Oracle Hospitality OPERA Cloud Mobile Guest Experience

User Guide

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July 2024

ORACLE

Oracle Hospitality OPERA Cloud Mobile Guest Experience User Guide, Release 24.2

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Preface

OPERA Cloud Mobile Guest Experience is a guest-facing web application designed for smartphones. Guests can pre-register their arrival with the registration process commencing with an email sent to eligible guests up to 48 hours prior to arrival.

Purpose

This guide explains how to use OPERA Cloud Mobile Guest Experience and provides an overview of its features.

Audience

This document is intended for OPERA Cloud Mobile Guest Experience application users.

Customer Support

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

https://iccp.custhelp.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/.

Table 1 Revision History

Date	Description of Change
July 2024	Initial publication

1 Overview

Prerequisites for Mobile Guest Experience

Watch Video

OPERA Cloud Mobile Guest Experience is a feature of Oracle Hospitality OPERA Cloud Service and is included in the subscription to Oracle Hospitality OPERA Cloud Foundation.

Mobile Guest Experience is a guest-facing web application designed for smartphones. Guests can pre-register their arrival with the registration process commencing with an email sent to eligible guests up to 48 hours prior to arrival.

The pre-arrival email contains a secure URL to initiate the preregistration, including the following:

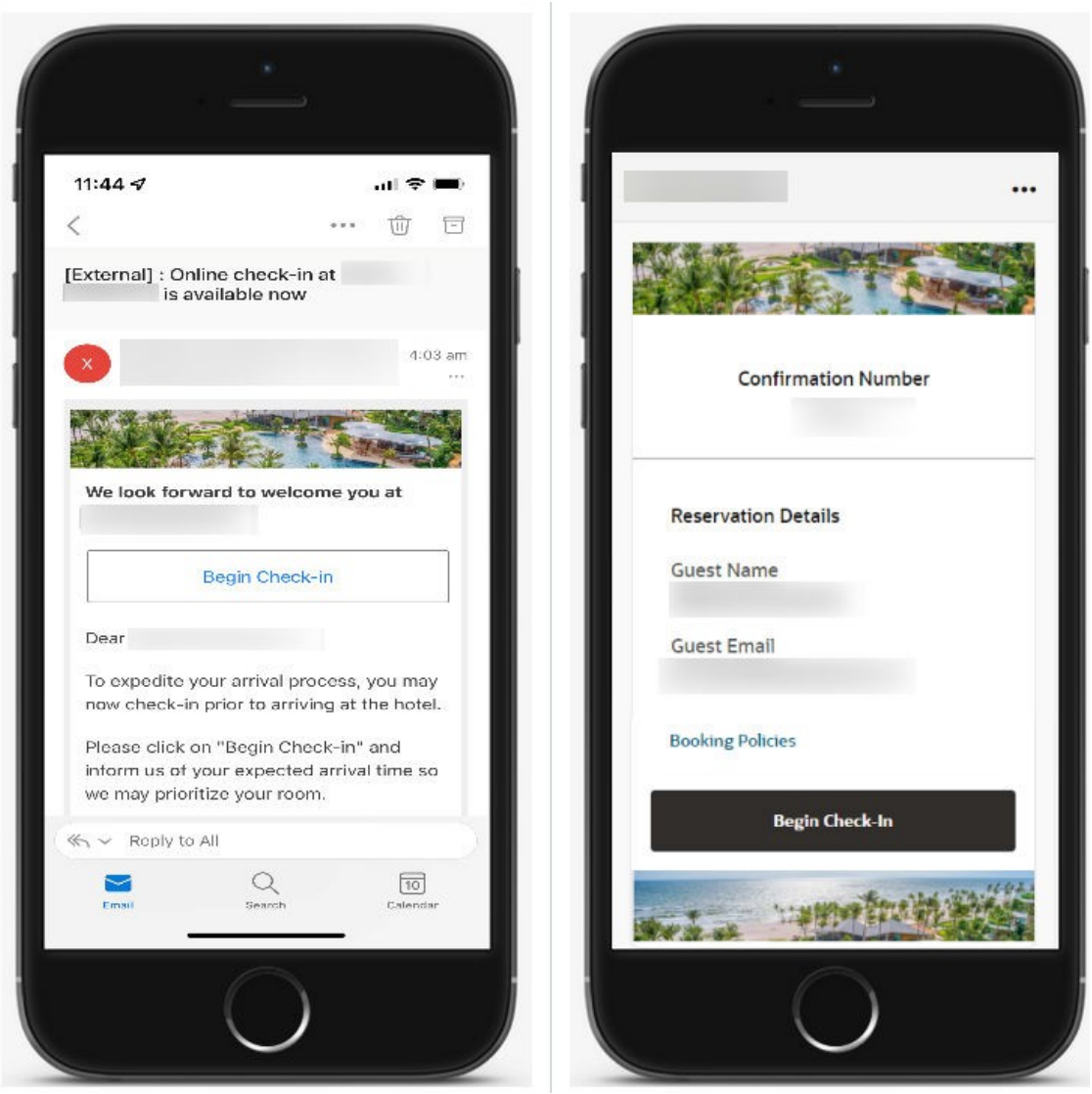
- Validate reservation summary and booking policies.
- View room upgrade offers (Nor1 subscription required).
- Specify arrival and departure time.
- View and update personal details.
- Enter details of accompanying guest names (including children).
- Select Preferences
- View and consent to terms and conditions and privacy regulations.
- Receive a confirmation of the preregistration.
- Get in touch with your property through a **Contact Us** page.

> **Note:**
>
> For share reservations, each guest receives a registration email.

Reservation eligibility and customization of email templates and property images (that is, logos) are configured in the Admin Portal.

Preregistered reservations are searchable in OPERA Cloud and can be listed / filtered in the Arrival (res_detail) report. For more information, see the ‘Pre-Register Arrival Reservations’ topic in the OPERA Cloud User Guide.

Figure 1-1 Mobile Guest Experience Application



Configuration Options

The following configuration options are available:

> **Note:**
>
> To facilitate activating Mobile Guest Experience for your guests, default values are provided for most of the configuration options.

- Email template content for pre-arrival, upgrade offer, and confirmation emails
  - Subject
  - Body
- Required fields for the guest to complete check-in

  - Arrival Time
  - Departure Time
  - Mobile Phone
  - Address
  - Accompanying Guests
- Customized text for your guests
  - Upgrade offer message
  - Check-in complete message
  - Arrival instructions
  - Error message
- Eligibility criteria for Mobile Guest Experience
  - Guarantee Codes
  - Market Codes
  - Source Codes
  - Rate Category Codes
  - Room Type Codes
- Pre-arrival email lead-time
  - 24 hours before arrival time

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Prerequisites for Mobile Guest Experience

OPERA Controls

Group: Reservations

Function: Accompanying Guests

Function: Preregistration Check In

OPERA Cloud Roles

`ORG-GUESTEXPERIENCE` with chain level access

Nor1 Upgrade Offers

To activate Nor1 upgrade offers, a subscription to the Oracle Hospitality Nor1 Cloud Service, eXpress Room Upgrade is required.

If a subscription to Nor1 services already exists, contact your Nor1 support representative for activation of eXpress.

If there is no subscription to any Nor1 service, contact the Nor1 sales team.

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OPERA Cloud Configurations for Mobile Guest Experience

The below OPERA Cloud configurations are required for Mobile Guest Experience.

Table 3-1 Required OPERA Cloud Configurations

OPERA Cloud Configuration	Description	Purpose
Delivery Methods	The GENERAL delivery method must be set up with 'From E-mail Address' and 'E-mail Server.' For more information about E-mail delivery and configuring SMTP connections, see OPERA Cloud User Guide.	Mobile Guest Experience pre-arrival and confirmation emails are transmitted according to this setup.
Language Codes	You must associate the corresponding translation language to all languages in which Guest Experience should be translated for the guest journey.	If rate or room descriptions are translated in OPERA, these descriptions will appear correctly to the guest.
Phone Type	In communication types, a phone type MOBILE (that is, role type = PHONE) must exist.	Mobile Guest Experience currently only supports phone type MOBILE.
Property Configuration	You must configure the following property information: General Information • Check-in time • Check-out time • Longitude • Latitude • Base language Address & Communications • Address 1 • City • Postal Code • Country • Phone • Email • Web Property Controls • Currency • Currency Format • Short Date Format • Long Date Format • Time Format • Time Zone	These details are used in the Contact Us page.

Table 3-1 (Cont.) Required OPERA Cloud Configurations

OPERA Cloud Configuration	Description	Purpose
Reservation Preferences	You can create reservation preferences in OPERA and make them available for selection to your guests during the pre-check in journey.	The guest can select up to five preferences during the pre-checkin journey and their reservation record are updated with the selected preferences.
Trace Texts	Mobile Guest Experience can add one or multiple reservation traces once the preregistration successfully completes. You select the trace department and text to add to reservations in the Mobile Guest Experience Admin Portal.	This trace alerts staff of the mobile preregistration, so they can take additional action behind the scenes to prepare for the arrivals.

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Enabling Mobile Guest Experience

Prerequisites for Mobile Guest Experience

1. From the **Administration** menu, select **Enterprise**, and then select **OPERA Controls**.
2. Select or confirm the **Property**.
3. Select the **Reservations** group.
4. Locate and activate the **Accompanying** function.
5. Locate and activate the **Pre-Registration Check In** function.
    a. For Oracle Hospitality OPERA Cloud Foundation Users with Oracle Hospitality Shared Security Domain:
        i. To access the Guest Experience Configuration Portal, a hotel administrator assigns the **ORG-GUESTEXPERIENCE** role to a chain org-level user in the Oracle Hospitality Shared Security Domain (SSD).
    b. For Oracle Hospitality OPERA Cloud Foundation Users with OPERA Cloud Identity Management:
        i. To access the Guest Experience Configuration Portal, a hotel administrator assigns the **GUESTEXPERIENCE** role to a chain org-level user in the Oracle Hospitality Cloud Identity Management. For details on how to manage users in OPERA Cloud Identity Management, refer to Group Management in the OPERA Cloud Identity Management user guide.

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Onboarding Properties for Oracle Hospitality Shared Security Domain

Mobile Guest Experience is integrated with OPERA Cloud using the Oracle Hospitality Integration Platform (OHIP). This onboarding process consists of the following tasks:

Accessing the Oracle Hospitality Integration Platform Developer Portal

You can launch the Oracle Hospitality Integration Platform (OHIP) Developer Portal from within OPERA Cloud. A separate browser tab is created for the OHIP Developer Portal.

1. Access to the Developer Portal requires a user with chain access with the **DEVELOPERPORTALACCESS** role assigned. In case the **DEVELOPERPORTALACCESS** role is not available in your environment it must be created. For more information, see OHIP User Guide .
2. From the side menu, select **Oracle Hospitality Developer Portal**.
3. Enter your OHIP login credentials.
4. In the Developer Portal click the **Environments** tab and then click the **View Details** link on your Environment card.
5. A window appears and shows the information you need to onboard your property.
6. Copy the OHIP Gateway URL.

Upon provisioning of or migration to Oracle Hospitality OPERA Cloud Foundation, your administrator will receive a welcome email containing the Oracle Hospitality Developer Portal URL. For more information about the Oracle Hospitality Integration Platform, refer to the OHIP documentation here.

Launching the Mobile Guest Experience Administration Portal

Prerequisites for Mobile Guest Experience

- From the **Administration** menu, select **Enterprise** and then select **Mobile Guest Experience**.

> **Note:**
>
> A separate browser tab opens to display the Administration Portal.

Entering the OHIP Integration Credentials

Prerequisites for Mobile Guest Experience

When you launch the Guest Experience Admin Portal for the first time, you will see the OHIP Integration Credentials page.

1. Enter the following values on this page:
   a. **OHIP Gateway URL**: The OHIP Gate URL that you copied from the OPERA Cloud Developer Portal Environment details.
   b. **Hotel ID**: Your OPERA Cloud Hotel ID.
2. After you enter the above information, click the **Continue with Integration User Credentials** button.

   The application will take you to the Home page if your credentials are correct.

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Onboarding Properties for OPERA Cloud Identity Management

Mobile Guest Experience is integrated with OPERA Cloud using the Oracle Hospitality Integration Platform (OHIP). This onboarding process consists of the following tasks:

Accessing the Oracle Hospitality Integration Platform Developer Portal

You can launch the Oracle Hospitality Integration Platform (OHIP) Developer Portal from within OPERA Cloud. A separate browser tab is created for the OHIP Developer Portal.

1. To access the Developer Portal you must have chain access that has the **DEVELOPERPORTALACCESS** role assigned. In case the **DEVELOPERPORTALACCESS** role is not available in your environment it must be created. For more information, see Creating the Developer Portal Access Role.
2. From the side menu, select **Oracle Hospitality Developer Portal**.
3. Enter your OHIP login credentials.

Registering the Mobile Guest Experience Application

Prerequisites for Mobile Guest Experience

You must register the Mobile Guest Experience application in the OHIP Developer Portal to obtain the OHIP integration credentials.

1. Launch the OHIP Developer Portal.
2. Click the **Applications** tab and then click the **Register Application** button.
3. On Step 1 of 2, enter the required information. This includes the **Application Name**, **First Name**, **Last Name**, and **Email** address.
4. Use the following values for the Application Details:
    a. **Application Name**: Enter an application name of your choice, for example, 'Mobile Check-in.'
    b. **Application Type**: Optionally, select the Application Type, for example, 'Web Application.'
    c. **Environment**: Select **Production** for the environment.
5. After you finish modifying the settings, click **Next**.
6. On Step 2 of 2, select the **Subscribe** check box under the **Property APIs** tab.
7. Click **Register**.
8. Locate the newly created application and click **View Details**.
9. Copy the **Application Key**. You need this key to onboard your property.

10. Click the **Environments** tab and then click the **View Details** link on your Environment card.

    A window appears and shows the additional information you need to onboard your property.

11. Copy the **Client ID**, **Client Secret**, and the **Gateway URL**.

Upon provisioning of or migration to Oracle Hospitality OPERA Cloud Foundation, you receive an e-mail containing the Oracle Hospitality Developer Portal URL.

For more information about the Oracle Hospitality Integration Platform, refer to the OHIP documentation at here.

Launching the Mobile Guest Experience Administration Portal

Prerequisites for Mobile Guest Experience

- From the **Administration** menu, select **Enterprise** and then select **Mobile Guest Experience**.

> **Note:**
>
> A separate browser tab opens to display the Administration Portal.

Entering the OHIP Integration Credentials

Prerequisites for Mobile Guest Experience

When you launch the Guest Experience Admin Portal for the first time, you will see the OHIP Integration Credentials page.

1. Enter the following values on this page:
    a. **OHIP Gateway URL**: The OHIP Gate URL that you copied from the OPERA Cloud Developer Portal Environment details.
    b. **Hotel ID**: Your OPERA Cloud Hotel ID.
    c. **Client ID**: The Client ID that you copied from the OPERA Cloud Developer Portal Environment details.
    d. **Client Secret**: The Client Secret that you copied from the OPERA Cloud Developer Portal Environment details.
    e. **Application Key**: The Application Key that you copied from the OPERA Cloud Developer Portal Application details.
2. After you enter the above information, click the **Continue with Integration User Credentials** button.

    The application takes you to the Home Page if your credentials are correct.

