# Oracle Hospitality OPERA Cloud Distribution

# User Guide

Release 23.5

F89057-02

December 2023

ORACLE®

# Contents

# 9  Pricing

# 10  Channels

# 11  Configuration

# 12  Content

# 13    Role Manager

# Preface

This document is a user manual for the Oracle® Hospitality OPERA Cloud Distribution User Guide.

DISCLAIMER: note that the interfaces names on the embedded screen shots are samples only and may not reflect the original interface names that you will be using. If particular standards have to be observed for specific interfaces, we will note this accordingly.

**Purpose**

OPERA Cloud Distribution is designed to create efficiency for hotels by developing direct connections to high value Online Travel Agents (OTA) as well as Channel Managers/Switches with a cloud native reservation connected directly to the source of availability, rate, and inventory (ARI).

**Audience**

This document is intended for customers subscribed to OPERA Cloud Distribution.

**Customer Support**

To contact Oracle Customer Support, access my Oracle Support 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.

**Revision History**

| Date | Description of Change |
| --- | --- |
| December 2023 | Initial Publication |

# 1

# Introduction

OPERA Cloud Distribution enables hotels to communicate room availability, rates, and inventory (ARI) directly to high value Online Travel Agents (OTA) as well as Channel Manager/Switches. The cloud-native distribution platform provides the following feature sets:

**Cluster and Property Access**

- Access to clusters and single properties.
- View messages to and from an external System (OPERA Xchange Interface (OXI)) for all properties.
- Manage and configure Central Distribution Templates for Global Distribution System (GDS) channels across all properties.

**Property and Channel Activation**

- Set up basic property information and enable property management system (PMS) connection.
- Manage property reservation and property channel settings.
- Import/create room types, import inventory, and manage rate plans and restrictions from OPERA Cloud through the OPERA Xchange Interface (OXI).
- Easily map rooms and rates to subscribed channels.

**Property Day-to-Day Operations**

- Control plans to monitor data flowing across all channels.
- Ad-hoc publication of ARI (availability, rate, and inventory) data to the channels.
- Ad-hoc mapping of rooms and rate plans across channels.
- Viewing lists of reservations created by channels.

# 2

# Getting Started with Cluster Access

A cluster is a group of properties like hotel chains. This provides access to the cluster itself as well all properties assigned to the logged-in user.

To get started, open the Login page in your browser, sign in with your cluster credentials, and enter your username and password. If you forget your password, click **Can't sign in?** to recover it.

After logging in, you can see all clusters and properties. Select one or use the filter by entering a value and then select the one you want to view. Filtering starts as soon as you type text in the field.

> ✎ **Note:**
>
> When selecting the cluster, you can view all assigned properties but access only the ones assigned to you.

**Navigation**

By default, the screen opens to display all the properties assigned to the cluster. You can also access the Properties menu by clicking the three horizontal lines at the top of the screen to the left of OPERA Cloud.

You can select any of the following main or sub menus described below in more detail:

- Properties
- Messages
  - From External System
  - To External System
- Channels
  - Distribution Templates
- Role Manager
  - Role Permissions

## Properties

From the **Main menu**, select **Properties**.

**Managing Properties**

Use the following to search:

- **Name**: Enter the name of the property. Partial values are accepted only if they match the order in which they appear from the beginning of the name. For example: Entering Hotel finds all properties beginning with Hotel. Entering **otel** does not find Hotel.

- **Property ID**: Enter the full ID.

- **Organization Property Code**: Enter the full Code.

- **Status**: Select a status.

Click **Search** to get search results. Only records matching all the selected criteria appear.

Click **Reset** to reset the search data and get the default display.

# Messages

From the **Messages** main menu, select **From External System** or **To External System**.

On **From External System**, you can view the channel messages details and summary for the properties incoming. On **To External System** you can view the channel messages for the properties outgoing.

**Managing Messages Summary**

Use the following to search:

- **Viewing**: You can see the time frame for which you want to see the messages summary. If you select Created On, you can select a Created On date.

- **Property**: Select the property or all properties from which to view the messages summary. This field is required.

- **External System**: Select the channel's message summary that you want to see. If you select no property or all properties, only OXIHUB is populated in the list of values. If a property is selected, OXIHUB and the channels provisioned to the property are listed.

- **Module**: Select the module for the channel message summary.

- **Status**: Select the status for the messages you want to see.

Click **Search** to get search results. Only records matching all the selected criteria appear. Click **Reset** to reset the search data.

**Viewing Channel Messages Summary**

Select the **View** icon on the right-hand side of each record to view the channel messages summary details.

**Managing Messages**

Use the following to search:

- **Property**: Select the property from which to view the messages. This field is required.

- **External System**: Select the channel from which you want to see the summary. If you select no property or all properties, only OXIHUB is populated in the list of

values. If a property is selected, OXIHUB and the channels provisioned to the property are listed.

- **Module**: Select the module for the channel message.

Expand the **Show More** section to search in more detail:

- **Created From**: Select the start date when the messages were generated. By default, your system date is filled.

- **Created To**: Select the end date when the messages were generated. By default, your system date + one day is filled.

- **Status**: Select the status of the messages.

- **Message Contains**: Enter the required word/sentence that appears in a message, and the listing will search and display the corresponding message. If a condition is added, another message contains box appears in which you can type.

- **External Reference**: Enter the unique external reference number. This field appears as "For External System only" and is only valid for From Channels.

- **Show Discarded and Failed Events only**: When the channel is not OXIHUB, enable show discarded and failed events only to see the same in the listing. This is only valid for To Channels.

Click **Search** to get search results. Only records matching all the selected criteria appear. Click **Reset** to reset the search data.

**Viewing Channel Messages**

Select the **View** icon on the right-hand side of each record to view the channel messages details.

- **Message Status Badge**: Shows the message status.

- **Response Message**: Shows the response message.

- **Request Message**: Shows the request message.

- **Event ID**: Shows the unique event ID.

To download messages:

- Click **Download Message** to download the message with message status, request message, response message, and event ID.

- Click **Close**.

Click the **next or previous** arrows above the heading to navigate through the listed messages on the main screen from the drawer.

# Channels

From the **Channels** main menu, select **Distribution Templates**.

The Channels menu provides the option for setting up distribution templates to be distributed across all your properties.

**Distribution Template**

The Distribution Templates option enables you to view and manage your configured templates to be distributed across channels for your properties.

From the **Channels** main menu, select **Distribution Templates.** By default, you can view all configured templates.

**Prerequisites**

Appropriate permissions are required to access Channels. From the Role Manager menu, select Role permissions.

The permissions for Distribution Templates are listed in the Channel Management module.

**Managing Distribution Templates**

By default, you can view all configured distribution templates. Use the following to search:

- **Template Code**: Select one or multiple template codes.
- **Description**: Enter a template description. Only full values are accepted.
- **Property Rate Plan**: Enter a Property Rate Plan name.
- **Template Status**: Select one or multiple statuses.

Click **Search** to get search results. Only records matching all the selected criteria appear. Click **Reset** to reset the search data and get the default display.

**Adding and Editing a Distribution Template**

Select the **Add Template** button in the tool bar to create a new template. Click **Edit Template** in the template details screen to edit the template.

- **Template Status**: By default, this field is disabled. While creating a record, the status draft is selected.
- **Template Code**: Enter the template code. This field supports special characters and alpha numeric characters. You can enter up to 20 characters This field is required.
- **Description**: Enter the template description. You can enter up to 80 characters.
- **Property Rate Plan**: Enter the Property Rate Plan, This field supports spaces, special characters, and alpha numeric characters. You can enter up to 20 characters. This field is required.

Click **Continue** to continue the process and add a channel. Click **Cancel** to cancel the process.

- **Channel Type**: From the list, select the channel type where you want to create the distribution. This field is required.
- **Channel**: As the channel type is selected, you can select the channel. From the list, select the channel where you want to create the distribution. All channels for the channel type are listed here. This field is required. This field does not list external mapping or room-rate mapping enabled channels.

Click **Continue** to continue the process and add channel rate plan details. Click **Cancel** to cancel the process.

- **Active**: By default, the check box is selected when creating a new record. Deselect the check box to set the rate plan to inactive.

- **Property Rate Plan**: This is the Property Rate Plan entered while creating the template. This field is read only.

- **Channel Rate Plan**: Enter the Channel Rate Plan to map against the Property Rate Plan. By default, it is defaulted to the Property Rate Plan but can be overwritten. You can enter up to 20 digits typed with upper case characters, special characters, or spaces. This field is required.

- **Channel Rate Plan Name**: Enter the Channel Rate Plan Name.

- **Start Date**: Enter the rate plan start date. By default, it is set to your system date. This field is required.

- **End Date**: Enter the end date of the rate plan mapping.

- **Channel Rate Plan Order**: Enter the channel rate plan order.

- **Publish Rate**: Check box to be enabled for publishing rates.

- **Publish Restriction**: Check box to be enabled for publishing restrictions.

**Additional fields for GDS/IBE/Switch channels**:

- **GDS Rate Plan Description (Line1)**: Enter the channel GDS Rate Plan Description Line 1. This field is limited to 63 characters.

- **GDS Rate Plan Description (Line 2)**: Enter the channel GDS Rate Plan Description Line 2. This field is limited to 45 characters.

- **GDS Rate Plan Description (Line 3)**: Enter the channel GDS Rate Plan Description Line 3. This field is limited to 45 characters.

- **GDS Rate Plan Description (RPD)**: Enter the channel GDS Rate Plan Description RPD. This field is limited to 620 characters.

Click **Submit and activate template** to save the template and activate it. Click **Submit and Add Another Channel** to add a new channel to the distribution template while saving the previous one. Click **Save as Draft** to save the template keeping it as a draft.

**Viewing Distribution Templates**

Click the Distribution Template cards, to view the template details. As you click on them, a screen opens to display the details and the list of channels where the distribution exists. You can filter the list by Channel Code.

- **Status**: Shows the distribution status of the channel.

- **Channel Code**: Shows the channel code for the distribution.

- **Channel Rate Plan**: Shows the channel rate plan for the distribution.

- **Channel Rate Plan Name**: Shows the channel rate plan name for the distribution.

- **Start Date**: Shows the start date for the distribution.

- **End Date**: Shows the start date for the distribution.

- **Channel Rate Plan Order**: Shows the channel rate plan order.

**Deleting a Distribution Template**

If a distribution template fails for any property, the card shows a red indicator. You can view error details by clicking the **card** and the **View More** option on the error message on top of the screen. Once you fix the configuration per the error, you can apply the template by clicking the **Apply Template** button in the tool bar.

**Applying a Distribution Template**

If a distribution template fails for any property, the card shows a red indicator. You can view error details by clicking the card and the View More option on the error message on top of the screen. Once you fix the configuration per the error, you can apply the template by clicking the **Apply Template** button in the tool bar.

**Adding and Editing a Channel in Distribution Templates**

Select the **Add Channel Distribution** button in the tool bar or click **Submit and Add Another Channel** while creating a new template to add a new channel to the template. Click the **Pencil** icon in the view distribution template against a channel code record to edit.

By default, you can view all channels where the distribution for the template is in place.

- **Channel Type**: From the list, select the channel type where you want to create the distribution. This field is required.

- **Channel**: As the channel type is selected, you can select the channel. From the list, select the channel where you want to create the distribution. All channels for the channel type are listed here. This field is required. This field does not list external mapping or room-rate mapping enabled channels.

Click **Continue** to continue the process and add channel rate plan details. Click **Cancel** to cancel the process.

- **Active**: By default, the check box is selected when creating a new record. Deselect the check box to set the rate plan to inactive.

- **Property Rate Plan**: This is the Property Rate Plan entered while creating the template. This field is read only.

- **Channel Rate Plan**: Enter the Channel Rate plan to map against the Property Rate Plan. By default, it is defaulted to the Property Rate Plan, but can be overwritten. You can enter up to 20 digits typed with upper case characters, special characters, or spaces. This field is required.

- **Channel Rate Plan Name**: Enter the Channel Rate Plan name.

- **Start Date**: Enter the rate plan start date. By default, it is set to your system date. This field is required.

- **End Date**: Enter the end date of the rate plan mapping.

- **Channel Rate Plan Order**: Enter the channel rate plan order.

- **Publish Rate**: Check box to be enabled for publishing rates.

- **Publish Restriction**: Check box to be enabled for publishing restrictions

**Additional fields for GDS/IBE/Switch channels**:

- **GDS Rate Plan Description (Line 1)**: Enter the channel GDS Rate Plan Description Line 1. This field is limited to 63 characters.

- **GDS Rate Plan Description (Line 2)**: Enter the channel GDS Rate Plan Description Line 2. This field is limited to 45 characters.

- **GDS Rate Plan Description (Line 3)**: Enter the channel GDS Rate Plan Description Line 3. This field is limited to 45 characters.

- **GDS Rate Plan Description (RPD)**: Enter the channel GDS Rate Plan Description RPD. This field is limited to 620 characters.

Click **Submit and activate template** to save the template and activate it. Click **Submit and Add Another Channel** to add a new distribution template while saving the previous one. Click **Save as Draft** to save the template as a draft.

**Deleting Channels from Distribution Template**

View the template details and select the **Delete** icon on the right-hand side of each channel. A message provides you with the option to **Keep** or **Delete** the record.

# 3

# Getting Started with Property Access

To access the main menu, click the three horizontal lines at the top of the screen to the left of OPERA Cloud. The Home menu item links to your dashboard. You can select any of the following main or sub menu items, which are described in more detail later in this document.

- Home
- Availability
  - Hurdle Rates
  - Inventory
  - Restrictions
- Reservations
  - Reservations
  - Reservations Billing Dashboard
- Pricing
  - Rates
  - Products
  - Promotions
  - Yield Attributes
- Channels
  - Configuration
  - Channel Availability
  - Channel Rate Access
  - Channel Messages
    * From Channels
    * To Channels
  - Publish
- Configuration
  - Property
  - Guest Rooms
  - Taxes
    * Daily Tax Overview
    * Collections
    * Taxes
    * Transaction Codes Mapping

- – Reservations Setup
- – Policies
- – Inventory Management
  - * Block Status
  - * Inventory
  - * Sell Limits
- – Alternate Properties
- Content
  - – General
    - * Property Information
    - * Contact Details
    - * Loyalty Programs and Awards
    - * Property Amenities
    - * Location Information
    - * Features
    - * Services
  - – Facilities
    - * Guest Rooms
    - * Guest Room Amenities
    - * Restaurants
  - – Policies
    - * Policy Information
    - * Fees
    - * Taxes
    - * Commission Policy
    - * Pet Polices
  - – Area
    - * Transportations
    - * Airports
    - * Attractions
    - * Recreations
- Role Manager
  - – Role Permission

The dashboard data is set to the property you open. The property name appears at the top of the screen to the right of OPERA Cloud. If you have access to more than one property, you can click your property's name and a pop-up box shows you a list of your authorized properties. You can select any of the authorized properties.

You can view tracing information from all screens of all entities by clicking the red triangle/ exclamation mark icon in the top right corner of the screen. The icon lists the Tracing Key. To copy the alpha-numeric codes, select the paper-on-paper icon next to the codes.

To sign out of the application, click your user credentials (usually the first letter of your first and last name) in the top right corner of the screen and select **Sign-Out**.

If you are inactive for 15 minutes, a message pops up, and you can either select to continue or log out. If you select none of these options, the application logs you out automatically.

The application uses standard icons in various screens to provide the following functionality:

# 4

# Standard Icons

**Table 4-1**

| Icons | Functionality |
|---|---|
| | Edit |
| | Delete |
| | Move to previous screen |
| | Copy |
| | View |

**Table 4-1    (Cont.)**

| Icons | Functionality |
|-------|---------------|
|       | Tracing Information |

# 5

# Changes Log

The Changes Log records a history of user activity and details such as the date, time, action type, description, and the user who performed the change.

**Viewing the Changes Log**

Select the **Actions** button on the top right corner and then select **View Change Log**.

You can view the changes sorted by log date and time.

# 6
# Distribution Home

The Distribution Home dashboard shows you an overview of your latest Reservation Activity and Inventory.

## Reservation Activity

You can filter Reservation Activity for each channel and booking time frame (Today, Yesterday, Past 7 Days, and Past Hour). Your search results appear in two columns and in a graph showing your new and cancelled reservations by source. The two columns provide information about the following:

- Average Stay Length
- Most Booked Room Type
- Least Booked Room Type
- Average Nightly Rate
- Most Booked Rate Code
- Least booked Rate Code

To view further details on Reservation Activity, click the **arrow** next to **View more reservation activity details**.

## Inventory

The Inventory section displays a chart showing inventory of available rooms by dates. The chart shows all available rooms in green and overbooked rooms in yellow by start date and a span of days.

- **Start Date**: Select the start date for showing rooms on the chart. By default, the start date is set to your system date.
- **Viewing Days**: Enter the number of days between 1 and 31 to view the inventory. By default, this is set to 14 days.

Click the **arrow** next to view more inventory activity details to view more Inventory Details. For more information, see Inventory.

ORACLE®

# 7

# Availability

The Availability menu provides all availability related details of your property in different sub sections. You can filter your view of information by a variety of search criteria, enabling you to focus on an overview or more detailed information.

**Related Topics**

- Hurdle Rates
- Inventory
- Restrictions

## Hurdle Rates

The Hurdles screen allows you to view the different hurdles configured for the property. By default, you can view the list of all the hurdles at the property starting from your system's current date.

From the **Availability** main menu, select **Hurdle Rates**. In this section, you can:

- View the list of existing Hurdle Rates for the Property.
- Search the list of Hurdle Rates.

**Prerequisites**

Appropriate permissions are required to access the Hurdles menu. From the Role Manager menu, select **Role Permissions**. The option accessible from the Availability main menu is covered by the **View Hurdle Rates** permissions of the **Channel Management** module. For further information, see: Role Permissions.

**Managing Hurdles**

Use the following to search:

- **Hurdle Date**: Select the starting hurdle date.
- **Room Type**: Select one or multiple **room types**.

Click **Search** to get search results. Only records matching all selected criteria appear. Click **Reset** to reset the search data and get the default display.

**Viewing Hurdle Rates**

By default, you can view the list of all the hurdles configured in your Property Management System (PMS) starting from your system's current date.

- **Hurdle Date**: Shows the date this hurdle rate is effective.
- **Room Type**: Shows the property room type for which the hurdle rate is configured.
- **Room Category**: Shows the room category associated to the above room type.

- **Yield Category**: Shows the yield category associated to the above room type.

- **Yield Market**: Shows the yield market associated to the room type.

- **Length of Stay**: Shows the length of stay applicable to the hurdle rate.

- **Hurdle**: Shows the value that must be reached for the rate code or room type to appear on the rate grid.

- **Delta**: Shows the monetary value added to the hurdle rate for each additional room sold up to the ceiling. If the hurdle rate is set at $80.00 and the delta is $1.00, the ratable value needs to be $80.00 or more for the first room sold. For the second room, the ratable value needs to be $81.00, for the third room $82.00, and so on up to the ceiling at which time no additional delta values are added.

- **Ceiling**: Shows the number of rooms to be sold to which the delta value should be added.

- **Override**: Shows the override status. If the hurdle rate is changed at least once, the status is Yes.

- **Maximum Rooms Sold**: Shows the maximum number of rooms to be sold in the room types linked to the yield category.

- **Actual Rooms Sold**: Shows the number of rooms sold in the room types linked to the yield category since the last update from the yield management software.

- Expand each hurdle to view the Maximum Rooms Sold and Actual Rooms Sold against it.

# Inventory

The Inventory section shows the room availability and sell limits of your Property Management System, as well as your channel's sell limits and blocks.

From the **Availability** main menu, select **Inventory**. In this section, you can:

- Search and view the House and Room Type Inventory and Sell Limits.

- Search, view, create, and update Channel Sell Limits.

- Search and view Inventory Check.

- Search and view Blocks.

> **✎ Note:**
>
> By default, you can view your Inventory for the next seven days. Each option provides an automatic refresh every 300 seconds when selected. You can pause/resume the refresh or do a manually refresh. A manual refresh cannot be paused.

**Prerequisites**

Appropriate permissions are required to access Inventory. From the Role Manager menu, select **Role Permissions**. The Inventory and Inventory Check options accessible from the Inventory main menu are covered by the **Inventory Permissions** in the **Inventory module**. For further information, see: Role Permissions.

> **✎ Note:**
>
> At a minimum, your role must have the View permission to view the Inventory available on the Horizontal Lines menu. Additional permissions are required to create, edit, and delete channel sell limits.

**Inventory**

The Inventory provides the overview of your availability split into house and room types including sell limits as well as channel sell limits and blocks.

Select the **Search Display Inventory**. This is the default selection when you open the Inventory.

> **✎ Note:**
>
> For detailed information about inventory calculation, refer to the **Oracle Hospitality OPERA Cloud Distribution Inventory Calculation** document in this library.

**Managing Inventory**

Use the following to search:

- **From Date**: By default, this is your system date. This field is required.
- **Days to View**: You can enter up to 365 days. By default, Days to View is set to seven days. This field is required.
- **Room Class**: You can select none, one, or multiple room classes.
- **Room Type**: You can select none, one, or multiple room types.
- **Channel**: You can select none, one, or multiple channels with active provision status and sell limit enabled on Configuration > Channel > Controls tab.
- **OPERA Block ID**: Enter the full block ID. To view blocks on the grid, the Block ID is required.
- **Virtual Suite**: Select the check box if you want to include virtual suites that are defined in your property management system (PMS).
- **Generic Room Type**: Select the check box if you want to include generic room types that are defined in your Property Management System (PMS).

Click **Search** to get search results. Only records matching all selected criteria appear. Click **Reset** to reset the search data and get the default display.

**Viewing Inventory**

You have different options in the tool bar for viewing your inventory:

- **Expand All/Collapse All**: Expands/collapses all sections. By default, it is set to Expand All, which means all sections are collapsed.
- **Show Details/Hide Details**: Shows/hides, on expanded Property Total and Room Types totals, the details split into Sell Limit, Sell Limit Control, Out of Order, Rooms Sold, and Physical Rooms. By default, it is set to Hide Details, which means the details are visible.

- **Show Channel Limits/Hide Channel Limits**: Shows/hides the channel limits on each expanded room type. By default, it is set to Show Channels, which means the channel limits are not shown. The toggle is disabled when you select Display by Channels Limits.

- **Show Block/Hide Blocks**: Shows/hides the blocks on each expanded room type. By default, it is set to Show Blocks, which means the blocks are not shown. The toggle is disabled when you select Display by Block.

- **Display by Room Type**: Shows the Property Total on top and underneath the room types. The channel limits and blocks for each room type are shown when expanding a room type. By default, it is set to Room Types.

- **Display by Channel**: Shows the channel limits at the top and when expanding the channel limit for each room type. The property total appears at the end, and the room type availability appears when expanding.

