

Oracle[®] Hospitality Nor1 Cloud Services User Guide



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The Oracle logo, consisting of a solid red square with the word "ORACLE" in white, uppercase, sans-serif font centered within it.

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Preface

The Nor1 machine-learning-based suite of upsell applications creates incremental revenue opportunities for hotels. With its native integration into OPERA Cloud, hotel staff can seamlessly manage and fulfill guest upgrade requests directly within the system. This release is designed to enhance operational efficiency, drive additional revenue, and improve guest satisfaction through personalized upgrade offers.

Purpose

This guide provides a comprehensive overview of key features, activation steps, and detailed instructions for utilizing upgrade options during check-in and reservation management. It also explains the automated upgrade fulfillment process, outlines the locking of modifications after the 10th of the following month to ensure accurate Nor1 invoicing, and includes troubleshooting tips and FAQs to ensure a smooth user experience.

Customer Support

The following support options are available:

- Live Chat is provided for Nor1 CheckIn Merchandising customers directly in the application.
- Nor1 eStandby Upgrade support is provided on the Customer Support Portal at the following URL: <https://iccp.custhelp.com>.
- Customers can contact their Account Relationship team or Account Revenue Manager directly.

When contacting Customer Support, please provide the following:

- Product and program/module name.
- Functional and technical description of the problem (include business impact).
- Detailed step-by-step instructions to be re-created.
- Exact error message received.
- Screen shots of each step you take.

Documentation

Oracle Hospitality product documentation is available on the Oracle Help Center at <http://docs.oracle.com/en/industries/hospitality/>.

Revision History

Table 1 Revision History

Date	Description of Change
August 2023	Initial Publication

Table 1 (Cont.) Revision History

Date	Description of Change
September 2023	Added (except Hilton HHP CRS) to Inventory Oriented View section, step 11. PMS.
July 2024	Added a new section: User Guide for Reservation Upgrade - Powered by Nor1 PRiME in OPERA Cloud PMS.

1

Introduction

The Nor1 Upsell Platform helps hotels and hotel organizations provide real-time, data-driven, highly relevant, and personalized pricing and merchandising offers to guests. The platform consists of the eStandby application, CheckIn Merchandising application, and Insights application.

This guide covers the following cloud services:

- Oracle Hospitality Nor1 Cloud Service, eStandby (ES) Room Upgrade
- Oracle Hospitality Nor1 Cloud Service, Checkin Merchandising (CM) Room Upgrade
- Oracle Hospitality Nor1 Cloud Service, eXpress (EX) Room Upgrade
- Oracle Hospitality Nor1 Cloud Service, Pre-Arrival Bundle Room Upgrade (ES/EX)
- Oracle Hospitality Nor1 Cloud Service, Full Engagement Bundle Room Upgrade (ES, EX, CM)
- Oracle Hospitality Nor1 Cloud Service, Non-Room Upgrade

2

Universal Upsell Management Portal

Signing In

1. Open the Nor1 Universal Upsell Management portal using the following URL: https://portal.nor1upgrades.com/user_portal/login.
2. On the login screen, enter your **Username** and **Password**.
3. Click **Log In**.

Logging Out

1. From any screen within the application, locate your username in the top-right corner.
2. Mouse hover over the panel to expand it and display additional options.
3. Click **Log Out**.

User Session Expiration

When a browser session is idle for eight hours, the Oracle Hospitality Nor1 eStandby Upgrade Cloud Service automatically logs you out. A two-minute warning appears prior to disconnection.

Forgot Password

If you forget your password, click the **forgot your Password** link.

1. The portal sends an e-mail with temporary login credentials to your e-mail address on file.
2. After the first login attempt with the temporary credentials, you must change your password.

Request an Account

New users can request a new account using the following steps:

1. Click **Request an Account**.
2. You are forwarded to the New Customer Support Portal where you can login with your Oracle credentials or create an Oracle account if you don't have one and submit the Nor1 Account request filling the proper template.
 - a. **Email:** This is a mandatory field. Nor1 sends a response to the email address entered here. Make sure it is correct.
 - b. **Name:** This is a mandatory field. First Name and Last Name.
 - c. **Role:** This is a mandatory field. Enter your position.

- d. **Distribution List:** This is a mandatory field. Select the type of information you want to receive.
 - i. Pending Revenue Notifications.
 - ii. Property Main Contact.
3. Click **Submit**.

Using the Portal Help Center

The Help Center provides the following tools:

- Submit a request.
- Find training dates and register for trainings.
- Announcements.
- Nor1 Best Practices.
- FAQs on Revenue Optimization.
- FAQs on User Management.
- FAQs on General.

Common Actions, Icons, and Navigation

After logging in, the Welcome and User Name information appear on the right-hand side providing the following information:

Current Login User: This is the user logged into the system. For Front Office Team members, it is recommended you log out of the portal to keep track of what you did during your session.

Current Nor1 Customer ID: The Customer ID is a unique number that identifies the hotel as a Nor1 customer. Each hotel can have only one Customer Number.

Editing Profiles

From the **Edit Profile** section, you can find details about the User Profile, Application Access granted, and Chain/Property Access. You can use **Change Password** here.

Managing Users

Nor1 can reset passwords and accounts, although it is recommended you do this yourself using your Property Manager access.

Users with the Property Manager role and above can use the User Management section, which is found in the drop-down menu below the user's name. You can review the list of existing users attached to their respective hotel, create new users, edit existing users, and delete users. You can also reset passwords. The following features are available:

Search Bar: Search the existing user database.

User List: The User List provides a list of existing users attached to the same hotel as the Property Manager. The list shows the user's role, e-mail, username, and the last login attempt. The list also shows active, inactive, and locked users, all color coded for the Program Manager convenience.

Create User: You can create users with varying levels of administration and property access. For eStandby, you must fill the User Profile with mandatory information on the following:

- **Full Name.** The user's full name.
- **Email.** The user's e-mail address or a generic team e-mail address.
- **Role.** The following roles are available:
 - **Nor1 Manager:** This can be selected only by Nor1 Admin users and allows access to multiple hotels.
 - **Chain Manager:** This is best reserved for Area/Regional Directors of Revenue assigned to multiple properties.
 - **Property Manager:** Hotel management such as Revenue Manager, FOM, Supervisor, GSM, and so on.
 - **Property User:** Front desk agents.

Manage Email Alerts and Reports Check Box: This allows the Property Manager to add the new user to the daily distribution list of pending revenue reminders.

For any CheckIn Merchandising user, the Property Manager must also fill out information on the following items:

- **Username:** This can be an e-mail address or property management system (PMS) User ID.
- **PMS User ID:** The PMS User ID.
- The **Chain/Property Access** is attached to the Property Manager's hotel and reflects the hotels data the user is attached to.
- **Reset Password:** Sends a password reset link to email addresses on file.
- **Edit:** With the Edit Users section, the Program Manager can modify the role of a particular user, change the name if needed (for example, after marriage), and adjust Application Access.
- **Delete:** Removes the account from the database and deactivates any pre-existing access.

Individual Account Modification

- Name, email address, and role - **mandatory**.
- Gender, phone number - **optional**.
- PMS User ID - exclusive to **CheckIn Merchandising only**.

Application Access

The portal provides you access to the following:

1. **eStandby:**
 - Upsell Action Center
 - Invoice Details
 - Rate Calendar
 - Prime Configurations
 - User Portal Analysis

2. **CheckIn Merchandising:**

- Insights

Chain / Property Access

Chain and individual properties provide the following access:

- Access to a single property for individuals with user in the user role.
- Access to several properties for individuals with Manager in their role.

Select a Property

If you have access to only a single property, that property appears when you log in.

If you have access to more than one property, you must select a property after logging in.

You can type in part of the property name in the search bar on the top to select the property you want review.

Clicking the grey arrow next to the search bar reveals a list of all properties you have access to. At any time, you can switch to another property by changing the name of the property on the top.

App Logos

1. Oracle Hospitality Nor1 Cloud Service, eStandby Room Upgrade Cloud Service is indicated with the following app logo in the top-left corner:



2. Oracle Hospitality Nor1 Cloud Service, CheckIn Merchandising Room Upgrade is indicated with the following logo on the top-left corner:



3. Oracle Hospitality Nor1 Cloud Service, Insights is indicated with the following logo on the top-left corner:



App Switcher



The access rights to the App Switcher are based on user permissions. In all areas, you can see the App Switcher on the right hand side. Move your mouse over the app switcher icon and select from the following:

- eStandby
- CheckIn Merchandising
- Insights

3

Validated Full 2–way Interface Integrations with Nor1

Nor1 integrates with hotel software systems to deliver fully automated solutions. Use the navigation below to locate your hotel's current system.

OXI Integration for Oracle OPERA V.5 On-Premise and Hosted PMS

Nor1 can integrate with the OPERA V.5 On-Premise and Hosted PMS using the OXI Interface. The OPERA Xchange Interface (OXI) is an Oracle OPERA product. Through OXI, Nor1 can receive reservations, inventory, and check-in details for a hotel, and modify reservations with upgrades (room changes, alerts, comments, and fixed charges or packages).

The minimum OPERA version required for Nor1 OXI is 5.0.

OHIP integration for OPERA CLOUD PMS

Nor1 can connect to the OPERA CLOUD PMS using the OHIP interface. The Oracle Hospitality Integration Platform (OHIP) is an Oracle Integration platform. Through OHIP API's, Nor1 can call to retrieve reservations, inventory, folio transactions, and check-in details for a hotel, and modify reservations with Upgrades (room changes, alerts, comments, fixed charges).

HMS integration for Infor HMS PMS

Nor1 can integrate with the Infor HMS PMS using the HMS interface. Through HMS, Nor1 can receive reservations, inventory, rates, folio transactions and check-in details for a hotel, and modify reservations with Upgrades (room changes, comments, fixed charges).

QUONEXT integration for QuoHotel PMS

Nor1 can integrate with the QuoHotel PMS using the QuoNext interface. Through QuoNext, Nor1 can receive reservations, inventory, rates, folio transactions for a hotel, and modify reservations with Upgrades (room changes, comments, fixed charges).