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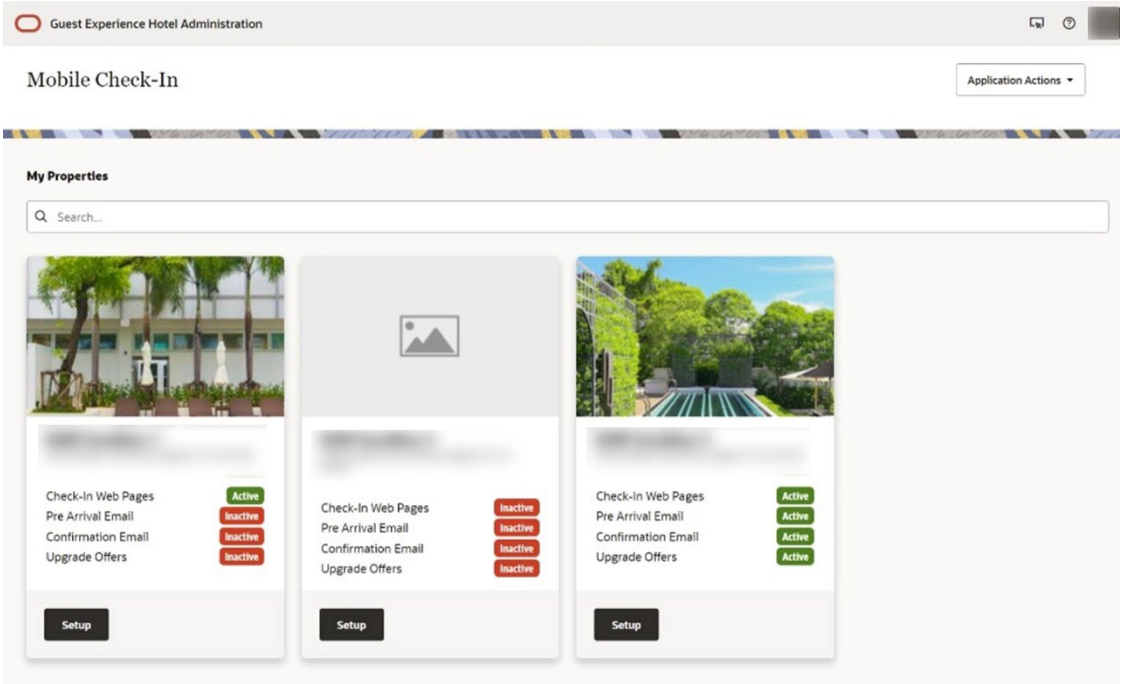
Home Page

You can access all your properties and view your OHIP Integration Credentials on the Home Page.

If you have multiple properties, you can use the search bar to quickly find your properties.

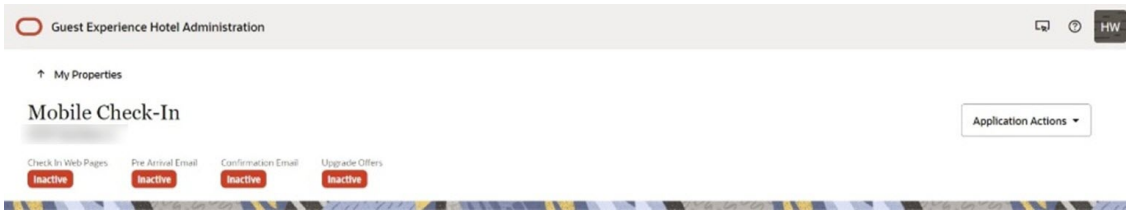
To configure a property, click the **Setup** button for the property.



8

Configuration Toolbar

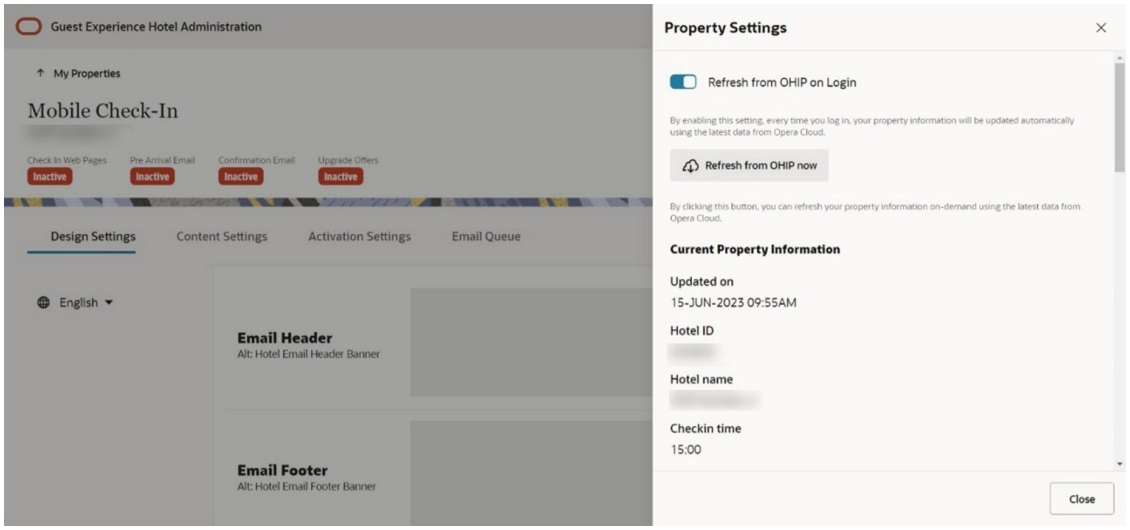
The Settings page appears after you click the **Setup** button on the Home page. The configuration toolbar at the top of these pages provides the following actions and information:



1. **My Properties**: Click to return to the home page and select another property to configure.
2. **Badges**: You can check whether the check-in web pages, pre-arrival e-mails, confirmation e-mail, and upgrade offers are turned on (that is, active) by looking at the indicator badges that show either an **Active** or **Inactive** status.

Property Settings

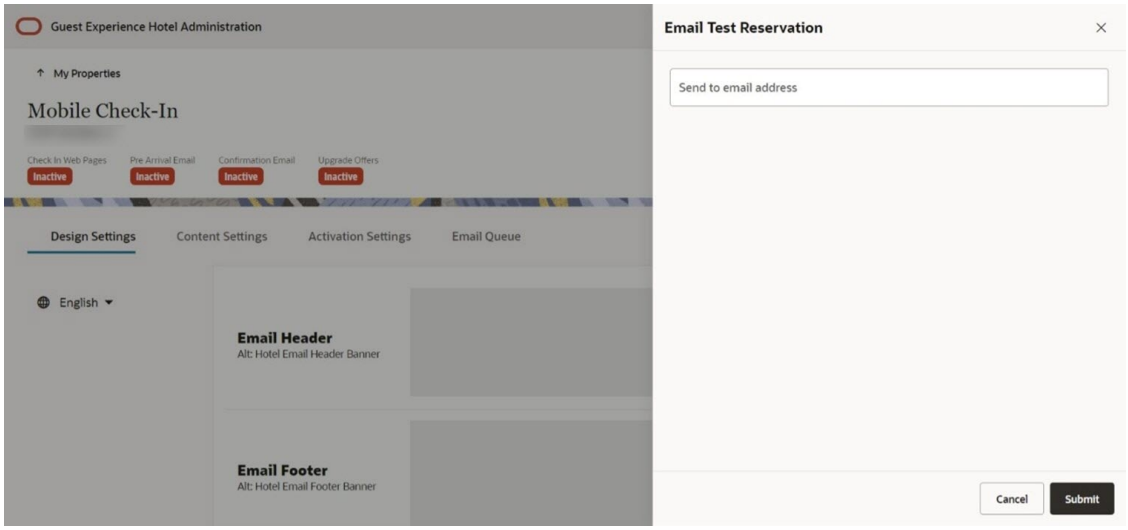
You can view the property settings by clicking the **Application Actions** drop-down menu and selecting **Property Settings**.



Testing a Reservation

You can create a test reservation and send yourself a test pre-arrival e-mail by clicking the **Application Actions** drop-down menu and selecting **Email Test Reservation**.

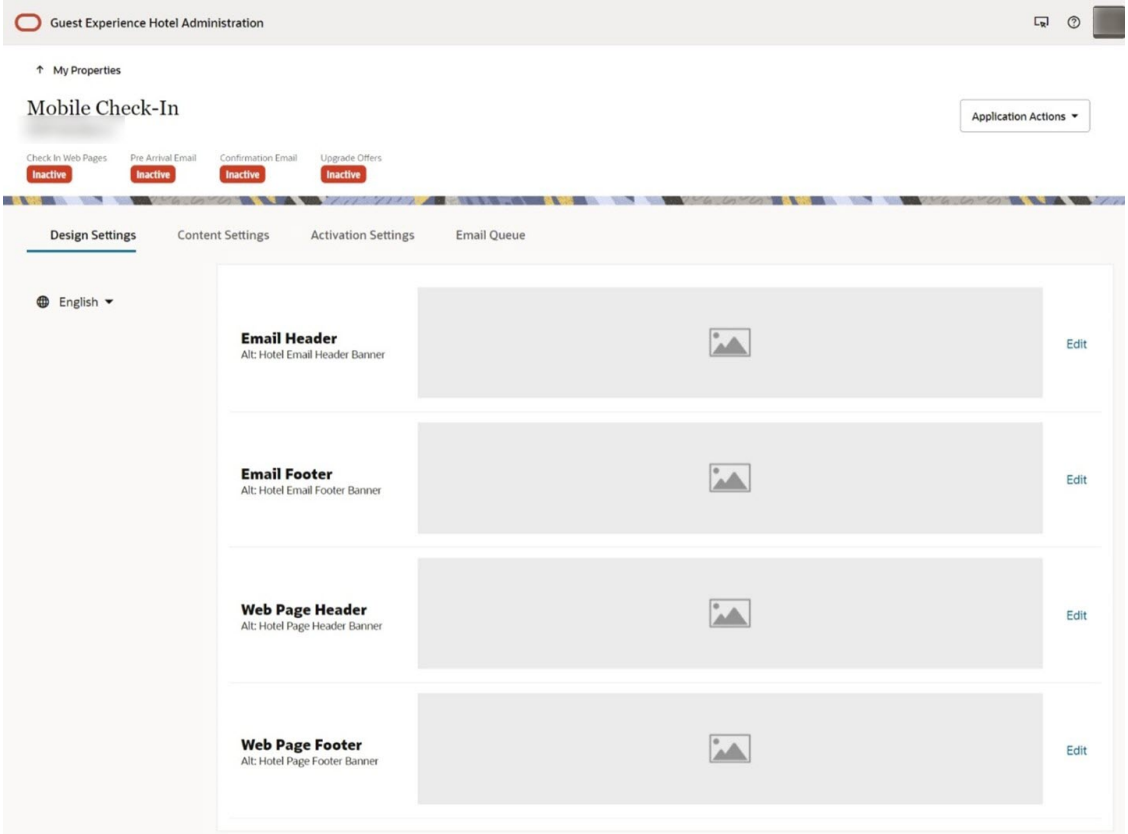
For more information, see Testing Mobile Guest Experience.


Guest Experience Hotel Administration
My Properties
Mobile Check-In
Check In Web Pages
Inactive
Pre Arrival Email
Inactive
Confirmation Email
Inactive
Upgrade Offers
Inactive
Design Settings
Content Settings
Activation Settings
Email Queue
English
Email Header
Alt: Hotel Email Header Banner
Email Footer
Alt: Hotel Email Footer Banner
Email Test Reservation
Send to email address
Cancel
Submit

9

Design Settings

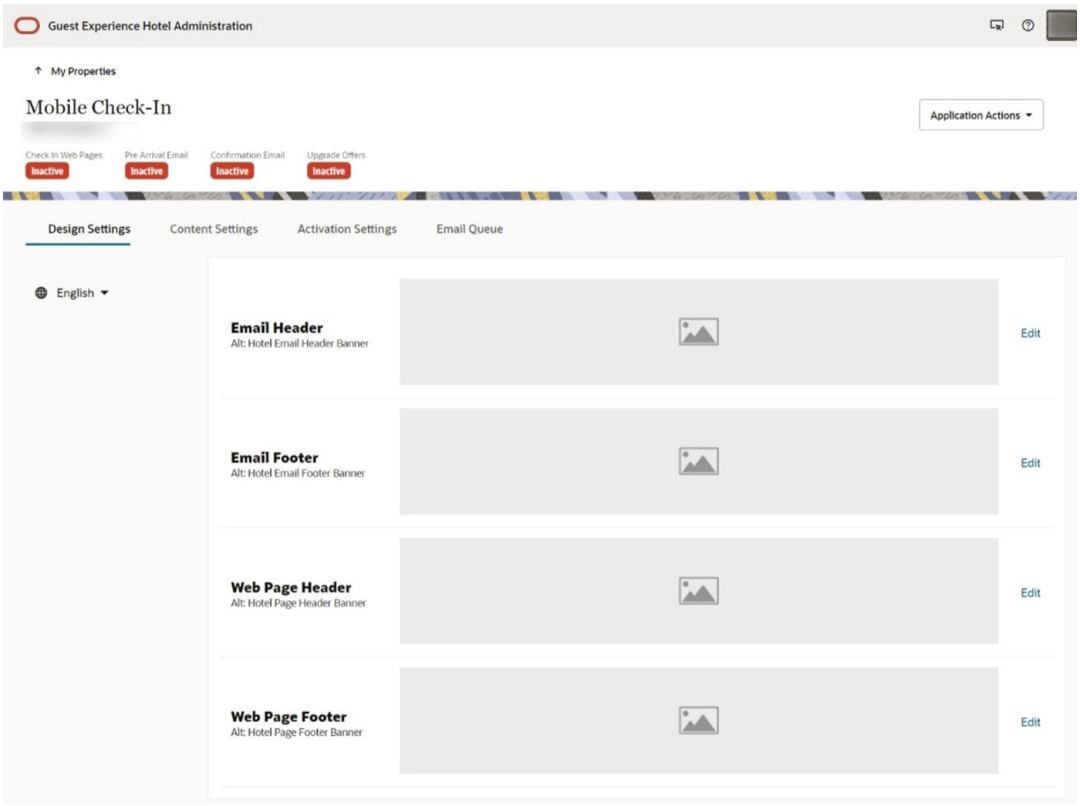
The Design Settings page enables you to upload header and footer images for your email templates and for the Mobile Guest Experience website.



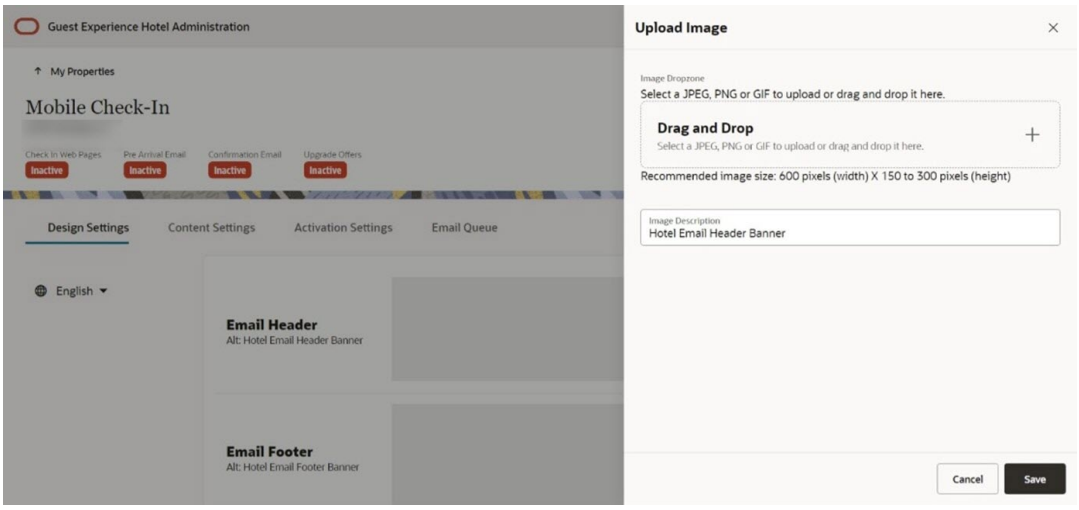
Uploading an Image

To upload an image from the Design Settings page:

1. Click the **Edit** link on the corresponding row.



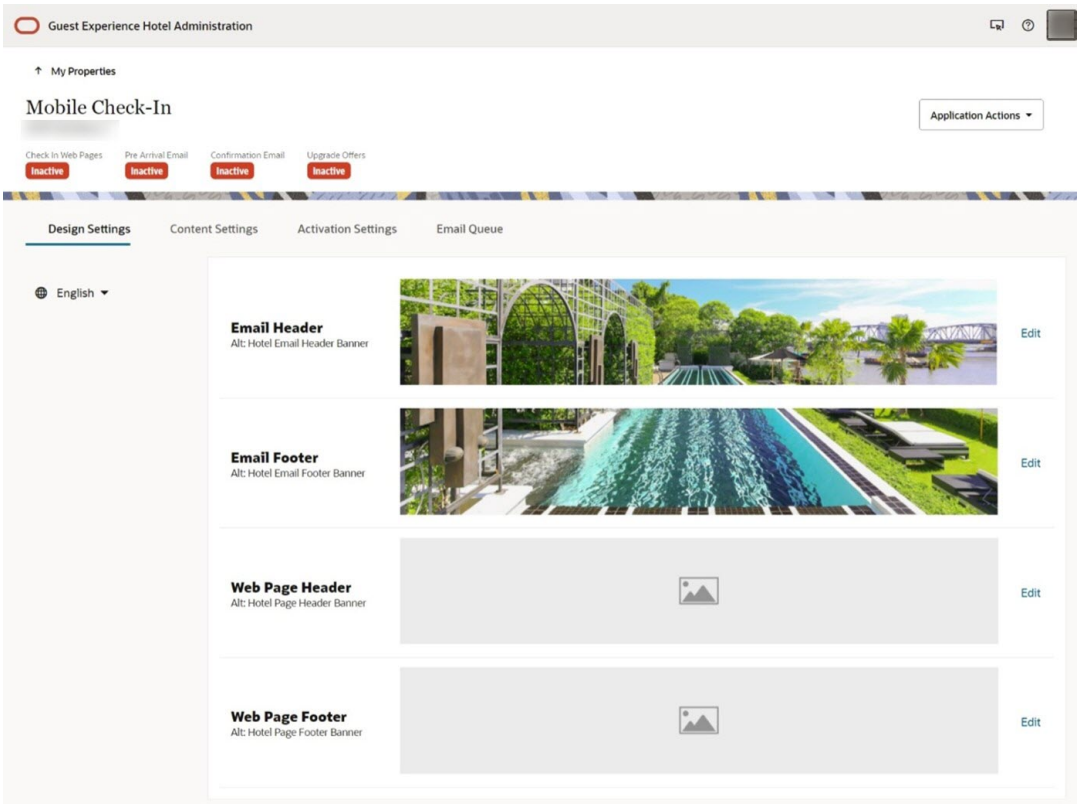
When you click **Edit**, a drawer opens with a "Drag and Drop" zone.



