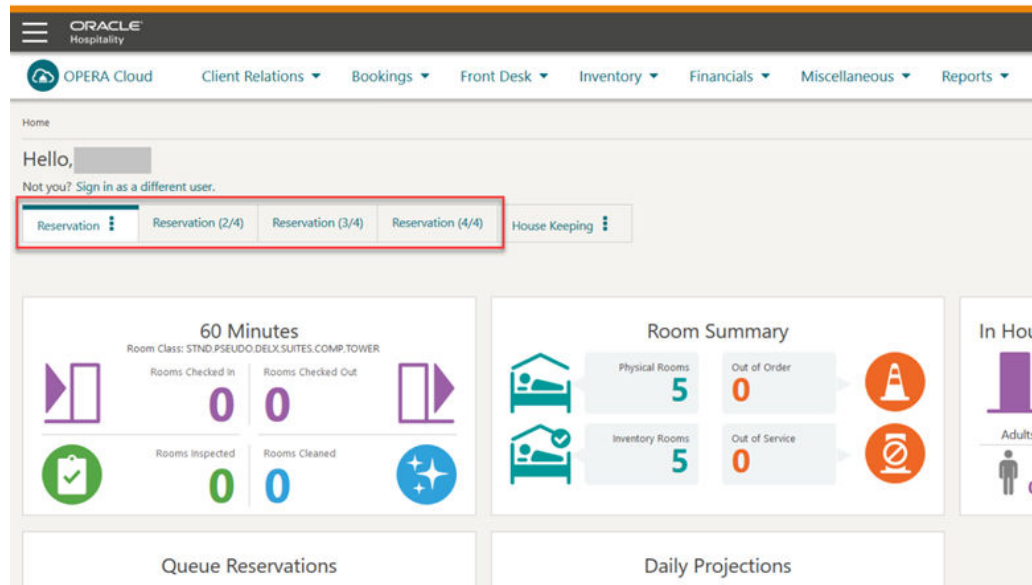
## MISCELLANEOUS

### Tile Limit Enforced on Dashboard Pages

The [Dashboard](#) is updated to enforce a maximum of six tiles per page. If a dashboard page contains more than six tiles, the page is automatically split into multiple extension pages, and each extension page will contain a maximum of six tiles and will have the same name as the primary page appended with a page number. The primary and associated extension pages will be presented in sequential order.

- You can add tiles to primary pages only. Upon refresh or login, the dashboard generates extension pages dynamically.
- You can delete tiles from the primary or extension pages. Upon refresh or login, the tiles distribute dynamically across the primary and extension pages.
- The extension pages cannot be renamed or deleted.
- Deleting a primary page results in deletion of all the associated extension pages.

- Renaming a primary page results in associated extension pages being renamed.



## RESERVATIONS

### Create Reservation Usability Updated

Create reservation usability is updated for reservations exceeding 21 nights.

- A **Click for Rate information** link is added to the Rate Information tab in the Look To Book Sales Screen (LTB). The link shows you the daily rate details for the selected room and rate combination and provides a breakdown of the cost by rate, package, and generates.
- A **Calculate** link is added to the Total Cost of Stay field in Book Now. The Total Cost of Stay considers the room and tax, packages, fixed charges, routing, and pre-stay charges. Selecting these links generates the required information.

The screenshot shows the OPERA Cloud interface. At the top, there is a navigation bar with 'OPERA Cloud' and several dropdown menus: 'Client Relations', 'Bookings', 'Front Desk', 'Inventory', 'Financials', 'Channel', 'Miscellaneous', and 'Reports'. Below this is a summary row with columns for various codes and values: C1C (0), CSTND (4), CSU (2), NIR2 (2), ROH (0), STDA (3), TUL1 (-14), STDQ (493), DLXK (47), and STDK (250). A section titled 'Availability for 27 nights' follows. Below that is a 'View In Currency' button. A message states 'NO DISPLAY SET Display Set Not Applicable.' There are two sections: 'CHILDAB' with a table of rates (300.00 for STDQ, DLXK, STDK, DLXQ) and 'DPKG' with a table of rates (220.00 for CSTND, CSU, STDQ, DLXQ, EXEC, JS1, JSUITE, TINKER, CINDEREL, V1, PRES, CLASSIC, LTERRACE, CFAMI). Below these is an 'ED-EUR' section with a table of rates (225.00 for STDQ, STDK). At the bottom, there are three tabs: 'Profile Information', 'Future & Past', and 'Rate Information'. A red arrow points to the 'Rate Information' tab. Below the tabs is a large empty box with a red arrow pointing to a 'Click for Rate Information' link.