HTNG integration for LMS PMS

Nor1 can integrate with the LMS PMS using Agilysys' implementation of the HTNG interface. Through this interface, Nor1 can receive reservations, inventory, and rates for a hotel, and modify reservation with Upgrades (room changes, comments, fixed charges).

Hilton HHP integration for Hilton CRS

Nor1 can connect to the Hilton CRS using Hilton HHP. Hilton Hospitality Partner (HHP) is a Hilton CRS Integration platform. Through Hilton HHP, Nor1 can retrieve reservations and inventory for a hotel, and modify reservation with Upgrades (room changes, comments, special request code, daily rates update to include upsell price).

4

eStandby Upgrades

This chapter addresses the eStandby Upgrade. It allows guests to request a room upgrade at the time of booking (for a perishable price) or any additional offers that are not confirmed or awarded until just before arrival.

Introduction

This chapter addresses Nor1 eStandby Upgrade, which allows guests at the time of booking to request a room upgrade (for a perishable price) or any additional offers that are not confirmed or awarded until just before arrival.

eStandby Upgrade Exposure and Guest Offer

Displaying the Learn More Image Upsell Banner

The Learn More Image (LMI) Upsell Banner is presented to guests on hotel or third party booking websites, apps, and confirmation or pre-arrival emails based on the hotel's level of integration.

1. Option 1:

Nor1 API calls to get the LMI data for customized HTML rendering.

- This is used for hotels or third parties wanting more control over the call-to-action to upgrade after a booking is made.
- If there are no upgrades available, the embedded image returns a blank 1x1 pixel image that is not visible, so there is no link for the guest to see.

2. Option 2: Standard image URL embedding into HTML (web or email).

- The Learn More image is presented by the eStandby Upgrade server and appears in the guest's email.
- Different LMI templates/images can be specified by using different PET values.
- This is used for hotels or 3rd parties that want a simple way to embed a static image that renders exactly the same in any browser.

3. Option 3: Oracle PMS Extract.

The Nor1 extract for PMS is an efficient way to expose additional hotel guests to eStandby Upgrade offers using the Nor1 pre-arrival email. Extracts should contain all reservation activity occurring during the day (preceding 24 hrs. + x) and can be sent to the Nor1 data center using a secure SSL encrypted connection. Extracts contain no payment information of any kind.

Upsell Emails

Presenting eStandby Upgrade Offers

When a guest clicks the Learn More Image (LMI) Upsell banner, the guest is redirected to the hotel's eStandby Upgrade offer screen where the following information is presented:

- The hotel's name and/or logo.
- A shopping cart.
- The name and information on the original booking.
- Information on how eStandby Upgrade works.

The guest can request one or more eStandby Upgrades presented and then click Confirm Request(s).

The guest learns at arrival whether any of the requests are awarded, subject to availability:

- If Yes, the guest agrees to pay the additional amounts stated for the award(s).
- If No, the guest remains in the original booked room and pays nothing extra.

Upgrades: The guest can request one or more eStandby Upgrades. The guest is presented with a list of room upgrades and add-on offers based on the hotel's configuration and on the PRiME algorithm. After selecting the desired eStandby Upgrades the guest can click **Confirm Requests**.

1. **Request All:** The guest can request all eStandby Upgrades and add-ons presented for the best chance of success to be awarded an eStandby Upgrade.
2. The offers appear with an image, a description, and the extra price for the particular offer. Depending on the hotel's configuration, each offer shows either the offer's savings or original price (with a strikethrough).
3. The guest can click the call-to-action Request button to request one or several of the offers presented.
4. The guest is presented with the Privacy Policy, which opens Nor1 and Oracle Company's Privacy Policy page.

Requesting eStandby Upgrade Offers

Guests can request eStandby Upgrade offers by taking the following actions:

1. **Request All:** Guests can request all eStandby Upgrades and add-ons presented for the best chance of success at being awarded an eStandby Upgrade.
2. **Request:** Guests can select one or multiple eStandby Upgrade offers and/or add-ons:
 - The Shopping cart is updated.
 - Requested eStandby Upgrade Offer(s) with the Extra (per night) and Total extra for stay are presented:
3. By clicking **Confirm Requests**, the guest confirms reading and understanding how the eStandby Upgrade process works.
4. The guest commits to paying for an upgrade if awarded at check-in. The eStandby Upgrade requests are not guaranteed.

5. The eStandby Upgrade requests can be modified or cancelled up to 24 hour(s) prior to check-in with no penalty.

 **Note:**

The timing for modifications or cancellations is based on the hotel's configuration.

- **Confirm Request(s) button.** This is a call-to-action as soon as the guest selects all offers. A summary of the requested eStandby Upgrade(s) with the Extra (per night) and Total extra for stay are presented to the guest.
- **Print icon.** Enables the guest to print a summary.
- An email confirms receipt of the requests and contains a link the guest can use to modify or cancel the requests. Due to high demand, modifications must be made at least 24 hour(s) prior to arrival.
- The guest is informed again how the eStandby Upgrade works.
- The summary page provides the guest with a summary of the eStandby Upgrade requests and greets the guest with the hotel's name and phone number.

As soon as the guest requests an eStandby Upgrade, the information is inserted in the Upsell Action Center. For any hotel with full 2-way Interface Integration with Nor1, the Commit Message is inserted in the guest reservation record in OPERA PMS.

Upsell Action Center

The Upsell Action Center is where you manage eStandby Upgrade requests from your guests. Hotels with a full 2-way Interface Integration with Nor1 (except Hilton HHP CRS) benefit from an automated synchronization between the Upsell Action Center and Hotel PMS. Any decision logged in to the Upsell Action Center is reflected in Hotel PMS. Hotels without the full 2-way Interface Integration with Nor1 must act on the requests in the Upsell Action Center and log the decision in their PMS manually.

The Upsell Action Center provides two different views on how to look at Nor1 eStandby Upgrade requests: **Inventory Oriented View** and **Guest Oriented View**. All Nor1 eStandby Upgrades requests appear in both views. Any Nor1 eXpress Upgrade requests are located in the Guest Oriented View. Both views are described in the following section.

 **Note:**

You can edit Nor1 eStandby Upgrade requests within the Upsell Action Center until the 10th calendar day of the following month. Any changes should be updated until that day to guarantee correct invoicing.

Inventory Oriented View

After logging in, you are presented with the Inventory Oriented View. This view displays eStandby Upgrades based on the room inventory rather than the guest. The calendar function on top shows you a seven-day outlook from the current day forward. The Inventory Oriented View provides the following information:

1. **Date Selection.** You can view a different time period by selecting the calendar and selecting the particular day.
2. **Available Fields.** Below the calendar function are three different fields, which are explained in detail in the following sections. The available fields are:
 - **Upgrade Requests for Date:** This lists all room upgrades for the date selected.
 - **Add-on Requests for Date:** displays all add-on requests for the date selected.
 - **Room Upgrade Type:** presents all information on the guest who requested the room or add-on offer.
3. **Upgrade Requests for Date.** The upgrade requests for the selected day are shown in this section. The requests are sorted from the highest to lowest room category and only requested categories appear here. The Upgrade Room Type appears, as well as the Number of Requests for the Room Type and the amount Realized and Remaining.
4. **Add-on Requests for Date.** This section indicates any additional offer requests for the selected day. The Add-on Type is shown, as well as the Number of Requests for the Add-on and the amount Realized and Remaining. Add-on requests are based on reporting types from the Control Panel, which is internal only, and can be any of the following:
 - a. Early Check In
 - b. Late Check Out
 - c. Room Feature
 - d. Spa Services
 - e. Food & Beverage
 - f. Parking
 - g. Amenities
 - h. Extra Room
 - i. Extra Day
5. **Room Upgrade Type.** Based on the Upgrade Room Type selected, the section on the right side of the screen displays the following: guests name, potential loyalty status (if applicable), original room booked, LOS (Length of Stay), impact (+/-), PMS, status, and an **Action** button.
6. **Guest Name.** Click the guest name to display Booking Info on the following:
 - **Guest Name.**
 - **Confirmation Number:** Click to view the eStandby Upgrade offer screen that the guest has seen and the offers the guest selected.
 - **Room Type.**
 - **Arrival Date:** Hotels without full 2-way Interfaced Integration with Nor1 can change the guest's arrival date here if the date has changed. Hotels with the full 2-way Interface Integration with Nor1 should not make changes here as any changes on the reservation should occur only in the PMS directly.
 - **LOS (Length of Stay):** Hotels without full 2-way Interfaced Integration with Nor1 can change the LOS here if needed. Hotels with the full 2-way Interface Integration with Nor1 should not make changes here as any changes on the reservation should occur only in the PMS directly.
 - **Departure Date.**