2. To upload an image, drag and drop it on the zone or click the zone to browse your computer for the file.

   You can also customize the Image Description, which is used as the image's HTML alt tag to aid visually impaired guests.

   As you add the images, you can preview them on each row.


Guest Experience Hotel Administration
My Properties
Mobile Check-In
Application Actions
Check In Web Pages
Inactive
Pre Arrival Email
Inactive
Confirmation Email
Inactive
Upgrade Offers
Inactive
Design Settings
Content Settings
Activation Settings
Email Queue
English
Email Header
Alt: Hotel Email Header Banner
Edit
Email Footer
Alt: Hotel Email Footer Banner
Edit
Web Page Header
Alt: Hotel Page Header Banner
Edit
Web Page Footer
Alt: Hotel Page Footer Banner
Edit

10

Content Settings

The Content Settings page provides customization options for several aspects of Mobile Guest Experience. Each section is accessible from the left-hand side navigation menu.

Pre-Arrival Email, Upgrade Offer Email, and Confirmation Email Template

The Pre-Arrival Email, Upgrade Offer Email, and Confirmation Email Template sections enable you to customize the email content that your guests receives before and after the Mobile Check-in.

The following options are available:

- CC and BCC Addresses
- Email Subject
- Email Body
- Disclaimer

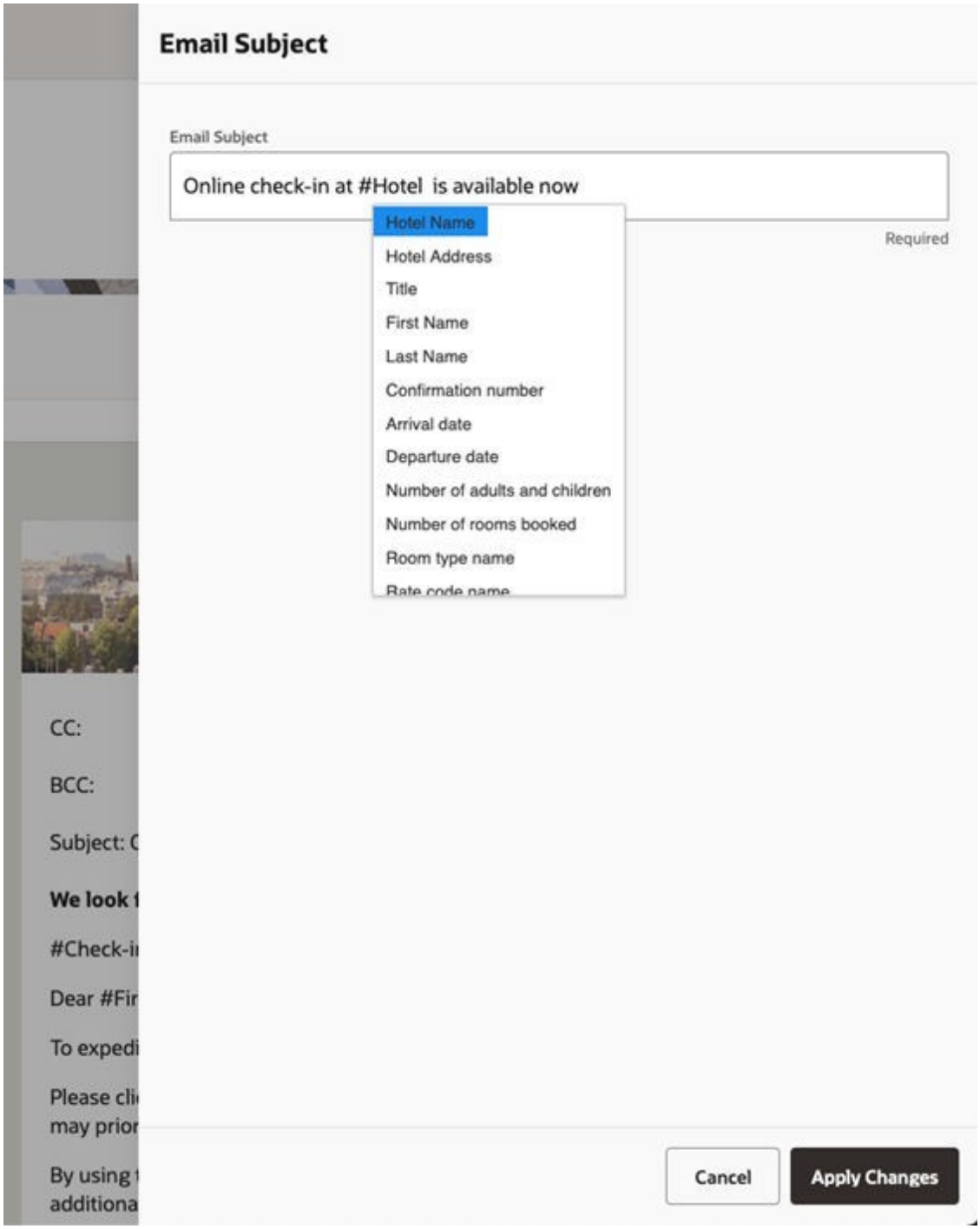
CC and BCC Addresses

You can include a CC and BCC address in the pre-arrival emails. These email addresses are optional.

Email Subject

You can customize the subject line of the email.

To insert dynamic placeholders, type the pound character (#). Placeholders enable you to personalize the information. For example, you can dynamically insert your hotel's name or the guest's arrival date.



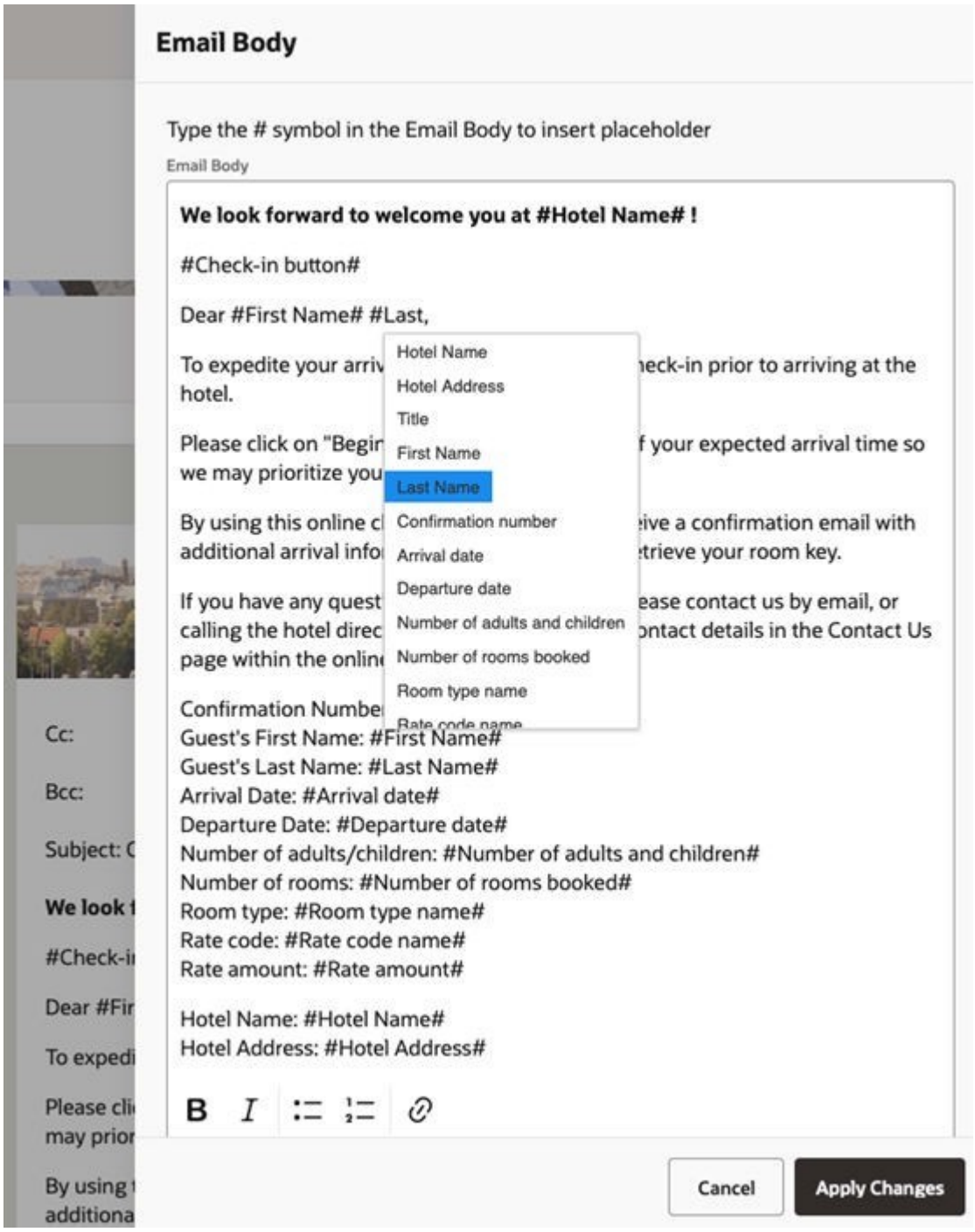
Email Body

You can customize the body of the email using the rich text editor. With the rich text editor, you can style your content with bold or italics and insert bullet lists and URL links.

The email body also supports dynamic placeholders by typing the pound character (#).

Note:

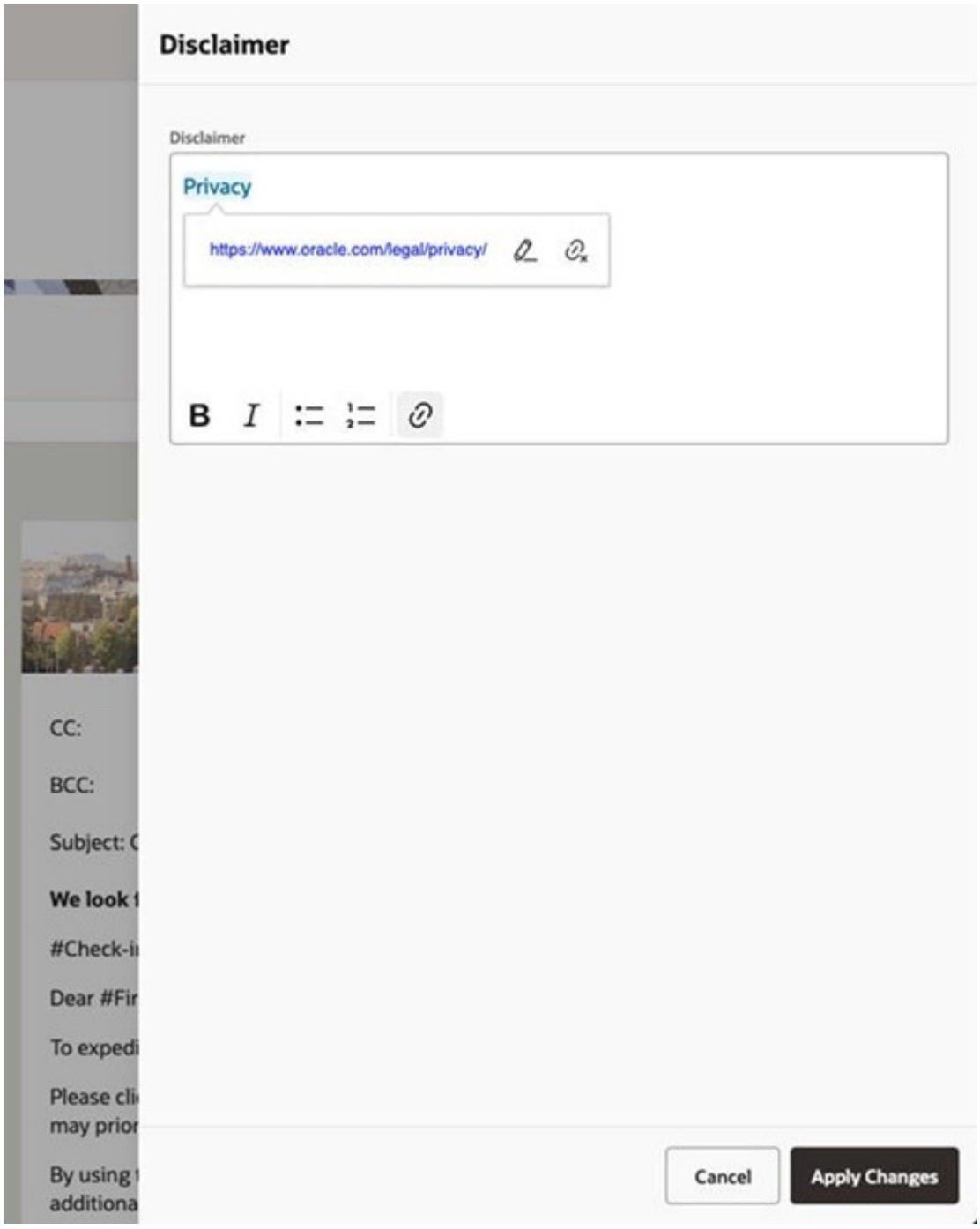
Your email body must include the **#Check-in button#** placeholder for the Mobile Guest Experience check-in.