The screenshot shows the 'Look To Book Sales Screen' in OPERA Cloud. It has a breadcrumb trail: 'Home / Bookings / Reservations / Look To Book Sales Screen'. The screen is divided into several sections: 'Stay Information' on the left, 'Guest Information' with a 'Name' field and a search icon, 'Booking Details' with fields for 'Reservation Type' (SJADDR), 'Market' (CORL), 'Source' (APP), 'Arrival Time' (hh:mm), and 'Room Type to Charge' (EXEC), and a 'Rate' section showing '220.00 USD' and a checked 'Fixed Rate' option. On the right, there is a 'Total Cost of Stay' section with a 'Calculate' button and a 'Packages' dropdown set to 'ALLYEAR'. A red arrow points to the 'Calculate' button.

### IMPACT OR OTHER CONSIDERATIONS

You can add the **Total Cost of Stay** to the **Stay Details** panel. For more information, see: [Total Cost of Stay Added to Stay Details Panel](#).

## Total Cost of Stay Added to Stay Details Panel

The **Total Cost of Stay** is added to the **Stay Details** panel in the Reservation presentation and can be activated from [Page Composer](#).

- For reservations equal to or less than 21 nights, **Total Cost of Stay** shows the amount.
- For reservations exceeding 21 nights, Total Cost of Stay shows a **Calculate** link you can click to calculate and display the amount.

#### STEPS TO ENABLE

1. Enable Page Composer at the property/hub or chain level as required. For more information, see: [Enabling Page Composer](#).
2. From the OPERA Cloud menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
3. Search for a reservation and then click **I Want To . . .** in the search results and select the **Stay Details** link.
4. Select the **gear icon** to customize the Stay Details panel.
5. Click **Show Inactive**.
6. Add **Total Cost of Stay** at the desired location in the Stay Details panel.
7. Click **Save**.
8. Disable Page Composer from the settings menu. For more information, see: [Manage Application Settings](#).

## SALES

This section applies to

- Oracle Hospitality OPERA Cloud Service, Sales and Event Management Standard Edition
- Oracle Hospitality OPERA Cloud Service, Sales and Event Management Premium Edition

Features that are specific to the Sales and Event Management Premium Edition are marked with the Premium badge. **Premium**

# Sales Manager Goals Added

**Premium**

A Sales Manager Goal OPERA Control is added, allowing you to set up the following sales goals for a sales manager:

1. Group Rooms with Catering: Goals related to Rooms and Catering business.
2. Transient Goals: Non Group Goals related to Rooms business.
3. Activities: Goals related to Activities

For more information, see: [Configuring Sales Manager Goals](#).

The [Sales Manager \(Month End\) Progress report](#) is available to view the Sales Manager Goals. The Stay Periods configured as Arrival Periods in Production Goals are printed on the report.

## 1. Activity Sales Goal

Type	Property	Production From	Production To	Arrival From	Arrival To	Market	Nights	Average Rate	Revenue	Catering Covers	F&B Revenue	Avg F&B Check	Other Revenue
<input type="checkbox"/>	Production	BHOTEL	01.01.2021	31.01.2021		WED	20	100	2000				

## 2. Group and Catering Sales Goal

Property	Production From	Production To	Activity Type	No. of Activities
<input type="checkbox"/>		01.02.2022	BRCHGR	3
<input type="checkbox"/>		01.05.2019	BRCHGR	3

## 3. Transient Sales Goals

Type	Property	Arrival From	Arrival To	Market	Nights	Average Rate	Revenue
<input type="checkbox"/>	Arrival	01.01.2021	31.01.2021	WED	10	300	3000

#### STEPS TO ENABLE

1. From the side menu, select **Role Manager** and select either **Manage Chain Roles** or **Manage Property Roles** according to your needs.
2. Enter search criteria and click **Search**.
3. Select a **role** to update, click the **vertical ellipsis**, and select **Edit**.
4. Select the **Booking Admin** group and grant these tasks: **Sales Manager Goals**, **New/Edit Sales Manager Goals**, and **Delete Sales Manager Goals**.
5. Click **Save**.