- **Booking Price:** This should not be changed as any changes on the reservation should occur only in the PMS directly.
 - **Comments:** For hotel internal use only. Comments appear on the Reports under the Analysis menu.
7. **Loyalty.** If the guest has a Loyalty Status submitted within the booking, it is reflected here.
 8. **Room.** This is the original room booked.
 9. **LOS (Length of Stay).** This shows the number nights the guest is staying at the hotel for the particular stay.
 10. **Impact (+ / -).** This highlights the revenue that the upgrade, if awarded, generates each night and for the total stay. When selecting an upgrade request for any guest that has submitted more than one room upgrade request, arrows indicate that there are also higher (green arrow) and/or lower (red arrow) requests in the queue for the guest. A number in the arrow indicates the number of higher or lower requests the guests has submitted.
 11. **PMS.** This is for full 2-way Interface Integration with Nor1 (except Hilton HHP CRS) hotels. The column might show a red M indicating that Manual Awarding is required. The red M is blank for any hotels without the full 2-way Interface Integration with Nor1 .
 - **Reservation is Unknown:** No external reference ID is attached to the reservation.
 - **Reservation In House:** The reservation is already checked in.
 - **Shared Reservation:** The reservation is a shared reservation and any changes needs to be done manually.
 - **Reservation is Cancelled:** The reservation has been cancelled and therefore any changes need to be done manually.
 12. **Status.** Click **Status** to display Upgrade Request information. This screen indicates details for the reservation, such as Guest Name, Party Details, Booked Room, and Booked Price. In addition, a Room Upgrade Request shows the requested Room Upgrade Code, Price, and Status. Add-on Requests shows the Request, Total Amount, and Status. An Action button lets you award or deny a request. Status can be:
 - **Pending:** No action has been taken on that request.
 - **Realized:** The eStandby Upgrade request that has been awarded.
 - **Upgraded** Shows that the guest has been awarded an eStandby Upgrade, but in a different category.
 - **Denied:** No eStandby Upgrade request has been awarded to the reservation.
 - **No Show:** Indicates a no-show reservation in the hotel's PMS.
 - **Cancelled:** The reservation is cancelled.
 13. **Action:** For any room upgrades, the button indicates Upgrade. For any Add-on request, it shows "Action."
 - **Rooms:** Click Upgrade to upgrade this guest's request. For hotels with the full 2-way Interface Integration with Nor1 (except Hilton HHP CRS), a fixed charge or package is added to the reservation, a check-in alert is attached, and the room type is updated. If you need to deny this upgrade request, click anywhere on the guest row, for example next to the loyalty status, and the Action button at the top of Room Upgrade Type activates. Select Deny Upgrade if this request cannot be awarded; click Cancel Reservation if the reservation has been cancelled; click No Show Reservation in case the reservation was running No Show in the PMS. For any full 2-way Interface Integration with Nor1, Cancel Reservation and No Show Reservation are not needed as the information is updated automatically in the Upsell Action Center after it updates in the OPERA PMS.

- **Add-on:** Click Action to return to the Upgrade Request information. You can click Add to add the Add-on offer and price to the guest's reservation. Double click Add to remove and deny the Add-on request. Click Save and Close to log the decision to the guest's request.
14. **View Upgrade Requests.** The calendar function shows a 7-day outlook for any pending requests. If a request is in the system for a certain day, it appears in the calendar with "0/1" to indicate that 0 of 1 reservations have been actioned. In addition, it shows the possible amount to award on that day and the amount of revenue already realized for that day. The field below the calendar indicates the number of rooms available for the particular room type based on the Upgrade Room Type within the Upgrade Requests section. For any full 2-way Interface Integration with Nor1 property, the number reflects the property's inventory. The field shows **0** for any hotel without the full 2-way Interface Integration with Nor1. To view the upsell request, select a day with a minimum of **0/1** and watch for Upgrade Requests or Add-on Requests.
 15. **Manage Upgrade Requests.** For any Upgrade Requests, the Action button indicates Upgrade. For any Add-on Request, it shows Action.
 - **Rooms:** Click **Upgrade** to upgrade the guest's request. For Hotels with the full 2-way Interface Integration with Nor1 (except Hilton HHP CRS), a fixed charge or package is added to the reservation, a check-in alert is attached, and the room type is updated.
 - If you need to deny the upgrade request, click the **guest's row** next to Loyalty and the Action button at the top of Room Upgrade Type activates. Select **Deny** if the request cannot be awarded, select **Cancel Reservation** if the reservation has been cancelled, or select **No Show Reservation** if the reservation was running No Show in the PMS. For any full 2-way Interface Integration with Nor1 (except Hilton HHP CRS) hotels, Cancel Reservation and No Show Reservation are not needed as the information updates in the Upsell Action Center automatically after it updates in OPERA PMS.
 - Hotels without the full 2-way Interface Integration with Nor1 should add the posting to the guest's reservation and add a comment or alert in their PMS for the agent to be aware of how to welcome the guest.
 - **Add-on:** Click **Action** to return to the Upgrade Request information. There you can click **Add** to add the Add-on offer and price to the guest's reservation. Double click **Add** to remove and deny the Add-on request. Click **Save and Close** to log the decision to the guest's request.

Guest Oriented View

The Guest Oriented View offers another option to view eStandby Upgrade requests in the application. You can look at Standby Upgrade requests in a more guest-oriented way. Requests are presented as an arrivals list. Any Nor1 eXpress Upgrade is shown in this view.

1. **View Upgrade Requests.** By default the Guest Oriented View displays an arrivals list (only for guests with eStandby Upgrade requests or eXpress Upgrades) for the next three days. For the pre-selected timeframe, the application indicates the RRR (Revenue Realization Rate), the Awarded Revenue, and the Potential Revenue (in brackets). You can adjust the timeframe so that the RRR, Awarded, and Potential Revenue update accordingly. By default, all upgrade requests are shown in the list below. However, you might want to look only at eStandby Upgrades or eXpress Upgrades. A search field lets you search by Room, Guest Name, or Confirmation Number. Based on the selection, the list shows eStandby Upgrades with Arrival Date, LOS, Confirmation Number, Guest Name, Loyalty, Booked Room, Number of Requests, Status, and potentially a red letter **M** for any upgrade that requires manual updates in the PMS (for properties with full 2-way Interface Integration with Nor1 (except Hilton HHP CRS). Refer to the Room Upgrade Type section.

2. For hotels with the full 2-way Interface Integration with Nor1 (except Hilton HHP CRS), you can find a number in brackets next to the room category that indicates that the minimum number of rooms in the particular category are still available for the entire stay of the guest. In addition, Smart Award information appears on the far right side of the screen.
3. **Manage Upgrade Requests.** To manage upgrade requests, click in the column to open the request. A list of Room Upgrades and/or Add-on Requests appear with the price per night and the price for the entire stay. The following options are available:
 - a. **Red label eS or eX:** indicates either an eStandby Upgrade request or an eXpress Upgrade.
 - b. **Green Badge:** applicable only for hotels that activate the Smart Award configuration. The green badge indicates which pending awards are automatically actioned. You can click the **Smart Award** button to trigger an Auto Award for all eligible pending requests prior to the configured cutoff time.
 - c. **Action (orange):** click **Action** if you can award the guest's request. For hotels with the full 2-way Interface Integration with Nor1 (except Hilton HHP CRS), this changes the Room Type in OPERA PMS and adds a fix charge or package and a check-in alert. Double clicking the **Action** button sets the request to **Denied**.
 - d. **Change Stay Dates:** any hotel without full 2-way Interface Integration with Nor1 can change the stay dates if the dates have changed. Any hotel with the full 2-way Interface Integration with Nor1 should not make any changes in here as changes should take place in the PMS directly.
 - e. **View Offer Page:** click to view the eStandby Upgrade offer screen the guest has seen, as well as the offers that have been selected.
 - f. **Add Your Comments:** for hotel internal use only; it reflects on the Reports under Analysis.
 - g. **Deny all requests (drop-down):** sets all requests from this guest to "Denied."
 - h. **Booking Cancelled:** This is available for hotels without the full 2-way Interface Integration with Nor1 in case the booking is cancelled. For hotels with the full 2-way Interface Integration with Nor1, the status updates automatically.
 - i. **No Show:** available for hotels without the full 2-way Interface Integration with Nor1 if the booking is running No Show. For hotels with the full 2-way Interface Integration with Nor1 (except Hilton HHP CRS), this status updates automatically.
 - j. **Denied No Rooms:** use to deny one request instead of double-clicking the Action button.
 - k. **Next:** takes you to the next guest request within the list of Nor1 eStandby Upgrade requests.

Smart Award Configuration / Auto Awarding

The hotel's real-time inventory is used to automatically award upgrades and post the charges to the property management system (PMS) automatically. This feature allows the hotel to award more upgrades, including last minute requests. It also reduces the amount of time a property manager or other user spends on clearing the queue manually and eliminates expired revenues.

*Available for Opera hotels with full 2-way Interface Integration with Nor1 and Hilton hotels with full 2-way Hilton HHP Interface Integration with Nor1.

Advanced Awarding On:

- If enabled for OPERA hotels with full 2-way Interface Integration with Nor1, Nor1 automatically processes upgrade requests, update room types, and post charges to the hotel PMS three days before the guest's arrival. You can also reach out to your Nor1 Account Manager to adjust the advance awarding time, exclude certain room types, or include add-ons.
- If enabled for Hilton hotels with full 2-way Hilton HHP Interface Integration with Nor1, Nor1 automatically processes upgrade requests, update room types, and daily room rates to Hilton CRS two days before the guest's arrival.

Advanced Awarding Off:

- property users must review all eStandby Upgrades, decide whether to award and upgrade request, and log your decisions in the application manually.

Award Decisions in PMS – OPERA OXI Integration

Whether you are working with the Inventory Oriented View, the Guest Oriented View, or letting Auto Awarding work for you, the decisions are interfaced from the Upsell Action Center to OPERA with OXI Integration.

1. **eStandby Upgrade:** If an eStandby Upgrade is realized, the following information updates automatically in OPERA:
 - Room Type update.
 - Fixed Charges or Packages (depending on the hotels configuration) are added to the reservation.
 - Comment/CheckIn Alert are entered into OPERA with a Nor1 eStandby Upgrade Confirmed Message.
 - If an eStandby Upgrade is denied, the following information updates automatically in OPERA:
 - Comment/CheckIn Alerts are entered into OPERA with an eStandby Not Confirmed Message.
 - If a reservation is cancelled in OPERA, the Nor1 eStandby Upgrade requests update automatically in the Upsell Action Center with the status of Cancelled.
 - If a guest cancels the Nor1 eStandby Upgrade requests, those requests will no longer appear in the Upsell Action Center.
 - If a reservation status changes to No Show in OPERA, the Nor1 eStandby Upgrade is marked as "No Show" in the Upsell Action Center.
2. **Smart Awarding:** As soon as a Nor1 eStandby Upgrade is auto awarded, the following information updates automatically reflect in OPERA PMS:
 - Room type.
 - Fixed charges or Packages (depending on the hotels configuration) are added to the reservation.
 - Comment/CheckIn Alerts is entered into OPERA with a Nor1 eStandby Upgrade confirmed message.
3. **Nor1 eXpress Upgrade:** If a Nor1 eXpress Upgrade is booked, the following information update automatically in OPERA:

- Room Type.
- Fixed Charges or Packages (depending on the hotels configuration) are added to the reservation.
- Comment/CheckIn Alerts is entered into OPERA with a Nor1 eXpress Upgrade Message.
- If a reservation is cancelled in OPERA, the Nor1 eXpress Upgrade updates automatically in the Upsell Action Center with the status of Cancelled.
- If a reservation status changes to No Show in OPERA, the Nor1 eStandby Upgrade is marked as “No Show” in the Upsell Action Center.