Disclaimer

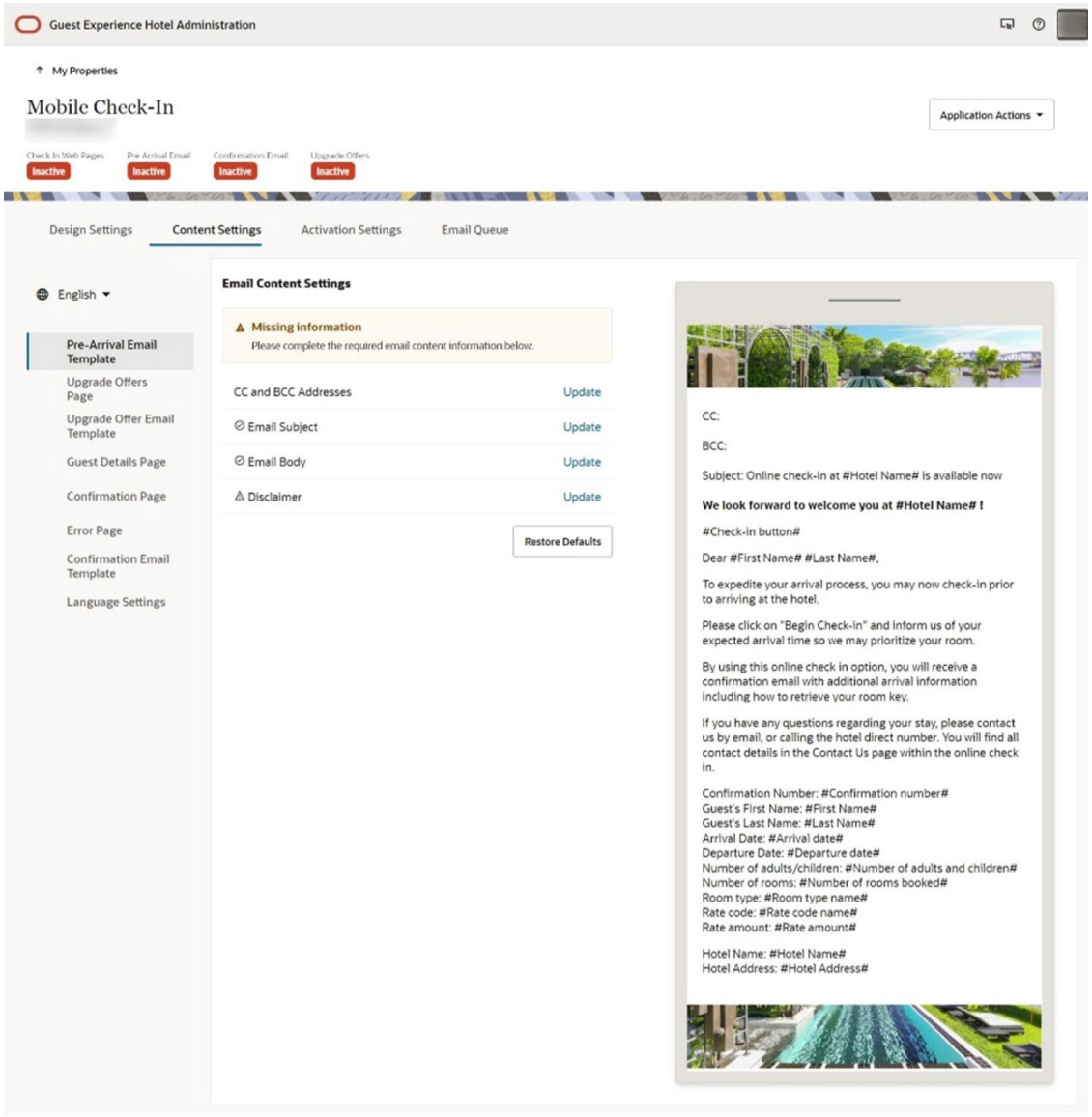
The disclaimer appears on the email's footer.

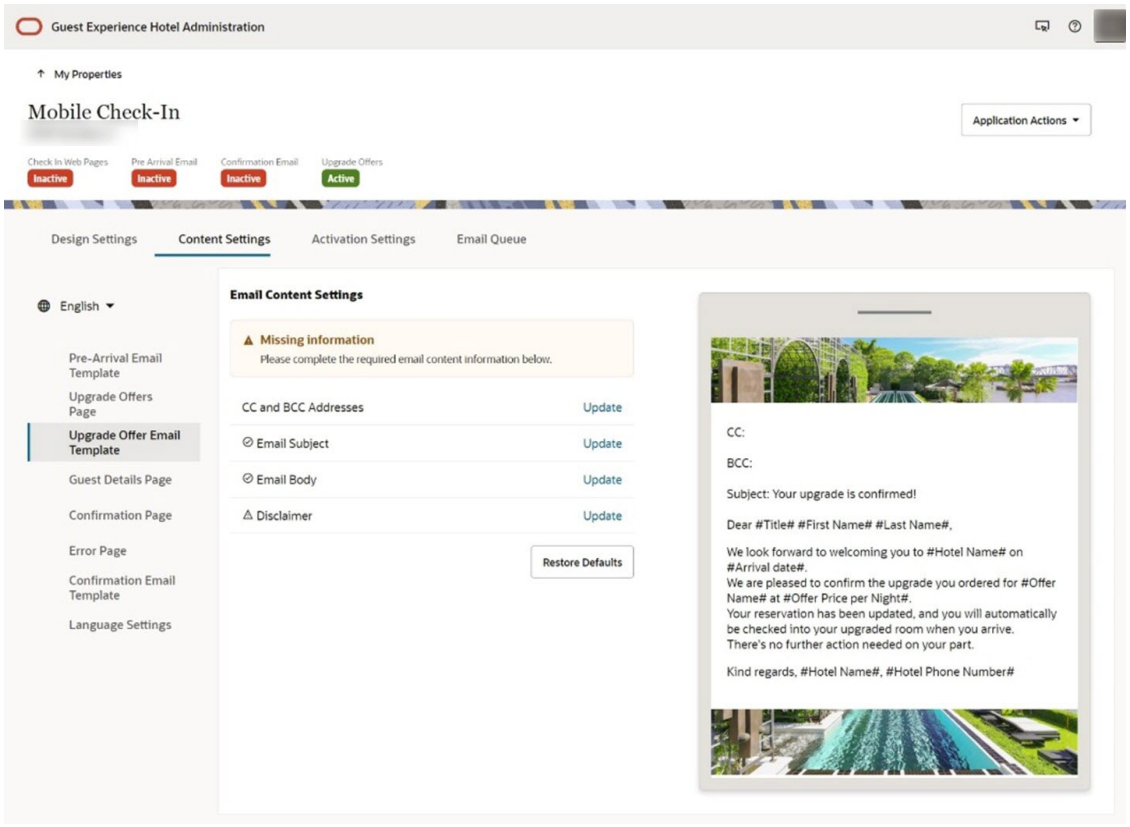
You can add links in this area to important documents, such as the Privacy Rules and Terms and Conditions.



Previewing the Pre-Arrival Email, Upgrade Offer Email, and Confirmation Email Templates

As you apply changes to the content settings, you see a preview of what your guests will view on their mobile devices.

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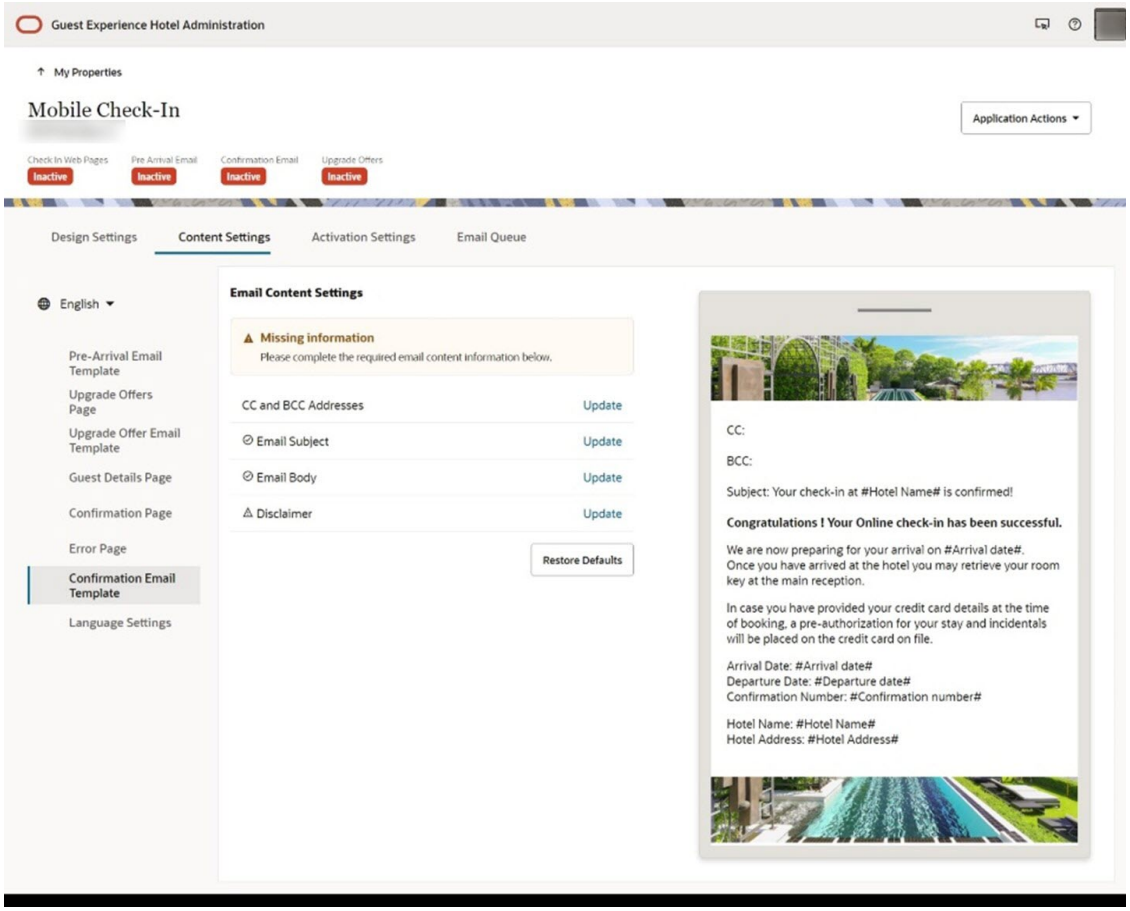
Inactive
Confirmation Email
Inactive
Upgrade Offers
Active
Design Settings
Content Settings
Activation Settings
Email Queue
English
Email Content Settings
Missing information
Please complete the required email content information below.
CC and BCC Addresses
Update
Email Subject
Update
Email Body
Update
Disclaimer
Update
Restore Defaults
Pre-Arrival Email Template
Upgrade Offers Page
Upgrade Offer Email Template
Guest Details Page
Confirmation Page
Error Page
Confirmation Email Template
Language Settings
CC:
BCC:
Subject: Your upgrade is confirmed!
Dear #Title# #First Name# #Last Name#,
We look forward to welcoming you to #Hotel Name# on #Arrival date#.
We are pleased to confirm the upgrade you ordered for #Offer Name# at #Offer Price per Night#.
Your reservation has been updated, and you will automatically be checked into your upgraded room when you arrive.
There's no further action needed on your part.
Kind regards, #Hotel Name#, #Hotel Phone Number#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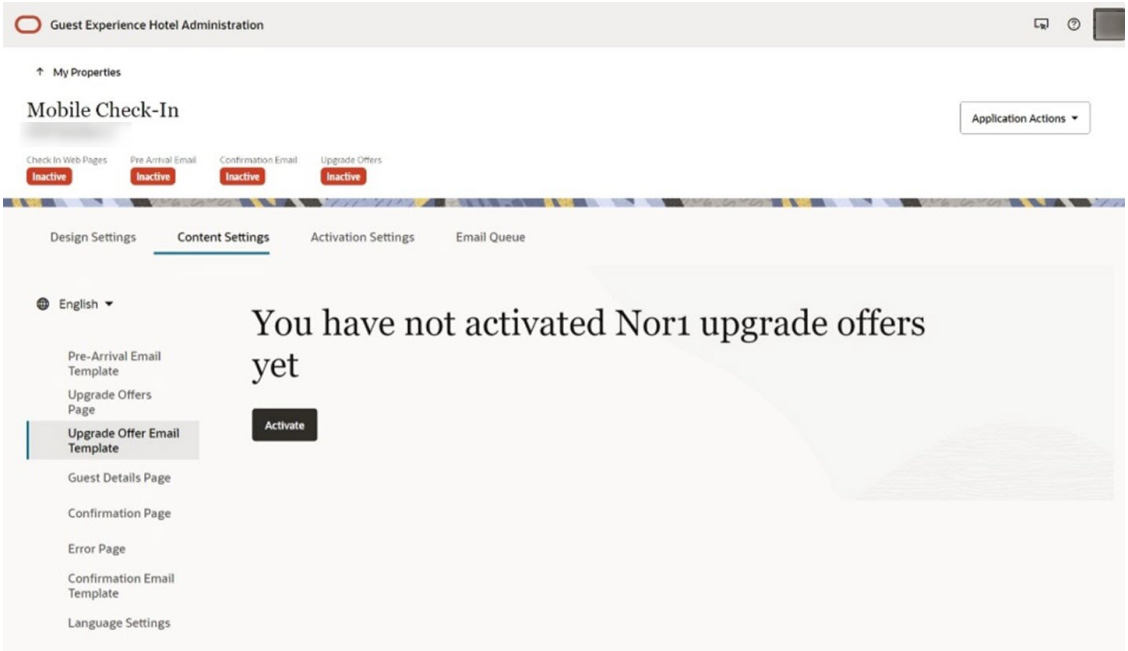
Inactive
Confirmation Email
Inactive
Upgrade Offers
Inactive
Design Settings
Content Settings
Activation Settings
Email Queue
English
Email Content Settings
Missing information
Please complete the required email content information below.
CC and BCC Addresses
Update
Email Subject
Update
Email Body
Update
Disclaimer
Update
Restore Defaults
Pre-Arrival Email Template
Upgrade Offers Page
Upgrade Offer Email Template
Guest Details Page
Confirmation Page
Error Page
Confirmation Email Template
Language Settings
CC:
BCC:
Subject: Your check-in at #Hotel Name# is confirmed!
Congratulations ! Your Online check-in has been successful.
We are now preparing for your arrival on #Arrival date#.
Once you have arrived at the hotel you may retrieve your room key at the main reception.
In case you have provided your credit card details at the time of booking, a pre-authorization for your stay and incidentals will be placed on the credit card on file.
Arrival Date: #Arrival date#
Departure Date: #Departure date#
Confirmation Number: #Confirmation number#
Hotel Name: #Hotel Name#
Hotel Address: #Hotel Address#

> **Note:**
>
> You cannot change the upgrade offer email template unless you activate the Nor1 upgrade offers.



Restoring the Pre-Arrival Email, Upgrade Offer Email, and Confirmation Email Templates to Default

You can click the **Restore Default** buttons on the email template pages to restore them to default. This will only affect the email subjects and bodies.

11

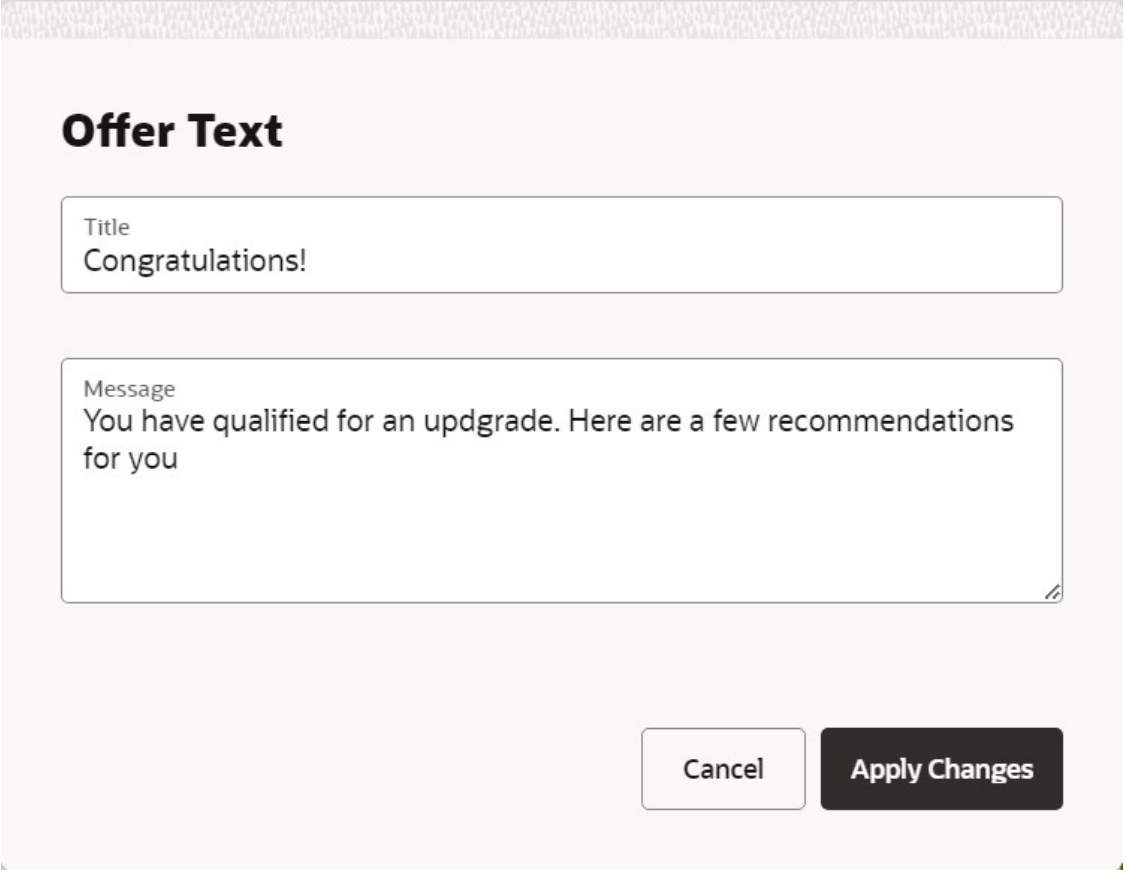
Upgrade Offers Page

The upgrade offers page promotes available room upgrade offers to the guest.