# 2

## Resolved Issues

This section contains a list of the customer-reported bugs that were resolved in this release.

### Accounts Receivables

Bug ID	Description
33015726	Manage Invoices within Accounts Receivables display an option to enter a Payment Method as intended.
32981727	Error handling works as intended while creating an AR account when the Account Picture does not match its setup in OPERA Controls.
32979685	The Account Name search in Direct Bill Transfer and the Reset action in the Manage Invoice Details screen work as intended. - Records are retrieved based on the Account Name. - Values Transaction Code, Transaction Subgroup, Cashier, and so on are reset.
32912414	The Manage Account Invoices screen fetches the next set of records when selecting the Load More option action Search for the account and click the balance link. Once the account Invoices load, click Load More to fetch the next 50 results.
32846690	The Total Generated Charges value is right aligned along with the Total Amount value in Create Invoice.
32817521	The Guest Name column displays the correct guest name within the AR Transaction Research screen and the Manage Accounts Receivables screen.
32763709	While entering the Old Balance for AR Accounts, the following error messages appear for their respective scenarios: Scenario 1 - When Aging Levels are not configured, the error message is: "Please configure the AR Aging Buckets." Scenario 2 - When the Casheiring setting Check Transaction Code is not configured, the error message is: "Transaction code in parameter Check Transaction Code is not configured." Scenario 3 - When the Cashiering setting Old Balance Transaction Code is not configured, the error message is: "Transaction code in parameter Old Balance Transaction Code is not configured." Scenario 4 - When Cashiering setting AR Settlement Code is not configured, the error message is: "Please configure the Transaction Code for setting AR Settlement Code."
32739256	The AR Traces Resolved date indicates the business date the trace was resolved.
32714703	You can create a new AR Account for all Profile Types from a Hub location.
32702168	You can access the Manage Account screen when the Custom Numbers in the AR Account Invoices OPERA Control is active.
32666184	You can set up one or more AR fixed charges with the same or different frequencies without encountering any errors. An error message appears if an overlap is found or if the date range is outside of stay dates.
32640327	A user-friendly message appears when the AR Settlement Code is not configured in OPERA Controls and you perform a posting in the AR Enter Old Balances > Single Folio Balance window.
32162824	You can generate a batch AR statement that includes multiple accounts.



## Block Management

Bug ID	Description
32903958	You can navigate to Property Availability and view the availability by Date, Room Type, or Room Class. You can view the Block Details by navigating to the Group Rooms Control screen. You can go back to the Property Availability screen by clicking the Back to Property Availability link.
32824923	When the Profile Prompt For Blocks OPERA Control is set to R, you can save a block (on Create or Edit) when either an Account or Contact is attached (or both).
32774667	You can add Deposit and Cancellation rules upon changing Block Status.
32572801	The link to Edit and Actions options in the Room and Rate Grid are not available for a block in Pick-up status when there is no Sales Allowance configured for the specified date.
31803705	You can cancel reservation changes in blocks through the Rooming List.

## Cashiering and Financials

Bug ID	Description
33026358	You must log in with a cashier ID in order to post a currency exchange.
33018678	<p>The Cashier Closure step in the End of Day (EOD) process closes any open cashiers with financial postings made at the property where the EOD runs. This means that the cashier is closed for any property or chain level user who made a posting and/or a payment at the property.</p> <p>The tile within Manage End of Day shows the number of open cashiers that will be closed for the property when the EOD runs. This number could be different from the number of open cashiers listed under the Financials &gt; Cashiering &gt; Open Cashiers menu option as this screen lists all open cashiers for users at the property as well open cashiers for users granted with a chain level role.</p> <p>Open cashiers with no financial postings and/or payments at the property are not closed during the EOD cashier closure step.</p> <p>This functionality applies for properties where the Auto Close Cashiers control is either On or Off.</p>
32979580	Folio Number in Folio History, Manage Account Invoices, and Direct Bill Transfer screens appear without any format masking.
32966654	When searching for packages in the Administration menu from the main Packages menu or from the Rate Code Packages panel, the number of records returned is increased from 100 to 2,000.
32966639	You can select multiple transactions from the billing window and perform actions.
32883695	When the Patron Tracking System (PTS) Membership Type based Comp Routing OPERA Control is active, only reservations that have the defined PTS membership attached can have postings routed to a comp window.
32841660	The rate details of all rows on the Pricing Schedules screen are now visible for Advanced Daily Rates.
32817784	You can view the price and allowance details in the Pricing Schedule for Bucket 2 and 3.
32788566	In the Administration menu when you navigate to different menu areas while a rate code is in an editable state, the rate code is not locked when you return to the rate code section.
32769142	In a scenario where the Offline Folio Application OPERA Control is inactive, the Offline Folio check box no longer appears in the Folio History screen.