Award Decisions in PMS – OPERA CLOUD OHIP Integration

Whether you are working with the Inventory Oriented View, the Guest Oriented View, or letting Auto Awarding work for you, the decisions are interfaced from the Upsell Action Center to OPERA CLOUD with OHIP Integration.

- 1. eStandby Upgrade:** if an eStandby Upgrade is realized, the following update automatically in OPERA:
 - Room Type update.
 - Fixed Charges are added to the reservation.
 - Comment/CheckIn Alert are entered into OPERA with an eStandby Confirmed Message.
 - If an eStandby Upgrade is denied, the following updates automatically in OPERA:
 - Comment/CheckIn Alert are entered into OPERA with an eStandby Not Confirmed Message.
 - If a reservation is cancelled in OPERA, the eStandby Upgrade requests update automatically in the Upsell Action Center with the status “Canceled.”
 - In case a guest is cancelling the eStandby Upgrade requests, those requests will no longer appear in the Upsell Action Center.
- 2. Smart Awarding:** as soon as an eStandby Upgrade is auto awarded, the following updates automatically reflect in OPERA PMS:
 - Room Type update.
 - Fixed Charges are added to the reservation.
 - Comment/CheckIn Alert is entered into OPERA with an eStandby Confirmed Message.
- 3. eXpress Upgrade:** if an eXpress Upgrade is booked, the following update automatically in OPERA:
 - Room Type.
 - Fixed Charges are added to the reservation.
 - Comment/CheckIn Alert is entered into OPERA with an eXpress Upgrade Message.
 - If a reservation is cancelled in OPERA, the eXpress Upgrade updates automatically in Upsell Action Center with the status “Cancelled.”

Award Decisions in PMS – Infor HMS Integration

Whether you are working with the Inventory Oriented View, the Guest Oriented View, or letting Auto Awarding work for you, the decisions are interfaced from the Upsell Action Center to Infor with HMS Integration.

1. **eStandby Upgrade:** if an eStandby Upgrade is realized, the following update automatically in PMS:
 - Room Type update.
 - Fixed Charges are added to the reservation.
 - Comment is entered into PMS with an eStandby Confirmed Message.
 - If a reservation is cancelled in PMS, the eStandby Upgrade requests update automatically in the Upsell Action Center with the status “Cancelled.”
 - In case a guest is cancelling the eStandby Upgrade requests, those requests will no longer appear in the Upsell Action Center.
 - If a reservation status changes to No Show in PMS, the eStandby Upgrade is marked as “No Show” in the Upsell Action Center.
2. **Smart Awarding:** not available.
3. **eXpress Upgrade:** not available.

Award Decisions in PMS – QuoHotel QuoNext Integration

Whether you are working with the Inventory Oriented View, the Guest Oriented View, or letting Auto Awarding work for you, the decisions are interfaced from the Upsell Action Center to QuoHotel QuoNext Integration.

1. **eStandby Upgrade:** if an eStandby Upgrade is realized, the following update automatically in PMS:
 - Room Type update.
 - Fixed Charges are added to the reservation.
 - Comment is entered into PMS with an eStandby Confirmed Message.
 - If a reservation is cancelled in PMS, the eStandby Upgrade requests update automatically in the Upsell Action Center with the status “Cancelled.”
 - In case a guest is cancelling the eStandby Upgrade requests, those requests will no longer appear in the Upsell Action Center.
 - If a reservation status changes to No Show in PMS, the eStandby Upgrade is marked as “No Show” in the Upsell Action Center.
2. **Smart Awarding:** not available.
3. **eXpress Upgrade:** not available.

Award Decisions in PMS – Agilysys LMS HTNG Integration

Whether you are working with the Inventory Oriented View, the Guest Oriented View, or letting Auto Awarding work for you, the decisions are interfaced from the Upsell Action Center to LMS HTNG Integration.

1. **eStandby Upgrade:** if an eStandby Upgrade is realized, the following update automatically in PMS:
 - Room Type update.

- Fixed Charges are added to the reservation.
 - Comment is entered into PMS with an eStandby Confirmed Message.
 - If a reservation is cancelled in PMS, the eStandby Upgrade requests update automatically in the Upsell Action Center with the status “Cancelled.”
 - In case a guest is cancelling the eStandby Upgrade requests, those requests will no longer appear in the Upsell Action Center.
 - If a reservation status changes to No Show in PMS, the eStandby Upgrade is marked as “No Show” in the Upsell Action Center.
2. **Smart Awarding:** not available
 3. **eXpress Upgrade:** not available.

Award Decisions in Hilton CRS – Hilton HHP Integration

1. **eStandby Upgrade:** if the hotel only has Hilton CRS Integration and does not have a full 2-way PMS Integration, any changes from the Upsell Action Center would need to be logged in the hotel property management system (PMS) manually.
 - To inform the Front Desk Team member who is checking in a guest with an eStandby Upgrade, log your award decision in your PMS as follows:
 - If an eStandby Upgrade is realized, manually change the following in your PMS:
 - **Room Type.** Assign the new room type the guest is awarded to
 - **Upgrade amount** (depending on the hotel's SOPs). You must change the upgrade amount to be charged to the PMS with the additional amount the guest agreed to pay for the eStandby Upgrade.
 - **Comment/CheckIn Alert:** Add an alert to inform the Front Desk team member of the awarded eStandby Upgrade.
 - If an eStandby Upgrade is denied, manually change the following in your PMS:
 - **Comment/CheckIn Alert:** add an alert to inform the Front Desk team member that there was no availability to accommodate the guest's eStandby Upgrade request.
 - If a reservation is cancelled in the hotel's PMS, mark the eStandby Upgrade request as cancelled in the Upsell Action Center.
 - If a reservation status changes to No Show in the hotel's PMS, go back to the eStandby Upgrade request and mark it as No Show in the Upsell Action Center.
2. **Smart Awarding:** as soon as an eStandby Upgrade is auto awarded, the following updates automatically reflect in Hilton CRS:
 - Room Type update.
 - Daily room rates update to include upsell price.
 - Comment is added.
 - Special Request code Nor1 AutoAward is added.
3. **eXpress Upgrade:** not available.

Award Decisions in PMS – No OXI Integration

If the hotel does not have a Nor1 OXI 2-way Integration, any changes from the Upsell Action Center would need to be logged in the hotel property management system (PMS) manually.

To inform the Front Desk Team member who is checking in a guest with an eStandby Upgrade, log your award decision in your PMS as follows:

1. If an eStandby Upgrade is realized, manually change the following in your PMS:
 - **Room Type.** Assign the new room type the guest is awarded to.
 - **Upgrade amount (depending on the hotel's SOPs).** You must change the upgrade amount to be charged to the PMS with the additional amount the guest agreed to pay for the Nor1 eStandby Upgrade.
 - **Comment/CheckIn Alert:** Add an alert to inform the Front Desk team member of the awarded Nor1 eStandby Upgrade.
2. If an eStandby Upgrade is denied, manually change the following in your PMS:
 - **Comment/CheckIn Alert:** Add an alert to inform the Front Desk team member that there is no availability to accommodate the guest's eStandby Upgrade request.
3. If a reservation is cancelled in the hotel's PMS, mark the eStandby Upgrade request as cancelled in the Upsell Action Center.
4. If a reservation status changes to No Show in the hotel's PMS, go back to the eStandby Upgrade request and mark it as No Show in the Upsell Action Center.

Inventory View

The Inventory view indicates the inventory based on Room Types for the property.

- **Switch Axis.** By default, the rooms are presented on the X-Axis, and dates are presented on the Y-Axis. Clicking the field switches the axis.
- **Edit Room Order.** Drag and drop to change the Room Order.
- **Save.** Click **Save** to save your changes.

Analysis Reporting

Nor1 analysis reporting is built into the Upsell Action Center. You can use reports as daily operations reports if necessary. The App Access depends on the access granted to each user. The data is separated into three types: Activity, Decisions, and Summary. All reports require a specified date range, and you can download or simply view them in the browser. The difference between these reports is as follows:

- **Activity Report:** This primarily highlights guest booking information. Parameters, such as length of stay, arrival date, and additional reservation details are listed under this report.
- **Decisions Report:** This shows successful upgrades processed by the award manager. You can use this report as a printable room block checklist.
- **Summary Report:** This contains all data in a summary format including upgrade status, award manager comments, and unsuccessful upgrades.
- **Manual Upgrade Report:** If a red **M** appears for a certain date, the report presents data for this date with information about the guest's request.

Help

A green Help flag on the right-hand side of the screen brings you to the Learn and Support area.

- **Learn:** Nor1 Training Center with Fundamental videos and different levels of Certification.
- **Support:** The Help Center provides useful data and information such as the following:
 - Submit a request
 - Find training dates and register to trainings
 - Announcements
 - Nor1 Best Practices
 - FAQs on Revenue Optimization
 - FAQs on User Management
 - FAQs on General topics

Rate Calendar

The Rate Calendar is available depending on the App Access granted in Manage Users. The calendar displays Base Rates for selected dates. The numbers presented are the base rates. The Rate Calendar does not support dynamic supplements but allows you to enter different supplements for different days or seasonality if needed.



Note:

The Base Rates in the Rate Calendar are not as important as the supplements. The supplements should reflect what is accurate in the hotel.