On this page, you can customize the upgrade offers message.

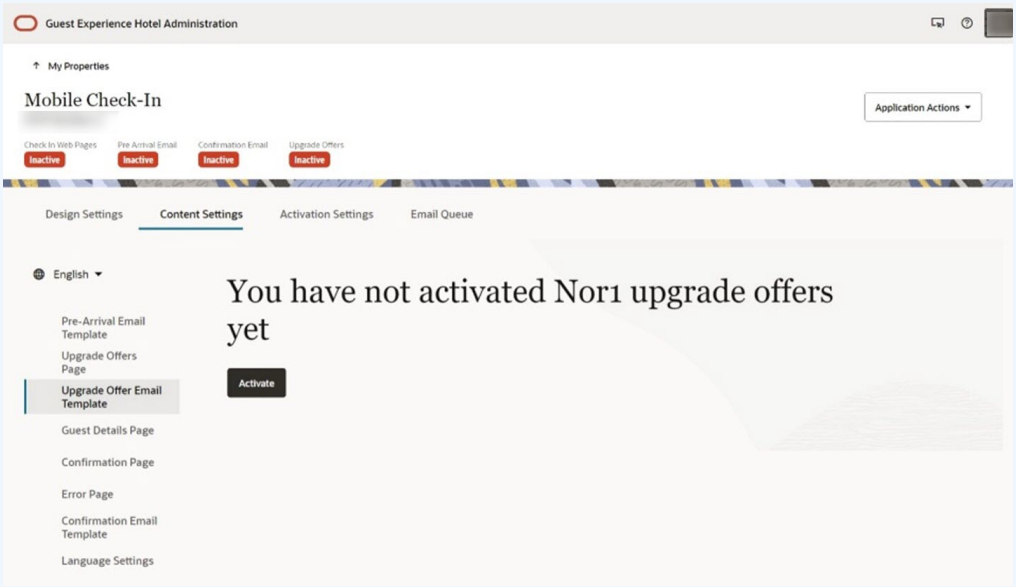
To customize a message:

1. Click the **Update** link.
2. Edit the message **Title** and **Message** body.
3. Click the **Apply Changes** button when you are finished.



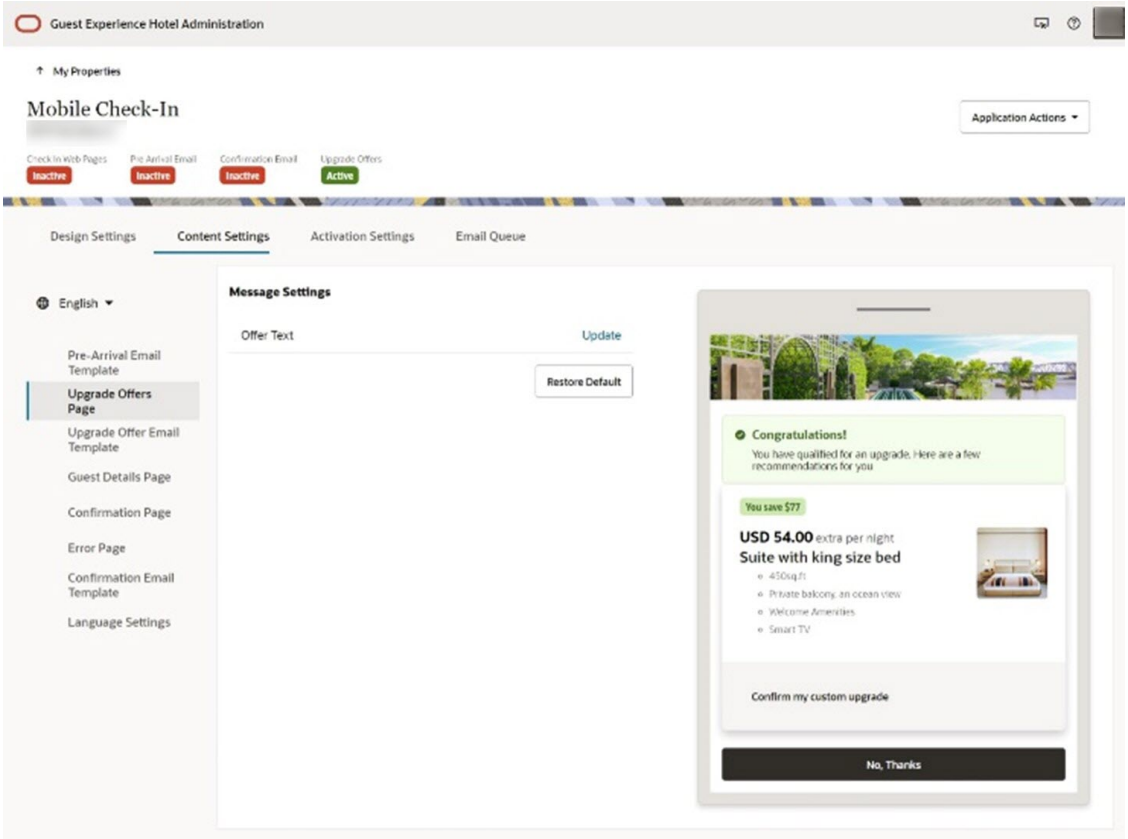
Note:

You cannot change the upgrade offer email template unless you activate the Nor1 upgrade offers.



Previewing the Upgrade Offers Page

When you save changes to the messages, you get to see a preview of what your guests can see on their mobile devices.



Restoring the Upgrade Offer Message to Default

You can click the **Restore Default** button on the Upgrade Offers page to restore the upgrade offer message to default.

The URLs appear on the Guest Details page as links.

> **Note:**
>
> Nor1 upgrade offers require a subscription to the Oracle Hospitality Nor1 Cloud Service, eXpress Room Upgrade.

12

Guest Details Page

The Guest Details Page enables you to configure the following two sections:

- Required Guest Information
- Links

Required Guest Information

This section enables you to decide which fields are required for the guest to complete the Mobile Guest Experience journey. The following table shows all the available fields, their descriptions, and their default required states.

Table 12-1 Available Fields

Field	Description	Default Required State
Arrival Time	The guest's arrival time. If the reservation does not have an arrival time, it defaults to the hotel's check-in time.	Y
Departure Time	The guest's departure time. If the reservation does not have a departure time, it defaults to the hotel's check-out time.	Y
Mobile Phone	The guest's mobile phone.	Y
Address Line 1	The guest's street address.	Y
Address Line 2	An additional line for the guest's street address.	N
City Name	The guest's address city name.	Y
State	The guest's address state.	Y
Country	The guest's address country, which can be selected from a drop-down list.	Y
Postal Code	The guest's postal code.	Y
Accompanying Guests	The given name and surname of the reservation's accompanying guests (if any).	Y
I agree to the terms & conditions	A check box that indicates if the guest agrees to the terms and conditions.	Y

To update a required state, select the check box next the field name and then click the **Save** button.

Links

In this section, you must provide the URLs for your Terms and Conditions and Privacy Rules.

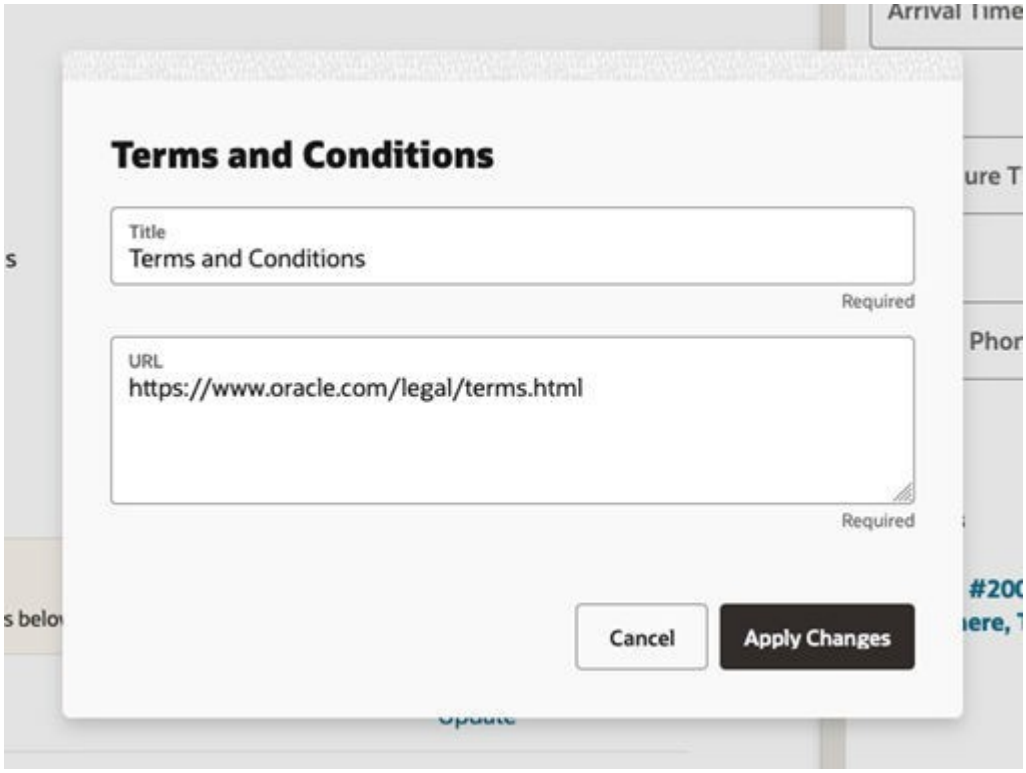
The URLs appear on the Guest Details page as links.

> **Note:**
>
> These URLs are required to activate Mobile Guest Experience.

Table 12-2 Available Links

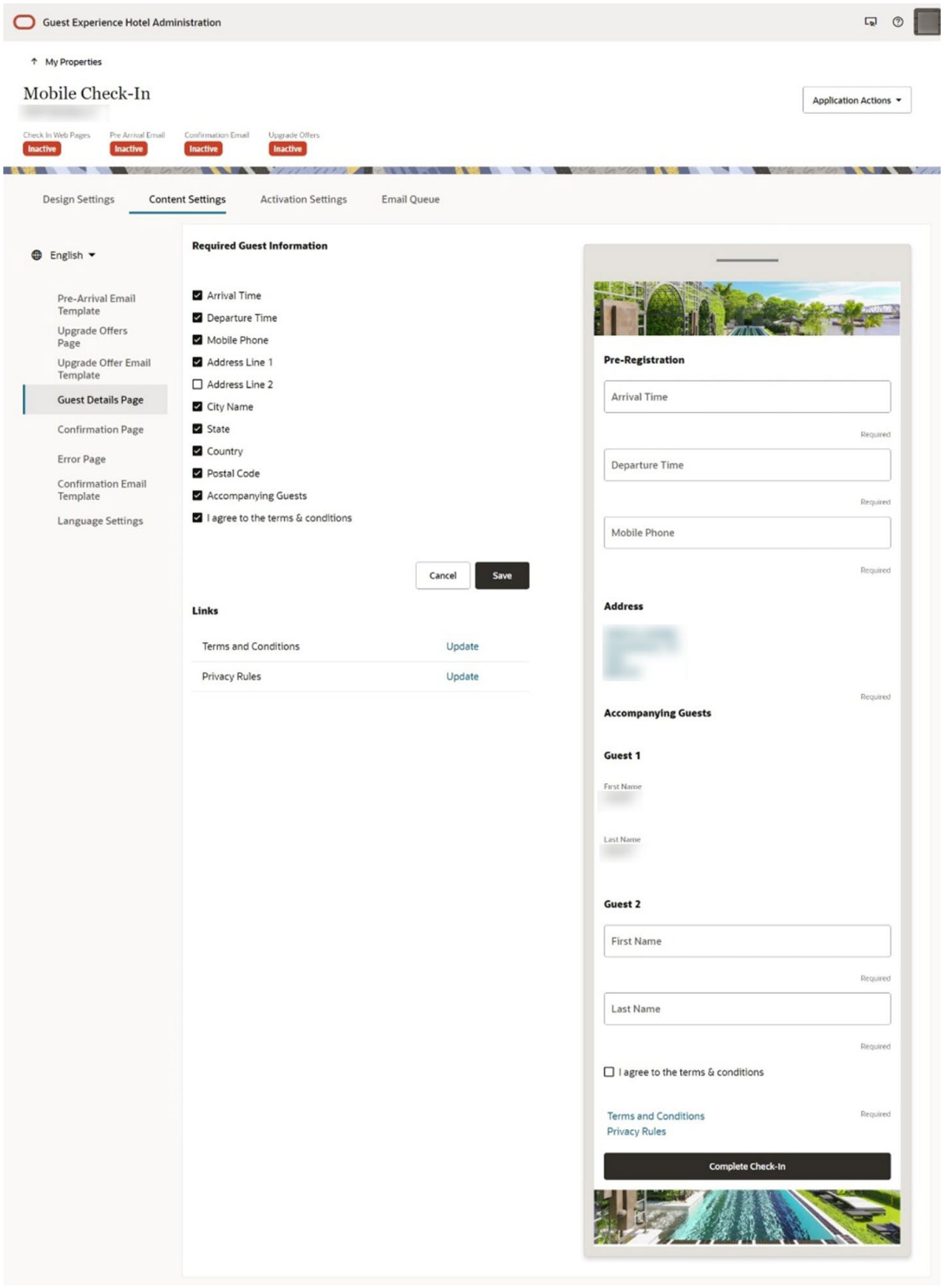
Link	Description
Terms and Conditions	A web page that contains the rules and guidelines for using the Mobile Guest Experience check-in service.
Privacy Rules	A web page that contains the rules that protect all personal identifiable information.

To update a URL, click the **Update** link. A window appears where you can edit the information. After you are finished, click the **Apply Changes** button.



Previewing the Guest Details

After you save your changes, a preview of what your guests see on their mobile devices appears.