Bug ID	Description
32758391	The property list of values (LOV) is changed to a single select LOV from the Cashier Reports screen.
32731442	When you create a Package Code with a Posting Rhythm of "Post On Every X Night Starting Y Night," and you leave the fields for Start On Night and Post Every blank, the message, "Posting start and interval should be greater than or equal to 1" appears when you select Save. Once these fields are populated, you can save the Package Code successfully.
32724503	The Transaction Code list of values (LOV) for transactions displayed and allowed adjustment code/article codes for postings in the cited areas (Credit Bill, Debit Bill, Post IT, Passer By, Deposit, and Prepaid) can post without any errors.
32712578	In OPERA Controls, you can activate the Exclusive Cashier ID parameter only when exclusive cashier ID's are assigned to the cashiers within the chain.
32709976	The Comp Accounting Integration Service parameter is available in the Comp Accounting group within OPERA Controls when the Comp Accounting Service is active at the property.
32702413	When you generate a fiscal folio, performance is improved for the generation of the universal payload.
32702413	When you generate a fiscal folio, performance is improved for the generation of the universal payload.
32701263	The following is implemented generically, but is of specific interest for hotels in Italy: When there is no response from Fiscal Layer Integration Platform (FLIP) while generating the deposit folio, if you try to settle the folio one more time, then no error is received and fiscal workflow triggers successfully.
32700291	The following is implemented generically, but is of specific interest for hotels in Italy: OPERA Cloud calculates the amount due correctly in VAT Offset scenarios where the VAT Offset has not been posted yet, but the guest already made a payment. For example, if an unsettled charge exists on a Folio window, and a timeout occurs when you generate a Ricevuta folio, the payment from the guest is still posted successfully. If you attempt another settlement, the Amount field on the Folio Settlement screen will be 0.00, because the guest already made a payment during the failed settlement and does not owe any additional payments. The VAT Offset is not posted by OPERA Cloud at this point. As a result, the Balance of the Folio window displays the amount equal to the expected VAT Offset. If you perform a settlement at this time, the guest continues to see a 0.00 amount on the Settlement screen and when the settlement completes, the VAT Offset is posted to the Billing screen and the Balance will be 0.00.
32697046	Paid Out receipts get generated according to the profile language when the Multi-language OPERA Control is active.
32692328	When the Folio No Reprint OPERA Control is active, you can transfer the Deposit Ledger transaction code within any window without splitting the amount. OPERA Cloud displays an error if the amount is split and transferred or if the transfer is performed after the Bill No. is generated for the Deposit Ledger transaction code.
32675337	When you perform fiscal folio settlement from Post It and a timeout occurs from the Fiscal Layer Integration Platform (FLIP), the charge(s) and payment automatically transfer to the room configured in the IFC Setting Room Number to which any Lost Interface Postings will be sent.
32668568	The following is implemented generically, but is of specific interest to properties in Italy: In the IT_E-INVOICE export, only Payment Record is populating under the <DatiPagamento> tag. The Split Payment record is an internal record needed to balance the guest bill and so it is not being considered under the <DatiPagamento> tag.