View Upsell Base Rates by Date

Upsells are listed on the left side and within the row. Base Rates are listed by Day. In the Rate Calendar you can find the price of Room Upgrades and any Add-on offers. By default, the data is presented for one year from today forward. You can update the View Upsell Base Rates using the Calendar function and by selecting the timeframe within the year that is being looked for or where an update on prices is needed. In addition, you can select Days to defer, for example, special Weekday versus Weekend pricing. It is possible to view only certain upsells and select only the ones needed. By default, all possible items are visible. Edit icons are positioned at the top on the right-hand side. By default, this is set to View Published Rates.

Manage Upsell Base Rates and Supplements

To change a base rate for a certain period of time, the Edit icon needs to be changed to View/Edit Draft Rates.

1. You can highlight the upsell (room or add-on) that needs updating by clicking in the respective row. If a certain date should be updated, click the respective column.
2. Edit Rates provides the following options:
 - Increase all base rates by Amount or by Percentage.
 - Decrease all base rates by Amount or by Percentage.
 - Set the base rate for all upsells to Amount.
3. Set Blackout for Selected Rates. Remove Blackout for Selected Rates.

4. Click **Apply** after adding the changes.
5. Click **Save Draft** and then click **OK**. The Save Draft Confirmation screen appears indicating the Draft was Saved Successfully.
6. Change the edit icon to Review / Publish Draft Rates.
7. Click **Publish** to publish the changes or click **Revert** to revert your changes. By clicking Publish the Publish Your Saved Draft screen appears and you must click **Yes** to publish the new rates.

Set and Remove Blackout Dates

Some upsells might be valid only on certain days of week or only for a certain period of time. In such cases, set blackout dates to avoid showing the upsells on any other days/dates. Upsells with blackout dates are not shown to a guest for the selected time in the Rate Calendar.

1. Change the edit icon to View / Edit Draft Rates.
2. Select the days/dates where a blackout is needed.
3. Click **Edit Rates**.
4. Select **Set Blackout for Selected Rates**.

 **Note:**

If removing blackouts, select Remove Blackout for Selected Rates.

5. Click **Apply**.
6. Click **Save Draft** and then click **OK**.
7. Change the edit icon to Review/Publish Draft Rates.
8. Click **Publish** and then click **Yes** to publish the blackout dates.

PRiME Controls

PRiME is Nor1's proprietary pricing and merchandising solution. This patented decision intelligence engine is designed to increase the value of a hotel's unused inventory while maintaining price integrity. PRiME is a complex formula that balances supply and demand variables and enables Nor1 to make offers for individual guests.

- Predictive modeling engine trained on millions of historical transactions.
- Makes real-time decisions on product, pricing, and display rank.
- Transforms error-prone business intelligence (reports and dashboards) to true decision science.
- Leverages resultant data across the hospitality enterprise.

The following are some of the demand and supply variables PRiME takes into consideration:

1. Demand Variables:
 - a. Length of Stay
 - b. Number of Guests
 - c. Day of Week

- d. Original Booked Room Price
2. Supply Variables:
 - a. Award Rate
 - b. Deny Rate
 - c. Inventory count (not considered by PRiME)
 - d. Day of Week
 - e. Seasonality (High Season versus Slow Season)

Base PRiME Controls

The following items are available in PRiME Controls:

- **Original Room Type:** From the Original Room Type you can select one, multiple, or all available room types for this hotel.
- **Upsells:** Shows you any applicable upsells possible for the Original Room Type based on the supplements from the Rate Calendar. Any add-on offer configured is shown in Upsells as well.
- **Price Range:** The default for a new category configured in the Control Panel is 10-100 percent of the full room supplement. However, a hotel is not likely to offer a room upgrade or add-on offer for 10-100 percent, but could offer an upgrade for 50-100 percent or any other range. In this case, use the slider to change to an agreed percentage point. Using Price Ranges on the top changes all selected upsell offers from Original Room Type to Upsells with the price range indicated.
- **Exclude Upsells:** Select this check box if one Upsell should not be offered for a certain Original Room Type (for example, a Twin bedded Executive Room should not be offered to a King bedded Guest Room).
- **Complimentary Upsells for Loyalty Guests:** Only applicable for certain chains.
 - Based on Loyalty status, it might be possible that one room upgrade from the base level is complimentary. This can be configured by selecting the complimentary room code on the drop-down menu.

Configuring from Original Room Type for all available options:

1. Select one **Original Room Type** and leave Upsells untouched. The view shows all Upsell options for this one Original Room Type.
2. Change any **price range** using the Price Ranges slider or by entering the new percentages manually in each column.
3. On the right of each column, select the **Exclude Upsells** check box if one Upsell should not be offered for a certain Original Room Type.

Configuring one Upsell for all original room types:

1. Select one **Upsell** and leave Original Room Type untouched. The view will show all Original Room Types and only the one Upsell selected.
2. Make any price range changes using the slider on top (Price Ranges) or by entering the new percentages manually in each column.
3. On the right of each column, select the **Exclude Upsells** check box if one Upsell should not be offered for a certain Original Room Type.

**Note:**

If a supplement is USD 100 and the range is set to 70-100 percent, the offer is presented to the guest between USD 70 and USD 100 based on the PRIME algorithm.

Invoice Details

Monthly performance-based invoices are emailed directly to Accounts Payable contacts.

By clicking Invoice Details in the Upsell Action Center (either from Inventory Oriented View or from Guest Oriented View) you can view, by default, the invoice details from the past month of the current year. However, the Invoice Details view might change by doing the following:

1. Hover your mouse over the year and select any other year. By default, the last 14 month are stored. If any other Invoice Details are needed, contact your Nor1 Account Manager.
2. Select a Month on top of the list to populate the other month Invoice Details.
3. To print the details, click **Print Details**. Invoice details are updated nightly, so any changes on a Nor1 eStandby Upgrade appear on the next day.
4. The list Transaction Detail for Guests Staying in Month / Year presents the following data:
 - a. Reservation Number.
 - b. Guest Last Name.
 - c. Loyalty Status.
 - d. **Description:** Show the category or add-on description the guest upgraded to: Arrival Date (M/D/Y); Departure Date (M/D/Y); Nights of Stay; or Unit Price.
 - e. **Billing Unit:** The billing unit may defer depending on the configuration for the item. Possible billing units are Per Night, Per Person, Per Person and Night, or Per Stay.
 - f. **Total Stay:** This is the Nor1 eStandby Upgrade total price for the guest's stay.
 - g. **This Billing Month:** This is the Nor1 eStandby Upgrade price for this request, which is billed in this month.

A Total is presented for the selected Month/Year with a price for the Total Stay and a price for This Billing Month.

5

eXpress Upgrade

This chapter addresses eXpress Upgrade, which allows hotels and resorts to provide guests with confirmed upgrades based on last minute available inventory without involving Award Managers. These offers also take eStandby Upgrade requests into consideration.

eXpress Upgrade Exposure and Guest Offer

When new transaction data is received, emails with the embedded link are sent within 24 hours of the guest's arrival. The guest receives a confirmed upgrade offer after an upgrade is requested.

Any eXpress Upgrade requests are presented to hotel users within the Upsell Action Center in the Guest Oriented View.

Note:

eXpress Upgrade is available for hotels with the minimum OPERA Version 5.0 (required for full 2-way Interface Integration with Nor1).

Display Learn More Image Upsell Banner

The Learn More Image Upsell Banner is presented to guests as pre-arrival emails within 24 hours prior to arrival.

Presenting eXpress Upgrade Offers

When you click the Learn More Image (LMI) Upsell banner, you are redirected to the hotel's eXpress Upgrade offer screen. The offers are based on real-time availability from the hotels inventory. The offer screen displays the following:

- The hotels name and/or logo.
 - A shopping cart icon.
 - The name and information on the original booking.
 - Information on how Nor1 eXpress Upgrade works.
1. You are presented with a list of room upgrades and add-on offers based on the hotel's configuration and on PRiME's algorithm. The offers appear with an image, a description, and the extra price for the particular offer. The savings appear depending on the hotel's configuration.
 2. Select one eXpress Upgrade and click **Confirm Requests**. By selecting a eXpress Upgrade, you agree to pay the additional amount.

 **Note:**

At the bottom of the page, the guest is presented with Privacy Policy, which opens the Nor1, an Oracle Company's Privacy Policy page.

Requesting eXpress Upgrade Offers

You can select one eXpress Upgrade and/or add-ons:

- The shopping cart is updated.
 - The Requested eXpress Upgrade with the Extra (per night) and Total extra (for the stay) are presented.
1. Click **Confirm Requests** to confirm having read and understood the eXpress Upgrade process.
 2. Commit to pay for an upgrade and booking, which can be modified or cancelled through the hotel.
 3. The Confirm Request(s) button is a call-to-action as soon as the guest selects the desired eXpress Upgrade.
 4. A summary for the stay is presented to the guest.
 5. The Print icon appears for printing the summary.
 6. The guest is reminded about how eXpress Upgrade works and that the guest will be charged the associated fees.
 7. The summary page greets the guest with the eXpress Upgrade booked and the hotel's name and phone number.

Award Messages in OPERA PMS

If a Nor1 eXpress Upgrade is booked, the following criteria is automatically updated in OPERA:

1. Room Type.
2. Fixed charges or packages (depending on the hotel's configuration) are added to the reservation.
3. A Comment/CheckIn Alert is entered in OPERA with the Nor1 eXpress Upgrade message.
4. If a reservation is cancelled in OPERA, the Nor1 eXpress Upgrade is automatically updated in the Upsell Action Center with the Cancelled status.
5. If a reservation becomes a No Show in OPERA, the Nor1 eXpress Upgrade is marked as **No Show** in the Upsell Action Center.

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CheckIn Merchandising

Nor1 CheckIn Merchandising empowers front desk agents to make relevant and revenue-maximizing offers. It is a hotel staff-facing application that shows upsell offers for each individual guest at check-in based on real-time inventory that is available with the hotel. Since different guests are willing to pay different prices for a room upgrade, the Pricing and Merchandising Engine (PRiME) creates targeted offers for each individual guest.