- **Display by Block**: Shows the blocks at the top and when expanding the blocks for each room type. The property total appears at the end, and the room type availability, including channel limits, appears when expanding.

- **Property Total and Room Types**: Shows the total of available rooms including details considering the Overbooking Protection setting. It is calculated by Sell Limits minus Rooms Sold. The value can differ whether the Overbooking Protection setting is active. For more information, see: Sell Limits in Configuration > Inventory Management.

- **Expand the section to view the details**:

  - **Rooms Sold**: Shows the total of definite sold rooms from your Property Management System (PMS).

  - **Sell Limit**: Shows the calculation of Physical Rooms plus Sell Limits Control minus Out of Order from your Property Management System (PMS).

  - **Out of Order**: Shows the total of out of order rooms from your Property Management System (PMS).

  - **Sell Limits Control**: Shows the overbooking count from your Property Management System (PMS).

  - **Physical Rooms**: Shows the total of physical rooms from your Property Management System (PMS).

> **Note:**
>
> A dot in the left-hand corner of a cell indicates that a limit exists. By default, the room types are sorted by room type code. On **Actions**, you can select to order your room types by display sequence from Configuration > Guest Rooms.

**Viewing House and Room Type Limits**

The House and Room Type Sell Limits are provided from your Property Management System as read-only. A dot in the left-hand corner indicates that a limit exists.

Click into a cell where a limit is defined from your Property Management System to view the limit.

- **House Limit**

- **Attribute Type**: Shows Room Type.

- **Inventory Source**: Shows House.

- **Start Date/End Date**: Shows the selected date.

- **Days**: Shows All Days.

- **Sell Limit Type**: Shows Value.

- **Sell Limit Value**: Shows the value.

> ✎ **Note:**
>
> If your Property Management System decreases your House Limit, it decreases accordingly for your Room Type and Channel limits. Increasing your House Limit to a higher value than your physical rooms has no effect on your room type availability.

- **Room Type Limit**

  In addition to the above fields, you can view the following:

  - **Attribute Code**: Shows the room type for which the limit is valid.

  - **Physical Rooms**: Shows the physical rooms of the room type.

**Setting Channel Sell Limits**

Select the **Set Sell Limit** button in the tool bar to set a channel limit or click into a Total Channel or Channel cell on expanded Room Types where no limit is defined to create a new limit. Click into a cell where a limit is defined to edit a limit.

> ✎ **Note:**
>
> When creating a limit by selecting a cell, the selected date is shown but can be overwritten. You can change an existing limit or set a new one by editing one limit cell and changing the dates. Existing limits will be overwritten, and limits for dates where none exist will be set.
> If a channel is linked to a template, an information message appears to create the limit on the template that is accessible from the Actions button at the top of the screen or from Configuration > Inventory Management > Sell Limits.
>
> Channel Sell limits are supported for certain channel partners.

- **Channel**: Select the channel for the limit you want to create. If you create a limit by selecting a channel cell, the channel is selected by default. You can create limits for channels with active provision status, sell limit enabled on Configuration > Channel > Controls tab, and not already linked to a template. This field is required.

- **Template**: Shows the linked template if one is linked. This field is read-only. When changing the channel, the fields get updated according to whether the new selected channel is linked to a template.

- **Attribute Type**: By default, this is set to room type and read-only.

- **Inventory Source**: By default, this is set to House and read-only.

- **Attribute Code**: Select the room type for the limit you want to create. If you create a limit by selecting a cell on the total room type, the appropriate room type is selected by default. This field is required.

- **Start Date / End Date**: Enter the date where the limit is valid. If you create a limit by selecting a cell, the date of the selected date is set by default.

- **Days**: Select the days the limit should be in effect. By default, the limit is set to All Days.

  - **All days**: Sets the limit for all days within the entered date range.

  - **Weekdays (Mo - Fr)**: Sets the limit for all days except weekend days within the entered date range.

  - **Weekend Days (Sat - Sun)**: Sets the limit for only weekend days within the entered date range.

  - **Custom**: Select the days the limit should be set for within the entered date range.

- **Sell Limit Type**: Select the type to be used for calculating the limit. Either a sell limit type and value or a zero-sell limit type and value is required.

- **Sell Limit Value**: Enter the value.

- **Zero Sell Limit Type**: Select the type to be used for calculating the limit. Either a sell limit type and value or a zero-sell limit type and value is required.

> **Note:**
>
> The Sell limit is the limit for that channel for that room type. The Zero sell limit is the limit when you set the inventory to 0.

Example:

Sell Limit Type: % of availability = 80 %

Zero Sell Limit Type: Sold percentage = 95%

With this setup, the system always sends 80% of availability, but if 95% is sold, the system sends 0.

- **Zero Sell Limit**: Enter the value.

- **Modified**: By default, this field gets selected when the channel limit is linked to a template but has been changed individually. This field is read-only.

- **Allow Template Override**: By default, this field is selected whether a template is linked. This ensures that in case a linked template gets updated, the channel limit gets updated as well or, if no template is linked yet, the limit will be updated in case a channel is linked to a template. For more information, see: Sell Limits in Configuration > Inventory Management.

Click **Save** and then select either **Save** to save the record or **Save and Set Another** to continue creating records.

> **Note:**
>
> If the House Limit is decreased by your Property Management System, it decreases accordingly for your Room Type and Channel limits. Increasing your House Limit to a higher value than your physical rooms has no effect on your room type availability.

**Deleting a Channel Sell Limit**

Select the **date** and **cell** of the limit you want to delete. Click the **Delete** button with the option to delete either the whole record or, if Sell Limit and a Zero Sell Limit are defined, to delete one of them.

> **Note:**
>
> You can delete sell limits of a date range by changing the start date and end date. The Delete icon is available only with the appropriate permission.

**Inventory Check**

The Inventory Check shows a summary of available rooms per room types and date.

Select **Search Display Inventory Check**.

**Managing Inventory Check**

Use the following to search:

- **From Date**: By default, this is your system date. This field is required.
- **Days to View**: By default, Days to View is set to one day. This field is required.
- **Number of Available Rooms**: Enter the number to search for, such as 50 rooms within the next five days.
- **Room Type**: You can select none, one, or multiple room types.
- **Channel**: You can select none, one, or multiple active channels provisioned for your property.

Click **Search** to get search results. Only records matching all the selected criteria appear. Click **Reset** to reset the search data and get the default display.

> **Note:**
>
> Days to view considers Max. Days in Future and Max Length of Stay values from Configuration> Inventory Management>Inventory.

**Viewing Inventory Check**

**Available Rooms**: Shows the total current availability and appears when expanding the total availability of all active channels provisioned for your property.

> **✎ Note:**
>
> A dot in the left-hand corner of a cell indicates that a limit exists. For further information, see: Sell Limits.

**Blocks**

Blocks shows you all blocks with the option to view the block details, comments, and status flow. By default, you view all blocks as of the current date.

Select **Search Display Blocks**.

**Managing Blocks**

Use the following to search:

- **From Date**: By default, this is your system date. This field is required when no dates on the Show More section are selected.

- **Code**: Enter a block code. Only a full block code is accepted.

- **Name**: Enter a partial or full block name.

- **Block Status**: Select none, one, or multiple block status.

Expand the **Show More** section to search in more detail:

- **OPERA Block ID**: Enter the OPERA Block ID. Only the full value is accepted.

- **Start Date From/Start Date To**: Select a date.

- **End Date From/End Date To**: Select a date.

Click **Search** to get search results. Only records matching all the selected criteria appear. Click **Reset** to reset the search data and get the default display.

**Viewing Blocks**

Select the **View** icon on the right-hand side of each record to view more details on different tabs.

**Block Tab**

On the Block tab, you can view general block information and block comments.

- **Status**: Shows the actual status of the block.

- **Start Date**: Shows the start date of the block.

- **End Date**: Shows the end date of the block.

- **Inventory Control**: Shows whether the block is defined as Elastic/Non Elastic or Sell Limit.

- **Block Code**: Shows the code of the block.

- **OPERA Block ID**: Shows the block ID from your OPERA Property Management System.

- **Sell Type**: Shows Overnight.

- **Decision Date**: Shows the decision date of the block.

- **Follow up Date**: Shows the follow-up date of the block.

- **Cutoff Date**: Shows the cutoff date of the block.
- **Cutoff Days**: Shows the cutoff days of the block.

**Comments**

The comments section shows all block comments sorted by default from the last one entered in descending order. For long comments, the full comment appears when you hover your mouse over it.

**Block Details Tab**

On Block details, you can view booked rooms details daily.

**Managing Block Details**

Use the following to search:

- Date: By default, this is your system date.
- Days to View: By default, Days to View is set to seven days.

Click **Search** to get search results. Only records matching all the selected criteria appear. Click **Reset** to reset the search data and get the default display.

**Viewing Block Details**

You have different options in the tool bar for viewing your inventory:

- **Expand All/Collapse All**: Expands/collapses all sections. By default, it is set to Expand All, which means all sections are collapsed.
- **Show Details/Hide Details**: Shows/hides the Original, Actual, and Pick up value details. By default, it is set to Hide Details, which means the details are shown.
- **Display by Date**: Shows the dates vertically and room types horizontally with the available room values. This is the default display.
- **Display by Rooms**: Shows the room types vertically and dates horizontally with the available room values.

**Status Flow Tab**

The status flow shows the status flow history of the block sorted by default from the actual status in descending order.

# Restrictions

The Restrictions screen allows you to view the Rate and Availability Restrictions configured in your Property Management System.
From the **Availability** main menu, select **Restrictions**.

By default, you can view all restrictions configured in your Property Management System for the next seven days.

**Prerequisites**

Appropriate permissions are required to access Restrictions. From the Role Manager menu, select **Role Permissions**. All options accessible from the Availability main menu are covered by the **View Restrictions permission** of the **Channel Management module**. For further information, see: Role Permissions.

**Managing Restrictions**

Use the following to search:

- **Restriction Date**: Select the restriction date to view the restrictions starting from this date.

- **Day(s)**: Select the days to view enter 1,7,14 or 21. By default it is set to 7 days.

- **Channel**: Select one or multiple channels provisioned for your property.

Expand the **Show More** section to search in more detail:

- **Room Class**: Select one or multiple room classes. If you have already selected a room type, then room class selection is disabled.

- **Room Type**: Select one or multiple room types. If you have already selected a room class, then room type selection is disabled.

- **Rate Category**: Select one or multiple rate categories. If you have already selected a rate code, then rate category selection is disabled.

- **Rate Code**: Select one or multiple rate codes. If you have already selected a rate category, then rate code selection is disabled.

- **Show House Only**: Select whether you want to search the restrictions for house only. By default, it is set to No. If you have selected room class or room category, this field is disabled.

Click **Search** to get search results. Only the records matching all the selected criteria appear. Click **Reset** to reset the search data and get the default display.

**Viewing Restrictions**

You can view the day, date, and restriction with room class, room type, rate code, and rate category to which the restriction is applied.

- **Day**: Shows the day of the restriction date.

- **Date**: Shows the date of the restriction.

- **Restriction Type**: Shows the restriction as well as channel, room class, room type, rate code and rate category the restriction is applied to.

# 8

# Reservations

The Reservations menu provides all reservation related details received by your provisioned channels to your property in different sub sections. You can filter your view of information by a variety of search criteria, re-synchronize reservations and a billing dashboard enabling you to focus on overviews or more detailed information.

## Reservations

The Reservations section shows the actual reservations sent by your provisioned channels.

From the Reservations main menu, select **Reservations**. In this section, you can:

- Search and view reservation by different search criteria.
- Re-Synchronize single reservations and reservations in a bulk to your PMS.

**Prerequisites**

Appropriate permissions are required to access Reservations. From the Role Manager menu, select **Role Permissions**. All options accessible from the Reservations main menu are covered by the **View Reservation** permissions of the **Reservations** module. For further information, see: Role Permissions.

**Managing Reservations**

Use the following to search:

- **Channel**: Select one or multiple channels.
- **Name**: Enter the name of the Guest.
- **Confirmation ID**: Enter the full Confirmation ID.
- **Delivery Status**: Select one or multiple distributions statuses.
- Expand the **Show More** section to search in more detail.
    - Reservation Status: Select one or multiple reservation statuses.
    - Arrival From
    - Arrival To
    - Departure From
    - Departure To
    - Creation Date
    - Last Modified

Click **Search** to get search results. Only records matching all selected criteria appear. Click **Reset** to reset the search data.

**Viewing Reservations**

Select the **View** icon on the right-hand side of each record to view the reservation details. On top you can view the last name of your guest.

**Tab Overview**

- **Reservation Status**: Shows the status of the reservation in your Property Management System (PMS).

- **Delivery Status**: Shows the status of the distribution to your PMS.

- **Channel**: Shows the delivery channel.

- **Guest Stay**: Shows the arrival and departure date of the reservation.

- **Cancellation Date**: Shows the date of the cancellation. The field appears only when the reservation status is cancelled.

- **Room Information**: Shows the booked number and room category.

- **Rate Code**: Shows the rate code of the reservation.

- **Distribution ID**: Shows the Distribution ID.

- **Confirmation IDs**: Shows all IDs of third parties and the OPERA Cloud Distribution confirmation ID.

- **Created By**: Shows who created the reservations.

- **Last Modified By**: Shows who last modified the reservation.

- **Last Modified On**: Shows when the reservation was last modified.

**Tab Reservation File**

The reservation file shows you the database data. You can switch between tree view and highlighter view.

**Re-synchronize a Single Reservation**

You can re-synchronize reservations with Distribution Status Fail and In Process with your Property Management System (PMS).

Select the **Re-synchronize Reservation** icon on the right-hand side of the reservation. The icon appears only for reservations with the appropriate status.

> 🖉 **Note:**
>
> An information popup informs you that the reservation will be resent to your PMS and the distribution status will be updated.

**Re-synchronize Reservations in Bulk**

You can re-send reservations from OPERA Cloud Distribution to the Property Management System (PMS) to make sure that both systems are in synch, if for some reason a reservation is not delivered to the PMS.

- Select the **Actions** button at the top and then select **Re-synchronize**.

- Enter the criteria of the reservations you want to re-synchronize. The Reservation Status, Channel, and Distribution Status fields are required. Creation Date From and Arrival Date From are also required, but when setting a creation date, the arrival date is not required and vice versa.

- Select **Start** and a message appears offering the option to Proceed or Cancel. Select an option, and the screen closes. A message appears when no reservations match your entered criteria.

- A message appears on top of the Reservations Search when the re-synchronization is completed.

# Reservations Billing Dashboard

On the Reservation Billing Dashboard, you can verify any billing information received against your reservation activity.

From the **Reservations** main menu, select **Reservations Billing Dashboard**.

**Prerequisites**

Appropriate permissions are required to access the Reservations Billing Dashboard. From the Role Manager menu, select **Role Permissions**. All options accessible from the Reservations main menu are covered by the **View Reservation Billing** permission of the **Reservations** module. For further information, see: Role Permissions.

**Managing Reservations Billing Dashboard**

Use the following to search for billings:

- **Created from**: Select a date.

- **Channel**: Select one or multiple channels.

- **Billing Period**: Select a billing period. For a prior period, you can view the send date. For the current period, the send date is empty.

Expand the **Show More** section to search in more detail:

- **Created From/Created To**: Select either one or both creation dates.

- **Modified From/Modified To**: Select either one or both modified dates.

Expand the Show More section to search in more detail:

- **Cancellation Date**: Select a cancellation date.

- **Confirmation ID**: Enter the full Confirmation ID.

- **Channel**: Select one or multiple channels.

- **Reservation Status**: Select one or multiple.

Click **Search** to get search results. Only records matching all the selected criteria appear. Click **Reset** to reset the search data and get the default display.

> **✎ Note:**
>
> Reservation search criteria are available only when you switch on the Enable Reservation Search.

**Billing Summary**

On the Billing Summary by default, you can view the summary of all billings by send date split by Reservation Rooms, Cancellation Rooms, and their balances.

- Select the **Details** option to view the summary by channel.

- Enable **Reservation Search** to view a summary of reservations by channels.

- Select **Details** in the Reservations section to view all reservation details.

**Related Topics**

- Reservations

# 9
# Pricing

Pricing lists the rates and their details at your property.

The Pricing option displays all pricing relevant configurations. It is split into the following sections:

- Rates
- Products
- Yield Attributes

## Rates

The Configuration Rates screen lists the configured rate plans for the property.

> ✏ **Note:**
>
> Your property is interfaced and therefore your Rate Plan configuration is imported from your Property Management System (PMS). Manual Rate maintenance in OPERA Cloud Distribution is not required.

From the **Pricing** main menu, select **Rates**. In this section, you can view or search:

- Rate Plans
- Rate Plan Definition
- Products & Product Groups attached to a Rate Plan
- Rate schedules for the Rate Plan
- Rate Plan Distribution Attributes
- Channel Distribution of the Rate Plan

By default, the list appears based on the display sequence.

**Prerequisites**

Appropriate permissions are required to access Rates. From the Role Manager menu, select **Role Permissions**. Options accessible from the Pricing main menu are covered by the **View Property Rates** permission of the **Channel Management** module, except Products and Product groups that are covered by the appropriate permission also on the Channel Management module. For further information, see: Role Permissions.

> **✎ Note:**
>
> At a minimum, your role must have the View permission to view the menu option available on the Horizontal Lines menu. Additional permissions are required to have access to additional options.

**Managing Rates**

Use the following to search:

- **Rate Plan/Rate Description**: Select one or multiple rate plans.

Click **Search** to get search results. Only records matching the selected criteria appear. Click **Reset** to reset the search data.

**Viewing Rate Plan Definition**

Select the **View** icon on the right-hand side of each rate to view more details split into different tabs. By default, you view the Definition tab.

- **Rate Category**: Shows the code and description of the Rate Plan category to which the Rate Plan is linked.
- **Sell Date Range**: Shows the sell date range (start date and end date for the rate plan). If the sell date range is past, then it is indicated by "Sell date expired."
- **Rate Group**: Shows the linked rate group.
- **Default Market**: Shows the code and description of the market code to which the rate plan is linked.
- **Default Source**: Shows the code and description of the source code to which the rate plan is linked.
- **Best Available Rate**: Shows whether the rate is set for best available rate.
- **Schedules Management**: Shows the schedule for the rate plan. It can be daily, advanced daily, rate tiers, or date ranges.
- **Property display sequence**: Shows the display sequence for the rate plan in the property.

**Sell Controls**

- **Occupancy**: Shows the minimum and maximum occupancy for the rate plan.
- **Length of Stay**: Shows the minimum and maximum length of stay for the rate plan.
- **Advance Booking**: Shows the minimum and maximum advance booking for the rate plan.
- **Stay Through**: Shows the minimum and maximum stay through values for the rate plan.
- **Rate Access**: Appears if the rate plan is Negotiated or Public.
- **Suppressed Rate**: Appears if the Rate is Suppressed Rate.
- **Externally Controlled**: Appears if the Rate is Externally Controlled.

**Pricing Attributes**

- **Transaction Code**: Shows the code and whether the rate plan is tax inclusive or exclusive.

- **Currency**: Shows the currency code.

- **Exchange Type**: Shows the configured exchange type.

- **Default Commission**: Shows the commission value and commission code.

- **Posting Rhythm**: Shows the posting rhythm and if packages are to be posted.

- **Yield Attributes**: Shows if the rate is Yieldable or Not Yieldable.

- **Yield Market Code**: If the rate is yieldable, the market code against which it is yielding appears.

- **Yieldable as**: If rate plan is yieldable, then the code and description of the rate plan under which it is yielding appears.

- **Rates derived from**: Appears if the rate is Base Rate, Advanced dynamic base rate, Bar Based Rate, or Dynamic base rate. You can also see the amount and rounding and if it is compared with Rate Schedules.

  – If it is a Bar Base Rate, the default to highest bar is visible. This ensures that while showing availability, if all the BAR rates are closed, the rate amount is based on the highest BAR instead of defaulting to its own rate schedule. If not visible, availability shows rates from its own rate schedule.

- **Dependent Rates**: Shows the rate plans that depend on the rate plan as a parent for rate schedule calculation.

**Products**

Select the **Products** tab to view the products and the product groups attached to the rate plan. By default, you can view all products and switch to product groups by selecting the option on the tool bar. On both options, you can filter records.

> **Note:**
>
> To view the contents of the Products tab, you must have the **View Products and View Product Groups** permission from the Role permissions channel management module. For further information, see: Role Permissions.

Select the **View** icon on the right-hand side of each record to view the product definition and product rate schedules of the product or product group.

**Product Definition**

For further information, see Pricing Product and Product Groups. Most fields are the same except Description and Web Bookable.

On Product Groups, the Product Definition appears in addition to the product information, the Product Group code, and Product Group description.

**Product Rate Schedules**

Select the Product Rate Schedules tab to view the details.

- **Start Date/End Date**: Shows the rate period of the product rate schedule.

- **Price**: Shows the price of the product rate schedule.

- **Min-Max Nights**: Shows the minimum and maximum nights required for the product rate schedules.

- **Min-Max Guests**: Shows the minimum and maximum guests required for the product rate schedules.

**Schedules**

Select the **Schedules** tab to view the schedules attached to the rate plan. By default, you can view all schedules. Use the following to search:

- **Start Date**: Select the start date from the calendar. This field is required.

- **End Date**: Select the end date from the calendar.

- **Room Class**: Select one or multiple room classes.

- **Room Type**: Select one or multiple room types.

Click **Search** to get search results. Only records matching all the selected criteria appear. Click **Reset** to reset the search data and get the default display.

Select the **View** icon on the right-hand side of each record to view the Schedule Information and Schedule Products on separate tabs. By default, you view the Schedule Information tab.

**Viewing Schedules**

**Schedule Information**

You can view the following on the search results:

- **Room Type**: Shows the room type for which the rate plan is configured.

- **Rate Period**: Shows the rate period for which the rate plan schedule is active.

- **Days**: Shows the days when the schedule is applicable.

- **1 Adult**: Shows the schedule amount information for one Adult.

- **2 Adults**: Shows the schedule amount information for two Adults.

- **Extra Adult**: Shows the schedule amount information for Extra Adult.

- **Extra Child**: Shows the schedule amount information for Extra Child.

Select the **View** icon on the right-hand side of each record to view the Schedule Information and Schedule Products on separate tabs. The Information tab is the default view.

**Information Tab**

Adults Information:

- **3 Adults**: Shows the schedule amount information for three adults.

- **4 Adults**: Shows the schedule amount information for four adults.

- **5 Adults**: Shows the schedule amount information for five adults

Children in Own Room

- **1 Child**: Shows the schedule rate amount if one child is staying alone in own room.
- **2 Children**: Shows the schedule rate amount if two children are staying alone in own room.
- **3 Children**: Shows the schedule rate amount if three children are staying alone in own room.
- **4 Children**: Shows the schedule rate amount if four children are staying alone in own room.