Bug ID	Description
32668469	The following is implemented generically, but is of specific interest for hotels in Italy: The Country Exports IT_E-INVOICE and IT_E-INVOICE_DAY populate the attribute <ModalitaPagamento> with the correct value (MP05) when the folio is settled to the Direct Bill/City Ledger. Also, the <Beneficiario> tag no longer populates. Note: The Exports (IT_E-INVOICE, IT_E-INVOICE_DAY) do not need to be recreated from the template in order for this change to take effect.
32663549	The following is implemented generically, but is of specific interest for hotels in Italy: In a scenario where VAT Offset is configured, a folio exists with a VAT Offset transaction, and you generate a Credit Bill against the folio, the Folio Settlement screen displays the credit due to the guest, less the corresponding VAT Offset amount. If you choose to continue the settlement process, then the Credit Bill generates successfully.
32662062	The following is implemented generically, but is of specific interest for hotels in Italy: In a scenario where the FATTURA Folio Type and its linked CREDIT FOLIO Bill number sequence value is set to extra large (up to 20 length), the IT_E-INVOICE / IT_E-INVOICE_DAY XML file is generated with the correct bill number (extra large length up to 20) populating at the Numero tag.
32648086	The Expected Departure Time field in Billing shows the departure time specified on the Reservation stay details.
32643241	The following is implemented generically, but is of specific interest for hotels in Italy: The Country Exports IT_E-INVOICE / IT_E-INVOICE_DAY populates the <DettaglioLinee> section correctly and does not include Package Profit / Loss transactions. Note: The Exports (IT_E-INVOICE, IT_E-INVOICE_DAY) must be recreated from the template in order for this change to take effect.
32619288	When you attempt to do a manual authorization on a Chip and Pin card that has no card details on it, the following message appears: "User won't be able to do Manual Authorization if Card number and Expiry date not exists."
32859796	The Journal by Cashier and Article Code report also records the articles posted using the Fast Posting feature.
32764141	The following is implemented generically, but is of specific interest to properties in Portugal: When you perform a Deposit Refund and generate the Folio Tax - Style 07 report (foliotax_07), the Total Net Amt. column displays the amount as a negative value.
32684750	The CC Auth History report shows the correct data per the applied filters.

## Client Relations

Bug ID	Description
32603212	As the PTS Membership Type based Comp Routing parameter needs the Default PTS Membership Type setting to be configured, a validation message appears when attempting to turn on the parameter with a blank setting and when attempting to blank out the setting while the parameter is On.
32861072	On the Edit Profile screen and communication panels when an email is added and then deleted, the screen updates successfully to show that the email is removed.
32648426	You can see the Alternate Title, Alternate Name, and Alternate First Name just after the Name of the Contact profile.
32639356	OPERA Cloud can perform a Travel Agent Profile Lookup and Download from an external system when the external system uses either Agency or Agent as the Profile Type.

Bug ID	Description
32490664	ID document scanner mapping changes: The five-digit postal code returned by ID document scanner is mapped to the Postal Code field. The postal code extension (if present) returned by the ID document scanner as a separate attribute is mapped to the Postal Code Extension field.
32490432	The ID Document Scanning feature supports date attributes (BirthDate, IssueDate, ExpirationDate) in ISO 8601 format YYYY-MM-DD only. Date values sent in the response payload in any other format do not populate in the scan results screen, which causes an Invalid Value warning message to appear. If the date field is not populated with an appropriate value, you can enter the respective date manually.
32485954	ID document scanner mapping update: The gender value returned by ID document scanner as the "Gender" attribute is mapped to the Gender field in the UI.
32399024	A change is made to ensure the default email auto-populates in the Guest Profile creation screen.
32831995	For properties located in Norway and Sweden, you can generate the stat_countryspec statistics report to view the values for Business, Leisure, and Conference.

## Country Specific

Bug ID	Description
32898827	Country Specific - Taiwan: When the General Setting, Information Collection Methods includes the value TW_E_INVOICE, and you generate an AR Invoice, the e-Invoice Details window does not appear during settlement.  Country Specific - Italy: When the General Setting Information Collection Methods includes the value IT_LOTTERY_NO, and you generate an AR Invoice, the Lottery window appears during settlement.
32809065	Country Specific - Portugal: When the Generate Proforma Invoice Cashiering parameter is set to N, you can configure the Information folio type.
32764389	Country Specific - Portugal: When the Folio QR Code Cashiering parameter is On, and you generate a folio, the amount columns within the QR Code do not include thousand separators.
32762895	Country Specific - Taiwan: A new value for Cashiering setting, Fiscal Folio Payment Types: Deposit (Advance Deposit Paid), is introduced. Fiscal Folio Payment Type: Deposit selected. The e-Invoice generates successfully when the Deposit Transfer amount is equal to revenue amount (zero balance) in any window (1-8). Fiscal Folio Payment Type: Deposit unselected. The Fiscal Folio is not generated when the Deposit Transfer amount is equal to Revenue amount (zero balance) in any window (1-8).
32729554	Country Specific - Portugal: When the OPERA Control for Deposit Refund is On and if there are no deposit folios to refund, then in Billing, the Deposit Refund popup should not display the Deposit Refund button.