A hotel can drive agent engagement through education, gamification, and incentivization built within the application. Program Managers can also set team goals, calculate agent incentives, and make changes to the setup within the application.

Real-Time Performance Tracking and Leaderboard

Real-Time Performance Tracking on the left-hand side of Nor1 CheckIn Merchandising tracks and compares Upgrade Success Rate, Number of Upgrades, and Upgrade Revenue for individual and team performance in real time toward goals and against the rest of the team. The information always presents data for the selected timeframe. It is key to consistent agent motivation.

The Leaderboard on the right-hand side displays Upgrade Revenue performance of all front desk agents who are engaged with guests for an upgrade during the selected time period. You can click the **Revenue** drop-down to change the Leaderboard view to show Count or Rate. By default, the time period selected is This Month for Arrivals and for showing revenue in local currency.

1. Click an employee's **Upgrade Revenue** within Leaderboard or Performance Tracking to display the employee's successful upgrade details.
2. Click the team's **Upgrade Revenue** in Performance Tracking to display the team's successful upgrade details.
3. Click the **View Upgrade List** to also show the team's successful upgrade details.
4. By default, Upsells are looked at from an **Arrival** perspective (all guests that arrived in the selected period). However, by clicking the Arrival's drop-down, you can select two additional views:
 - **Departure**: All guests that departed in the selected period.
 - **Transaction Nights**: All guests that had transaction nights within the selected period.
5. To select a different time period, click the **Date** drop-down on the right-hand side. Additional options available are:
 - Today
 - Yesterday
 - This Month (default)
 - This Year
 - Last Month
 - Custom (to select any other period of time from either the calendar function or by entering the data in the respective fields)

6. Click **Apply** to apply the selected time period to Nor1 CheckIn Merchandising or **Cancel** to leave the default (This Month).

Arrivals

The Arrival List below the Performance Tracking and Leaderboard contains all arrivals for that particular day. A search function helps to easily and quickly find guests that are currently checking in, along with other relevant reservation data. It instantly identifies recommended action for each arrival.

The Arrival List is frequently updated and populates any new incoming bookings for the same day.



Note:

Day-Use reservations do not appear on the Arrivals List.

Use the Search function to search by Guest Name, Reservation ID, Rate Code, Reservation Status, Upgrade Agent, or Upgrade Status. You can sort the arrival list by clicking the arrows next to each column.

- **Name:** The guest's Last Name and First Name as found in the PMS.
- **Reservation ID:** The PMS Reservation ID.
- **Current Room:** The Room Type field from OPERA.
- **Rate Code:** The reservation Rate Code.
- **LOS:** The reservation Length of Stay.
- **Excluded:** Excluded guests do not allow the agent to access the offer page. The Excluded column shows the exclusion reason for each arrival. Excluded Guests do not have any upgrade offers. Nor1 eStandby Upgrade and Nor1 eXpress Upgrade are color coded for the front desk agent to be fully aware of the status of the other request.
 - **Green:** The eStandby Upgrade has been awarded or Nor1 eXpress Upgrade has been booked.
 - **Orange:** The eStandby Upgrade status is still pending.
 - **Red:** The eStandby Upgrade request has been denied.
- **Status:** Shows status of reservation as guest checks in and/or out.
 - In House
 - Due In
 - Checked Out
- **Agent:** Displays the name of the agent that engaged last with the guest.
- **Upgrades:** Shows upgrade status for each arrival:
 - **View:** The agent can click to view and engage a guest with available upsell offers.
 - **Upgraded:** The reservation is upgraded.
 - **Another Time:** The guest declined the offer and the agent clicked Decline.
 - **Not Offered:** The guest has not been engaged by the agent, but the reservation is already checked in.

- **No Offer:** The reservation is excluded from any upsells.

To view upgrade options for a reservation, click the **button** in the Upgrades column of this reservation.

Upgrade Offers

The Upgrade Offers Page presents a relevant dynamic list of upgrade offers to pitch to guests. These offers are directly linked to hotel real-time room inventory.

Relevant Reservation Data is available at the top of the Recommended Offers page along with user comments and any Property Management System (PMS) posting error messages.

By default, two offers appear as Recommended Offers. On the left-hand side, you find the image of the Upsell followed by the Extra price per night and the Total Amount. The number inside of brackets indicates the real-time minimum availability of this category for the entire stay of this guest. In addition, the Upgrade Start and Upgrade End date are presented.

Below the Room Code, a short description of the room is available.

The Accept and the Decline action buttons are available for each offer. On top of the right-hand side is a Show All button. This presents all other available offers for this guest's stay based on PRiME calculations. The Show All button is visible only if there are additional offers available.

Upgrade Offer Types

Nor1 CheckIn Merchandising provides statistical precision with the PRiME decision engine generating offers that assure revenue optimization and flexibility based on an intimate understanding of the property and guest needs so that hotel can control the types of offers provided to a guest.

- **Recommended Offers:** These include up to two PRiME recommended and priced offers using machine learning and artificial intelligence methodology. Recommended offers are configurable by business rules. Any forced-included offers can be added to the Recommended Offers section by using [Pricing and Offer Configuration](#).
- **Show All Offers:** These are additional available rooms priced by PRiME and offered on available inventory and add-ons; these include available room inventory offers not previously displayed for this guest as well as recommended offers already presented.
- **Add-on Offers:** These are manually defined offers that are presented in the Show All offers and can be force-included in the Recommended offers and/or as Limited Inventory offers. These offers can be room features or non-room products, including Room Feature, Late Check Out, Early Arrival, F&B, Extra Day, Extra Room, Amenity, Parking, vouchers, spa or more.
- **Limited Inventory Offers:** Limited Inventory offers appear if the reservation has a length of stay longer than seven nights, or if no room category is available for the entire length of stay. Limited Inventory Offers are configurable by business rules.

Guest Accepts or Declines Upgrade

Once an offer is verbally communicated to the guest and when the offer is accepted or declined, the hotel staff selects either the Accept button or the Decline button to save the results.

1. Click **Accept** to change the upgrade status for the offer to Accepted and the reservation to Accepted.

- a. a. If the hotel is enabled on the full OXI 2-way integration with hotel OPERA PMS, click Accept and the application will automatically post a fixed charge schedule to the guest's reservation in OPERA with the agreed price per night.
 - b. b. The agent needs to manually update the room type field in OPERA during check-in.
 - c. The upgrade is tracked in the performance tracker and reporting.
2. Click **Decline** to change the upgrade status to Maybe Another time and the reservation to Another time.
 - a. No charge or change is posted to the hotel PMS.
 - b. It is critical to track the effectiveness of the offer by recording the guest's decision so PRIME can access that information for future offer creation.

Modify Details (Price, Date, Comment)

- **Pricing Override:** Click the **pencil** icon next to the price of each offer to change the offer price if required. The application allows you to go in both directions – higher or lower than the original price. When changing the price, you can insert an internal comment.
- **Comments:** You can enter comments on a specific reservation. This is helpful in making note of special requests to serve the guest better later in the stay.
- **Partial Stay Override:** If guests want a partial stay upgrade (second day or an in-stay upgrade), you can make changes to the Upgrade Start and Upgrade End date.

Print Upgrade Confirmation

If the Print Form is enabled, you can click the **Print** icon on the Upgrade Offer page to print the Supplement Rate Confirmation for guests to review and sign.

Upgrade Details

Upgrade Details shows summaries and details of all accepted upgrades for the selected time period on the Performance Tracking Dashboard. If a reservation has multiple accepted upgrades, each accepted upgrade for the same reservation is listed independently.

The Upgrade list is interactive with the Performance Tracking on the Leaderboard.

- Clicking on an employee's upgrade status displays that employee's successful upgrade details.
- Clicking on the team's upgrade status displays the team's successful upgrade details.
- Clicking View Upgrade List displays the team's successful upgrade details.

You can view upgrade summaries and details by Arrival Date, Departure Date, or Transaction Nights.

Use the Search bar to search for a specific upgrade by Name, Reservation ID, Upgraded Room, or Upgraded Agent Name. In addition, you can sort results by clicking the header of the respective row.

Use the blue download icon to pull incentive reports.

Auto Revenue Reconciliation - Data Sync

The Nor1 Data Sync synchronizes and reconciles the hotel Property Management System (PMS) data with CheckIn Merchandising. Four OPERA Simple Reports (OSRs) are set up during the implementation with OPERA to synchronize the data between PMS and the app:

- **5am:** This report captures all data for in-house guests with an upgrade charge for the previous night.
- **10pm:** This report captures the total revenue for all guests that departed on that day.
- **Recovery Report:** This is an ad-hoc report that can run if any mismatches or periods of missing data occur. It synchronizes the revenue in OPERA and CheckIn Merchandising for the defined period.
- **User Activity Report:** This highlights any manual postings completed by users in OPERA so they can be assigned to the correct user automatically in CheckIn Merchandising.

Data Sync does the following:

- Automatically parses, processes, and reconciles hotel PMS financial transaction records overnight and applies them to previously awarded upgrades on the CheckIn Merchandising app.
- Adds transactions from manual upgrades posted outside of the CheckIn Merchandising app to the application. It helps synchronize and display all front desk upgrades in one place for hotels to review, audit, and manage.
- For the manual upgrades posted in the PMS directly without using the CheckIn Merchandising app, Data Sync can detect and assign credible agents who posted the upgrade charge.
- When multiple offers are awarded for the same reservation, Data Sync can identify and reconcile to each upgrade if an agent accepted an upgrade in the CheckIn Merchandising App or upgrades have unique transaction codes. Even if charges were manually posted to PMS by an agent, Data Sync can identify the upgrade as long as the transaction code is unique for that upgrade.

Reconciling Team and Individual Upgrade Details

Revenue is automatically reconciled between the Property Management System (PMS) and CheckIn Merchandising.

Total Revenue

Total Revenue is the sum of the total upgrade revenue of an upgrade.