Children by Age Group:

- **Child 1 and Rate**: Shows the minimum and maximum age configuration and associated rate.
- **Child 2 and Rate**: Shows the minimum and maximum age configuration and associated rate.
- **Child 3 and Rate**: Shows the minimum and maximum age configuration and associated rate.

Advance Dynamic Base Rate:

- **Base Amount**: Shows the base amount.
- **Base Type**: Shows the base type.

> **✎ Note:**
>
> These fields are only shown when a rate code is an advanced dynamic based dependent rate code.

**Products Tab**

- **Rate Period**: Shows the range when the rate is active.
- **Room Type**: Shows the room type associated to the rate schedule.
- **Product Code**: Shows the unique product code.
- **Product Description**: Shows the description of the product.
- **Product Group Code**: Shows the code of the product group.
- **Product Group Description**: Shows the description of the product group.

**Distribution Attributes**

Select the Distribution Attributes tab to view and translate the default attributes configured for the rate plan for channel distribution.

> **✎ Note:**
>
> To view the contents of the Distribution Attributes tab, you must have the View Rate Plan Channel Attributes permission from the Role permissions channel management module. To add or edit the Edit Rate Plan Channel, you must have the Attributes permission. For further information, see: Role Permissions.

**Editing Distribution Attributions**

Select the **Edit** button on top next to the Actions button edit the attributes.

- **Default Rate Plan Name**: Enter the name to be visible on channels/booking engine.

- **Default Rate Plan Type**: Select the Default Rate Plan Type the Rate Plan code is linked to.

- **Default Rate Plan Category**: Select the Default Rate Plan Category the Rate Plan code is linked to.

- **Default Rate Plan Level**: Enter the Rate Plan level.

- **Default Rate Plan Order**: Enter the order the Rate Plan code displays in a list of seamless availability returns.

- **ID Required**: Select this check box if a valid ID is required to avail the rate. By default, it is not selected.

- **Meal Plan**: Select the Meal Plan to be displayed for the channel. If this is selected, a single or multi select field to select Meals Included is available for selecting Breakfast, Lunch, Dinner (one or several).

- **Default Rate Plan GDS Description (Line 1)**: Enter the GDS description line 1 for the rate plan code.

- **Default Rate Plan GDS Description (Line 2)**: Enter the GDS description line 2 for the rate plan code.

- **Default Rate Plan GDS Description (Line 3)**: Enter the GDS description line 3 for the rate plan code.

- **Default Rate Plan GDS Description (RPD)**: Enter the GDS description RPD for the rate plan code.

Click **Update** to save your edits.

**Managing Translation**

The Manage translation button offers the translation of the Default Rate Plan Name, Default Rate Plan GDS Description (Line 1-3), and Default GDS Description (RPD).

Select the Manage Translation button on top next to the Edit button. Each translatable field has a separate tab and shows the translation. By default, the tab of the first filled field is selected and only those tabs where a value exists for translation are accessible.

> **✎ Note:**
>
> This button is only accessible if at least one of the above-mentioned fields is filled.

**Adding a Translation**

Select the Add button in the tool bar or, if no record exists, click the Add button in the middle of the screen. Use the pencil on the right-hand side of each record to edit a translation.

- • **Language**: Select the language to translate the fields into. This field is required.

- • **Translation**: Enter the translation of the selected fields and language. This field is required.

Click **Save** to save the translation. Click **Update** to save your additions or edits on existing records.

**Deleting a Translation**

Select the Delete icon on the right-hand side of each record. A message provides you with the option to Keep or Delete the record.

**Channel Distribution**

Select the Channel Distribution tab to view the rate plan as distributed across the channels schedules. This offers to view and manage your property rate plans to various connected channels directly from rate plan section.

**Example**: One Property Rate is distributed to Channel1, Channel2 and Channel3. Currently, if you want to review the mapping of this rate with three channels, you must navigate to Channels > Configuration and access each channel configuration. With this option you can view the configuration of a rate plan directly from the Property Rates screen on a new tab. From there, you can also manage new distributions.

> **Note:**
>
> The display of the Channel Distribution tab content is covered by the View Rate Plan Mapping permission of the Channel Management module on Role Permissions. For further information, see: 11.1 Role Permissions.
>
> - • For OPERA Cloud Unified Platform customers, you can create, update, copy, or delete Channel Rate Plans from OPERA Cloud > Administration > Financial > Rate Management > Channel Distribution and Rate Codes > Channel Distribution on Rate Code Edit.
>
> - • For OPERA Cloud Unified Platform customers, you can create, update Channel Distribution attributes, and manage their translation from OPERA Cloud > Administration > Financial > Rate Management > Rate Codes > Channel Distribution on Rate Code Edit.

**Prerequisites for OPERA Cloud Channel Rate Plans**

OPERA Cloud **Rate Management** permission is active. OPERA Cloud Distribution **View**, **New/Edit**, and **Delete Channel Rate Plan Mapping** permission is granted in the Channel Management module. If the OPERA Cloud Distribution permission is not given, sending and receiving data fails.

**Managing Channel Distribution**

You can filter by Channel, Channel Rate Plan and Inactive Status.

Chapter 9
Rates

**Creating and Editing Channel Rate Plans**

Select the **Add** icon in the tool bar or, if no record exists, click the **Add** button in the middle of the screen and then select the **channel** and click **Next** to create a record for the selected channel. Select a **channel** and click the **Edit** icon in the tool bar to edit the record.

- **Active**: By default, this check box is set when creating a new record. Deselect the check box to set the rate plan to inactive.

- **Property Rate Plan**: Shows your Property Rate Plan configured in your Property Management System (PMS). This field is read-only.

- **Channel Rate Plan**: Enter a unique code to identify the Rate Plan quickly. This field is required.

- **Channel Rate Plan Name**: Enter the name of the Rate Plan.

- **Start Date**: Enter the Start Date the rate plan is distributed on the channel. This field is required.

- **End Date**: Enter the End Date the rate plan is distributed on the channel.

- **Restriction**: By default, this check box is selected when creating a new record. Deselect the check box to stop publishing the restrictions to the channel.

- **Rate**: By default, this check box is selected when creating a new record. Deselect the check box to stop publishing the rates to the channel.

- **Select all Room Types for channel distribution**: By default, this check box is set when creating a new record and shows all room types in the field below. Deselect the check box to define the rate plan only for certain room types.

- **Room Types**: Select one or multiple Room Types for which the rate plan is valid. By default, it shows all Room Types when creating a new record and the check box above is selected. If you remove one or multiple Room Types, the check box gets deselected. If you select all, the check box is set by default.

**The following fields are available only for one specific channel:**

- **Property Room Type**: Since the specific channel has a room rate level mapping, this field enables you to make an additional selection of the Property Room Type that the rate plan mapping will be linked to. This list comprises of the property room types for which a valid mapping already exists. This field is required.

- **Channel Rate Plan**: Select a Rate Plan.

- **Property Alternative Rate Plan**: Select the Property Alternative Rate Plan used for reservation delivery.

**Additional Fields for GDS/Switch channels**:

- **Channel Rate Plan Order**: Enter the channel rate plan order. The default value is taken from Distribution attributes in the rate plan level for rate plan configuration. If the default value is altered, an indicator below the field for Overridden value appears.

- **Block Rate Code Indicator**: Select Block Rate Code to indicate that mapped rates can be shopped by GDS channels from Block availability. This field is valid only for GDS/Switch channels.

- **GDS Rate Plan Description (Line1)**: Enter the channel GDS Rate Plan Description Line 1. The default value is taken from Distribution attributes in the

ORACLE®
9-8

rate plan level. If the default value is altered, an indicator below the field for Overridden value appears. This field is limited to 63 characters.

- **GDS Rate Plan Description (Line 2)**: Enter the channel GDS Rate Plan Description Line 2. The default value is taken from Distribution attributes in the rate plan level. If the default value is altered, an indicator below the field for Overridden value appears. This field is limited to 45 characters.

- **GDS Rate Plan Description (Line 3)**: Enter the channel GDS Rate Plan Description Line 3. The default value is taken from Distribution attributes in the rate plan level. If the default value is altered, an indicator below the field for Overridden value appears. This field is limited to 45 characters.

- **GDS Rate Plan Description (RPD)**: Enter the channel GDS Rate Plan Description RPD. The default value is taken from Distribution attributes in the rate plan level. If the default value is altered, an indicator below the field for Overridden value appears. This field is limited to 620 characters.

Click **Submit** to create the record. Click **Update** to save your edits on existing records.

**Deleting a Channel Rate Plan**

Select the **Delete** icon in the tool bar. A message provides you with the option to **Keep** or **Delete** the record.

# Products

The Products option displays the configuration of different products and product groups of your property.

From the Pricing main menu, select **Products**. The screen is split into Products and Product Groups. By default, the screen opens to display the list of all the products.

**Prerequisites**

Appropriate permissions are required to access the Products menu. From the Role Manager menu, select **Role Permissions**. The option accessible from the Pricing main menu is covered by the **View Property Products and View Property Product Groups** permission on the **Channel Management** module. For further information, see: Role Permissions.

**Products Tab**

The Product tab is open by default and shows all products of your property.

**Managing Products**

Use the filter by entering a code or description. Filtering starts as soon as you type text in the field.

**Viewing Products**

Select the **View** icon on the right-hand side of each product to view more details. The screen is split into Product Definition and Product Schedules.

**Viewing Product Definition Tab**

- **Code**: Shows the unique code of the product.

- **Description**: Shows the description of the product.

- **Short Description**: Shows the short description of the product.

- **Sell Date Range**: Shows the date range you can sell the product. If the product sell end date is in the past compared to your system date, it shows Sell Date has expired.

- **Sell Separate**: Shows whether the product can be sold separately as an added element. When adding a package directly to a reservation, the room rate field shows the main rate plan rate and indicated to the right is the room rate including the packages added to the reservation. If Sell Separate is set to No, then this package can be set only on the Rate plan.

- **Posting Nights**: Shows the stay nights for which the posting applies. This is displayed only when the posting rhythm is Custom Posting Schedule (Nights). Nights indicates the stay nights for which the posting applies. Posting Nights supports multiple Stay Nights from 1 to 14. For example, if the posting is applicable for the 3rd, 4th, and 5th stay nights, then the value in Posting Nights will be 3, 4, and 5.

- **Web Bookable**: Shows whether the product is web bookable.

- **Transaction Code**: Shows the posting transaction code of the product.

- **Currency**: Shows the currency of the products. By default, it uses the property's currency.

- **Calculation Rule**: Shows the Calculation Rule of package amounts. It is either Flat Rate, Per Adult, Per Child, Per Person, or Per Room.

- **Posting Rhythm**: Shows the posting rhythm of the package posting. By default, the Posting Rhythm is Post Every Night. Most posting rhythms are based on the actual arrival date of the reservation. If a custom posting rhythm is selected, you can view additional information:

  – When Posting Rhythm is Custom Posting Schedule (Based on Nights), the field Posting Nights appears and shows the stay nights the posting is applicable for. This supports multiple stay nights from one to 14. For example, if the posting is applicable for the 3rd, 4th and 5th stay nights, the value shows 3, 4, and 5.

  – When Posting Rhythm is Custom Posting Schedule (Based on Stay Days), the field Posting Stay Days appears and shows the stay days the posting is applicable for. This supports multiple stay days from one to 14. For example, if the posting is applicable for 1st and 3rd stay day, the value shows 1, 3.

  – When Posting Rhythm is applicable, Post on Every X Nights Starting Y Nights, Post Every, and Start on Night are visible under Posting Rhythm.

  – When Posting Rhythm is Post on Certain Nights of the Week, the field Posting Days shows the specified weekdays. This supports multiple weekdays, for example, Sun, Mon, and Wed.

**Product Schedules Tab**

Select the **Product Schedules** tab to view the schedules of your property.

**Managing Product Schedules**

Use the following to search.

- **Start Date**: Select the start date.

- **End Date**: Select the end date

Click **Search** to get search results. Only records matching the selected criteria appear. Click **Reset** to reset the search data and get the default display.

**Viewing Product Schedules**

- **Start Date and End Date**: Shows the sell date range of the schedule. A badge definition "Sell Date has expired" is displayed if the Product sell end date is a past date compared to the Property Date. If the rate end date is in the past compared to your system date, it shows Sell Date has expired.

- **Price**: Shows the price of the product.

- **Min – Max Nights**:

  Shows the minimum and maximum number of reservation stay nights if the price is applicable.

- **Min – Max Guests**: Shows the minimum and maximum number of guests required in reservation if the price is applicable.

- **Child 0-6 yrs Price**: Shows the price for children with age of 0-6.

- **Child 7-12 yrs Price**: Shows the price for children with age of 7-12.

- **Child 13-16 yrs Price**: Shows the price for children with age of 13-16.

**Product Group Tab**

Select the Product Group tab to view the list and details of your groups.

**Managing Product Groups**

Use the filter by entering a code or description. Filtering starts as soon as you type text in the field.

**Viewing Product Groups**

Select the **View** icon on the right-hand side of each product group to view more details.

- **Code**: Shows the unique code of the product group.

- **Description**: Shows the description of the product group.

- **Short Description**: Shows the short description of the product group.

- **Sell Separate**: Shows whether the product group is separate sellable.

- **Web Bookable**: Shows whether the product group is web bookable.

- **Products**: Shows all products linked to the group.

# Promotions

This menu option displays the promotions configured in your Property Management System.

From the **Pricing** main menu, select **Promotions**. By default, the screen displays the list of all promotions.

**Prerequisites**

Appropriate permissions are required to access the Promotions menu. From the Role Manager menu, select **Role Permissions**. The option accessible from the Pricing main menu is covered by the **View Promotion Codes** permission on the **Channel Management** module. For further information, see: 11.1 Role Permissions.

**Managing Promotions**

Use the following to search:

- **Promotion Code**: Enter partial or full Promotion Code.

- **Promotion Description**: Enter partial or full Promotion Description.

- **View Inactive**: Select this check box to include inactive promotions.

Click **Search** to get search results. Only records matching all selected criteria appear. Click **Reset** to reset the search data and get the default display.

**Viewing Promotions**

Select the **View** icon on the right-hand side of each product group to view more details. Click **Close** to close the details.

# Yield Attributes

The Yield Attributes screen allows you to view and manage the Yield Categories, Yield Adjustment Codes, and Yield Market Types split on separate tabs.

From the **Pricing** main menu, select **Yield Attributes**.

By default, the Yield Categories tab is selected, and you can view all records. The number in brackets on each tab indicates the number of existing records.

**Prerequisites**

Appropriate permissions are required to access the Yield Attributes menu. From the Role Manager menu, select **Role Permissions**. The option accessible from the Pricing main menu is covered by the **View Yield Categories**, **View Yield Adjustment Codes**, and **View Yield Market Types** permissions of the **Channel Management** module. For further information, see: Role Permissions.

> ✏️ **Note:**
>
> At a minimum, your role must have at least one of the above permissions to view the Yield Attributes available on the Horizontal Lines menu. Additional permissions are required to have access to additional options.

**Managing Yield Attributes**

By default, you can view all records on each tab.

- **Filter option**: Enter any text to filter records by code or description. Filtering starts as soon as you type text in the field.

**Yield Categories**

Yield categories are groupings of like or similar rooms that are presented to customers in OPERA applications based on either the target market or pricing structure at your property. All room types of the property are automatically assigned to the default yield category standard. These room types can be left in the default standard yield category, or you can create new categories to better manage your property's demand and pricing.

**Adding and Editing Yield Categories**

Select the **Add** button on the right-hand side or, if no category exists yet, select the **Add** button in the middle of the screen to create a record. Use the **pencil** on the right-hand side of each record to edit a category.

- **Code**: Enter a unique code to identify the category quickly. This field is required. When editing a category, the field is read only.
- **Description**: Enter the Description of the category. This field is required.

Click **Submit** to create the record. Click **Update** to save your edits on existing records.

**Deleting a Yield Category**

Select the **Delete** icon on the right-hand side of each record. A message provides you with the option to **Keep** or **Delete** the record.

> **Note:**
>
> The Delete icon is available only with the appropriate permission.

**Yield Adjustment Codes**

Yield Adjustment Codes enable you to configure the yield adjustments that can be applied to a rate before it is compared to a hurdle rate when determining rate availability.

**Adding and Editing Yield Adjustment Codes**

Select the **Add** button on the right-hand side or, if no code exists yet, select the **Add** button in the middle of the screen to create a record. Use the **pencil** on the right-hand side of each record to edit a code.

- **Code**: Enter a unique code to identify the code quickly. This field is required. When editing a code, the field is read only.
- **Description**: Enter a description of the code. This field is required.
- **Type**: Select the posting type of the code. This field is required.
- **Currency**: Select the currency of the code.
- **Amount**: Enter the amount of the code. This field is required. When editing a code, the field is read only.

Click **Submit** to create the record. Click **Update** to save your edits on existing records.

**Deleting a Yield Adjustment Code**

Select the **Delete** icon on the right-hand side of each record. A message provides you with the option to **Keep** or **Delete** the record.

> **Note:**
>
> The Delete icon is available only with the appropriate permission.

**Yield Market Types**

Yield Market Types are used to implement a system of multiple hurdles. When a hurdle rate is sent to OPERA Cloud, the yield market types feature allows a different yield market type to be associated with each hurdle rate set for the given date.

One yield market type might, for example, be called Entitlement, and it might be assigned to a hurdle rate that is lower such as (195) than a second hurdle rate (200) configured with a yield market type called Non-entitlement.

**Adding and Editing Yield Market Types**

Select the **Add** button on the right-hand side or, if no code exists yet, select the **Add** button in the middle of the screen to create a record. Use the **pencil** on the right-hand side of each record to edit a code.

- **Code**: Enter a unique code to identify the type quickly. This field is required. When editing a code, the field is read only.
- **Description**: Enter a description of the type. This field is required.

**Deleting a Yield Market Type**

Select the **Delete** icon on the right-hand side of each record. A message provides you with the option to **Keep** or **Delete** the record.

> **Note:**
>
> The Delete icon is available only with the appropriate permission.

# 10
# Channels

The Channels menu provides options for managing channel configurations and publishing assets. You can check channel request status using various filters, set up new channel publications, and publish based on dates, message type, and other criteria.

The following menu options are available:

- Configuration
- Channel Availability
- Channel Rate Access
- Channel Messages
    - From Channels
    - To Channels
- Publish

## Configuration

The Configuration option provides the provisioning of channels, the configuration of channel controls, and conversion of room types and rate plans between your property and the channel. The option also allows you to send a data synchronization request to your Property Management System (PMS). To use this option, select the OPERA Exchange Interface (OXI) channel.

From the **Channels** main menu, select **Configuration**. The screen is split under the Provisioned Channels and Available Channels tabs. By default, the Provisioned Channel tab is selected.

**Prerequisites**

Appropriate permissions are required to access Channels. From the Role Manager menu, select **Role** permissions. The permissions for **Channel Provisioning** are listed in the **Channel Management** module. For further information, see: Role Permissions.

**Managing Channel Provisioning**

- **Provisioned Channels tab**: By default, you can view all provisioned channels.
- **Available Channels tab**: By default, you can view all active non-provisioned channels.
- **Filter option**: Use the filter by any entered text. Filtering starts as soon as you type text in the field.

**Updating a Channel Provisioning**

Select the **Provisioned Channels** tab and use the **pencil** icon on the right-hand side of each record to view or update the provisioning and access the following options:

- Provisioning

- Controls

- Room Types

- Rate Plans

- Offers Distribution

> **Note:**
>
> You can edit the provisioned channel and make updates until the provision status is Active. If further changes or adjustments are required, contact Oracle Support.

- **ARI Message Format**: Shows the ARI Message Format defined in Channel Registry accessible for OPERA Cloud Distribution only. This field is read-only.

- **Start Date**: Enter the date of channel activation. This field is required.

- **End Date**: Enter the date of channel de-activation. If no end date is defined, leave the field blank.

- **Provision Status**: You can select an appropriate status from the following options:

   - **New**: This is the status when you provision a channel on the Available Channel tab. You can only change status to Test.

   - **Test**: Select this status when you are in the test phase. Push out data to the channel for your property to validate accuracy. During the test period, reservations are collected if you selected Reservation Delivery in the Option field. You can change this status to Active.

   - **Active**: Select this status when the channel is Active and ARI Push is selected on the Option field.

- **Channel Brand Code**: Enter the code provided by the channel. This field allows a maximum of 10 characters.

- **Channel Chain Code**: Enter the code provided by the channel. This field allows a maximum of 10 characters.

- **Channel Property Code**: Enter the code provided by the channel. The code can be used only once per channel. If the code already exists for another property in the same channel, a message appears. This field is required.

- **Channel Property Name**: Enter the name provided by the channel. If no name is provided, your property name will be filled in when you click Submit.

- **Option**: Select ARI PUSH to push OPERA Cloud Distribution data to the channel and/or Reservation Delivery to get reservations from the channel. This field is required.

- **Extranet URL**: You can see and access the Extranet URL by clicking on it if it is configured. This field is read-only.

- **Terms and Conditions**: You can see the attached terms and conditions on the channel by clicking it if they are present. This field is read-only.

- **Invoice Override**: This setting is defined in the Channel Registry accessible for OPERA Cloud Distribution only. This field is used internally and is read-only.

- **Offer Validation**: This setting is defined in the Channel Registry accessible for OPERA Cloud Distribution only. This field is used internally and is read-only.

The following fields are available only when the channel type is GDS:

- **Property Return Limit**: Enter the maximum number of hotels returned in an availability request.

- **Property Limit per Booking**: Enter the maximum number of rooms that can be booked in one transaction.

- **Max Nights Availability**: Enter the maximum number of nights a reservation can be booked.

- **Alternate Rates**: Determines whether the channel supports alternate rates functionality. This setting is defined in the Channel Registry accessible for OPERA Cloud Distribution only. This field is read-only.

- **Alternate Property**: Determines if the channel supports alternate property functionality. This setting is defined in the Channel Registry accessible for OPERA Cloud Distribution only. This field is read-only.

Click **Update** to update the information.

**Creating and Editing Channel Controls**

Select the **Controls** tab to view the channel controls. Select the **Edit** button on top next to the Actions button to edit the controls.

- **Default Market Code**: Select the code for the channel. This field is required.

- **Default Source Code**: Select the code for the channel. This field is required.

- **ARI Future days**: Enter the number of days. This field is available if ARI Push is enabled for the channel. The value must be between the minimum and maximum ARI days configured for the channel.

- **Travel Agent ID**: Enter the Travel Agent ID.

- **Origin Code**: Enter the origin code.

- **Sell Limits**: Select to enable or disable the channel to be used for Sell Limits on Availability > Inventory and Configuration > Inventory > Sell Limits. By default, the setting from registering the channel is overtaken.