## Customization

## Events

Bug ID	Description
32952358	You can find and delete personalization records for federated users in the Manage Customizations screen.

Bug ID	Description
32763463	You can create an event and select a Function Space by clicking the Space list of values (LOV). You can use either the Show Available Spaces or the Show All Spaces option in the LOV to select a Function Space. Select a Function Space using the Select button and create the event.
32668497	At the hub level, you can create a block and navigate to the I Want To . . . Events from Template, select a Catering Template, and add the template to the block. The events and resources get created for the block.
32981719	The block description does not change in Manage Events when you click the I Want To . . . menu for the same record.
32831641	<ol style="list-style-type: none"> <li>1. You can search for events in the Function Diary and scroll down to view events created for Function Spaces.</li> <li>2. You can expand the Function Space that has overlapping events and view the details.</li> </ol>
32808957	You can configure Weekend Days to appear in the Function Diary by defining the selection in the Weekend Days OPERA Controls.
32767375	When assigning an event to a space that requires an alternate, and the space is not available, a message appears indicating the space is not available for the master event.
32767256	In the Administration menu, you can configure a menu and add menu Items to it. You can enter a value in the Serving field. If you enter an invalid value, an error message appears.
32673064	You can copy/move Resources from the Event Resources screen. In the Copy Resources to Other Events screen, you can view events that are not in Return to Inventory status. You can select the event and click the Copy/Move button to copy/move the resources.
32665098	You can search for events using Event Type in the Function Diary. Events matching the search criteria appear in the color assigned to the status code, and all other events appear in gray regardless of the value in the Event label list of values (LOV).
32751653	You can create an Item Inventory by clicking the Save and Go to Presentation button. You are navigated to the presentation screen where the Quick Insert Number appears.
32830861	When the REP_EVENT_LIST_DETAILED report is scheduled through Report Scheduler, it generates as expected based on the selected filter criteria.
32682883	The Creation and Distribution Date radio Save buttons function as intended in the Banquet Event Order (BEO) report parameters form.

## Exports

Bug ID	Description
32850523	<p>The following is implemented generically, but is of specific interest to properties in Italy:</p> <p>In the IT_E-INVOICE export, in a scenario where an amount record exists in a financial transaction, it is getting populated under the &lt;DettaglioLinee&gt; tag, and for each generate trx code, the VAT breakdown populates under the &lt;DatiRiepilogo&gt; tag.</p>

Bug ID	Description
32912509	The following is implemented generically, but is of specific interest to properties in Italy: IT_E-INVOICE and IT_E-INVOICE_DAY exports can be added successfully.

## Front Desk

Bug ID	Description
3301574 9	You can view all departure report parameters after saving.
3288789 1	A Profile Privacy confirmation message is presented at check-in for reservations matching the option set in the Show Profile Privacy Warning setting under the Front Desk group in OPERA Controls.
3283604 0	After completing the check-in for a reservation with a profile that has an identification type set to Passport ID Role, identifications in the profile remain unchanged.
3275776 0	You can now search for multiple rooms using the Room search field in the Available Room Search screen and assign rooms from the Rooms Assignment or Arrivals screen.
3274565 9	When you manually enter a credit card, a popup stating "Credit Card was manually entered" appears only if both EFT and Active and the PSD parameter is On. The Card Present check box is available only when both EFT is Active and the PSD parameter is On.
3272934 7	When a room is not configured in the Door Lock System (DLS) Interface, the Create Key button is disabled so you cannot create the key.
3272585 5	When you modify stay details on a reservation and click Save, the Create Key screen appears. The valid Start Time on the Create Key screen is now defaulted to the property's current time as configured in the property's time zone. You can change the valid Until Time as required and create the key.
3271597 0	The Housekeeping status from various navigations is improved to refresh room statuses faster.
3271579 1	When you make a room move for an in-house reservation, the room selected in the Assign Room screen is used for completing the room move.
3270200 6	The "Credit Card was manually entered" message no longer appears when you do not enter a credit card manually or when you remove the credit card from the payment screen.
3261760 6	Processing of credit card authorizations and payments throughout OPERA Clouds uses the terminal selected by the user and saved to the browser cookies before or at the the time of processing. Credit card authorization at check-in is processed based on the authorization rule selected and for the payment methods set in the Authorization at Check In control, including CP - Chip and Pin for properties where this functionality is active.
3215182 3	The report after completing the auto room assignment process opens in a new browser tab and displays the assignment status details as expected.
3266711 3	The Wake Up call companion screen refreshes at re-login.
3286045 9	The Queue Reservation Tile includes room types also configured as meeting rooms.