When indicated in grey, Total Revenue shows the Projected Revenue for in-house reservations or when the agent has just awarded the upgrade on the day of departure. Projected Revenue is the projected revenue from the Property Management System (PMS) or from the app if PMS revenue is missing.

When indicated in blue, Total Revenue shows the PMS Final Revenue for departing or already departed reservations.

Revenue Error Notifications

After synchronizing the property management system (PMS) data with the app data, CheckIn Merchandising can detect errors using the property management system (PMS) data from the data sync.

Table 6-1 Notifications and Descriptions

Icons	Descriptions
	Missing Revenue in PMS: occurs when a charge is missing or removed in the PMS but the upgrade was never changed from Accepted to Another Time in CheckIn Merchandising.
	Mismatching Revenue: occurs when an adjustment to the upgrade charge is made in the PMS. Generally, these will update in the app to the PMS value.
	Unassigned Agent: occurs when an agent charges the upgrade manually in OPERA without selecting Accept in the app. In most cases, these are auto-assigned the next day.
	Assigned Agent did not use the app: notifies when agent manually posted an upgrade charges directly into OPERA.
	Pending PMS revenue to reconcile: occurs when multiple upgrades for the same reservation are posted with the same transaction code and now need to be manually assigned in the app.
	Manually assigned PMS revenue: notifies the error was reconciled and revenue has been assigned accordingly.

Assigning Upgrades

Users with Property Manager roles or above can assign an upgrade to a different Agent. Click **Unassigned** to open a drop-down menu with agent names to which the program manager may assign an upgrade.

Download Incentive Summary and Print Upgrades

You can download the Incentive Summary report for Commission payout of all the displayed upgrades by clicking the **Download Your Transactions** icon.

You can print the list of currently displayed upgrades by clicking the **Print Your Transactions** icon.

Agent Commission Details

You have the option to pull agent commission details from the Nor1 CheckIn Merchandising application itself for any date/timeframe you prefer.

1. From the Leaderboard page, select either **Departure** or **Transaction Nights**, depending on your payout structure.
2. Click the **revenue bar** to review all upgrades that were completed in this particular period, scroll down, select the blue Download icon, and then download your transactions.
3. Once downloaded, the Excel-document Commissions report provides you with an overview of all transactions within the defined date range:
4. Three revenues provide the following information:
 - a. **Projected Revenue:** The presumed total amount for the upgrade at check-in or at the time the offer was accepted.
 - b. **Total PMS Revenue:** Reflects the charges that have occurred (so far) on the guest's reservation to-date.
 - c. **MTD PMS Charge:** The charges that occurred in this particular month.
5. The second tab displays a breakdown of agent Upsell totals and commissions.

Exclusion Management

The Exclusion Module allows any user with a Property Manager role or higher to exclude certain guests from being upgraded at Check-in. An Excluded Guest does not allow the agent to access the offer page.

Exclusions can be set by:

- Reservation ID
- Booked Room
- Current Room
- Rate Code
- Loyalty
- Channel
- Group Block
- VIP Code
- Source Code
- Market Code
- Special code

To set up an exclusion:

1. Click **Add**.
 - a. **Choose a Rule.** From the drop-down, select a rule this exclusion should apply to.
 - b. **Choose Expression.** From the drop-down, select to define the expression for this exclusion.
 - c. **Codes:** Add the code, press Enter to separate multiple codes.
 - d. **Choose Effective Start Date:** Select a start date for this exclusion to be effective.
 - e. **Choose Effective End Date:** Select an end date for this exclusion.
2. Click **Exclude** to save this exclusion.

By default, a new exclusion is Enabled. To disable the rule, click the enabled **slider**. Use the **pencil** icon to edit Exclusions or the trash bin to delete Exclusions.

Goal Settings

Property managers can activate and manage CheckIn Merchandising monthly or daily goals for hotels using the Goal Setting module. The App Goals setting are reflected on the Dashboard Goal.

Only users with a Property Manager role and higher can view and edit the Goals Setting page.

Account Managers will ask the Property Managers to set up Monthly Goals. Monthly Goals are reflected on the Dashboard and are key to motivating the team to reach the goal set. If a Monthly Goal is not set, the Property Manager can define a Daily Goal. The Daily Goal is used for those months that do not have specific monthly goals defined.

You can configure Monthly goals clicking Add and then adding the Month, the predicted revenue (Revenue), and the predicted Success Rate (Rate) for that month. You can modify any goal using the pencil icon. Also, you can clone goals to the next month or delete as needed.

Pricing and Offer Configuration

Property managers can view, create, and manage PRiME pricing and offer configuration rules for Checkin Merchandising properties. For any special pricing configuration, the Property Manager can select **Pricing Configuration**. For any offer related configuration, the Property Manager can select **Offer Configuration**.

Configuration allows users to:

- View/change PRiME price ranges.
- View/create/change special pricing constraints.
- View/create/change special offer constraints.
- Manage and prioritize constraints.

You can set Pricing Conditions and Offer Conditions per the following:

- **Date:** Departure, Arrival, Stay.
- **Day:** Departure, Arrival, Stay.
- **Code:** Booked Room, Current Room, Rate Code, Loyalty, Channel, Market, Group Block, VIP Code, Source, Special Code.
- **Others:** Length of Stay.

1. To set up a new Pricing Constraint, click **Pricing Constraints** and **Add Constraint**.
 - **Label:** The label for the new constraint.
 - **Select Upsell:** Select which upsell is affected by this Pricing Constraint.
 - **Offer Price Range:** Select the price range for this offer by using the slider.
 - **Fixed Min Price:** Add a fixed price if the Pricing Constraint should be set up with a Fixed Price.

Conditions when the constraints is in effect:

- **Select Rule Type:** From the drop-down, select which rule type that should be effective for this Pricing Constraint.
- **Select Expression:** From the drop-down, select the expression for this Pricing Constraint.
- Click **Save**.

Enabled, Disabled, and Deleted Pricing Constraints are listed. To change the priority of Enabled Pricing Constraints, click the number of the constraint and drag it to a different priority.

By default, a new Pricing Constraint is set to status **Enabled**. To disable it, click the Enabled slider. Edit the Pricing Constraint using the pencil icon. Delete the Pricing Constraint using the trash bin icon.

2. To set up a new Offer Constraint, click **Offer Constraints** and **Add Constraint**.
 - a. **Label:** Label the new constraint.
 - b. **Select Constraint:** Select the constraint:
 - i. **Never Recommend:** This never recommends a certain offer for the constraint set.
 - ii. **Always Recommend:** This always recommends a certain offer for the constraint set.
3. **Select Upsell:** This selects the upsell. This constraint should be effective for Conditions when the constraints is in effect.
4. **Select Rule Type:** From the drop-down, select a rule type for this Pricing Constraint.
5. **Select Expression:** From the drop-down, select the expression for this Pricing Constraint.
6. Click **Save**.

Enabled, disabled, and deleted Offer Constraints are listed. To change the priority of Enabled Offer Constraints, click the number of the constraint and drag to a different priority.

By default, a new Offer Constraint is set to status **Enabled**. To disable it, click the Enabled slider. Edit the Offer Constraint using the pencil icon. Delete the Pricing Constraint using the trash bin icon.

Learn

Merchandising U, Nor1's online, on-demand training portal complements the existing knowledgebase, support staff, and remote and in-person instructor-led trainings. Users can get certified to show their commitment and expertise in guest engagement and in driving incremental revenue.

You can optimize guest engagement and upsell revenue through quick but comprehensive tutorials covering:

- At-booking offers
- Pre-arrival offers
- At-arrival offers (both e-Checkin and agent facing)
- Applied pricing and merchandising using machine learning

Live Chat

For assistance, reach out to the Nor1 support team and/or post a message on the live chat in the Nor1 CheckIn Merchandising application.

Program Manager Report and GM Report

Every day around 7 a.m. local time, hotels receive the Program Manager Daily Engagement Report. The report provides useful insights to better lead the team. It is sorted into four sections:

Property Overview MTD

- This area provides a general overview of the hotel's performance and pace month-to-date compared with the goal set for the team.
- On the right, the Program Manager Action List details actionable items, such as discrepancies between the application and Property Management System (PMS) (for example, reservations with missing revenue in OPERA and so on), as well as agents that have upgraded guests, but do not possess a login to the CheckIn Merchandising app to receive credit for their upsells.

Yesterday's Review Actual

- Actual KPIs (Key Performance Indicators) – upgraded revenue, number of upgrades, hotel KPI actuals.
- This segment details how many arrivals were pitched an offer and how many of those guests were upgraded.
- The number of complimentary upgrades details the upgraded room movements without an upsell in the PMS (which could also be a room movement to different bedding within the same category).
- The Free Upgrade RevPAR Loss expresses the revenue these complimentary upgrades could have brought per available room based on the full supplement between the categories.

Today's Preview Forecast

Upgrade revenue and number of upgrades property potential.

Whom to Praise and Whom to Coach:

- Continuous team member development (7–day time window). This segment contains coaching insights: which agents are the top performers and which agents need to log in more often or need to make sure to pitch offers to the guest more often. Detailing exactly the areas of improvement or success for specified agents, this tool might be especially helpful in identifying the strongest performers on your team, as well as identifying which agents could use more development in their upsell techniques.
- Twice a month, the hotel General Manager with the Program Managers in CheckIn Merchandising receive an email with the **GM 60-Seconds Snapshot** Report. The report

offers a quick overview of the activities of CheckIn Merchandising and eStandby Upgrade. It shows the current progress of the goals and lists high performing team members.