- **Channel LOS Arrival Date**: Enable or disable the field. This field is only present for a specific channel.

Click **Submit** to save your edits on existing records.

**Creating and Editing Room Types**

Select the **Room Type** tab to configure Channel Room Types. Select the **Add** button in the tool bar to create a new record. Select a **Room Type** and click the **Edit** icon in the tool bar to edit the record.

- **Active**: By default, the check box is selected when creating a new record. Deselect the check box to set the channel room type as Inactive.

- **Property Room Type**: Select the Property Room Type configured in your Property Management System (PMS).

- **Channel Room Type**: Enter the Channel Room Type to map against the selected Property Room Type. In case of external mapping channels, a drop-down list enabled

with data from the channel enables you to select. For channels with code handling set to External mapping, you can select the room type code from the list of values that displays directly from the channel. For channels with code handling set to Conversion template, you can select the room types from the list of values configured for the channel in the Channel Registry or if the code handling is Free Conversion, you can view the pre-populated channel room type code. You can overwrite it or create a new one. In other cases, you can type in your channel room type. If max room type length is configured for the channel, the room type length must be equal to the configured value without using lower case, special characters, or spaces. In case no max room type length is configured, you can enter up to 20 digits typed with upper case characters, special characters, or spaces. This field is required.

- **Start Date**: Enter the booking start date for the room type mapping. By default, it is set to your system date. This field is required.

- **End Date**: Enter the booking end date for the room type mapping.

- **Channel Room Name**: Enter the Room Name for the mapped room. By default, the Property Room Type Name appears as soon as the Property Room Type is selected but can be overwritten. If the channel is an external mapping channel, by default, the Channel Room Name appears as soon as the Channel Room Type is selected and cannot be overwritten. In case the default value is altered, an indicator below the field for Overridden value appears.

- **Channel Room Order**: Enter the room order for the channel. By default, it shows the value from Room Content Level of room type configuration. In case the default value is altered, an indicator below the field for Overridden value appears.

- **Channel Sell Sequence**: Enter the sell sequence of the room type.

- **Additional Fields for GDS/Switch Channels:**

  - **Channel GDS Room Description (Line1)**: Enter the Channel GDS Room Description Line1. The default value is taken from content level for room type configuration. If the default value is altered, an indicator below the field for Overridden value appears. It is limited to 45 characters.

  - **Channel GDS Room Description (Line 2)**: Enter the Channel GDS Room Description Line2. The default value is taken from content level for room type configuration. If the default value is altered, an indicator below the field for Overridden value appears. It is limited to 45 characters.

  - **Channel GDS Room Description (Line 3)**: Enter the Channel GDS Room Description Line 3. The default value is taken from content level for room type configuration. If the default value is altered, an indicator below the field for Overridden value appears. It is limited to 45 characters.

**Additional Fields only for non-room rate mapping enabled channels**

- **Select all Rate Plans for Offer Distribution**: Select this check box to distribute the room type against all the rate plans for which valid mapping exists. By default, this is selected when creating new records. You can deselect this or remove the rate plans from the field below.

- **Rate Plans**: Select one or multiple Rate Plans. This enables you to add or remove the rate plans for which you want to create the offer distribution.

Click **Submit** to create the record. Click **Submit and Add Another** to add a new record while saving the previous one. Click **Update** to save your edits on existing records.

**Deleting a Room Type**

Select one or multiple Room Types or select all records and select the **Delete** button in the tool bar. A message provides you with the option to **Keep** or **Delete** the record.

> **Note:**
>
> The Delete icon is available only with the appropriate permissions.

**Rate Plans**

Select the Rate Plans tab to configure Channel Rate Plans. By default, you can view all Rate Plans. You can filter by Property Rate Plans and Channel Rate Plans. Additional fields for Property Room Type and Property Alternative Rate Plan are displayed for a specific channel.

> **Note:**
>
> The display of the Channel Rate Plans tab is covered by the View Rate Plan Mapping permission of the Channel Management module on Role Permissions. For further information, see: 11.1 Role Permissions.
> For OPERA Cloud Unified Platform customers you can create, update, or delete Channel Rate Plans from OPERA Cloud > Administration > Financial > Rate Management > Channel Distribution and Rate Codes > Channel Distribution on Rate Code Edit.
>
> **Prerequisites for OPERA Cloud Channel Rate Plans**
>
> OPERA Cloud **Rate Management** permission is active. OPERA Cloud Distribution **View**, **New/Edit**, and **Delete Channel Rate Plan Mapping** permission is granted in the Channel Management module. If the OPERA Cloud Distribution permission is not given, sending and receiving data fails.

**Creating and Editing Rate Plans**

Select the **Add** button in the tool bar to create a new record. Select a **Rate Plan** and click the **Edit** icon in the tool bar to edit the record.

- **Active**: By default, the check box is selected when creating a new record. Deselect the check box to set the rate plan to inactive.

- **Property Rate Plan**: Select the Property Rate plan configured in your Property Management System (PMS). This field is required.

- **Channel Rate Plan**: Enter the Channel Rate plan to map against the selected Property Rate Plan. In case of lookup-enabled external mapping channels, a drop-down list enabled with data from the channel enables you to select or, if the code handling is Free Conversion, you can view the pre-populated channel rate plan code. You can overwrite it or create a new one. If the max rate code length is configured for the channel, the rate code length must be equal to the configured value without using lower case, special characters, or spaces. In case no max rate code length is configured, you can enter up to twenty digits typed with upper case characters, special characters, or spaces. This field is required.

- **Start Date**: Enter the rate plan start date. By default, it is set to your system date. This field is required.

- **End Date**: Enter the end date of the rate plan mapping.

- **Channel Rate Plan Name**: Enter the Channel Rate Plan name. By default, the rate plan name from Pricing > Rates > Distribution Attribution appears as soon as the Property Rate Plan is selected but can be overwritten. If the channel is an external mapping channel, by default, the Channel Rate Plan Name appears as soon as the Channel Rate Plan is selected and cannot be overwritten. In case the default value is altered, an indicator appears below the field for Overridden value.

- **Channel Rate Plan Order**: Enter the channel rate plan order. The default value is taken from Distribution attributes in the rate plan level for rate plan configuration. In case the default value is altered, an indicator below the field for Overridden value appears.

- **Publish Restriction**: Select this check box to mirror the restriction to the channel rate plan as of the property rate plan. By default, this is set when creating a new record.

- **Publish Rate**: Select this check box to publish the rate. By default, this is set when creating a new record.

**The following fields are available only for one specific channel**:

- **Property Room Type**: Since this specific channel has a room rate level mapping, this field enables you to make an additional selection of the Property Room Type that the rate plan mapping will be linked to. This list comprises of the property room types for which a valid mapping already exists. This field is required.

- **Property Alternative Rate Plan**: Enter the Property Alternative Rate Plan used for reservation delivery.

**Additional Fields for GDS/Switch Channels:**

- **Block Rate Code Indicator**: Select Block Rate Code to indicate that mapped rates can be shopped by GDS channels from Block Availability. This field is valid only for GDS/Switch channels.

- **Channel Rate Plan Order**: Enter the channel rate plan order. The default value is taken from Distribution attributes in the rate plan level for rate plan configuration, In case the default value is altered, an indicator below the field for Overridden value appears.

- **GDS Rate Plan Description (Line1)**: Enter the channel GDS Rate Plan Description Line 1. The default value is taken from Distribution attributes in the rate plan level, In case the default value is altered, an indicator below the field for Overridden value appears. This field is limited to 63 characters.

- **GDS Rate Plan Description (Line 2)**: Enter the channel GDS Rate Plan Description Line 2. The default value is taken from Distribution attributes in the rate plan level, In case the default value is altered, an indicator below the field for Overridden value appears. This field is limited to 45 characters.

- **GDS Rate Plan Description (Line 3)**: Enter the channel GDS Rate Plan Description Line 3. The default value is taken from Distribution attributes in the rate plan level. In case the default value is altered, an indicator below the field for Overridden value appears. This field is limited to 45 characters.

- **GDS Rate Plan Description (RPD)**: Enter the channel GDS Rate Plan Description RPD. The default value is taken from Distribution attributes in the rate

plan level. In case the default value is altered, an indicator below the field for Overridden value appears. This field is limited to 620 characters.

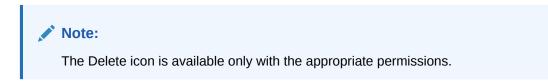**Additional Fields only for non-room rate mapping enabled channels**

- **Select all Rate Plans for Offer Distribution**: Select this check box to distribute the room type against all the rate plans for which valid mapping exists. By default, this is selected when creating new records. You can deselect this or remove the rate plans from the field below.

- **Rate Plans**: Select one or multiple Rate Plans. This enables you to add or remove the rate plans for which you want to create the offer distribution.

Click **Submit** to create the record. Click **Update** to save your edits on existing records.

**Deleting a Rate Plan**

- Select one or multiple **Rate Plans** or select all **records** and select the **Delete** icon in the tool bar. A message provides you with the option to **Keep** or **Delete** the record.

> **Note:**
>
> The Delete icon is available only with the appropriate permissions.

**Offers Distribution**

Select the **Offers Distribution** tab to view the offers distribution. By default, you can view all records. If the channel room type is made inactive or its end date is expired, the offer distribution displays as inactive.

> **Note:**
>
> The Channel Offers Distribution tab is only available for non-room rate mapping channels. This tab can be viewed with the View Rate Plan mapping permission. By default, the tab displays both the active and inactive offer distributions for the channel ordered by channel rate order.

**Managing Offers Distributions**

Use the following to search:

- **Property Rate Plan**: Enter the rate plan.
- **Channel Rate Plan**: Enter the rate plan.
- **Property Room Type**: Enter the room types.
- **Channel Room Type**: Enter the room types.
- **Start Date**: Select the booking start date.
- **End Date**: Select the booking end date.
- **Display Inactive**: By default, this is set. Deselect the check box to display only active records.

Click **Search** to get search results. Only records matching all selected criteria appear. Click **Reset** to reset the search data.

**Editing Channel Offers Distribution**

Click the **Edit** icon on the right-hand side of each record. The editable fields are listed below. The fields from the channel rate plan level are read only.

- **Active**: Select this check box if the offer is Active.

- **Publish Restriction**: Select this check box to mirror the restriction to the channel rate plan as of the property rate plan. By default, this is based on the selection made in the channel rate plan level.

- **Publish Rate**: Select this check box to mirror the restriction to the channel rate plan as of the property rate plan. By default, this is based on the selection made in the channel rate plan level.

- **Offer Name**: Enter the Offer Name.

Click **Update** to save your edits on existing records.

# Channel Provisioning

The Channel Provisioning offers the provisioning of available channels as well as viewing and updating already provisioned channels. It is split under the Provisioned Channels and Available Channels tabs.

From the Channels main menu, select **Channel Provisioning**.

**Prerequisites**

Appropriate permissions are required to access Channel Provisioning. From the Role Manager menu, select Role Permissions. The permissions for Channel Provisioning are listed on the Channel Management Module permission module. For further information, refer to: Role Permissions.

> **Note:**
>
> At a minimum, your role must have the View permission to view the Channel Provisioning available on the horizontal lines menu. Additional permissions are required in order to have access to additional options.

**Managing Channel Provisioning**

- **Provisioned Channels tab**: By default, you can view all provisioned channels. By default, this tab is selected.

- **Available Channels tab**: By default, you can view all active non-provisioned channels. The pencil icon on the right hand side is shown for channels that can be self-provisioned by properties.

- **Filter option**: Use the filter by any entered text. Filtering starts as soon as you type text in the field.

**Updating Channel Provisioning**

As soon as you provision a channel on the Available Channels tab, the provisions appear on the Provisioned Channels tab.

Select the **Provisioned Channels tab** and use the pencil icon on the right hand side of each record to edit a channel and complete and/or update the data.

> **Note:**
>
> You can edit the channel provisions and make updates until the provision status is Active. If further changes or adjustments are required, contact Oracle Support.

For further information, refer to the Provisioning Channels section below. All fields and data are the same except for the following:

- Provision Status: While provisioning a channel, the only status you can select is New. After provisioning the channel, you can select an appropriate status from the following options:

    – **New**: This is the status when you provision a channel on the Available Channel tab. You can only change status to Test.

    – **Test**: Select this status when you are in the test phase. Push out data to the channel for your property to validate accuracy. During the test period, reservations will be collected if you selected Reservation Delivery in the Option field. You can change this status to Active.

    – **Active**: Select this status when the channel is Active and ARI Push is selected on the Option field.

**Provisioning Channels**

Select the **Available Channels** tab and use the pencil icon on the right hand side to provision a channel. The pencil is only shown for channels that can be self-provisioned by properties.

- **Partner ID**: Shows the Partner ID. This field is read-only.

- **ARI Message Format**: Shows the ARI Message Format defined in Channel Registry accessible for Oracle Hospitality Distribution only. This field is read-only.

- **Invoice To**: Shows whether your property receives invoices for reservations from this channel or a partner. This setting is defined on the Partner Registry, which is accessible for Oracle Hospitality Distribution only. This field is read-only.

- **Start Date**: Enter the date of channel activation. This field is required.

- **End Date**: Enter the date of channel de-activation. If no end date is defined, leave the field blank.

- **Provision Status**: Select New. You can change the status on Available Channels once the channel is provisioned.

- **Channel Property Code**: Enter the Property Code provided by the channel. The code can be used only once per channel. If the code already exists for another property in the same channel, a message appears. This field is required.

- **Channel Property Name**: Enter the Channel Property name provided by the channel. If no name is provided, your property name will be filled in when you click Submit.

- **Option**: Select ARI PUSH to push OHD data to the channel and/or Reservation Delivery to get reservations from the channel. This field is required.

- **Channel Brand Code**: Enter the Brand Code provided by the channel. This field allows a maximum of 10 characters.

- **Channel Chain Code**: Enter the Chain code provided by the channel. This field allows a maximum of 10 characters.

- **Invoice Override**: This setting is defined in the Channel Registry accessible for Oracle Hospitality Distribution only. This field is used internally and is read-only.

- **Reservation Validation**: This setting is defined in the Channel Registry accessible for Oracle Hospitality Distribution only. This field is used internally and is read-only.

The following fields are available only when the channel type is GDS:

- **Property Return Limit**: Enter the maximum number of hotels returned in an availability request.

- **Property Limit per Booking**: Enter the maximum number of rooms that can be booked in one transaction.

- **Max Nights Availability**: Enter the maximum number of nights a reservation can be booked.

- **Alternate Rates**: Determines whether the channel supports alternate rates functionality. This setting is defined in the Channel Registry accessible for Oracle Hospitality Distribution only. This field is read-only.

- **Alternate Property**: Determines if the channel supports alternate property functionality. This setting is defined in the Channel Registry accessible for Oracle Hospitality Distribution only. This field is read-only.

- **Submit**: Click **Submit** to display the Terms and Conditions. You must read the Terms and Conditions and select the **check box** to acknowledge your review and acceptance of the Terms and Conditions. The Accept button is accessible after you select the check box.

- **Accept**: Click **Accept** to provision the channel. The channel is now listed on the Available Channels tab.

# Channel Availability

The Channel Availability provides to compare the public lowest rates for multiple channels for a property and their availability and offers.

From the **Channels** main menu, select **Channel Availability**.

**Prerequisites**

Appropriate permissions are required to access the Channel Rate Access menu. From the Role Manager menu, select **Role Permissions**. The permission for Channel Availability is listed in the Shop module. For further information, see: 13.1 Role Permissions.

**Managing Channel Availability**

Use the following to search:

- **Channels**: Select one or multiple Channels. The list shows all channels with Active, Maintenance, or Test provision status where Offer Validation is set. See Updating a Channel Provision. This field is required.

- **Check-In Date**: Select the Check-In Date. By default, it is today's date. This field is required.

- **Stay Nights**: Enter the number of stay nights (maximum number of 14). The default number is 1. This field is required.

Expand the Show More section to search in more detail:

- **No. of Adults**: Enter the number of adults. By default it is 1.

- **No. of Children**: Enter the number of children.

- **Children Ages**: Enter the age of children according to the number of children by separating with a comma, for example 1,5. This field is accessible only if No. of Children is entered.

- **Channel Rate Code**: Select one or multiple channel rate codes.

- **Access Code**: Enter the access code that enables users to get the negotiated rate

Click **Search** to get search results.

Only records matching all the selected criteria appear. Click **Reset** to reset the search data.

**Viewing Channel Availability**

On the search results, you can view the following:

- **Channel Name**: Shows the selected channels from search criteria.

- **Currency**: Shows the minimum rate and currency.

- **Status**: Shows whether the channel is available for the entered search criteria

If a channel is available, click the **View** icon on the right-hand side of each channel to view detailed information.

**Managing Channel Availability Details**

By default, the search criteria from search can be reused or changed. Use the following to search:

- **Check-In Date**: Select the Check-In Date. This field is required.

- **Stay Nights**: Enter the number of stay nights. This field is required.

- **Channel Room Types**: Select one or multiple Channel Room Types.

- **Channel Rate Codes**: Select one or multiple channel rate codes.

Expand the Show More section to search in more detail:

- **No. of Adults**: Enter the number of adults.

- **No. of Children**: Enter the number of children.

- **Children Ages**: Enter the age of children by separating with a comma, for example 1,5. This field is only accessible if No. of Children is entered.

- **Access Code**: Enter the access code that enables users to get the negotiated rate.

Click **Search** to get search results. Only records matching all the selected criteria appear. Click **Reset** to reset the search data.

> ✎ **Note:**
>
> If the tax is inclusive, the price on the card shows the tax included.

**Viewing Channel Availability Details and Offer Details**

The grey card on the left- hand side shows the status of the rate code, the code, name, and description of the rate code.

On the right-hand side, each room type with its rate is shown. Click **Room Type** to view the Offer details.

**Basic Information**

- **Rate Code**: Shows the code of the rate code.
- **Rate Code Category**: Shows the category of the rate code.
- **Rate Code Type**: Shows the type of the rate code.
- **Access Code**: Shows the access code that enables users to get the negotiated rate.
- **Room Type Code**: Shows the code of the room type.
- **Room Type**: Shows the room type description.
- **Room Category**: Shows the name of the room category.

**Rate Details**

- **Total Amount Before Tax**: Shows the total amount of the rate excluding tax.
- **Total Amount After Tax**: Shows the total amount of the rate including tax.
- **Total Tax Amount**: Shows the total tax amount.
- **Currency**: Shows the currency of the rate.
- **Rate Change Indicator**: Shows whether the rate can be changed.
- **Tax Inclusive**: Shows whether the tax is included.

**Policies**

This section shows the policies configured on Configuration > Policies.

- **Code**: Shows the policy code.
- **Description**: Shows the policy description.
- **Type**: Shows the policy type.
- **Amount**: Shows the policy amount.
- **Percentage**: Shows the policy percentage.

Click **Close** to return to the Channel Availability details.

# Channel Rate Access

The Channel Rate Access enables you to configure discounted/negotiated rates that are enabled for booking upon using an access code by the user.

From the **Channels** main menu, select **Channel Rate Access**. By default, you can view all records.

**Prerequisites**

Appropriate permissions are required to access the Channel Rate Access menu. From the Role Manager menu, select **Role Permissions**. All options accessible from the Channels main menu are covered by the **Channel Rate Access** permission on **Channel Management** module. For further information, see: Role Permissions.

**Viewing Channel Rate Access**

You can view the following:

- **Account ID**: The account ID for which the channel rate access is configured.
- **Name**: The name of the account for which channel rate access is configured.
- **Type**: The type of the channel for which the rate access is configured.
- **Channel**: The code of the channel used to make the booking.
- **Channel Rate Plan Code**: The code belonging to the negotiated Channel Rate Plan.
- **Rate Code**: The rate code belonging to the negotiated Channel Rate Plan.
- **Access Code**: The access code that enables users to get the negotiated rate.
- **Start Date**: Start date for the channel rate access.
- **End Date**: End date for the channel rate access.
- **Active**: The badge representing whether channel rate access is active or not.

**Managing Channel Rate Access**

Use the following to search:

- **Account ID**: Enter the Account ID.
- **Channel**: Select the channel.
- **Channel Rate Plan Code**: Enter the Channel Rate Plan code.
- **Access Code**: Enter the Access Code.

Expand the **Show More** section to search in more detail:

- **Rate Code**: Enter the exact rate code.

Click **Search** to get search results. Only records matching all the selected criteria appear. Click **Reset** to reset the search data.

**Creating and Editing Channel Rate Access**

Select the **Create** button at the top of the screen or, if no record exists, click the **Add** button in the middle of the screen to create a record. Use the **pencil** on the right-hand side of each record to edit a record.

> ✎ **Note:**
>
> In addition to the New/Edit Channel Rate Access permission, you must have the View Channel Rate Plan mapping permissions to create or edit Channel Rate Access.

- **Active**: By default, this is set when creating a new record. Deselect the check box to set the channel rate access inactive.

- **Account ID**: Enter a new or select an existing Account ID. This field is required.

- **Account Type**: Select the account type. This field is required.

- **Account Name**: Enter the name of the account. This field is required.

- **Channel**: Select the Channel. This field is required.

- **Channel Rate Plan Code**: Select the rate code that can be accessed by using the access codes. The list of values shows only codes that are negotiated and mapped against the selected channel. This field is required.

- **Access Code**: Enter the access code that will enable users to get the discounted price. This field is required.

- **Start Date**: Select the start date for the channel rate access. This field is required.

- **End Date**: Select the end date for the channel rate access. This is required.

Click **Submit** to create the record or to save your edits on existing records.

> **Note:**
>
> Channel rate access is only active if the start and end date range is within the Channel Rate Plan code and the Property Rate Plans active date range.

**Deleting Channel Rate Access**

Select the **Delete** icon on the right-hand side of each record. A message provides you with the option to **Keep** or **Delete** the record.

> **Note:**
>
> The Delete icon option is available only with the appropriate permission

# Channel Messages

The channel messages section provides the summary and detail view of messages to and from the property. From the **Channels** main menu, select **Channel Messages** and then select **From Channel** or **To Channels**. By default, you can view the summary on each section, with both messages on separate tabs, and you can switch to Details.

## From Channels / To Channels

The **From Channels** screen enables you to view the channel messages for the property incoming from the channel. The **To Channels** screen enables you to view the channel messages for the property outgoing to the channel.

**Managing Channel Messages Summary**

Use the following to search:

- **Viewing**: You can see the time frame for viewing the messages summary. If you select Created On, you can select a created–on date.

- **Channel**: Select the channel for viewing the messages summary. This field is required.

- **Module**: Select the module for the channel message summary.

- **Status**: Select the status for the messages you want to see.

Click **Search** to get search results. Only records matching all the selected criteria appear. Click **Reset** to reset the search data.

**Viewing Channel Messages Summary**

Select the **View** icon on the right-hand side of each record to view the Channel messages details.