## Integrations

Bug ID	Description
32714000	External Systems created from the Oracle Hospitality Integration Platform (OHIP) are created as system type OHIP. Business Events (BE) configured for the OHIP external system inserts the proper chain code in the Action_Type_Subscription db table.
32697452	The New action remains on the External System screen despite inactivating the business event cloud service.
32663121	Adding a Where condition for any Business Event (BE) that does not any Where conditions configured does not remove the existing Where condition from previously configured BEs.

## Inventory

Bug ID	Description
32822232	You can set Sell Limit at the House, Room Type, or Room Class level for any day(s) of the week and date range combination.
32667890	You can navigate to Room Pool Codes from a Hub location. You can create a new Room Pool code with translation using the New link and edit the code using the Edit option. You can also edit the translation text.

## Miscellaneous

Bug ID	Description
32977320	The Site Map provides direct access to menus if you have been granted access to those menus.
32774801	You can add multiple key options for the same position in the Translation panel of the Interface.
32718305	OPERA Cloud activates a spinner two seconds after a requested action to alert you that the requested action is processing.
32707511	The Read Key panel in the Property Interface Control is reading and displaying the key information.
32605638	The Manage Hubs in OPERA Cloud shows only the properties associated with the hubs assigned to you in combination with property or chain roles. If the property is not associated with any of the hubs assigned to you, you cannot access the property even if you have that property's role assigned.

## Reports

Bug ID	Description
32780668	In Shift Reports, the View Options link and the ability to personalize or customize the columns by dragging and dropping them in the result table are removed. Note: It is recommended to manually remove existing personalization and customization to this screen. In Administration, select Enterprise, select User Interface Management, select Delete Customization, and delete all customizations for the ShiftReportsListing file on chain, hub, property, and user level as appropriate.



# Reservations

Bug ID	Description
32960018	When using either the Microsoft Edge or Chrome browsers, you can add packages to the reservation and save the reservation successfully.
32945100	When searching in Manage Reservation using the Arrival From date, the Arrival To date automatically sets at 30 days after the Arrival From date.
32876949	You can configure an Item for either Reservations or Events Item class. You can view the Quick Insert code for the configured Item.
32857779	The room number does not change if a room move was done earlier and the departure date is changed to the current business date.
32851979	After you edit and save changes on the Reservation presentation overview, the Reservation presentation screen changes to a non-editable state.
32843449	You can add the Room Class filter to the search criteria of the Reservation Search screens if the Room Class OPERA Control is active.
32836700	You can view Reservation Details in a separate page when you access the Reservation action from the I Want To . . . menu (from within the Room Diary) Go To option of a selected reservation.
32824353	The Rooms and Reservations sections of the Room Diary are moving together. The Firefox browser is not showing any misalignment in Room Diary when Check-in and Check-out are different in Property General Information.
32794608	Room Diary shows the green color status for clean rooms when the Inspected Status function is turned off in OPERA Controls.
32785325	All configured departments (property specific and global) appear in the Department list of values of the reservation_traces report as expected.
32785294	For upgrade rules that are configured as "% of difference," the calculated upgrade amounts are added per day to the original room rate of the original room type.
32768628	An unexpected error no longer appears when you hover your mouse over the existing reservation or Out of Order (OOO) after closing the I Want To . . . menu.
32761049	You can change the excluded quantity on a Selected Package element to zero.
32760921	You can shorten a package time frame as well as an item time frame on reservations that were checked in on previous days.
32760212	The package price displayed in the Look To Book Sales Screen (LTB) when the Show Add Separate Line Packages to Rates in the LTB is On.
32751840	No validations appear when you update/change the arrival and departure time.
32743759	After modifying Out of Order/Out of Service (OOO/OOS) dates in the Room Diary, the Manage OOO/OOS popup in the I Want To . . . menu now shows the updated OOO/OOS dates..
32743055	When you select the View In Currency option in the Look To Book Sales Screen (LTB) and select a currency, the room rates and the rate range appear in the equivalent value of that particular currency.
32737287	When you make a reservation in the Look to Book Sales Screen, you can view the breakdown of package price details for children in the rate information.
32723625	The registration of number serialization is changed from singleton to class level.
32685996	A Flex Number field (UDFN) allows you to enter a value with decimals.
32681040	For future and past reservations, you can see the first night rate amount on the Reservation presentation business card. When a reservation is in checked-in and in departure status, you can see the current date rate value on the Reservation presentation business card.
32678619	You can view rate information in the desired currency by selecting "View in currency" from the action option.