Guest Experience Hotel Administration
My Properties
Mobile Check-In
Application Actions
Check In Web Pages
Inactive
Pre Arrival Email
Inactive
Confirmation Email
Inactive
Upgrade Offers
Inactive
Design Settings
Content Settings
Activation Settings
Email Queue
English
Pre-Arrival Email Template
Upgrade Offers Page
Upgrade Offer Email Template
Guest Details Page
Confirmation Page
Error Page
Confirmation Email Template
Language Settings
Required Guest Information
Arrival Time
Departure Time
Mobile Phone
Address Line 1
Address Line 2
City Name
State
Country
Postal Code
Accompanying Guests
I agree to the terms & conditions
Cancel
Save
Links
Terms and Conditions
Update
Privacy Rules
Update
Pre-Registration
Arrival Time
Required
Departure Time
Required
Mobile Phone
Required
Address
Required
Accompanying Guests
Guest 1
First Name
Last Name
Guest 2
First Name
Required
Last Name
Required
I agree to the terms & conditions
Terms and Conditions
Privacy Rules
Required
Complete Check-In

13

Confirmation Page

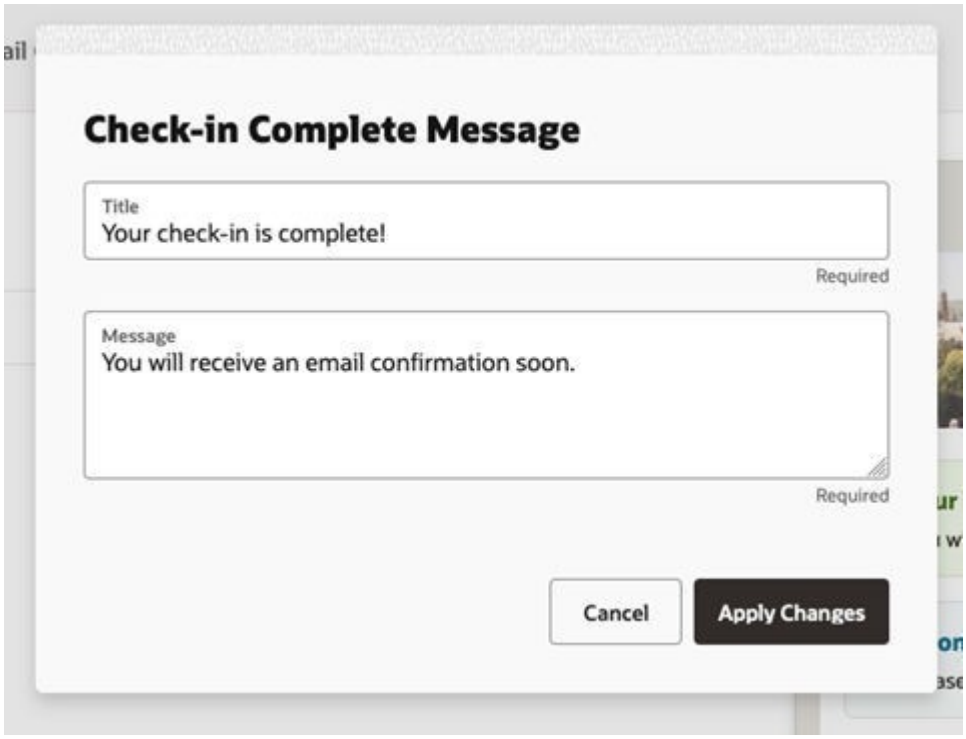
The confirmation page appears after a guest completes the Mobile Guest Experience check-in.

On this page, you can customize the following messages:

Table 13-1 Messages

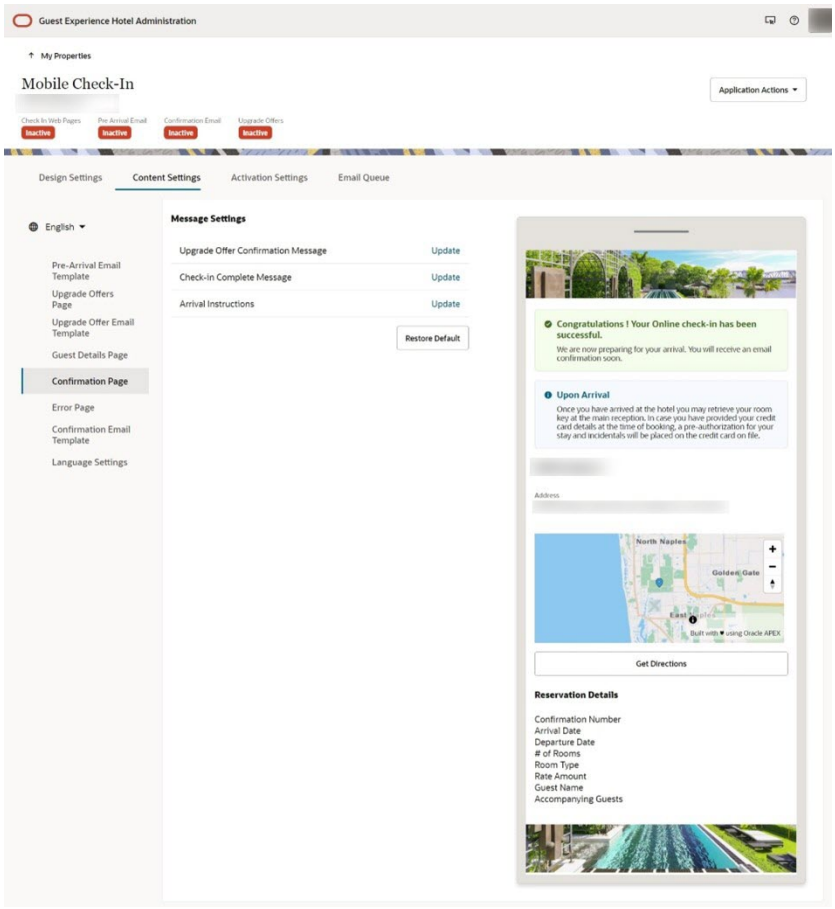
Message	Default Title	Default Text
Upgrade Offer Confirmation Message	Congratulations!	Your request for upgrade offer has been successful!
Check-in Complete Message	Your check-in is complete!	You will receive an email confirmation soon.
Arrival Instructions	Upon Arrival	Please pick up your keys at the front desk.

To update a message, click the **Update** link. A window appears where you can edit the information. When you are finished, click the **Apply Changes** button.



Previewing the Confirmation Page

When you save changes to the messages, a preview of what your guests will see on their mobile devices appears.


Guest Experience Hotel Administration
My Properties
Mobile Check-In
Application Actions
Check In Web Pages
Pre Arrival Email
Confirmation Email
Upgrade Offers
Inactive
Design Settings
Content Settings
Activation Settings
Email Queue
English
Pre-Arrival Email Template
Upgrade Offers Page
Upgrade Offer Email Template
Guest Details Page
Confirmation Page
Error Page
Confirmation Email Template
Language Settings
Message Settings
Upgrade Offer Confirmation Message
Update
Check-in Complete Message
Update
Arrival Instructions
Update
Restore Default
Congratulations ! Your Online check-in has been successful.
We are now preparing for your arrival. You will receive an email confirmation soon.
Upon Arrival
Once you have arrived at the hotel you may retrieve your room key at the main reception. In case you have provided your credit card details at the time of booking, a pre-authorization for your stay and incidentals will be placed on the credit card on file.
Address
North Naples
Golden Gate
Built with ♥ using Oracle APEX
Get Directions
Reservation Details
Confirmation Number
Arrival Date
Departure Date
# of Rooms
Room Type
Rate Amount
Guest Name
Accompanying Guests

14

Error Page

The error page appears when there is an error during the Mobile Guest Experience check-in.

For example, the reservation no longer qualifies for check-in, or there is a network communication error with OPERA Cloud.

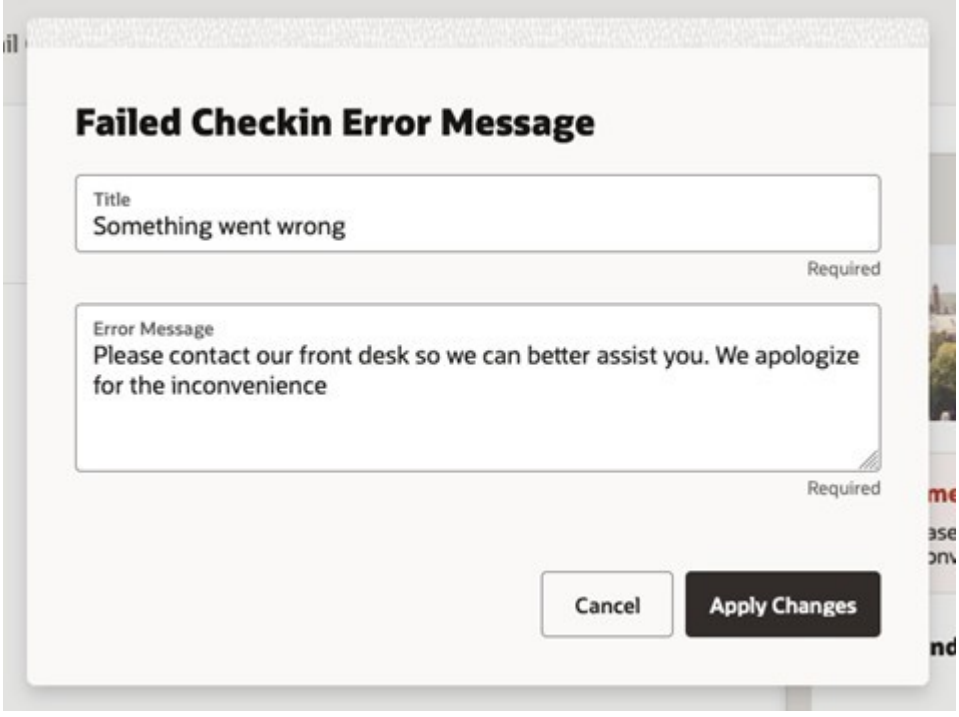
On this page, you can customize the following message:

Table 14-1 Messages

Message	Default Title	Default Text
Failed Check-in Error Message	Something went wrong	Please contact our front desk so we can better assist you. We apologize for the inconvenience.

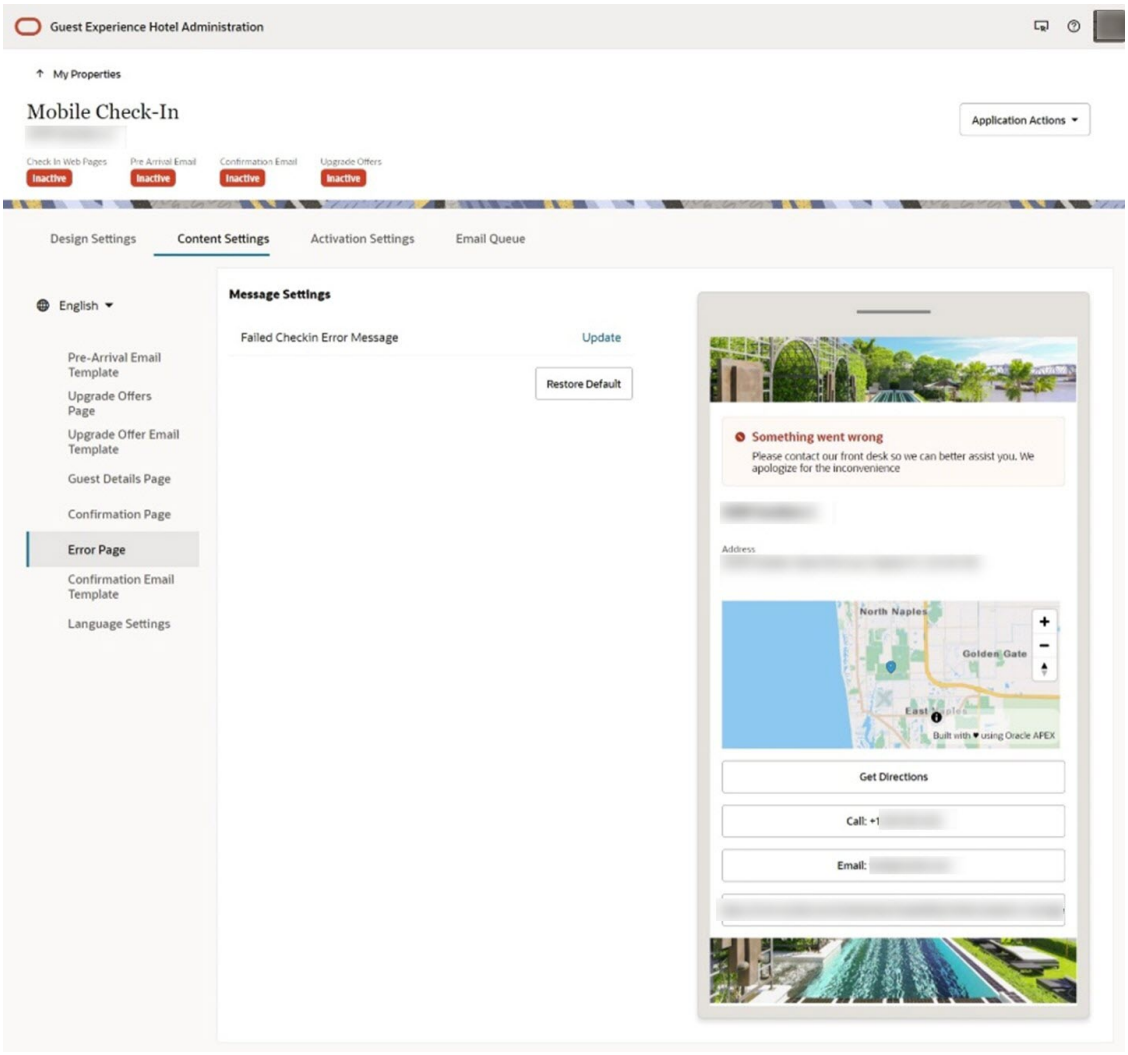
To update a message:

1. Click the **Update** link. A window appears where you can edit the information.
2. lick the **Apply Changes** button after you edit the information.



Previewing the Error Page

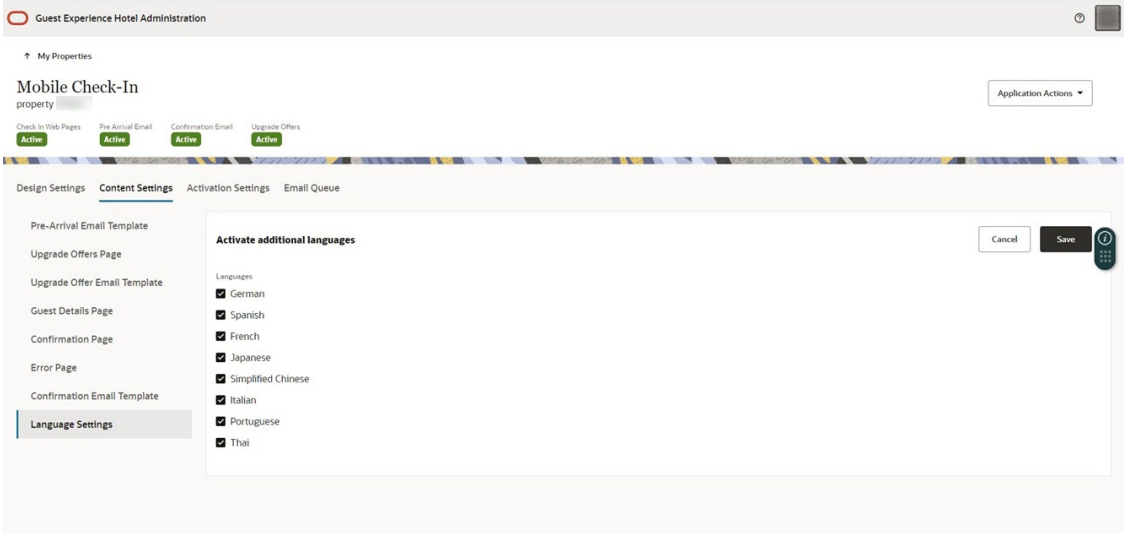
When you save changes to the messages, a preview of what your guests will see on their mobile devices appears.