**Managing Channel Messages Details**

Use the following to search:

- **Channel**: Select the channel for viewing the messages. This field is required.

- **Module**: Select the module for the channel message.

- **Created From**: Select the start date when the messages were generated. By default, your system date is filled.

- **Created To**: Select the end date when the messages were generated. By default, your system date + one day is filled.

Expand the **Show More** section to search in more detail:

- **Status**: Select the status for the messages you want to see.

- **Message Contains**: Enter the required word/sentence that appears in a message, and the listing searches and displays the corresponding message.

- **External Reference**: Enter the unique external reference number. This is only valid for From Channels.

- **Show Discarded and Failed Events only**: When the channel is not OXIHUB, enable show discarded and failed events only to see them in the listing. This is only valid for To Channels.

Click **Search** to get search results. Only records matching all the selected criteria appear. Click **Reset** to reset the search data.

**Viewing Channel Messages**

Select the View icon on the right-hand side of each record to view the Channel messages details.

- **Message Status Badge**: Shows the message status.

- **Response Message**: Shows the response message.

- **Request Message**: Shows the request message.

- **Event ID**: Shows the unique event ID.

To download messages:

- Click **Download** to download the message with message status, request message, response message, and event ID.

- Click **Close**.

Click the **next or previous** arrows above the heading to navigate through the listed messages on the main screen from the drawer.

- **Reprocess**: For channels OXI and OXIHUB, if a message fails you can now reprocess it again. This is only valid for From Channels.

**Related Topics**

- Channels

# Publish

The Channel Publications screen enables you to publish and view ARI publications to the channel.

From the **Channels** main menu, select **Publish**. By default, you can view all records.

**Managing Channel Publications**

Use the following to filter:

- **Channel Code**: Select one or multiple channel codes.

- **Request Status**: Select one or multiple request status.

- Only the records matching all the selected criteria appear. Delete the entries in your filter to get the default display.

**Requesting New Publications**

Select the **New Publication** button at the top of the screen or, if no record exists yet or your filter shows no search results, select the **New Publication** button in the middle of the screen.

- **Begin Date**: Enter the start date of the publication. This field is required.

- **End Date**: Enter the end date of the publication. This field is required.

- **Number of Days**: This field is automatically filled based on your date range but can be modified, and the end date updates automatically.

- **Channel**: Select one or multiple channels. This field is required. Only channels with Active, Test, and Maintenance status are available for selection.

- **Message Type**: Select one or multiple message types. This field is required.

- **Select all room types mapped to the channel**: Select this check box to include all room types. By default, all room types appear in the Room Types field below.

- **Room Types**: Select one or multiple Room Types you want to process the publication for. This field is required.

- **Select all rate plans mapped to the channel**: Select this check box to include all rate plans. By default, all rate plans appear in the field below.

- **Rate Plans**: Select one or multiple Rate Plans you want to process the publication for. The field is required when the message type is Rate Schedules or Restrictions.

Click **Publish** to request the publication.

**Viewing Channel Publications**

- **Channel**: Shows the channel code.

- **Message Type**: Shows the type of the channel publication.

- **Status**: Shows the publication status.

- **Room Type**: Shows the property room types associated with the publication.

- **Rate Plans**: Shows the property rate plans associated with the publication.

- **Created Date**: Shows the date and time of the publication request.

- **Begin Date**: Shows the publication begin date.

- **End Date**: Shows the publication end date.

- **Message**: An option to expand and view the messages that have failed. A warning status appears. Expand the message to display the detailed message.

Click the **Refresh** icon in the upper right-hand corner of the screen to refresh your data.

**Viewing Publication Details**

- Status Badge

- Event ID

- Created by date

- Updated by date and time

- Message

- Room Types

- Rate Plans

- Begin Date

- End Date

- Status

- Task ID

**Related Topics**

- Channels

# 11

# Configuration

The Configuration menu provides control over the acquisition, associations, and data populating your OPERA Cloud Distribution. It enables you configure and edit your property, rooms, taxes, reservations, policies, attributes, and inventory at a detailed level.

## Property

The property option offers the display and configuration of general information and defaults. From the **Configuration** main menu, select **Property**.

**Property Information**

In the top section, you can view the following basic property data appears in read-only mode:

- Property Name
- Property Code
- Status
- Activation Date
- Property ID
- Currency
- Time Zone
- Language

**Property Controls**

On Property Controls, you can set and update with defaults. The controls ensure a smooth data exchange in case of mapping discrepancies with distribution channels or your Property Management System (PMS). You can define defaults for the following:

- Market Code
- Source Code
- Room Type
- Rate Plan
- Guarantee Code
- Cancellation Reason
- Append Company Name Before Rate Description

**Rate Controls**

On Rate Controls you can define Child Age Groups.

Enter the "from" and "to" child age for each group. If an age from is defined in one group, the age to is required and vice versa.

Select the **Derive Rates from Base Rate for Extra Persons** check box to activate this setting.

**Alert Email Address**

You can define email addresses for your Alert Notifications, for example, failover, reservations.

Select the **Add** button to define a new email address. Select the **pencil** on the right-hand side of each record to edit the email address. Select the **Delete** icon to delete an email. Do not insert more than one email address per line.

Select the **Create** button at the top to save your edits.

# Guest Rooms

The Guest Rooms option is also accessible from Content > Facilities > Guest Rooms. For further information, see this section.

# Taxes

The Tax configuration includes all tax relevant configurations. It is split into the following sections:

- **Daily Tax Overview**: Shows all valid taxes for a certain date and their linked collections and transaction codes.
- **Collections**: Configuration of collections with the ability to link multiple taxes.
- **Taxes**: Configuration of taxes with all details.
- **Transaction Codes**: Configuration of transaction codes with the ability to link taxes or collections.

**Prerequisites**

Appropriate permissions are required to access Taxes. From the **Role Manager** menu, select **Role Permissions**. All options accessible from the Taxes main menu are covered by the **Tax Service module**. For further information, see: Role Permissions.

> ✎ **Note:**
>
> At a minimum, your role must have the View permission to view the Taxes options available on the Horizontal Lines menu. Additional permissions are required to have access to additional options.

## Daily Tax Overview

The Daily Tax Overview shows all active taxes of a certain date including their linked collections and transaction codes.

From the **Configuration** main menu, select **Taxes** and then select **Daily Tax Overview**.

> **Note:**
>
> Select the Actions button on top to access the Taxes, Collection, or Transaction Codes configuration.

**Managing Daily Tax Overview**

Use the following to search:

- **Valid Tax Date**: Enter the date your tax should be valid for. By default, it is set to your system date.

Click **Search** to get search results. Click **Reset** to reset the search data and get the default display.

**Viewing Daily Tax Overview**

The screen is split into Taxes, Collections, and Transaction Codes and by default shows all date valid Taxes, linked Collections, and Transaction Codes as of your system date.

Select one or multiple records in one of the three sections to view only the specified data and links, for example when selecting a tax, the collections and transaction codes where this tax is linked to appear.

**Taxes**

- **Taxes**: Shows the code of your tax.
- **Frequency**: Shows the frequency of your tax.
- **Tax Value**: Shows the value of your tax detail.
- **Amounts**: If Amount Range is enabled for your tax, it shows the ranges of the details.
- **Days**: If Day Range is enabled for your tax, it shows the ranges of the details.

**Collections**

- **Collections**: Shows the code of your collection. Hover your mouse pointer over the code to see the description.
- **Linked Tax**: Shows the date valid linked taxes.

**Transaction Codes**

- **Transaction Code**: Shows code of your transaction code. Hover your mouse pointer over the code to see the description.
- **Linked Collections/Taxes**: Shows the code of the linked tax or linked collection.

# Collections

Collections are records with multiple linked taxes that you can link to transaction codes.

From the **Configuration** main menu, select Taxes and then select **Collections**. In this section, you can:

- Define Collections

- Link Taxes

- Define whether to support a full reverse calculation from gross to net.

By default, you can view all collections. The blue badge next to the collection indicates the number of taxes linked to the collection. The gray badge next to the blue badge indicates the inactive collections. Expand a collection to view the linked taxes. The warning image in front of a collection and tax indicates that this record does not support the full reverse calculation from gross to net, no matter if the general setting is active.

**Updating General Settings to Support Full Reverse Calculation from Gross to Net**

By definition, a tax calculation is always from net to gross. Depending on the configuration, it is sometimes not possible to calculate a reversal from gross to net. If you enter only gross values and want to ensure that a reverse calculation is always possible, activate the setting and only a valid configuration can be configured.

- Select the **Actions** button at the top of the screen and then select **Update general settings**.

- Select the **Support full reverse calculation from gross to net** check box to enable the service.

- Click **Update**.

- If collections exist that do not support the full reverse calculation from gross to net, an option to correct the collections appears.

- Select **Correct records** and all collections that do not support full reverse calculation are listed. Correct the records and update the general setting again. For more information, see: Linking Taxes below.

> ✏ **Note:**
>
> This setting is also available on Taxes.

**Managing Collections**

Use the following to search for a collection:

- **Code, Description, and Tax**: Enter the code or name of a collection or tax.

- **Support full reverse calculation from gross to net**: Select one of the three options. The default setting is All.

Click **Search** to get search results. Only records matching all the selected criteria appear. Click Reset to reset the search data and get the default display.

**Adding and Editing Collections**

Select the **Add Collection** button in the Tool bar to create a record. Use the **pencil** or **More Actions** icon on the right-hand side of each record to edit a collection.

- **Inactive**: Select this check box to set the collection to inactive. You cannot set a collection to inactive if it is linked to transaction codes. A message warns you to unlink first from the transaction code.

- **Code**: Enter a short code to identify the collection quickly. This field is required.

- **Description**: Enter the description of the collection. This field is required.

Click **Submit** and then select either **Submit** to create the record or **Submit and Add Another** to continue creating records. Click **Update** to save your edits on existing records.

> **Note:**
>
> The More Actions icon with the options to Edit the collection, Link Taxes, or use the Tax Test Calculation appears as soon as at least one tax is linked. Otherwise, the Edit icon appears.

**Linking Taxes**

Use the following when linking taxes:

- The first time you link a tax, expand the Collection and select the **Link Taxes** button in the middle of the screen or, if at least one tax is linked, select the **More Actions** icon on the right-hand side of each record and then select **Link Taxes** to link additional taxes.

- The Taxes screen opens, and you can search for a specific tax category or tax or expand the categories and taxes to view all details.

- Select the **Link to Collection** icon on the right-hand side of a tax to link it.

- Define the following fields:

  - **Calculation Order**: Define the order of the tax. By default, the order is set accordingly, for example, suppose you have five taxes linked and the next one you link has, by default, order six. You can change the order, for example, place the new linked tax to order three, and the order will be re-calculated. A warning appears if the order is not valid. This field is required.

  - **Calculation Type**: Define the type: Net, Sum, Gross, or Tax of the calculation. This field is required. The first linked tax has the default type Net, and the field is read-only. If the setting Support Full Reverse Calculation from Gross to Net is active, only valid types are shown. This field is required.

  - **Based on**: Link to an existing tax. The tax can only be linked to one with a lower calculation order. The field is empty and read-only for the first linked tax. If the setting Support Full Reverse Calculation from Gross to Net is active, only valid taxes are shown. This field is required when the Calculation Type is Sum, Gross, or Tax.

- Click **Link** to return to Collections or click **Link and Link Another Tax** to stay on Taxes and link another record.

> **Note:**
>
> For the first tax you link or edit, the fields are read-only as the defaults are mandatory. You cannot change the order to a higher one than the one you want to change is based upon, for example, a tax with order three is entered as based on for tax with order five. In this case, you cannot change the tax with order three to nine. A warning appears.

**Deleting Collections**

Expand the collection and select the **Delete** icon on the right-hand side of each linked tax. A message provides you with the option to **Keep** or **Delete** the record.

**Testing Tax Calculations**

The tax test calculation quickly checks whether the calculation of your linked taxes is correct.

- Select the **More Actions** icon on the collection level and select **Tax Test Calculation**. For further information, see Taxes, Testing Tax Calculations section.

- In addition to the calculation on taxes, you can view the Total per Tax that shows the entered date range and the summary per tax.

# Taxes

From the **Configuration** main menu, select **Taxes** and then select the **Taxes** main menu. In this section, you can define:

- Tax Categories

- Taxes with the ability to do test calculations

- Tax Details

- Whether to support a full reverse calculation from gross to net

By default, you can view all active tax categories. Expand a category to view the linked taxes and details. The blue badge next to the tax category indicates the number of taxes linked to the category. The warning image in front of a tax category/tax indicates that the tax does not support the full reverse calculation from gross to net, no matter if the general setting is active.

**Updating General Settings to Support Full Reverse Calculation from Gross to Net**

By definition, a tax calculation is always from net to gross. Depending on a configuration it is sometimes not possible to calculate the reversal from gross to net. If you enter only gross values and want to ensure that a reverse calculation is always possible, activate this setting and only valid configuration can be configured.

- Select the **Actions** button at the top of the screen and then select **Update general settings**.

- Select the **Support full reverse calculation from gross to net** check box to enable the service.

- Click **Update**.

- If collections exist that do not support the full reverse calculation from gross to net, an option to correct the collections appears.

- Select **Correct collection records** and all collections that do not support full reverse calculation become available. Correct the records and update the general setting again. For more information, see: 9.3.2 Collection, Linking Taxes section.

> **Note:**
>
> This setting is also available on Collections.

**Managing Tax Categories and Taxes**

Use the following to search for a category or tax:

- **Category description/Tax code and description**: Enter the name of a category or code/name of a tax.

- **Type**: Select one or both types.

- **Support full reverse calculation from gross to net**: Select one of the three options. By default, it is set to All.

- **Include Inactive**: Select the check box to include inactive taxes in your search results. The gray badge next to the blue badge indicates the inactive taxes.

Click **Search** to get search results. Only records matching all selected criteria appear. Click **Reset** to reset the search data and get the default display.

**Adding and Editing Tax Categories**

Select the **Add Tax Category** button in the Tool bar to create a record. Use the **pencil** on the right-hand side of each record to edit a category.

- **Inactive**: Select this check box to set the category to inactive. You cannot set it to inactive when active taxes and details exist. A warning appears.

- **Code**: Enter a short code to identify the category quickly. This field is required.

- **Description**: Enter the description of the category. This field is required.

Click **Submit** and then select either **Submit** to create the record or **Submit and Add Another** to continue creating records. Click **Update** to save your edits on existing records.

**Adding and Editing Taxes**

Expand the category and select the **Add** button to create a tax. Use the **pencil** on the right hand-side of each record to **edit** a record or tax.

- **Inactive**: Select this check box to set the tax to inactive. You cannot set it to inactive if active details exist or the tax is linked to a collection/transaction code. A warning appears.

- **Code**: Enter a short code to identify the tax quickly. This field is required.

- **Description**: Enter the description of the tax. This field is required.

- **Type**: Select whether your record is a tax or a fee. According to your selection you can view the Content Tax/Fee types. This field is required.

- **Content Fee/Tax**: Select the type from Content > Policies > Fee and Content > Policies > Taxes. Only types defined as Available on Content are displayed. When you select a Content Fee/Tax, the fields Fee/Tax Type and Calculation Method fill with the Content settings. This happens only when you create a record, not when you edit and change the Content Fee/Tax.

- **Fee/Tax Type**: You can select an active fee tax type from OPERA Cloud Distribution Global Standards. If a Content Tax or Fee is selected when creating a new tax, the type is overtaken but can be changed.

- **Posting Description**: Enter a more detailed description of the tax.

- **Calculation Method**: Select to calculate either by Amount or Percentage. Percentage is the default. If a Content Tax or Fee is selected when creating a new tax, the calculation method is overtaken but can be changed. This field is required.

- **Frequency**: Select to calculate the Amount either per day or only once. By default, it is set to Per Day.

- **Amount Range**: Select this check box to define amount ranges on tax details, for example, from amount zero to 50 there is one tax valid, and from amount range 51 to 100, another one. If a tax is linked to a collection, the enabling of a range is not possible and the field is read-only. Deactivating the flag is only possible if no tax details exist. A warning will appear. For further information, see Amount Range From/Amount Range To on Tax Details.

- **Day Range**: Select this check box to define day ranges on tax details, for example, from day 1 to 5 there is one tax valid, and from day range 6 to 10, another one. If a tax is linked to a collection, the enabling of a range is not possible, and the field is read-only. Deactivating the flag is only possible if no tax details exist (a warning appears). For further information, see Day Range From/Day Range To on Tax Details.

- **Multiplier**: Select this check box if multipliers are accepted, for example, the tax shall be posted two times. In the future, the multiplier value will be sent by a third part, for example, Shop.

Click **Submit** and then select either **Submit** to create the record or **Submit and Create Another** to continue creating records. Click **Update** to save your edits on existing records.

> **Note:**
>
> If you change the type, and a content tax/fee is linked, the link becomes inactive and you can select one from the changed type. On existing taxes, the Fee/Tax Type and the Calculation Method are not overwritten when selecting or changing a Content Fee/Tax.

**Adding and Editing Tax Details**

Expand the tax and select the **Add** button to create a tax detail. Use the **pencil** on the right-hand side of each record to edit a record.

- **Inactive**: Select the check box to set the tax to Inactive.

- **Date from**: Define the start date of the valid period. This field is required.

- **Date to**: Define the end date of the valid period or leave it empty in case there is no end date defined for this tax by the government.

- **Tax Value**: Enter the tax value. This field is required.

- **Round**: Enter the digits to be rounded.

    - 0 = no rounding digits, for example, 123

    - 2 = rounding of 2 digits, for example, 12,345.67

    - No value = no rounding, for example, 12,345.6789

- **Amount Range From/Amount Range To**: If the Amount Range flag on taxes is activated, you can view these two fields and configure amount ranges. You can enter different amount ranges within the same date range. Amount ranges must not overlap within the same date range if not in combination with day ranges. Enter the range where the tax is valid, for example, 10% tax for an amount range from 0 to 50 and 8% from 51 on; in this case, the field Range To stays empty. Range From is a required field and needs to be at least zero. Existing tax details update by default with Range From zero when enabling the Range flag on taxes.

  > **Note:**
  >
  > In case of a reverse calculation from gross to net for taxes with ranges, use the tax with the highest tax value.

- **Day Range From/Day Range To**: If the flag Day Range on taxes is activated, you can view these two fields and configure amount ranges. You can enter different day ranges within the same date range. Day ranges must not overlap within the same date range if not in combination with amount ranges. Enter the range where the tax is valid, for example, 10% tax for a day range from 1 to 5 and 8% from 6 on. In this case, the Range To field stays empty. Range From is a required field and needs to be at least zero. Existing tax details update by default with Range From zero when enabling the Range flag on taxes.

  > **Note:**
  >
  > If using day range and amount range, you can define the same day range of an existing record in case the amount range is different from an existing record within the same date range and vice versa. See the following Example:

**Table 11-1    Example**

| Date | Value | Amount Range | Day Range |
|------|-------|--------------|-----------|
| 01/01 – 01/31/2023 | 10 | 10 – 20 | 1 – 5 |
| 01/01 – 01/31/2023 | 20 | 21 – 30 | 1 – 5 |
| 01/01 – 01/31/2023 | 30 | 10 – 20 | 6– 8 |
| 01/01 – 01/31/2023 | 40 | 10 – 20 | 1 – 5 - **Not possible** |

- **Print Separate**: Define whether to print the tax separately. The flag is set by default.

- **Included**: Define how to calculate the tax. If you select the check box, the calculation is made as Tax Included. Otherwise, it is made as Tax Excluded. The default is Tax Excluded.

Click **Submit** and then select either **Submit** to create the record or **Submit and Add Another** to continue creating records. Click **Update** to save your edits on existing records.

**Deleting a Tax Detail**

Select the **Delete** icon on the right-hand side of each tax detail. A message provides you with the option to **Keep** or **Delete** the record.

> **Note:**
>
> The Delete icon is available only with the appropriate permission.

**Testing Tax Calculations**

The tax test calculation quickly checks whether the calculation of your configuration is correct. Select the **More Actions** icon on the tax level and select **Tax Test Calculation**.

- **Date from**: Enter the date you want to start the calculation from or leave it empty. This field is required when using the amount per day option.

- **Date to**: Enter the end date of the calculation or leave it empty. This field is required when using the amount per day option.

  > **Note:**
  >
  > When you enter no dates, the calculation is made based on the system date. When you enter **Date from** only and no **Date to**, the calculation is performed for Date from = Date to.

- **Gross Amount**: Enter the **gross amount** to calculate. As soon as you tab out, the calculation starts. Either this or the Net Amount is required.

- **Net Amount**: Enter the **net tax amount** to calculate. As soon as you tab out, the calculation starts. Either this or the Gross Amount is required.

  > **Note:**
  >
  > The previous value is removed as soon as you enter a value in one of the other value fields and tab out.

- **Multiplier**: Enter a multiplier if you want to calculate with multiplier. If the field Multiplier is not set on tax configuration, the entered value is not considered.

- **Amount Range**: You can select to calculate per day or per date range. By default, this is set to Per Range.

- **Amount per Day**. This option offers the calculation with different amounts per day. Expand the section and select the **Add** button on the right-hand side.

  - **Date from**: Enter the date you want to start the calculation.

  - **Date to**: Enter the end date of the calculation. The Date From and Date To range must be within the date range on top.

  - **Amount Per Day**: Enter the Amount per Day.

  - **Amount Range**: Select the Amount Range.

  - Select **Calculate**. If the summary of all amounts per day is entered in Gross Amount or Net Amount, the values are calculated, and the result appears in the results.

> **Note:**
>
> If you use Amount per Day, the summary of all amounts must be entered in either Gross Amount or Net Amount. This amount is checked against the amounts per day, and a warning is generated if it does not match.

- **Calculation Result**: The result shows the calculation per day.
  - **Date**: Shows every day of the period entered.
  - **Value**: Shows the tax value from the tax details.
  - **Amount**: Shows the Amount Range flag from tax.
  - **Days**: Shows the Day Range flag from tax.
  - **Included**: Shows the included flag from tax details.
  - **Multiplier**: Shows the multiplier flag from tax.
  - **Multiplier**: In case the tax accepts Multiplier, the field will show the value from above and, in the future, the multiplier value sent by a third-party, for example Shop.
  - **Gross Amount**: If Gross Amount is entered to be calculated, it shows the entered amount, otherwise, it shows the calculated amount.
  - **Tax Amount**: Shows the calculated amount.
  - **Net Amount**: If Net Amount is entered to be calculated, it shows the entered amount, otherwise, it shows the calculated amount.
  - **Message**: Shows various messages, for example, if no tax is defined for the entered date.
  - **Total**: Shows the entered date range and the summary dated with the calculation.

> **Note:**
>
> Inactive taxes are excluded by default. If ranges are used, the tax detail record with the matched amount is calculated.