Bug ID	Description
32676298	In the Deposit Cancellation screen, after expanding the deposit record, the ellipsis for Receipt, View Deposit Information, and Detach Payment from this Rule appears when you zoom out or zoom in.
32666627	Both Due In and Due Out reservations appear in the one day view of Room Diary.
32662937	The Advance Checked In Only filter in Room Diary shows Advance Checked In Reservations for the current business dates.
32650144	You can select Confirmation Letters based on the profile language on the profile.
32607433	The scheduled History and Forecast report returns the correct data for Room Types per your parameter selections.
32586916	At the hub level when the source code field is accessed without selecting a property, the fields appear only one time even if the same codes are configured in multiple properties.
32492258	When you create a reservation with a BAR dependent rate, any rate restrictions to the underlying BAR rates are observable during the entire booking process.

## Role Manager

Bug ID	Description
32924790	When you log into OPERA Cloud, the First, Last, Phone, and Email values are synchronized by Oracle Identity Management (OIM).
32831654	The Column Options task is no longer available for assignment to chain level and property level roles in Role Manager. You can manage your own column options without any specific task.
32508202	The Associated Transaction Codes link is available only at the Property level of Role Management as transaction codes are configured at the Property level only, not the Chain level.

## Rooms Management

Bug ID	Description
32759235	The Out of Order (OOO) and Out of Service (OOS) start date is editable. You can modify the start date of a new or existing OOO/OOS room to any future date.
32726110	When you try to inactivate a housekeeping attendant who is attached to a current day's task sheet, you get a error message stating: "The attendant is attached to a current task sheet. Please detach them to inactivate." When you try to delete a housekeeping attendant who is attached to the previous night or current day task sheet, you get a error message stating: "The attendant is attached to previous or current task sheet hence cannot be deleted."
32668819	When you have the Reservation Management user task, you can click data points within the Statistics panel of the Housekeeping Forecast screen and get to the reservation search screens. When you do not have that user task, the numbers are read-only and not clickable.
32664400	When changing the room status from the Floor Plan, you only see the Room Status options according to the tasks that are assigned to your role.
32557594	When changing the room status from the Floor Plan, you only see the Room Status options according to the tasks that are assigned to your role.

## Sales

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<b>Bug ID</b>	<b>Description</b>
32925450	You can log in at hub level and add To Do and Appointment tiles to your dashboard. You can click on the records within these tiles and navigate to the Manage Activities screen. You can again come back to the Home page and access these tiles again and navigate to the Manage Activities screen.
32891743	You can add Activity, To Do, and Appointments tiles to your dashboard and configure them without an Owner selected using the setting for navigating and viewing Activities.
32845422	You can add a To Do List tile to your dashboard and enable the Hide Completed checkbox within Settings to filter out completed Activities.
32762745	You can log in to a property (property language set in any language) that has no active activities for the current business date and add an Activity Tile to your dashboard.

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## Toolbox

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<b>Bug ID</b>	<b>Description</b>
32711457	You can view the Import Readme file and see the Mandatory columns to be populated for the Block Import process. A new mandatory column, BLK_Allotment_Origin, is introduced as part of the Block Import CSV. You can enter valid values "PMS" (if Block Origin is PMS) or "SC" (if Block Origin is SC) for this column.

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# 3

## System Requirements, Supported Systems, and Compatibility

### **Compatibility**

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

### **Network Bandwidth Requirements**

Refer to *OPERA Cloud Services Network and Communications Guidelines* on the Oracle Help Center for detail information.