7

Nor1 PRiME Upgrades in OPERA Cloud

Nor1 PRiME Upgrades are natively integrated into OPERA Cloud PMS beginning with version 24.3, through the 'Reservation Upgrade - powered by Nor1 PRiME' functionality. This feature allows properties to provide guests with real-time upgrade options directly within the OPERA Cloud interface. This powerful new feature is designed to enhance guest engagement, maximize revenue opportunities, and streamline operational efficiency. Key highlights include:

- **Seamless Integration:** Nor1 PRiME upgrades are integrated directly within the OPERA Cloud interface, eliminating the need to switch between different applications.
- **Dynamic Upgrade Banner:** A dynamic banner on the "Check-In Reservation" and "Manage Reservation" screens displays current upgrade statuses and available options.
- **Real-Time Updates:** Provides real-time status updates on all Nor1 upgrade requests, allowing for immediate and informed decisions.
- **Personalized Upgrade Offers:** Utilizes advanced algorithms to present personalized upgrade offers based on guest preferences and behaviors.
- **Flexible Pricing and Length Adjustments:** Allows modification of upgrade offer prices and durations to match guest preferences or promotional rates.
- **Detailed Upgrade Tracking:** Provides comprehensive details and statuses of previously requested and awarded upgrades.
- **Automatic Fulfillment Process:** Ensures all changes are accurately reflected in OPERA Cloud, streamlining the reservation modification process.
- **User-Friendly Interface:** Designed for ease of use, the interface ensures a streamlined process for OPERA Cloud users.

For more information, see [Reservation Upgrade - Powered by Nor1 PRiME in OPERA Cloud](#).

8

Insights

Insights is a reporting tool that allows users with the Property Manager role and above to analyze the hotel's performance and staff engagement.

Using Insights

Insights is an interactive visualization of agent engagement and product revenue and helps managers identify agents to recognize or coach, as well as identify the performance of individual upgrade offers.

The following are Available Reports for Property Managers and above:

- Property – CheckIn Merchandising Insights.
- Portfolio – CheckIn Merchandising Insights.

All reports show different key performance indicators (KPIs) with the frequently used listed below:

- **Eligible Check-Ins:** All reservations that are eligible for upgrade offers.
- **Engagement Rate:** Number of accepts and declines / number of eligible check-ins. These are available individually and as a team.
- **Success Rate:** Number of accepts / number of eligible check-ins. These are part of the goal setting.

On every visualization, the windows can be customized by using the option bar.

Starting from the left-hand side, the reports can be customized as follows:

- Activate Drill-up
- Activate Drill-down
- Switch to next hierarchy
- Show all elements on the next hierarchy level
- Filter and Slicer, which are effective at this Visual
- Expand

More options:

- Export Data
- Show as table
- Highlight
- Descending
- Ascending
- Sort by

Property – CheckIn Merchandising Insights Report

The Property report allows property managers to find information on the hotel's CheckIn Merchandising results and staff engagement. The default tab when logging in is the Agent Performance tab. This is highlighted in red on the top left-hand side.

The property manager can view the report at Agent Performance and Revenue by Product as follows:

- Agent Revenue (Upsell Revenue) or Agent Revenue per Eligible Checkin (Rev per Eligible Checkin).
- Activity Date Filter.

In addition, the top row informs the property manager about the last time the data on the tab was refreshed: Last Refresh (PST), the currency the hotel is using, and the launch date of CheckIn Merchandising.

On the left-hand side are four key performance indicators (KPIs) highlighted for the selected timeframe:

- Engagement Rate
- Success Rate
- Upsell Revenue
- Upsell Count

The Agent Performance shows four windows showing the following data:

1. **Trended Property Engagement and Revenue:** shown as graphs indicating the following:
 - Upsell Revenue
 - Success Rate
 - Engagement Rate
2. **Trended Property Engagement and Revenue:** shown as a table indicating the following per month:
 - Engagement Rate
 - Success Rate
 - Upsell Revenue
 - Upsell Count
 - Eligible Checkin
3. **Trended Agent Engagement Rate:** viewable at each agent's Engagement Rate per month.
4. **Trended Agent Revenue / Rev per Elig Checkin:** shows the Upsell Revenue per agent, per month.

The **Revenue by Product** report allows property managers to look at each product sold on CheckIn Merchandising and indicates the revenue generated per product.

Four windows appear and outline the following to the property manager:

1. **% of Revenue by Product.** This appears as a pie chart and indicates the percentage of revenue by product.

2. **Trended Revenue by Product.** This is a table and informs the property manager of the following data per month (based on the hotel's configuration):
 - Amenity
 - Early Checkin
 - Extra Day
 - Extra Room
 - Food and Beverage
 - Late Checkout
 - Parking
 - Room Feature
 - Room Upgrade
 - Spa Service
3. **Avg Upsell Rev / Night by Product.** This indicates the average Upsell Revenue per night by product in a table format and shown per month.
4. **Count by Product.** This presents the count by product in a table format and is shown per month.

All data provided on the Agent Performance helps the property manager identify top sellers and agents where additional coaching is needed. In addition, the property manager is presented with information on Revenue by Products and how the team is selling each product. This knowledge can help you make pricing decisions.

Portfolio – CheckIn Merchandising Insights Report

The Portfolio report allows Property and Chain Managers to find information based on Property Level and Agent Performance. The default tab for this report is Property Level and it is highlighted in red on the right-hand side.

The Chain Manager can view the following at the Property Level and Agent Performance:

- **Revenue:** (Upsell Revenue) or Revenue per Eligible Checkin (Rev per Eligible Checkin).
- **Property Name:** The default is set to ALL, but only one or multiple properties can be selected from the drop-down menu and based on the Chain Managers access rights.
- **Brand:** The default is set to ALL, but only one or multiple brands can be selected from the drop-down menu and based on the Chain Managers access rights.
- **Currency:** The default is set to USD, but can be selected to the local property's currency or EUR.
- Activity Date Filter.

In addition, the top row informs the Property Manager about the last time the data on the tab was refreshed “Last Refresh (PST)” of Nor1 CheckIn Merchandising data.

The Property Level report indicates the Top three properties from this Property Manager on the left-hand side based on:

- By Engagement Rate
- By Upsell Revenue
- By Rev/Eligible Checkin

Four windows enable the Property Manager to look at the following data:

1. **Property Revenue, Engagement, and Success Rate:** Information is presented on a chart indicating the following:
 - a. Upsell Revenue
 - b. Engagement Rate
 - c. Success Rate
2. **Trended Property Revenue:** Information is presented in a table indicating the revenue generated per month and property.
3. For Upsell Rev by Product and Count by Product, available products are based on the hotel's configuration, but the following are available:
 - Amenity
 - Early Checkin
 - Extra Day
 - Extra Room
 - Food and Beverage
 - Late Checkout
 - Parking
 - Room Feature
 - Room Upgrade
 - Spa Service

The Agent Performance report identifies the Top three Agents. They are presented based on:

- By Upsell Revenue
- By Engagement Rate
- By Upsell Rev/Eligible CheckIn

The Agent Statistics table indicates all agents and the following statistics:

- Agent Name
- Property
- Upsell Revenue
- Engagement Rate
- Success Rate
- Eligible Checkin
- Rev/Elig Checkin
- Upgrade Count

Property Managers can find the statistics on total Upsell Revenue and the total Upsell Count. In addition, a chart pie chart presents the Upsell Count by Product.

All data provided on the Property Level helps identify top ranking properties and products. Pricing decisions can be based on those numbers. The Agent Performance report enables Property Managers to view agent statistics and compare agents from different hotels.

Portfolio – All Solutions Insights Report

The Portfolio All Solutions Insights report enables Property Managers to view all data for all solutions at a glance for eStandby, eXpress, and CheckIn Merchandising.

The screens allows you to modify the view by the following:

- Region
- Sub-Region
- Currency View
- Date

The top row indicates the last time the data on the tab was refreshed (“Last Refresh (PST)” of all data provided).

The following information is presented on the left side of the screen:

- **Total Awarded Revenue (for all solutions):** Current versus Last Year.
- **eStandby Awarded Rate:** Current versus Last Year.
- **CM Engagement Rate:** Current versus Last Year.

A generic sales contact e-mail is displayed to help the revenue potential.

The following windows are presented on the screen:

- **Trended Revenue by Product:** this column chart provides revenue by product per month and based on CheckIn Merchandising, eStandby, and eXpress.
- **Checkin Merchandising, eStandby, and eXpress:** a pie chart presents the total revenue and percentage by product based on CheckIn Merchandising, eStandby, and eXpress.
- **Awarded Revenue by Product:** shows additional key performance indicators (KPI) based on brand and awarded revenue by product:
 - **Brand.** All brands are listed in here based on the Property Manager’s access permissions. To view only one of the brand, double-click it and all properties attached to the brand appear.
 - **All Product.** Indicates the total Awarded Revenue per brand.
 - **LY All Product.** Indicates last year’s total Awarded Revenue per brand.
 - **Y/Y Delta All Product.** Indicates year-over-year delta of Awarded Revenue per brand.
 - **Y/Y % Delta All Product.** Indicates year-over-year percentage delta of Awarded Revenue per brand.
 - **CM.** Indicates the total CheckIn Merchandising Revenue per brand.
 - **LY CM.** Indicates last year’s total CheckIn Merchandising Revenue per brand.
 - **Y/Y CM Delta.** Indicates year-over-year delta of CheckIn Merchandising Revenue per brand.
 - **Y/Y CM % Delta.** Indicates year-over-year percentage delta of CheckIn Merchandising Revenue per brand.
 - **eStandby.** Indicates the total eStandby Awarded Revenue per brand.
 - **LY eStandby.** Indicates last year’s total eStandby Awarded Revenue per brand.

- **Y/Y ES Delta.** Indicates year-over-year delta of eStandby Awarded Revenue per brand.
- **Y/Y ES %.** Indicates year-over-year percentage delta of eStandby Awarded Revenue per brand.
- **eXpress.** Indicates the total eXpress generated revenue per brand.
- **LY eXpress.** Indicates last year's total eXpress generated revenue per brand.
- **Y/Y EX Delta.** Indicates year-over-year delta of eXpress generated revenue per brand.
- **Y/Y EX % Delta.** Indicates year-over-year percentage delta of eXpress generated revenue per brand.

 **Note:**

All data for “this year” and “last year” numbers depend on the date range selected on top.