# Transaction Codes Mapping

Transaction Codes are unique identifiers for department codes or articles and are used for posting.

From the **Configuration** main menu, select **Taxes** and then select **Transaction Codes Mapping**. In this section, you can:

- Define Transaction Codes.
- Map a Tax or Collection to one or multiple Transaction Codes.
- Test the calculation of your linked taxes/collections.

By default, you can view all transaction codes.

**Managing Transaction Codes**

Use the following to search for a transaction code:

- **Code, Name, Mapped Tax/Collection**: Enter the code or name of a transaction code or the name of the mapped tax/collection.

- **Show**: By default, Show is set to **All**. Select **Only transaction codes with no tax mapping**, **Only unmapped transaction codes**, or **Only mapped transaction codes** if you want to search only within one of these groups.

Click **Search** to get search results. Only records matching all the selected criteria appear. Click **Reset** to reset the search data and get the default display.

**Adding and Editing Transaction Codes**

Select the **Add Transaction Code** button in the tool bar. Click the **pencil** on the right-hand side of each record to edit a record.

- **Code**: Enter a unique short code to identify the transaction code quickly. This field is required and displays as the title after creation.

- **Name**: Enter the name of the transaction code. This field is required.

- **Short Description**: Enter a short description of the transaction code.

- **Long Description**: Enter a longer description of the transaction code.

- **Tax Mapping**: Select the tax you want to map to the transaction code.

- **Collection Mapping**: Select the collection you want to map to the transaction code.

> ✎ **Note:**
>
> You can either map a tax or a collection to a transaction code.

- **No Tax Mapping**: Select this check box if you do not want the transaction code linked to a tax or collection.

Click **Submit** and then select either **Submit** to create the record or **Submit and Add Another** to continue creating records. Click **Update** to save your edits on existing records.

**Mapping Taxes or Collections**

Use the following to map taxes or collections:

- You can map a tax or collection to one transaction code while creating or editing a transaction code and select a tax or collection.

- To map a tax or collection to one or multiple transaction codes, you can select the check box in front of one or multiple transaction codes individually or search for all unmapped transaction codes and either select the check box of the appropriate codes in the list or select the **Select all** check box if you want to map all codes in the search result to the same tax/collection.

- Select the **Map** button in the tool bar and then select **Map Taxes** or **Map Collections**. According to your selection, the taxes or collections get listed, and

you can map by selecting the **Map to selected transaction code** icon on the right-hand side of the tax/collection.

> **✎ Note:**
>
> The Map button is enabled only when you select at least one transaction code.

**Removing a Tax or Collection**

You can remove a tax or collection by editing a transaction code and removing the tax/collection from the appropriate field.

**Deleting a Transaction Code**

Select the **More Actions** icon on the right-hand side of each transaction code and select **Delete**. A message provides you with the option to **Keep** or **Delete** the record.

> **✎ Note:**
>
> The Delete icon is available only with the appropriate permission.

**Testing Tax Calculations**

The tax test calculation quickly checks whether the calculation of your linked taxes or collections is correct.

Select the **More Actions** icon on the right-hand side of each transaction code and select **Tax Test Calculation**.

For further information, see: Tax Test Calculation on Taxes and Collections.

# Reservations Setup

This option offers the configuration of Guarantee Codes, Market Codes, Payment Types, and Source Codes.

From the **Configuration** main menu, select **Reservations Setup**. The screen is split into different tabs. By default, you can view the Guarantee Types tab with all records.

**Prerequisites**

Appropriate permissions are required to access Reservation. From the **Role Manager** menu, select **Role Permissions**. The permissions for **Codes Setup** are listed on the **Channel Management** module. For further information, see: Role Permissions.

> **✎ Note:**
>
> At a minimum, your role must have the View permission to view the Reservations Setup available on the Horizontal Lines menu. Additional permissions are required to have access to additional options.

**Managing Reservations Setup**

On each tab, you can filter records by Code or Description. Filtering starts as soon as you type in the field. If you have unsaved changes, you can see a red warning icon indicating that the particular tab has unsaved changes. Select Update on top to save your changes.

**Creating and Editing Reservations Setup**

On each tab, select the **Add** button in the tool bar, or if no record exists yet, you can also select the **Add** button in the middle of the screen to create a new record. Use the pencil on the right-hand side to edit a record.

Click **Update** on top of the screen to save one or multiple new records, either on the same tab or on a different tab as well as to save your edits on existing records.

**Guarantee Codes**

- **Code**: Enter a short code to identify the Guarantee code quickly. The code must be unique per tab, the field is required.

- **Description**: Select an active guarantee provided from the OPERA Cloud Distribution Global Standards. This field is required.

- **Credit Card Required**: Select this check box if a credit card is required for this Guarantee code.

**Market Codes**

- **Code**: Enter a short code to identify the market code quickly. The code must be unique per tab, and the field is required.

- **Description**: Enter the description of the market code. This field is required.

**Payment Types**

- **Code**: Enter a short code to identify the payment type quickly. The code must be unique per tab, and the field is required.

- **Credit Card**: Select this check box if the payment type is a credit card.

- **Description**: Select an active payment type provided from the OPERA Cloud Distribution Global Standards. This field is required.

**Source Codes**

- **Code**: Enter a short code to identify the source code quickly. The code must be unique per tab, and the field is required.

- **Description**: Enter the description of the source code. This field is required.

**Deleting a reservation setup record**

- Select the **Delete** icon on the right-hand side of each record.

- Click **Update** on top of the screen to confirm the deletion.

> **Note:**
>
> The Delete icon is available only with the appropriate permission. You cannot delete a market code, source code, and guarantee code linked to Configuration > Property > Property Controls. A warning appears.

# Policies

The Policies option offers the configuration of all policies for your property.

From the **Configuration** main menu, select **Policies**. In this section, you can define the following policies and their schedules on the following tabs:

- Cancellation Policies
- Deposit Policies
- Guarantee Policies

The number in brackets on each tab indicates the number of records. Each tab contains one section for the policies and one for the policy schedules. Configure the main information in the Policy section and the date periods and details in the Policy Schedules. Expand a section to view, create, and update the policies and policy schedules.

**Prerequisites**

Appropriate permissions are required to access Policies. From the **Role Manager** menu, select **Role Permissions**. The permissions for **Policies and Policy Schedules** are listed on the **Channel Management** module. For further information, see: Role Permissions.

> **Note:**
>
> At a minimum, your role must have the View permission to view the Policies available on the horizontal lines menu. Additional permissions are required to have access to additional options.

**Managing Policies**

- **Policy Code or Description**: Enter the code or description of your policy.
- **Start Date**: Enter the start date of your policy schedule.
- **End Date**: Enter the end date of your policy schedule.
- **Include Inactive**: Select the check box to include inactive policies in your search results.

Click **Search** to get search results. Click **Reset** to reset the search data and get the default display.

**Creating and Editing Policies and Policy Schedules**

Select the appropriate **tab** and expand the appropriate section. The first time you add a policy, select the **Add** button in the middle of the screen or, if at least one record exists, select the **Add** button on the right hand to create a record. Use the pencil on the right-hand side of each record to edit a policy.

**Cancellation - Policies**

- **Code**: Enter a short code to identify the policy quickly. This field is required.

- **Description**: Enter the description of the policy. This field is required.

- **Type**: Select the type of the policy. This field is required.

- **Value**: Enter a numeric value.

- **Days before Arrival**: Enter the days before arrival the policy charged. This field is required.

- **Time**: Enter the time the policy will be charged on the defined day before arrival. This field is required.

- **Default Policy**: Select this check box if this policy is the default. Only one policy can be the default. A warning appears if you select it and there is already another policy defined as the default. The default ensures that every required channel receives a default policy type to use in case no specific policy is defined for a given period. If no default is set, it might happen that requests return without a policy for undefined periods.

- **Inactive**: Select this check box to set the record to inactive.

Click **Submit** and then select either **Submit** to create the record or **Submit and Create Another** to continue creating records. Click **Update** to save your edits on existing records.

**Cancellation – Policy Schedules**

- **Start Date**: Select the start date of your policy schedule. This field is required.

- **End Date**: Select the end date of your policy schedule. This field is required.

- **Policy**: Select an active cancellation for which the policy schedule is valid. Only this field is required.

- **Rate Code**: You can either select a rate code or enter a block code.

- **Block Code**: You can either enter a block code or select a rate code.

- **Guarantee Code**: Select a Guarantee Code defined on the Guarantee policy tab. You can either enter a deposit schedule for a Guarantee Code only or in combination with a rate code.

- **Override**: Select this check box to allow override of other policy schedules with the same date period, rate code, block code, or guarantee code.

- **Inactive**: Select this check box to set the record to inactive.

Click **Submit** and then select either **Submit** to create the record or **Submit and Create Another** to continue creating records. Click **Update** to save your edits on existing records.

**Deposit – Policies**

- **Code**: Enter a short code to identify the policy quickly. This field is required.

- **Description**: Enter the description of the policy. This field is required.

- **Type**: Select the type of the policy. This field is required.

- **Value**: Enter a numeric value.

- **Days before Arrival**: Enter the days before arrival the policy will be charged. Either this field or Days after creation is required.

- **Time**: Enter the time the policy will be chard on the defined day before arrival. This field is required when Days before Arrival is filled.

- **Days after creation**: Enter number of days to charge the deposit the booking is created. Either this field or Days before Arrival is required.

- **Default Policy**: Select this check box if this policy is the default. Only one policy can be the default. A warning appears if you select it and there is already another one defined as default. The default ensures that every required channel receives a default policy type to be used in case no specific policy is defined for a given period. If no default is set it might happen that requests return without a policy for undefined periods.

- **Inactive**: Select this check box to set the record to inactive.

- **Refundable**: Select this check box if the deposit is refundable.

Click **Submit** and then select either **Submit** to create the record or **Submit and Create Another** to continue creating records. Click **Update** to save your edits on existing records.

**Deposit – Policy Schedules**

- **Start Date**: Select the start date of your policy schedule. This field is required.

- **End Date**: Select the end date of your policy schedule. This field is required.

- **Policy**: Select an active deposit the policy schedule is valid for. This field is required.

- **Rate Code**: You can either select a rate code or enter a block code.

- **Block Code**: You can either enter a block code or select a rate code.

- **Guarantee Code**: Select a Guarantee Code defined on the Guarantee Policy tab. You can either enter a deposit schedule for a Guarantee code only or in combination with a rate code.

- **Override**: Select this check box to allow to override other policy schedules with the same date period, rate code, block code, or guarantee code.

- **Inactive**: Select this check box to set the record to inactive.

Click **Submit** and then select either **Submit** to create the record or **Submit and Create Another** to continue creating records. Click **Update** to save your edits on existing records.

**Guarantee – Policies**

- **Code**: Enter a short code to identify the policy quickly. This field is required.

- **Description**: Enter the description of the policy. This field is required.

- **Mandatory Reservation Information**: Select the following check boxes if they are mandatory:

  - Company

  - Travel Agent

  - Address

  - Phone Number

  - Arrival Time

  - Deposit

- Credit Card

- **Availability**: Select the following check boxes whether they are valid:

    - Deduct Inventory

    - On Hold

- **Cancellation/Reservation Release**: Select the following check boxes whether they are valid:

    - Cancellation

    - Auto-Cancellation

- **Pending Days**: Enter the number of days.

- **Inactive**: Select this check box to set the record to inactive.

- **Default Policy**: Select this check box if this policy is the default. Only one policy can be the default. A warning appears if you select it and there is already another one defined as default. The default ensures that every required channel receives a default policy type to be used in case no specific policy is defined for a given period. If no default is set it might happen that requests return without a policy for undefined periods.

- **Global Guarantee Code**: Select an active Guarantee code from the OPERA Cloud Distribution Global Standards.

- **Applicable Channels**: Select one or multiple provisioned channels the guarantee should be valid for.

- **Release Time**: Enter the time until a reservation is held for the guest in case it is non-guaranteed. This field is only accessible when Global Guarantee Type is set to None.

Click **Submit** and then select either **Submit** to create the record or **Submit and Create Another** to continue creating records. Click **Update** to save your edits on existing records.

**Guarantee – Policy Schedules**

- **Start Date**: Select the start date of your policy schedule. This field is required

- **End Date**: Select the end date of your policy schedule. This field is required.

- **Policy**: Select an active guarantee the policy schedule is valid for. This field is required.

- **Rate Code**: You can either select a rate code or enter a block code.

- **Override**: Select this check box to allow to override other policy schedules with same date period and rate code.

- **Inactive**: Select this check box to set the record to inactive.

Click **Submit** and then select either **Submit** to create the record or **Submit and Create Another** to continue creating records. Click **Update** to save your edits on existing records.

# Inventory Management

The Inventory Management includes all inventory relevant configurations. It is split into the following sections:

- **Block Status**: Overview of Block Status and status flow from your OPERA Property Management System.

- **Inventory**: General Configuration, including recalculation of your inventory and cleanup of unused room types.

- **Sell Limits**: Overview and Configuration of Sell Limit Templates and Channel Limits.

From the **Configuration** main menu, select **Inventory Management**.

**Prerequisites**

Appropriate permissions are required to access Inventory Management. From the Role Manager menu, select **Role Permissions**. The Inventory Configuration permissions are listed on the **Inventory** module. For further information, see: 11.1 Role Permissions

> **Note:**
>
> At a minimum, your role must have the View permission to view the Inventory Management available on the Horizontal Lines menu. Additional permissions are required to have access to additional options.

.

# Block Status

On Block Status, you can view and filter the block status configuration provided by your OPERA Property Management System.

From the **Configuration** main menu, select **Inventory Management** and then select **Block Status**.

**Managing Block Status**

**Filter option**: Use the filter by any entered text. Filtering starts as soon as you type text in the field.

**Viewing Block Status**

- **Color**: Shows the assigned colors for the status.

- **Code**: Shows the code defined for the block status.

- **Description**: Shows the description defined for the block status.

- **Room Status Type**: Shows the linked room status type.

- **Starting Status**: Shows whether the status is a starting status. There can be only one starting status.

- **Return to Inventory**: Shows whether rooms with this block status can be returned to inventory.

- **Allow Pickup**: Shows whether rooms with this block status are allowed for pickup.

- **Sequence**: Shows the sequence of the block. The sequence is important when the status flow is configured. When a block status is changed, the status flow determines which statuses are available as the next status based on the current block status. When hovering over the info icon, this information is also shown.
- **Status Flow To**: Shows which statuses are the next available.
- **Status Flow From**: Shows which statuses were previously available.

# Inventory

The inventory option provides for general configuration.

From the **Configuration** main menu, select **Inventory Management** and then select **Inventory**.

**General Configuration**

This option offers general configuration, such as the number and length of days for inventory calculation. The settings are used for Availability -> Inventory, which is used by the Shop & Book functionality.

**Managing General Configuration**

Select the **Add General Configuration** button in the middle of the screen to create the record. Use the **pencil** on the right-hand side of the record to edit the configuration.

- **Attribute Type**: A room type is selected by default, and the field is read-only.
- **Max. Days in Future**: Enter the maximum number of days to calculate into the future. This is used for inventory availability on external systems through the API. If you enter a value, the calculation is end date minus system date. If you enter no value, there is no limit in calculation days. If you enter zero, only day use rooms are calculated. This setting is used for the Inventory Check on Availability > Inventory > Inventory Check.
- **Max. Length of Days**: Enter the maximum length of stay request. If you enter a value, the calculation is departure date minus arrival date. If you enter no value, there is no limit in length of days. If you enter zero, only day use rooms are calculated. This setting is used for the Inventory Check on Availability > Inventory > Inventory Check.
- **Include in Tentative Reservations**: Select this check box if you want to include tentative values in the calculation (DEF+TENT) of Availability > Inventory > Inventory Check. If not selected, only definitive values are calculated. This field is read-only for now per Sell Limit Interface Information.
- **Sell Limits by Attribute Types**: Select this check box to enable the configuration of Sell Limits on Availability > Inventory > Sell Limits > Total. This field is read-only for now per Sell Limit Interface Information.
- **Overbooking Protection**: Select this check box if the sum of all available rooms shall never be higher than the total available rooms in your property. For further information, refer to Oracle Hospitality OPERA Cloud Distribution Inventory Calculation documentation.

> **✎ Note:**
>
> After activating or deactivating the flag, you must recalculate your inventory under the Actions options. For further information, see Recalculating Inventory below.

Click **Update** to save your edits on your record.

> **✎ Note:**
>
> If you do not create the Inventory Configuration, there are no limitations in the calculation.

**Sell Limit Interface Configuration**

This option offers the definition of the Sell Limit Interface for House and Room Type Sell Limits. Channel Sell Limits are independent from this setting.

**Managing Sell Limit Interface**

Select the **Add Sell Limit Interface** button in the middle of the screen to create the record. Use the **pencil** on the right-hand side of the record to edit the configuration.

• **Sell Limit Interface Type**: Select the interface type. This field is required.

• **Channel**: Select the Channel to use for the Interface. The list shows all channels with active provision status when channel type equals PMS or RMS.

Click **Update** to save your edits on your record.

> **✎ Note:**
>
> If you do not create a Sell Limit Interface, by default, the Sell Limit Interface PMS only (PMS->OPERA Cloud Distribution) is used.

**Recalculating Inventory**

This option offers the recalculation of tentative and definitive available values.

After activating or deactivating the Overbooking Protection flag on General Configuration, you must recalculate your inventory. You can also run it at any time, independent of the Overbooking Protection.

Select the **Actions** button in the top right corner and select **Recalculate Inventory**.

• Click **Start** to start your recalculation. A progress circle is visible while recalculating.

• As soon as the recalculation is done, the Close button appears.

**Cleaning up Inventory**

This option offers the clean-up of unused room types in your inventory.

Select the **Actions** button on the top right corner and select **Clean Up Inventory**.

> **Note:**
>
> Appropriate permission is required to access the Clean up Inventory. From the **Role Manager** menu, select **Role Permissions**. The Clean Up Inventory permissions is covered by the Delete Inventory permission on the **Inventory** module. For further information, see: Role Permissions.

- **Start Date**: Enter the start date your inventory should be cleaned up. This field is required.
- **End Date**: Enter the end date your inventory should be cleaned up. This field is required.
- **Room Type**: Enter the room type code. This field is required. If the room type is in use, a clean-up is not allowed; a warning appears. If the entered room type does not exist, a warning appears.

Click **Clean Up** to start your clean up. A progress circle is visible while cleaning up. As soon as the clean-up is completed, the Close button appears. You can run multiple clean ups. The option to start the clean-up is available again when changing one of the above fields.

## Sell Limits

On Sell Limits, you can configure:

- **Sell Limit Templates**: Creation and overview of templates to be used for Channel Limits. Updating a template enables the update of all linked channel limits at one time.
- **Channel Limits**: Overview of existing Channel Limits and the ability to configure Channel Limits. These limits are the same as on Availability – Inventory – Sell Limits.

From the **Configuration** main menu, select **Inventory Configuration** and then select **Sell Limits**.

**Prerequisites**

Appropriate permissions are required to access Inventory Management. From the Role Manager menu, select **Role Permissions**. All options accessible from the Sell limit menu options are covered by the **Inventory** permissions of the **Inventory** module. For further information, see: Role Permissions.

> **Note:**
>
> This option is also available from Availability > Inventory > Sell Limits > Action buttons. Channels configured as Sell Limit enabled (Configuration > Channels > Controls tab) and active provision status are considered.

**Template Limits**

From the **Search** section, select **Search Display Template Limits**. This is the default selection when you open the Sell Limits. By default, you can view the template limits for the next three months in month view.

**Managing Template Limits**

Use the following to search:

- **Start Date**: Select a start date. By default, this is your system date. This field is required.

- **End Date**: Select an end date. By default, this is the last day of the third month from your system date on. This field is required.

- **Template**: Select one or multiple templates.

- **Channel**: Select one or multiple channels.

- **Room Type**: Select one or multiple room types.

- **Sell Limit Types**: Select one or multiple Sell Limit types.

- **Zero Sell Limit Typ**e: Select one or multiple Zero Sell Limit types.

- **Include Inactive**: Select this check box to include the inactive templates.

Click **Search** to get search results. Only records matching all the selected criteria appear. Click **Reset** to reset the search data and get the default display.

**Viewing Sell Limit Templates**

- By default you can view all active templates and templates limits from your system date on until the end of the next three months.

- Select the calendar view Days, Week, Month, or Year. By default, the display is set to Month view.

- Use the + (plus) symbol and – (minus) symbol on the right-hand side of the calendar to zoom in and zoom out.

- Expanding a template shows the limits per room type with the sell limit and zero sell limit. Expanding a room type shows the limits split by sell limit and zero sell limit.

- Hover your mouse over the templates and limits to view the details. If a limit is set for All days, it shows the start and end date of the limit. If a limit is set to weekdays, weekend days, or custom days, it shows the start and end date of the selected limit.

**Creating and Editing Templates**

Select the **Create** button on the top of the screen to create a template. Select an existing **template** and use the **pencil** icon on top of the calendar to edit the template.

- **Inactive**: Select this check box to set the template to inactive. Setting the template to inactive does not set existing channel sell limits on Availability > Inventory inactive. Only the link to the template is removed on the channel limits. Activating an inactive template with linked channels and limits will update all existing limits on Inventory when the Allow Template Update flag is selected, and the Modified flag is not set.

- **Code**: Enter a short code to identify the template quickly. This field is required.

- **Description**: Enter the description of the template. This field is required.

- **Channel**: Select one or multiple Channels. A channel can be linked to only one template. The list of values shows channels with active provision status, sell limit enabled on Configuration > Channel > Controls tab, and not already linked to a template. If you want to link an already linked channel to another template, you must first unlink it and then link it to the other template. Unlinking a channel does not change existing channel sell limits on Availability > Inventory. Only the link to the template is removed on the channel limits. Adding a channel to another template updates all existing channel limits where the Allow Template Overwrite flag in Availability > Inventory is set and updated with the new template or, if no channel limit was defined for certain dates, they will be created. When unlinking a channel, the sell limits for the channel remain on the Availability, Inventory screen.

Click **Submit** and then select either **Submit** to create the record or **Submit and Create Another** to continue creating records. Click **Update** to save your edits on existing records.

**Setting Template Limits**

Select the **Set Template Limit** button on the top of the calendar or right click your mouse on a **template** in the calendar and select **Set Template Limit** to create a limit. Right click your mouse on an existing **template limit** to edit the record.

- **Template Header**: Select the template. When creating a limit using a right mouse click on the template, the template is selected by default.

- **Attribute Type**: By default, this is set to room type and read-only.

- **Inventory Source**: By default, this is set to house and read-only.

- **Attribute Code**: Select one or multiple room types the limit is valid for. This field is required.

- **Start Date / End Date**: Enter the dates where the limit is valid.