Guest Experience Hotel Administration
My Properties
Mobile Check-In
Application Actions
Check In Web Pages
Pre Arrival Email
Confirmation Email
Upgrade Offers
Inactive
Design Settings
Content Settings
Activation Settings
Email Queue
English
Pre-Arrival Email Template
Upgrade Offers Page
Upgrade Offer Email Template
Guest Details Page
Confirmation Page
Error Page
Confirmation Email Template
Language Settings
Message Settings
Failed Checkin Error Message
Update
Restore Default
Something went wrong
Please contact our front desk so we can better assist you. We apologize for the inconvenience
Address
North Naples
Golden Gate
East
Built with using Oracle APEX
Get Directions
Call: +1
Email:

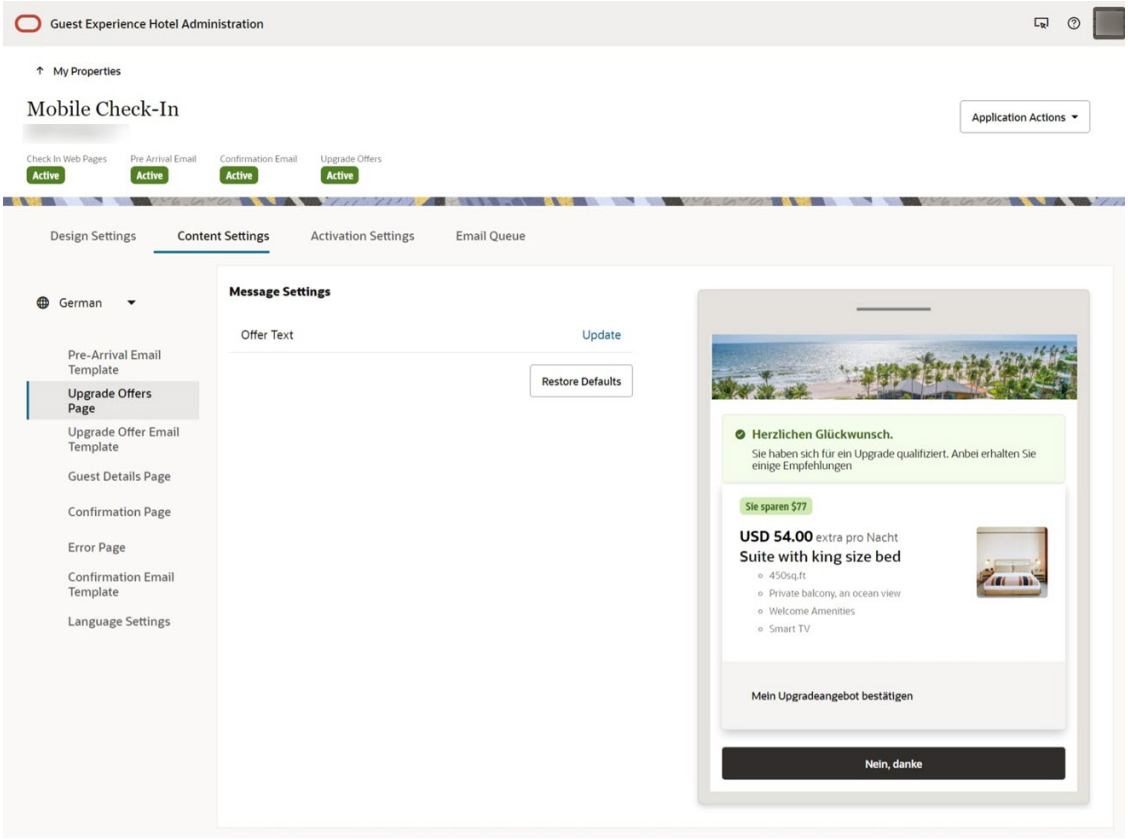
15

Language Settings

You can enable additional languages for Mobile Guest Experience in the Language Settings page. You can select the languages you want to enable for the guest journey and then click the **Save** button to save your selections.



After you enable more languages, you can set templates to those languages by clicking the **Language** drop-down list and selecting a language. You can then edit a template and preview it in that language. Below is an example of the Upgrade Offers Page in the German language:


Guest Experience Hotel Administration
My Properties
Mobile Check-In
Application Actions
Check In Web Pages
Active
Pre Arrival Email
Active
Confirmation Email
Active
Upgrade Offers
Active
Design Settings
Content Settings
Activation Settings
Email Queue
German
Pre-Arrival Email Template
Upgrade Offers Page
Upgrade Offer Email Template
Guest Details Page
Confirmation Page
Error Page
Confirmation Email Template
Language Settings
Message Settings
Offer Text
Update
Restore Defaults
Herzlichen Glückwunsch.
Sie haben sich für ein Upgrade qualifiziert. Anbei erhalten Sie einige Empfehlungen
Sie sparen $77
USD 54.00 extra pro Nacht
Suite with king size bed
450sq.ft
Private balcony, an ocean view
Welcome Amenities
Smart TV
Mein Upgradeangebot bestätigen
Nein, danke

16

Activation Settings

The Activation Settings section provides various pages to control the activation of the Mobile Guest Experience check-in.

Eligibility

The Eligibility page enables you to decide the eligibility criteria for reservations to receive pre-arrival emails. All the eligibility criteria are selected by default when you onboard your property.

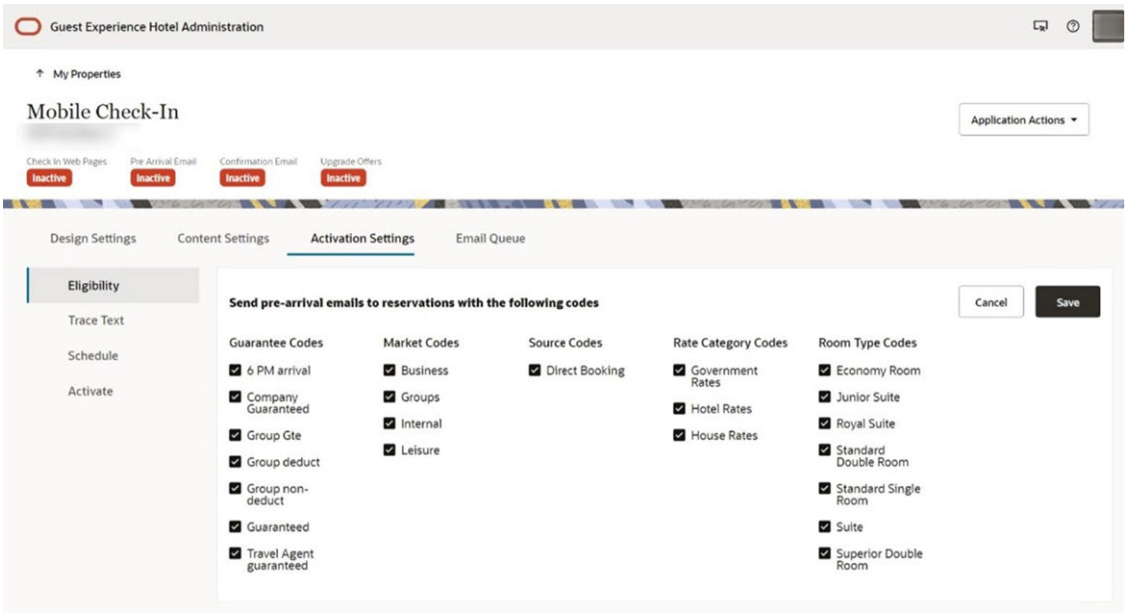
The following table shows the available criteria you can select.

Table 16-1 Eligibility Criteria

Criteria	OPERA Cloud Documentation
Guarantee Codes	Reservation Types
Market Codes	Configuring Market Codes
Source Codes	Configuring Source Codes
Rate Category Codes	Configuring Rate Categories
Room Type Codes	Configuring Room Types

To update the criteria:

1. Select the check boxes to select or deselect criteria.
2. Click the **Save** button after you complete your selections.



Room Count Restriction

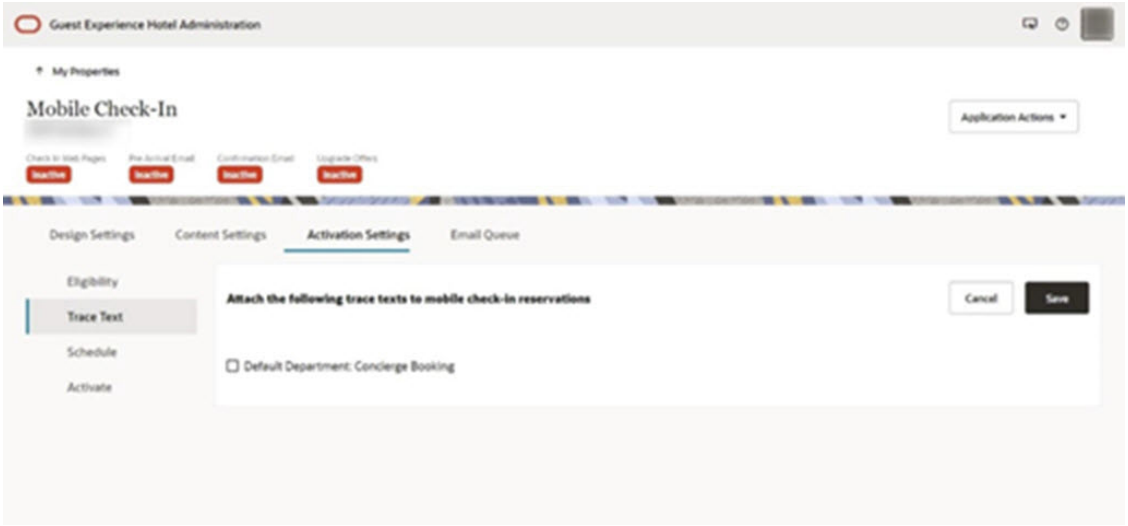
> **Note:**
>
> In the current version of this application, only reservations with one room are eligible for Mobile Guest Experience check-in.

Trace Text

The Trace Text page enables you to select the Trace Texts that are attached to reservations after completing a mobile check-in.

By default, the application does not select any of your Trace Texts.

1. Select the check box to select or deselect a Trace Text.
2. Click the **Save** button to save the selected trace text.



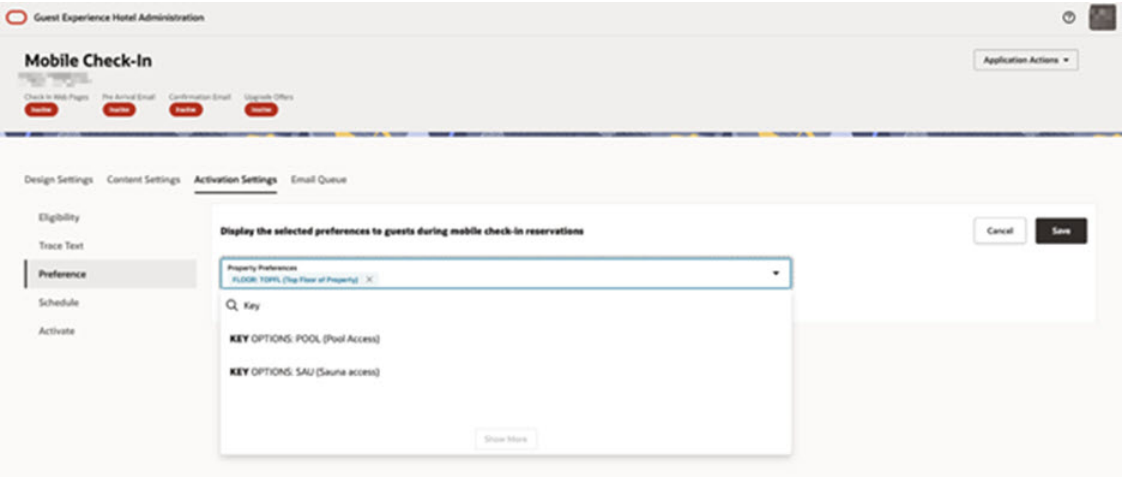
Preference

The Preference page allows you to enable the available reservation preferences for guests to select during the mobile check-in journey. You can choose up to five preferences.

To enable a preference:

1. Click **Property Preferences** drop-down list to show all the reservation preferences you have created in OPERA.
2. Scroll down the list, or you can use the search box to find preferences by Preference Group, Preference Code, or Preference Description.
3. Select the preference. The selected preference is added to the Property Preferences field.
4. Repeat the process for each preference.
5. Click **Save**.
6. Click **X** next to each preference to remove the preferences.

7. Click **Save**.



Schedule

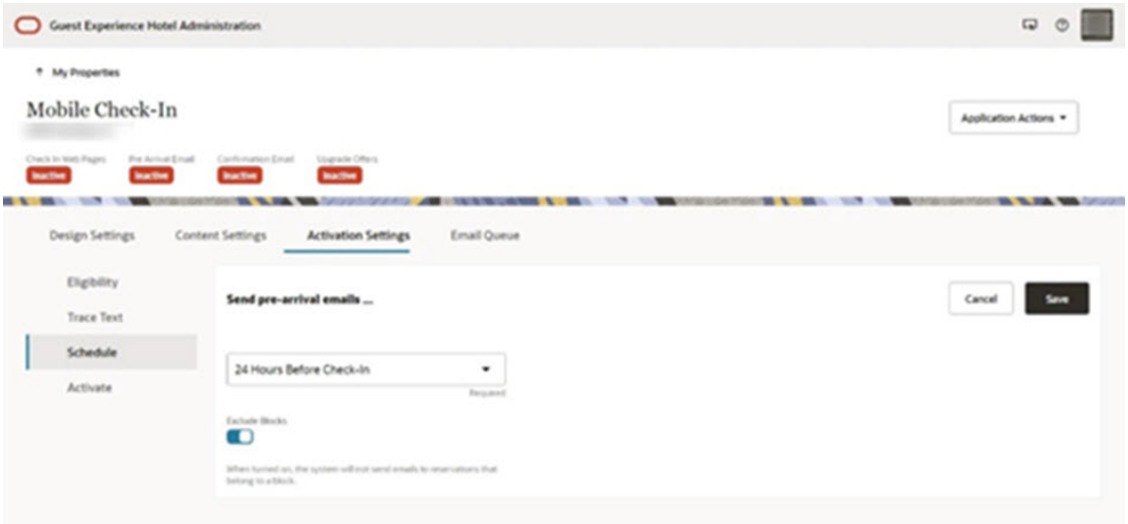
The Schedule Page enables you to select the number of hours before the check-in time that your guests will receive in the pre-arrival emails before their arrival date and time.

The schedule is set to '24 Hours Before Check-In' by default.

1. Click the drop-down to change the value.
2. Set the time from 4 to 48 hours before check-in.

> **Note:**
>
> You also have the option to exclude reservations that belong to a Block. The application enables this option by default.

3. Click the **Save** button after the changes are done.



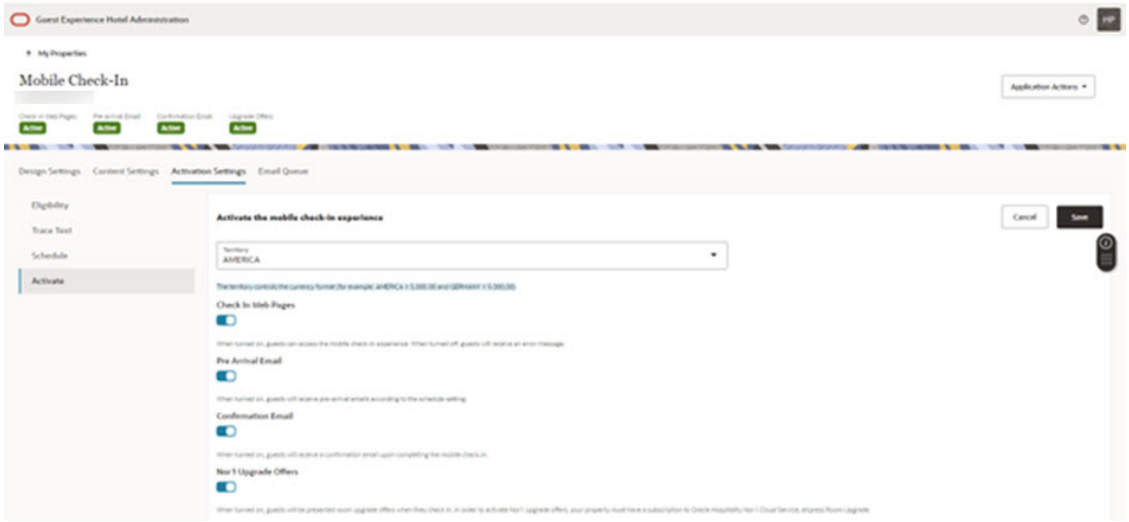
Activate

The Activate page enables you to turn on and off the following components of the Mobile Guest Experience check-in:

Table 16-2 Components

Component	Description
Territory	The territory controls the currency format of the rate amounts displayed to the guest. By default, the territory is set to the country specified in the property configuration in OPERA Cloud or to AMERICA in case no matching country was found.
Check-in Web Pages	When turned on, guests can access the mobile check-in experience. When turned off, guests will receive an error message.
Pre-Arrival Email	When turned on, guests will receive pre-arrival emails according to the schedule setting.
Confirmation Email	When turned on, guests will receive a confirmation email upon completing the mobile check-in.
Nor1 Upgrade Offers	When turned on, guests are presented room upgrade offers when they check in. To activate Nor1 upgrade offers, your property must have a subscription to the Oracle Hospitality Nor1 Cloud Service, eXpress Room Upgrade.