- **Days**: Select the days the limit should be in effect. By default, the limit is set to All Days.

  – **All days**: Sets the limit for all days within the entered date range.

  – **Weekdays (Mo - Fr)**: Sets the limit for all days except weekend days within the entered date range.

  – **Weekend Days (Sat - Sun)**: Sets the limit for only weekend days within the entered date range.

  – **Custom**: Select the days the limit should be set for within the entered date range.

- **Sell Limit Type**: Select the type to be used for calculating the limit. A sell limit type and value and/or a zero-sell limit type and value are required.

- **Sell Limit Value**: Enter the value.

- **Zero Sell Limit Type**: Select the type to be used for calculating the limit. A sell limit type and value and/or a zero-sell limit type and value are required.

- **Zero Sell Limit**: Enter the value.

Click **Save** and then select either **Save** to save the record or **Save and Set Another** to continue creating template limits.

> **Note:**
>
> When changing and saving a template limit, all channel limits in Availability >
> Inventory where the Allow Template Update flag is set and the Modified flag is not
> set get updated. You can change an existing limit or set a new limit by editing one
> limit, such as the dates or any other data. Existing limits will be overwritten, and
> limits for dates where none exist or when room types are added will be set.

**Deleting a Template Limit**

Right click your mouse on a limit and select **Delete** or edit a limit and select the **Delete** button
with the ability to delete only a sell limit, a zero-sell limit, or the entire record. A message
provides you with the option to **Keep** or **Delete** the record.

> **Note:**
>
> When deleting a template limit, the inventory of channel limits linked to the template
> limit also get deleted.

**Channel Limits**

On Channel Limits you can view, set, and delete channel limits. The display reflects the
channel limits from Availability > Inventory.

From the Search section, select **Search Display Channel Limits**. By default, you can view
the limits from your system date on until the end of the next three months.

**Managing Channel Limits**

Use the following to search:

- **Start Date**: Select a start date. By default, this is your system date. This field is required.

- **End Date**: Select an end date. By default, this is the last day of the third month from your
  system date on. This field is required.

- **Channel**: Select one or multiple channels.

- **Room Type**: Select one or multiple room types.

- **Sell Limit Types**: Select one or multiple Sell Limit types.

- **Zero Sell Limit Type**: Select one or multiple Zero Sell Limit types.

Click **Search** to get search results. Only records matching all selected criteria appear. Click
**Reset** to reset the search data and get the default display.

**Viewing Channel Limits**

- The default display is per Room Type. When expanding a room type you can view the
  channel limits. Select Display by Channel to view the channel limits and when expanding
  the room types.

- Select the calendar view Days, Week, Month or Year. By default, the display is set to
  Month view.

- Use the + (plus) symbol and – (minus) symbol on the right-hand side of the calendar to zoom in/zoom out.

- Hover your mouse over the limits to view the details. If a limit is set as All Days, it shows the start and end date of the limit. If a limit is set to weekdays, weekend days, or custom days, it shows the start and end date of the selected limit.

**Setting Channel Limits**

Select the Set Channel Limit icon on top of the calendar or right click your mouse on a channel limit in the calendar and select **Set Channel Limit** to create a limit. Right click your mouse on an existing limit to edit the record.

- **Channel**: Select the channel. When creating a limit using the right mouse click on the template, the template is selected by default. The list of values shows channels with active provision status and sell limit enabled on Configuration > Channel > Controls tab. You can create channel limits only for channels not linked to a template.

- **Template**: When creating a limit, the field does not appear. When editing a limit, the field shows you whether a template is linked.

- **Attribute Type**: By default, this is set to room type and read-only.

- **Inventory Source**: By default, this is set to house and read-only.

- **Attribute Code**: Select the room type for the limit you want to create. This field is required.

- **Start Date/End Date**: Enter the dates for when the limit is valid.

- **Days**: Select the days the limit should be in effect. By default, the limit is set to All Days.

  - **All days**: Sets the limit for all days within the entered date range.

  - **Weekdays (Mo - Fr)**: Sets the limit for all days except weekend days within the entered date range.

  - **Weekend Days (Sat - Sun)**: Sets the limit for only weekend days within the entered date range.

  - **Custom**: Select the days the limit should be set for within the entered date range.

- **Sell Limit Type**: Select the type to be used for calculating the limit. A sell limit type and value and/or a zero-sell limit type and value is required.

- **Sell Limit Value**: Enter the value.

- **Zero Sell Limit Type**: Select the type to be used for calculating the limit. A sell limit type and value and/or a zero-sell limit type and value is required.

- **Zero Sell Limit**: Enter the value.

- Click **Save** and then select either **Save** to save the record or **Save and Set Another** to continue creating limits. This sell limit is also reflected on Availability > Inventory.

**Deleting a Channel Limit**

Right click on a limit and select **Delete** or edit a limit and select the **Delete** button with the ability to delete only a sell limit, a zero-sell limit, or the whole record. A message provides you with the option to **Keep** or **Delete** the record.

> **Note:**
>
> The Delete option is available only with the appropriate permission. If the limit is linked to a template, it will be created again when the template limits are updated.

# Alternate Properties

The Alternate Properties option offers the configuration of alternate properties and the different distance information from/to your property.

**Prerequisites**

Appropriate permissions are required to access Alternate Properties. From the **Role Manager** menu, select **Role Permissions**. The Alternate Property Setup permissions are covered by the **Channel Management** module. For further information, see: Role Permissions.

> **Note:**
>
> At a minimum, your role must have the View permission to view the option available on the Horizontal Lines menu. Additional permissions are required to have access to additional options.

**Managing Alternate Properties**

Managing your alternate properties lets you view, define, and update if appropriate permissions are given.

> **Note:**
>
> Your alternate properties are displayed right away when you select the menu option and sort by Distance in ascending order.

**Creating and Updating Alternate Properties**

Select the **Add** button to create an alternate property. Use the **pencil** on the right-hand side of each record to edit a record.

- **Alternate Hotel ID**: Select an alternate property from the list of properties where you have access. Already assigned alternate properties are not listed. This field is required.

- **Compass Direction**: Select the compass direction of the alternate property. This field is required.

- **Distance**: Enter a distance to the alternate property. This field is required.

- **Unit**: Select whether the distance is kilometers or miles. This field is required.

- **Driving Time**: Enter a free definable driving time to/from the alternate property, for example: 30 minutes.

- **Comments**: Enter an additional information or comment if needed.

- Click **Submit** to create the record. Click **Update** to save your edits on existing records.

**Deleting an Alternate Property**

Select the **Delete** icon on the right-hand side of each record. A message provides you with the option to **Keep** or **Delete** the record.

> **Note:**
>
> The Delete icon is available only with the appropriate permission.

# 12
# Content

The Content manages your descriptive property information in different sub sections to distribute consistent information across your distribution channels.

**Prerequisites**

Appropriate permissions are required to access Content. From the **Role Manager** menu, select **Role Permissions**. All options accessible from the Content main menu are covered by the **Content Management** module. For further information, see: Role Permissions.

> **Note:**
>
> At a minimum, your role must have the View permission to view the Content options available on the Horizontal Lines menu. Additional permissions are required to have access to additional options.

## General

This option offers the general configuration of your property.

From the **Content** main menu, select **General**. In this section, you can define:

- Property Information
- Contact Details
- Loyalty Program and Awards
- Features
- Services
- Property Amenities
- Location Information

## Property Information

This option offers the configuration of your property´s general policy information.

From the **Content** main menu, select **General** and then select Property Information. In this section, you can:

- Update Property Details
- Update General Information
- View Channels

**Updating Property Information**

The page is divided into three sections.

**Property Details**

- **Organizational Property Code**: This field shows the organization code automatically assigned to your property during registration. This field is read only.

- **Property Name**: This field shows the property name assigned to your property during registration. This field is read only.

- **Property ID**: This field shows the ID automatically assigned to your property during registration. This field is read only.

- **Primary Language**: This field shows the primary language automatically assigned to your property during registration. This field is read only.

- **Time Zone**: This field shows the time zone automatically assigned to your property during registration. This field is read only.

- **Currency**: This field shows the currency automatically assigned to your property during registration. This field is read only.

- **Property Type**: Select the property type. This field is required.

- **Tax ID**: Enter the tax ID of your property.

- **Property Description**: Enter a description of your property. This field allows a maximum of 2,000 characters. This field is required.

- **Alternative Name**: You can enter an alternative name of your property

- **Hotel Status**: Select the status of your property.

- **Hotel Status Code**: Select the status code of your property.

- **Date Built**: Select the date your property was built. This field is required.

- **Date Renovated**: Select the date your property was renovated.

**General Information**

- **Market Tier**: Select the market tier of the property. This field is required.

- **Star Rating**: Select the star rating of your property. This field is required.

- **Languages spoken in the property**: Select all language spoken in your property.

- **Vacation Rental**: Select whether your property offers vacation rental.

- **Season Hotel**: Select whether your property has seasonal openings. This field is required.

- **Closed From**: Select the date from which the property closes. This field is enabled only when the Season Hotel selected value is Yes.

- **Closed To**: Select the date until the property is closed. This field is enabled only when the Season Hotel selected value is Yes.

- **Total Number of Rooms**: Enter the total number of rooms of your property. This field is required.

- **Total Number of Floors**: Enter the total number of floors of your property. This field is required.

- **Longitude**: This field shows the longitude automatically assigned to your property during registration. This field is read only.

- **Latitude**: This field shows the latitude automatically assigned to your property during registration. This field is read only.

- **Unit of Measurement**: Select the unit valid for your property. Default value appears based on the Country Location of the property.

- **Measurement Type**: Select the type valid for your property. Default value appears based on the Country Location of the property.

**Channel**

In Channel section, you can view all provisioned channels for your property. This section is read-only.

Click **Update** to save your edits on the record.

# Contact Details

This option offers the configuration of your property´s contact details.

From the **Content** main menu, select **General** and then select **Contact**. In this section, you can define:

- Address Details
- Communication Details
- Contacts

**Updating Address Details**

- **Address Type**: By default, this field shows Hotel and is read only.

- **Address Line 1**: By default, the field is filled with the address line 1 provided by your registered property but can be overwritten. This field is required and allows a maximum of 47 characters.

- **Address Line 2**: By default, the field is filled with the address line 2 provided by your registered property but can be overwritten. This field allows a maximum of 47 characters.

- **Country**: By default, the field is filled with the country automatically assigned to your property during registration but can be overwritten. This field is required.

- **Postal Code**: By default, the field is filled with the postal code provided by your registered property but can be overwritten.

- **City**: By default, the field is filled with the city provided by your registered property but can be overwritten. This field is required.

- **State**: By default, the field is filled with the state provided by your registered property but can be overwritten.

- **County**: Enter the county where your property is located.

**Creating and Editing Communication Details**

For Phone, Email Addresses, and Contacts, select the **Add** button on the right-hand side of each section to create a new record. Use the **pencil** on the right-hand side of each record to edit a record.

**Website**

Enter the official website of your property.

**Phone**

- **Type**: Select the phone type. This field is required.
- **Location**: Select the phone type. This field is required.
- **Number**: By default, this shows the country code of your property location. Select another country code if required. Enter the phone number in the next field. This field is required.

**Email Addresses**

- **Type**: Select the email type. This field is required.
- **Email Address**: Enter the email address. This field is required

**Contacts**

- **Primary**: Select this check box if this contact is your primary contact. If selected, the contact is listed on top of the table. Only one contact can be set as primary if there is already a primary contact and if you still proceed and select another contact as the primary, the second contact would be selected as the primary contact.
- **Contact Type**: Select the type of the contact. This field is required.
- **Prefix**: Select the prefix of the contact.
- **First Name**: Enter the first name of the contact. This field is required.
- **Last Name**: Enter the last name of the contact. This field is required.
- **Phone Type**: Select the phone type.
- **Country Code**: By default, the country code of your property location is displayed. Select another country code if required.
- **Number**: Enter the phone number of the contact.
- **Email Address**: Enter the email address of the contact.

Click **Update** on top of the screen to save all changes on the record.

**Deleting a Phone Number, Email Address, or Contact**

- Select the **Delete** icon on the right-hand side of each record. A message provides you with the option to **Keep** or **Delete** the record.
- Click **Update** at the top of the screen to confirm your deletion.

> ✎ **Note:**
>
> The Delete icon is only accessible with the appropriate permission. The primary contact cannot be deleted. If needed, a new contact must be assigned as primary before deleting the old contact.

# Loyalty Programs and Awards

This option offers the configuration of your loyalty program and awards received by your property.

From the **Content** main menu, select **General** and then select **Loyalty Programs and Awards**.

> **Note:**
>
> Loyalty programs and awards can be accessed if the Content > Property information is set up.

**Loyalty Program**

Select the **Add** button on the right-hand side, or if no award exists yet, select the **Add** button in the middle of the screen to create a record. Use the **pencil** on the right-hand side of each record to edit a loyalty program.

- **Program Name**: Enter the name of your loyalty program. This field is required.
- **Hotel Level**: Enter the hotel level type of your loyalty program. This field is required.

Click **Submit** and then select either **Submit** to create the record or click **Submit and Create another** to continue creating records. Click **Update** to save your edits on existing records.

**Deleting a Loyalty Program**

- Select the **Delete** icon on the right-hand side of each loyalty program. A message provides you with the option to **Keep** or **Delete** the record.

> **Note:**
>
> The Delete icon is only accessible with the appropriate permission.

**Awards**

Select the **Add** button on the right-hand side, or if no award exists yet, select the **Add** button in the middle of the screen to create a record. Use the pencil on the right-hand side of each record to edit an award.

- **Provider**: Enter the name of the award provider. This field is required.
- **Description**: Enter the description of the award.
- **Rating Symbol**: Enter a rating symbol that defines the award type, for example, a Star rating, a Level rating, and so on. If the rating symbol is a Level, you can add a rating, for example, Level 1, Level 2, Level 3, and so on (or Level A, Level B, and so on).
- **Rating**: Enter the rating level of the award. This field is required.
- **Date Awarded**: Select the date your property received the award.
- **Official Appointment**: Select whether your property received an official permission from the award provider to use the rating in publications and marketing materials.

- **Source**: Enter the source of the award achievement.

Click **Submit** and then select either **Submit** to create the record or click **Submit and Create another** to continue creating records. Click **Update** to save your edits on existing records.

**Deleting an Award**

- Select the **Delete** icon on the right-hand side of each award. A message provides you with the option to **Keep** or **Delete** the record.

> **Note:**
>
> The Delete icon is only accessible with the appropriate permission. Awards controlled by the star rating in the property information of Content cannot be deleted.

# Features

This option offers the configuration of all Disability and Security features available at your property.

From the **Content** main menu, select **General** and then select **Features**. The screen is split into different tabs. By default, you can view the Disability Features tab.

**Managing Disability Features**

Managing Disability Features shows all features and lets you view, create, edit, and delete records if appropriate permissions are given.

- **Filter option**: Use the filter by any entered text. Filtering starts as soon as you type text in the field.

> **Note:**
>
> In addition to having the appropriate permissions, you must select at least one record in order edit or delete a record. The Create option is enabled only when no records are selected.

**Adding Disability Features**

Select the **Add** icon in the tool bar or, if no disability feature exists yet, select the **Add** button in the middle of the screen to create a record.

- **Filter option**: Use the filter by any entered text. Filtering starts as soon as you type text in the field.

- Select **one, multiple, or all** Disability Features provided by Opera Cloud Distribution Global Standards valid at your property.

- Use the **pencil** on the right-hand side of the selected feature to define the Proximity. As soon as you select the pencil the feature is selected.

- Click **Add** to add the feature.

**Editing Disability Features**

- Use the **pencil** on the right-hand side of each record to change the Proximity.

- Click **Save** to save your edits.

**Deleting Disability Features**

Select **one, multiple or all** Disability Features and select the **Delete** icon in the tool bar. A message provides you with the option to **Keep** or **Delete** the record.

**Managing Security Features**

Managing Security features shows all features and lets you view, create, edit, and delete records if appropriate permissions are given.

- **Filter option**: Use the filter by any entered text. Filtering starts as soon as you type text in the field.

> ✎ **Note:**
>
> In addition to having the appropriate permissions, you must select at least one record in order edit or delete a record. The Create option is enabled only when no records are selected.

**Adding Security Features**

Select the **Add** icon in the tool bar or, if no security feature exists yet, select the **Add** button in the middle of the screen to create a record.

- **Filter option**: Use the filter by any entered text. Filtering starts as soon as you type text in the field.

- Select **one, multiple or all** Security Features provided by Opera Cloud Distribution Global Standards valid at your property.

- Use the **pencil** on the right-hand side of the selected feature to define the Proximity. As soon as you select the pencil, the feature is selected.

- Click **Add** to add the feature.

**Editing Security Features**

- Use the **pencil** on the right hand-side of each record to change the Proximity.

- Click **Save** to save your edits.

**Deleting Security Features**

Select **one, multiple or all** Security Features and select the **Delete** icon in the tool bar. A message provides you with the option to **Keep** or **Delete** the record.

# Services

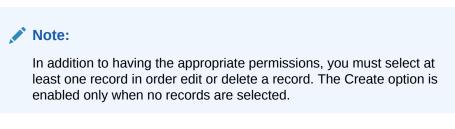This option offers the configuration of business services available at your property.

From the **Content** main menu, select **General** and then select **Services**.

**Managing Services**

Managing Services shows all business services and lets you view, create, edit, and delete records if appropriate permissions are given.

- **Filter option**: Use the filter by any entered text. Filtering starts as soon as you type text in the field.

> **Note:**
>
> In addition to having the appropriate permissions, you must select at least one record in order edit or delete a record. The Create option is enabled only when no records are selected.

**Creating and Editing Business Services**

Select the **Add** icon in the tool bar or, if no security feature exists yet, select the **Add** button in the middle of the screen to create a record. Use the **pencil** on the right-hand side of each record to edit a service.

- **Business Service Type**: Select the business service type provided by the OPERA Cloud Distribution Global Standards. This field is required.

- **Proximity**: Select the proximity for the feature.

- **Quantity**: Enter the quantity of the service type. By default, it is set to one when adding a new record.

- **Available to all Guests**: Select this check box if the service type is available for all guests in the property.

- **Exclusive**: Select this check box if the Business Service Type is exclusive.

- **Extra Charges**: Select this check box if the Business Service Type has extra charges. If selected, the Charge Amount and Charge unit fields are required.

- **Charge Amount**: Enter the charge amount for the Business Service Type. This field is accessible if Extra Charge is selected and required.

- **Charge Unit**: Select the charge unit. This field is accessible if Extra Charge is selected and required.

Click **Submit** and then select either **Submit** to create the record or **Submit and Create Another** to continue creating records. Click **Update** to save your edits on existing records.

**Deleting Business Services**

Select **one, multiple or all** Services and select the **Delete** icon in the tool bar. A message provides you with the option to **Keep** or **Delete** the record.

# Property Amenities

This option offers the configuration of all property amenities available at your property.

From the **Content** main menu, select **General** and then select **Property Amenities**.

> **Note:**
>
> In addition to having the appropriate permissions, you must select at least one record in order edit or delete a record. The Create option is enabled only when no records are selected.
> To define Property Amenities, your Property Information must be completed. An option appears to open your property information directly from property amenities to complete it.

**Managing Property Amenities**

Use the following to search:

- **Search Amenity**: Enter a value. The search starts as soon as you type in the value, and it shows all matching records. Remove the value to view all records.

**Creating and Editing Property Amenities**

Select the **Add** button in the tool bar or, if no record exists yet, you can also select the **Add** button in the middle of the screen to create a new record. Use the **pencil** on the right-hand side of each record to edit an amenity.

When adding amenities, you can view all not-yet-added amenities provided by the OPERA Cloud Distribution Global Standards.

- **Search Amenity**: Enter a value. The search starts as soon as you type in the value, and it shows all matching records.

- Select the amenities you want to add and click **Add**. Edit the **amenity** to define the details either before or after adding it.

- **Confirmable**: Select the check box if you want the amenity to be confirmable.

- **Amenity Name**: Shows the selected amenity name.

- **Amount**: Enter the amount. By default, the currency provided by your registered property is displayed.

- **Charge Unit**: Select the charge unit.

- **Quantity**: Enter the quantity.

- **Offsite**: By default, this is set to off. Switch it on if the amenity is not onsite.

- **Distance from the Hotel**: You can enter the distance from your property if the amenity is set to offsite. By default, the measurement from Content > General > Property Information is displayed.

Click **Update** to save your edits.

**Deleting a Property Amenity**

Select the **Delete** icon on the right-hand side of each record. A message provides you with the option to **Keep** or **Delete** the record.

# Location Information

This option offers the configuration of your location and the different directions to your property.

From the **Content** main menu, select **General** and then select **Location Information**.

**Managing Location Information**

Managing your location lets you view, define, and update location information if appropriate permissions are given.

- **Location Code**: Select the location, for example, Beach, Downtown or Mountain. This field is required.
- **City Code**: Select the city. The list of values provides cities near the property.
- **Location of the Property**: Enter a description of the location. This field allows a maximum of 990 characters.
- **Direction to the Property**: Enter a description of the direction. This field allows a maximum of 990 characters.
- **Direction from the North**: Enter a driving description from the North. This field allows a maximum of 1,024 characters.
- **Direction from the South**: Enter a driving description from the South. This field allows a maximum of 1,024 characters.
- **Direction from the East**: Enter a driving description from the East. This field allows a maximum of 1,024 characters.
- **Direction from the West**: Enter a driving description from the West. This field allows a maximum of 1,024 characters.
- **Other Direction**: Enter a description from other directions. This field allows a maximum of 1,024 characters.

Click **Update** to save your edits on the record.

# Facilities

This option offers the configuration of all facilities of your property.

From the **Content** main menu, select **Facilities**. In this section, you can define:

- Guest Rooms
- Room Amenities
- Restaurants

All options are accessible from tabs on each menu option.

# Guest Rooms

The guest rooms option offers the configuration of all guest room related information.

From the **Content** main menu, select **Facilities** and then select **Guest Rooms**. By default, you can view all rooms.

**Managing Room Classes**

Select the **Manage Room Class** button to search, view, create, edit, and delete room classes.

Enter a full or partial room class code to filter certain room classes.

**Creating and Editing Room Classes**

Select the **Add** button in the middle of the screen to create the first record. Otherwise, select **Add Room Class**. Use the **pencil** on the right-hand side of each record to edit a record.

• **Room Class Code**: Enter a short code to identify the room class quickly. This field is required.

• **Room Description**: Enter the description of the room class. This field is required.

• **Sequence**: Enter the sequence the room classes shall be listed.

On the right side of each record, select the **check box** to create a record or save your **edits** on existing records.

**Deleting a Room Class**

Select the **Delete** icon on the right-hand side of each room class. A message provides you with the option to **Keep** or **Delete** the record.