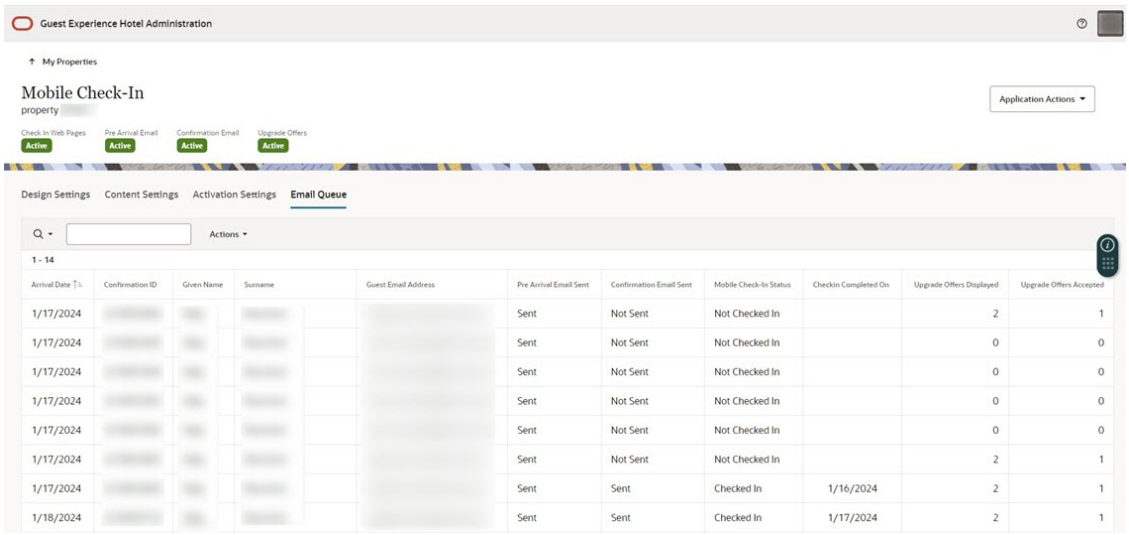
1. Click the switches to toggle the components on and off.
2. Click the **Save** button.



17

Email Queue

The Email Queue shows all the reservations that met the eligibility criteria and that have been downloaded into the system.



The report contains the following columns to help you understand the status of each reservation:

Table 17-1 Report Columns

Column	Description	Values
Pre-Arrival Email Sent	Indicates if the pre-arrival email was sent.	Sent or Not Sent
Confirmation Email Sent	Indicates if the confirmation email was sent.	Sent or Not Sent
Mobile Check-in Status	Indicates if the guest has completed the mobile check-in.	Checked-in or Not Checked-in
Check-in Completed On	The date when the guest completed the mobile check-in.	Date or Null
Upgrade Offers Displayed	The number of upgrade offers displayed to the guest.	Number
Upgrade Offers Accepted	The number of upgrade offers booked by the guest.	Number

Retention Period

The reservation records are deleted from the system seven days after their arrival date.

18

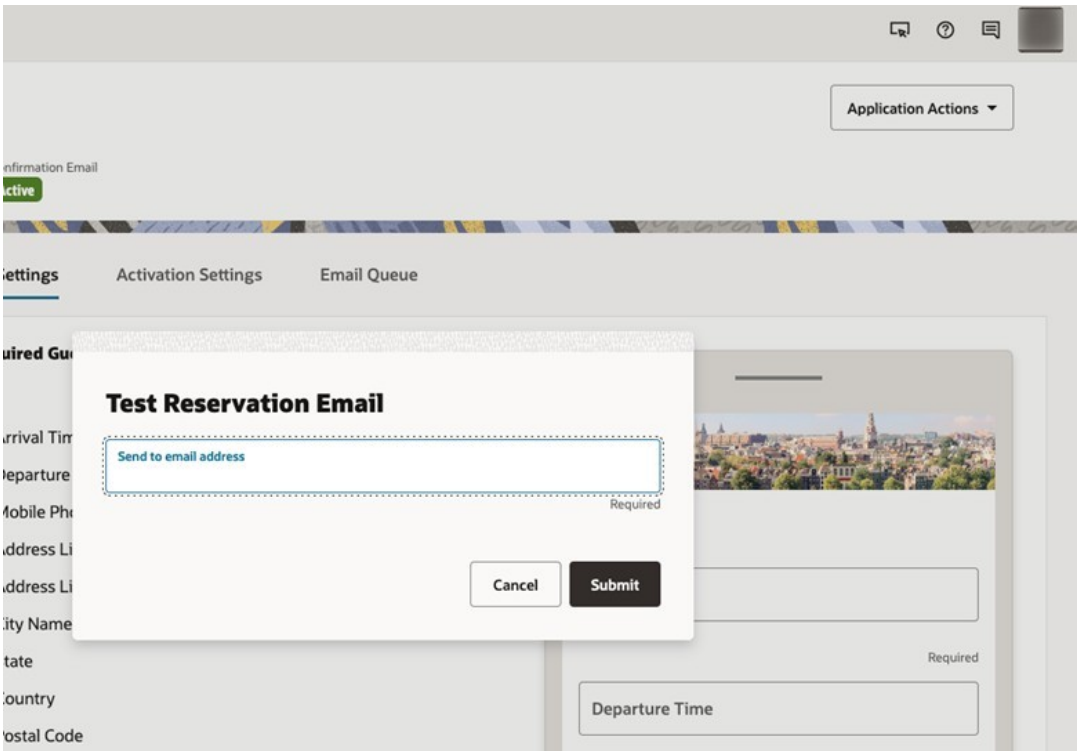
Testing Mobile Guest Experience

To test the Mobile Guest Experience application:

1. Click the **Application Actions** button and then select the **Email Test Reservation** option.

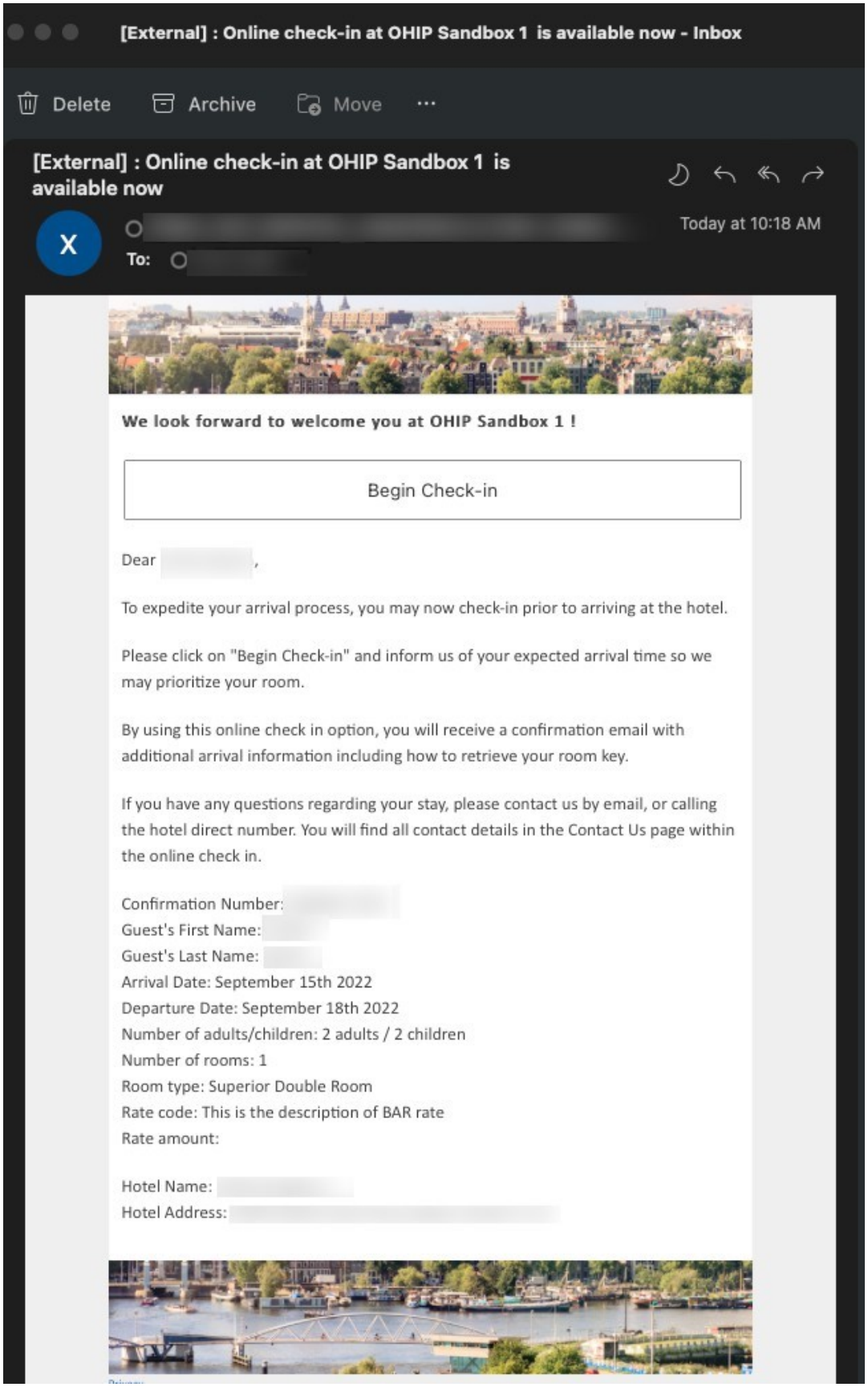
   A window prompts you to enter your email address.

2. Enter your **email address** and then click the **Submit** button.

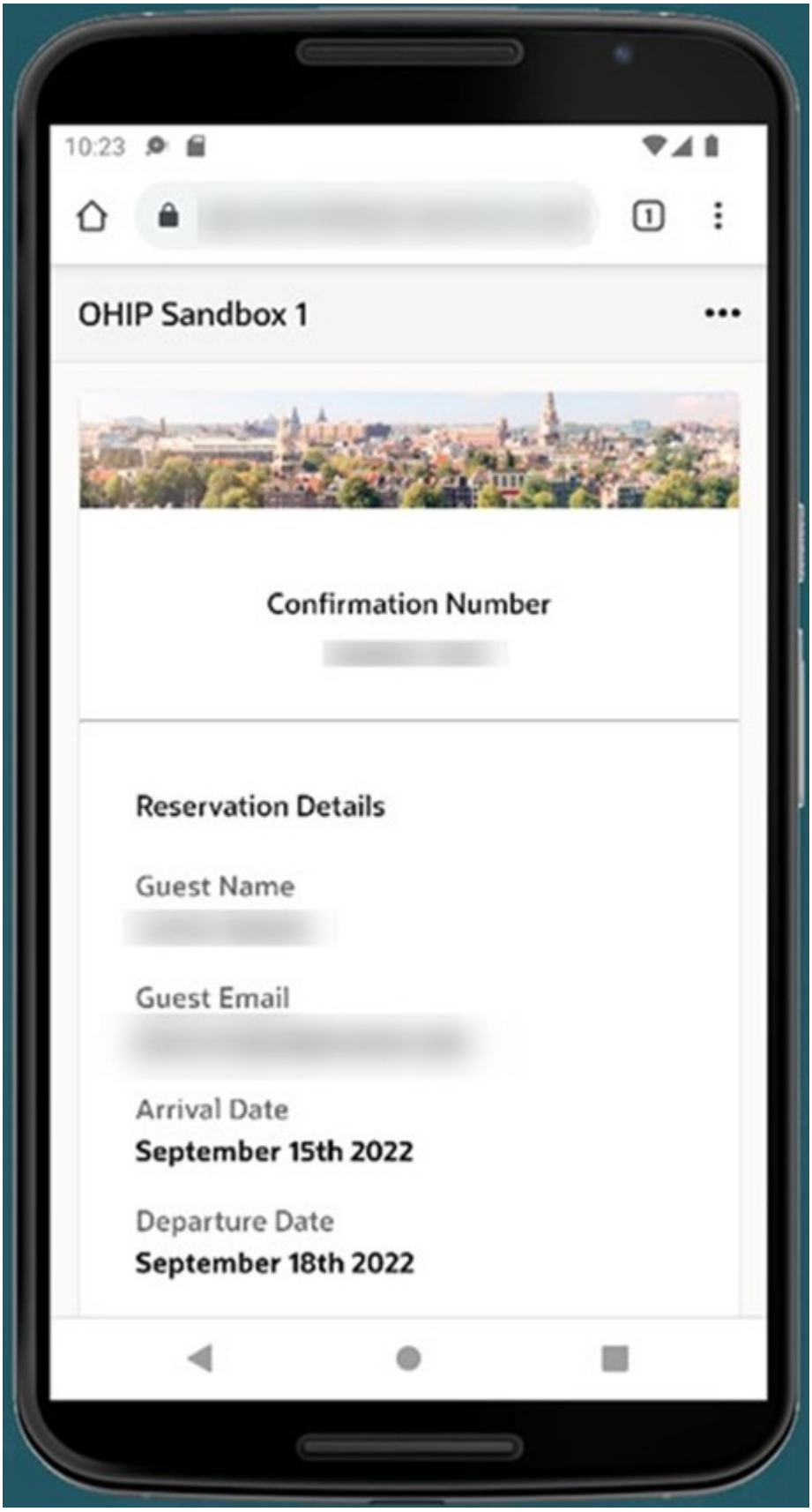


   You will receive an email with a sample reservation.

3. Tap the **Begin Check-in** button to start the mobile check-in process.


[External] : Online check-in at OHIP Sandbox 1 is available now - Inbox
Delete
Archive
Move
[External] : Online check-in at OHIP Sandbox 1 is available now
X
Today at 10:18 AM
To:
We look forward to welcome you at OHIP Sandbox 1 !
Begin Check-in
Dear ,
To expedite your arrival process, you may now check-in prior to arriving at the hotel.
Please click on "Begin Check-in" and inform us of your expected arrival time so we may prioritize your room.
By using this online check in option, you will receive a confirmation email with additional arrival information including how to retrieve your room key.
If you have any questions regarding your stay, please contact us by email, or calling the hotel direct number. You will find all contact details in the Contact Us page within the online check in.
Confirmation Number:
Guest's First Name:
Guest's Last Name:
Arrival Date: September 15th 2022
Departure Date: September 18th 2022
Number of adults/children: 2 adults / 2 children
Number of rooms: 1
Room type: Superior Double Room
Rate code: This is the description of BAR rate
Rate amount:
Hotel Name:
Hotel Address:

The sample reservation will load in your browser, and you can review the mobile check-in process from start to finish.


10:23
OHIP Sandbox 1
Confirmation Number
Reservation Details
Guest Name
Guest Email
Arrival Date
September 15th 2022
Departure Date
September 18th 2022

19

Troubleshooting

This topic helps you troubleshoot the issues. It mentions a detailed reason for the issue and also gives a solutions to it.

Issue

Pre-arrival or confirmation e-mails from the hotel are going to the junk/spam folders of a guest's e-mail client.

Reason

Since OPERA Cloud Mobile Guest Experience enables you to spoof the "From:" address in pre-arrival and confirmation e-mails with the address of the hotel (and since the e-mail actually comes from the Oracle data center), some spam blockers detect the source IP of the e-mail is not in the SPF record of the domain.

For example, if the spoofed address is info@<hotel>.com and the e-mail comes from one of our SMTP Servers (for example, `<EMAIL>.<DOMAIN_NAME>.com`), some e-mail spam blockers will check the SPF record for `<hotel>.com` and see the `<DOMAIN_NAME>.com` domain is not in that SPF record.

Consequently, the e-mail is treated as spam and is either blocked or moved to the spam/junk folder of the guest's e-mail client.

Solution

To address this issue, the customer/hotel's IT department must add `<DOMAIN_NAME>.com` to the SPF record for that domain.

The customer/hotel must log in to the portal for the e-mail provider who registered their domain, and add the information to their SPF record. More details can be found in the following ICCP customer help article: OPERA Cloud- e-mail Delivery Configuration and How to Prevent e-mail Spoofing (add SPF Record) 2722714.1

Alternatively, the customer/hotel can call the support number for the e-mail provider and open a support ticket requesting the information to be added. This enables the spam filters to see that our data center, `<DOMAIN_NAME>.com`, is a legitimate sender for their domain, and the spam filters to permit the e-mails to be delivered.