> **Note:**
>
> If your property has an active OPERA Exchange Interface (OXI) connection, the room classes are managed from the Property Management System and are read-only.

**Managing Guest Rooms**

Managing Guest Rooms shows all guest rooms and lets you view, create, edit, and delete records if appropriate permissions are given.

> **Note:**
>
> In addition to having the appropriate permissions, you must select at least one record in order edit or delete a record. The Create option is enabled only when no records are selected.

**Creating and Editing Guest Rooms**

Select the **Create** icon in the tool bar or, if no guest rooms exist yet, select the **Add** button in the middle of the screen to create a record. Select a **guest room** and click the **Edit** icon in the tool bar to edit a record.

**Details**:

• **Room Type Code**: Enter a short code to identify the room type quickly. This field is required.

- **Description**: Enter the description of the room type. This field is required.

- **Smoking**: Select this check box if the room type considers the guest room as smoking.

- **Room Class**: Select a room class code. This field is required.

- **Room Category**: Select the room category.

- **Display Sequence**: Enter the display sequence order of the room type.

- **Max. Adults**: Enter the maximum number of adults allowed.

- **Number of Bedrooms**: Enter the total number of bedrooms in the room.

- **Default Occupancy**: Enter the number of people required for a room to be occupied.

- **Max Children**: Enter the maximum number of children allowed.

- **Number of Living rooms**: Enter the total number of living rooms.

- **Min. Occupancy**: Enter the minimum occupancy.

- **Extra Person**: Enter the number of extra persons allowed.

- **Yield Status**: Select the yield status for the guest room.

- **Max. Occupancy**: Enter the maximum occupancy allowed.

- **Guest Room Info**: Select a Guest Room Info code.

- **Yield Category**: Select a Yield category for the Guest Room. The field is available only if the Yield Status for the room type is selected as Yieldable. Set up at least one Yield Category in the Pricing Menu to use this functionality.

- **Total Rooms**: Enter the total number of rooms for this room type.

- **Room Size**: Enter the size of the Room. By default, the measurement is set according to the country defined in your registered property. You can change this on Content > General > Property Information.

- **Room Order**: Enter the room order. The room order is used to order the rooms in availability response.

**More Information**

- **Room Long Description**: Enter a more detailed description. This field allows a maximum of 2,000 characters.

- **GDS Room Description 1**: Enter the GDS room description. This field allows a maximum of 45 characters.

- **GDS Room Description 2**: Enter the GDS room description. This field allows a maximum of 45 characters.

- **GDS Room Description 3**: Enter the GDS room description. This field allows a maximum of 45 characters.

- **Component Suites**: Select the check box to add component rooms to the room type.

Click the **Add** icon in the tool bar to create a record. Use the **pencil** on the right hand of each component suite to edit a record.

- **Room Type**: Select the component room type.

- **Quantity**: Enter the quantity of the room.

Select the **check box** on the right-hand side of each component suite to confirm the new entry or to edit existing records. Click **Update** to save your changes.

**Deleting a Component Suite**

Select the **component suite** and click the **Delete** icon in the tool bar. Click **Update** to save the deletion.

**Features**

Select the **Create** icon in the tool bar or, if no features exist yet, select the **Add** button in the middle of the screen to create a record. Use the **pencil** on the right-hand side of each feature to edit a record.

- **Class**: Select the room feature class of the room type. This field is required.
- **Room Feature**: Select the room feature of the room type. This field is required.
- **Inactive**: Select this check box to set the feature to inactive.

Select the **check box** on the right-hand side of each feature to confirm the new entry or your edits on existing records. Click **Update** to save your changes.

**Deleting a Feature**

Select the feature and click the **Delete** icon in the tool bar. Click **Update** to save the deletion.

**Amenities**

Displays the list of Amenities attached to the Room.

**Deleting an Amenity**

Select the **Amenity** and click the **Delete** icon in the tool bar. Click **Update** to save the deletion.

# Guest Room Amenities

This option offers the configuration of all guest room amenities available at your property.

From the **Content** main menu, select **Facilities** and then select **Guest Room Amenities**.

> **Note:**
>
> To define Guest Room Amenities, at least one Room Type must be created.

> **Note:**
>
> In addition to having the appropriate permissions, you must select at least one record in order edit or delete a record. The create option is enabled only when no records are selected.

**Managing Room Amenities**

- **Room Amenities**: Select one or multiple **amenities**.

Click **Search** to get search results. Click **Reset** to reset the search data.

**Creating and Editing Amenities**

Select the **Create** icon in the tool bar or, if no amenity exists yet, select the **Add** button in the middle of the screen to create an amenity. Select an **amenity** and click the **Edit** icon in the tool bar to edit a record.

**Details Tab**

- **Amenity**: Select the amenity you want to add to your property. It shows the guest room(s) linked if extra charges apply and if the amenity is confirmable.

- **Link Guest Room**: Select one or multiple guest rooms that are valid for this amenity. You can select all per room class or select individual room types. At least one guest room must be linked to the amenity.

- **Set up Amenity**: To add more details select the **pencil** icon. Select if the amenity is confirmable, insert the amount and charge unit if applicable, and the quantity of amenity available.

**Deleting a Guest Room Amenity**

Select the **Guest Room Amenity** and click the **Delete** icon in the tool bar. A message provides you with the option to **Keep** or **Delete** the record.

# Restaurants

The Restaurants option offers the configuration of all restaurants available in your property.

From the **Content** main menu, select **Facilities** and then select **Restaurants**.

**Managing Restaurants**

Managing Restaurants shows all restaurants and lets you view, create, edit, and delete records if appropriate permissions are given.

> **Note:**
>
> In addition to having the appropriate permissions, you must select at least one record to edit or delete a record. The create option is enabled only when no records are selected.

**Updating the Number of Restaurants**

- **Total Number of Restaurants**: Enter the total number of restaurants available at the property. In case you have more restaurants than configured, this number is used as the number of existing restaurants.

Click **Update** at the top of the screen to save your changes.

**Creating and Editing Restaurants**

- **Name**: Enter the name of the restaurant. This field is required.

- **Display Sequence**: Add the sequence number. By default, the restaurants appear by the sequences in the list.

- **Max. Seating Capacity**: Enter the maximum seating capacity.

- **Description**: Enter a more detailed description. This field allows a maximum of 250 characters.

- **Offers**: Select one or more meal types offered by the restaurant.

- **Service Type**: Select the service type.

- **Onsite**: Select this check box if the restaurant is on site.

- **Breakfast Type**: Select the breakfast type available in the restaurant. This field is only available if the field Offers includes breakfast.

- **Cuisine Type**: Select the cuisine type.

- **Distance**: Enter the distance of the restaurant from the property if the restaurant is off site. This field is only available when the restaurant is off site.

- **Restaurant Code**: Select the restaurant code.

- **Phone**: Enter the phone number of the restaurant.

- **Address**: Enter the address of the restaurant. This field is only available when the restaurant is off site.

- **Email Address**: Enter the email address of the restaurant.

- **City**: Enter the city of the restaurant. This field is only available when the restaurant is off site.

- **Website**: Enter the website of the restaurant.

- **Country**: Select the country of the restaurant. This field is only available when the restaurant is off site.

- **Attire**: Enter the attire details of the restaurant.

- **Direction**: Select the direction. This field is only available when the restaurant is off site.

- **Days**: Select the operational days of the restaurant. Select Custom to define certain days, for example, restaurant is open only on Monday and Thursday.

- **Reservation Required**: Select whether your restaurant requires a reservation. • Dietary Option: Select one or multiple dietary options available in the restaurant.

- **Ambience**: Select one or multiple ambience available in the Restaurant.

- **Opening Time**: Enter the opening time.

- **Closing Time**: Enter the closing time.

Click **Submit** and then select either **Submit** to create the record or **Submit and Create Another** to continue creating records. Click **Update** to save your edits on existing records.

**Deleting a Restaurant**

Select a **Restaurant** or click the **check box** on top to select all restaurants and click the **Delete** icon in the tool bar. A message provides you with the option to **Keep** or **Delete** the record.

# Policies

This option offers the configuration of all policies for your property.

The Policy Information option offers the general configuration of your property´s policy.

From the **Content** main menu, select **Policies**. In this section, you can define:

- Policy Information
- Fees
- Taxes
- Commission Policy
- Pet Policies

All options are accessible from the tabs on each menu option.

## Policy Information

This option offers the configuration of your property´s general policy information. From the **Content** main menu, select **Policies** and then select **Policy Information** or select the **tab** from any of the other policy menu options.

> **✎ Note:**
>
> Your Policy Information appears right away when you select the menu option. It is split into three sections: Check-in Policy, Check-Out Policy, and Guest Policy. In addition, each of the other policy menu options are accessible on tabs from every police menu option.

**Managing Policy Information**

Managing your Policy Information lets you view, define, and update if appropriate permissions are given.

**Updating Policy Information: Check-in Policy**

- **Check-In Time**: Enter the check-in time. This field is required.
- **Check-In End Time**: Enter the check-in end time.
- **Minimum Check-In Age**: Enter the minimum age to check in a guest.
- **Late Arrival Guarantee**: Select whether a late arrival is guaranteed.
- **Check-In Instruction**: Enter the check-in instruction.
- **Late Arrival Description**: Enter the late arrival description.
- **Alternate Check-In Location**: Enter if there are any other alternative check-in locations in your property, for example, a kiosk.
- **Express Check-In**: Enter the express check-in details. This field allows a maximum of 64 characters.

**Updating Policy Information: Check-out Policy**

- **Check-Out Time**: Enter the check-out time. This field is required.

- **Early Check-Out Description**: Enter the description. This field allows a maximum of 310 characters.

- **Early Check-Out Charges Type**: Select an early check-out charges type used for early check-out requests.

- **Early Check-Out Charges**: Enter the early check-out charge for early check-out requests. The currency is the configured currency of your property. This field is required if an early check-out charges Type is selected.

- **Late Check-Out Description**: Enter the late check-out description policy. This field allows a maximum number of characters.

- **Express Check-Out**: Enter the express check-out details of the property. This field allows a maximum of 64 characters.

**Updating Policy Information: Guest Policy**

- **Property Suitable for Children**: Select whether your property is suitable for children.

- **Kids Stay Free**: Select whether your property allows kids to stay for free/no-cost.

- **Stay Free Cut Off Age**: Enter a cut off age of kids/guests that are allowed to stay in your property for free/no-cost.

- **Stay Free Child Per Adult**: Enter the age of each child per adult allowed to stay in your property for free/no-cost.

- **Max. Child Age**: Enter the maximum age of the child allowed in your property.

- **Min. Guest Age**: Enter the minimum age of the guest staying in your property.

- **Accepted Guest Type**: Select one or both guest types.

- **Child Policy Description**: Enter the child policy description. This field allows a maximum of 310 characters.

Click **Update** to save your edits on the record.

# Fees

This option offers the configuration of your property´s fees. From the **Content** main menu, select **Policies** and then select **Fee** or select the **tab** from any of the other policy menu options.

By default, all fees provided by the OPERA Cloud Distribution global standard are listed.

**Activating Fees:**

- **Available**: Select this check box if the fee is available for your property. Once this is set all other fields are accessible.

- **Exclusive**: Select this check box if the fee is exclusive.

- **Type**: Select percentage or amount. This field is required.

- **Charges**: Enter the charge of the fee. This field is required.

- **Charge Metrics**: Select the metrics of the charge. This field is required.

- **Mandatory**: Select this check box if the tax is mandatory.

Click **Update** at the top of the screen to save your edits on the record.

> **Note:**
>
> Deselecting the Available flag for defined records clears all data when you click **Update**.

## Taxes

This option offers the configuration of your property´s taxes. From the **Content** main menu, select **Policies** and then select **Taxes** or select the **tab** from any of the other policy menu options. By default, all taxes provided by the OPERA Cloud Distribution global standard are listed.

**Activating Taxes:**

- **Available**: Select this check box if the tax is available for your property. Once this is set, all other fields are accessible.

- **Exclusive**: Select this check box if the fee is exclusive.

- **Type**: Select percentage or amount. This field is required.

- **Charges**: Enter the charge of the fee. This field is required.

- **Charge Metrics**: Select the metric of the charge. This field is required.

- **Mandatory**: Select this check box if the tax is mandatory.

Click **Update** on top of the screen to save your edits on the record.

> **Note:**
>
> Deselecting the Available flag for defined records clears all data when you click **Update**.

## Commission Policy

This option offers the configuration of your property´s commission policy. From the **Content** main menu, select **Policies** and then select **Commission Policy** or select the **tab** from any of the other policy menu options.

> **Note:**
>
> Your commission appears immediately when you select the menu option. In addition, each of the other policy menu options are accessible on tabs from every policy menu option.

**Managing Commission Policy**

Managing your Commission Policy lets you view, define, and update if appropriate permissions are given.

**Updating Commission Policy**

- **Commission Availability**: Select the Commission Availability. This field is required.

- **Tax Inclusive**: Select whether your tax is inclusive.

- **Charge Unit**: Select the charge unit of your commission.

- **Payment Company**: Select the Payment company used by your property to process the commission. The list displays DHISCO Commission Processing (previously HCC), NPC, Onyx Payments (previously WPS), Perot Systems, Other Commission Processing Vendor, and None.

- **Charges**: Enter the charge of the commission. The currency is the configured currency of your property.

- **Description**: Enter the description of the commission. This field allows a maximum of 64 characters.

Click **Update** to save your edits on the record.

# Pet Policies

This option offers the configuration of your property´s pet policies. From the **Content** menu, select **Policies** and then select **Pet Policies** or select the **tab** from any of the other policy menu options.

**Managing Pet Policies**

- **Pets allowed**: Select if and what pets are allowed. If Pets Not Allowed is selected, you cannot configure any pet policies. By default, the value is set to Pets Allowed.

If policies are configured for one value and you change it, all policies are deleted when clicking **Update** and you can create new ones for the new selected value. A warning appears.

**Creating and Editing Pet Policies**

Select the **Create** icon in the tool bar or, if no pet policy exists yet, select the **Add** button in the middle of the screen to create a record. Select a **record** and click the **Edit** icon in the tool bar to edit a record.

- **Pet Policy Code**: Select the Pet Policy code provided by the OPERA Cloud Distribution global standards, for example, Dog. This field is required.

- **Amount**: Enter the amount. By default, the currency is set according to the currency defined in your registered property. This field is required.

- **Charge Unit**: Select a Charge Unit, for example: Per Day. This field is required.

- **Max. Numbers of Pets**: Enter the Maximum Number of Pets allowed for this policy.

- **Description**: Enter the description of the policy.

Click **Submit** and then select either **Submit** to create the record or click **Submit and Create Another** to continue creating records. Click **Update** to save your edits on existing records.

**Deleting a Pet Policy**

Select the **policy** and then click the **Delete** icon in the tool bar. A message provides you with the option to **Keep** or **Delete** the record.

# Area

From the **Content** main menu, select **Area**. In this section, you can define the following:

- Transportations
- Airports
- Attractions
- Recreations

# Transportations

The Transportations option offers the configuration of all transportation services available to/from your property.

From the **Content** main menu, select **Area** and then select **Transportations**.

**Managing Transportations**

Managing Transportations shows all transportations and lets you view, create, edit, and delete records if appropriate permissions are given.

> **✎ Note:**
>
> In addition to having the appropriate permissions, you must select at least one record in order edit or delete a record. The Create option is enabled only when no records are selected.

**Creating and Editing Transportations**

Select the **Create** icon in the tool bar or, if no transportation exists yet, select the **Add** button to create a record. Select a **record** and use the **Edit** icon in the tool bar to edit a record.

- **Transportation Code**: Select a code that is valid for your property. This field is required.
- **Label**: Enter a single character to designate the transportation carrier, for example, B for Bus or M for Metro.
- **Inclusive/Exclusive**: Select whether the transportation is inclusive or exclusive of all charges. This field is required.
- **Reservation Required**: Select whether your transportation requires a reservation.
- **Charge**: Enter the charge for the transportation.

- **Charge Unit**: Select the unit valid for the charge. This field is required if the transportation is defined as Exclusive.

- **Days**: Select the operational days of the transportation. Select Custom to define certain days, for example, transportations available only on Monday and Thursday.

- **Opening Time**: Enter the start time.

- **Closing Time**: Enter the end time.

- **Description**: Enter a more detailed description. This field allows a maximum of 1,024 characters.

Click **Submit** and then select either **Submit** to create the record or click **Submit and Create another** to continue creating records. Click **Update** to save your edits on existing records.

**Deleting a Transportation**

Select the transportation and click the **Delete** icon in the tool bar. A message provides you with the option to **Keep** or **Delete** the record.

# Airports

In this section you can define all airports with appropriate details available for your property.

From the **Content** main menu, select **Area** and then select **Airports**.

**Managing Airports**

Managing Airports shows all airports and lets you view, create, edit, and delete records if appropriate permissions are given.

> **Note:**
>
> In addition to having the appropriate permissions, you must select at least one record in order edit or delete a record.

**Creating and Editing Airports**

Select the **Create** button at the top of the screen or, if no record exists yet, select the **Create** button in the middle of the screen to create a record. Select a **record** and click the **Edit** icon in the tool bar to edit a record.

- **Keywords**: Enter a keyword to find the airport. This field is required.

- **Name**: Enter the name of the airport. This field is required.

- **Location Type**: By default, this is Airport 1 and read-only. This field is required.

- **Airport Code**: Enter the IATA Code of the airport. This field is required.

- **Distance**: Enter the distance to/from your property. This field is required.

- **Unit**: Select the unit valid for the distance. This field is required.

- **Website**: Enter the website of the airport.

- **Opening Time**: Enter the opening time.

- **Closing Time**: Enter the closing time.

- **Days**: By default, this is All days and read-only.

- **Driving Time**: Enter the driving time from/to your property.

- **Transportation Type**: Select one or multiple transportation types defined under Area – Transportation.

- **Latitude**: Enter the latitude of the airport. This field is required.

- **Longitude**: Enter the longitude of the airport. This field is required.

- **Direction**: Select the direction of the airport. This field is required.

- **Sequence**: Enter the sequence in which the airport is ordered in a list. If no sequence is defined or some records have the same sequence, the sequence is sorted in alphabetical order.

- **Driving Directions to Property**: Enter the driving directions to your property.

- **Additional Description**: Enter any additional description such as: landmarks and so on.

Click **Submit** and then select either **Submit** to create the record or click **Submit and Create another** to continue creating records. Click **Update** to save your edits on existing records.

**Deleting an Airport**

Select the **airport** and click the **Delete** icon in the tool bar. A message provides you with the option to **Keep** or **Delete** the record.

# Attractions

In this section you can define all attractions with appropriate details available for your property.

From the **Content** main menu, select **Area** and then select **Attractions**.

**Managing Attractions**

Managing Attractions shows all attractions and lets you view, create, edit, and delete records if appropriate permissions are given.

> **Note:**
>
> In addition to having the appropriate permissions, you must select at least one record in order edit or delete a record.

**Creating and Editing Attractions**

Select the Create button at the top of the screen or, if no record exists yet, select the Create button in the middle of the screen to create a record. Select a record and click the Edit icon in the tool bar to edit a record.

- **Keywords**: Enter a keyword to find the point of interest. This field is required.

- **Name**: Enter or search the name of the attractions. This field is required. This field allows a maximum of 25 characters.

- **Location Type**: Select the location provided from the OPERA Cloud Distribution Global Standards. This field is required.

- **Attraction Type**: Select the attraction type provided from the OPERA Cloud Distribution Global Standards. This field is required.

- **Distance**: Enter the distance to/from your property. This field is required

- **Unit**: Select the unit valid for the distance. This field is required.

- **Website**: Enter the website of the attraction.

- **Opening Time**: Enter the opening time.

- **Closing Time**: Enter the closing time.

- **Days**: Select the operational days of the attraction. Select Custom to define certain days, for example, attraction is available only on Monday and Thursday.

- **Driving Time**: Enter the driving time from/to your property.

- **Transportation Type**: Select one or multiple transportation types defined under Area – Transportation.

- **Latitude**: Enter the latitude of the attraction. This field is required.

- **Longitude**: Enter the longitude of the attraction. This field is required.

- **Direction**: Select the direction of the attraction. This field is required.

- **Sequence**: Enter the sequence in which the attraction is ordered in a list. If no sequence is defined or some records have the same sequence, the sequence is sorted in alphabetical order.

- **Driving Directions to Property**: Enter the driving directions to your property.

- **Additional Description**: Enter any additional description.

Click **Submit** and then select either **Submit** to create the record or click **Submit and Create another** to continue creating records. Click **Update** to save your edits on existing records.

**Deleting an Attraction**

Select the **attraction** and click the **Delete** icon in the tool bar. A message provides you with the option to **Keep** or **Delete** the record.

# Recreations

This option offers the configuration of Recreation Types available at your property.

From the **Content** main menu, select **Area** and then select **Recreations**.

**Managing Recreations**

Managing Recreations shows all Recreation Types and lets you view, create, edit, and delete records if appropriate permissions are given.

> **Note:**
>
> In addition to having the appropriate permissions, you must select at least one record in order edit or delete a record. The Create option is enabled only when no records are selected.

**Creating and Editing Recreations**

Select the **Add** icon in the tool bar or, if no Recreation exists yet, select the **Add** button in the middle of the screen to create a record. Select a **record** and use the **Edit** icon in the tool bar to edit a recreation.

- **Recreation Service Type**: Select the Recreation Service Type provided by OPERA Cloud Distribution Global Standards. This field is required.

- **Name**: Enter the name of the Recreation Type. This field allows a maximum of 64 characters.

- **Proximity**: Select the proximity for the feature.

- **Inclusive**: Select this check box if the Service Type is inclusive.

- **Description**: Enter the description for Recreation Type. This field allows a maximum of 310 characters.

- **Recreation Service Detail**: Select one or multiple recreation service details provided by OPERA Cloud Distribution Global Standards.

Click **Submit** and then select either **Submit** to create the record or **Submit and Create Another** to continue creating records. Click **Update** to save your edits on existing records.

**Deleting Recreation Types**

Select a Recreation Type and select the **Delete** icon in the tool bar. A message provides you with the option to **Keep** or **Delete** the record.

# 13

# Role Manager

Role Manager provides control over user access to OPERA Cloud Distribution by enabling you to assign permissions to various permission levels and OPERA Cloud Distribution modules. OPERA Cloud Distribution uses the Oracle OPERA Identity Management system for application user identity and access management.

## Role Permissions

Role Manager allows you to assign or revoke permissions to a role where users are assigned. In the Overview, you can view the modules shown in the following tables if you have Partial or All permissions. Each Module has permission subsections.

From the **Role Manager** menu, select **Role Permissions**.

**Managing Role Permissions**

Use the following to search for a category or tax:

- **Role Name**: Select one or multiple roles to view, define, or update permissions.

Click **Search** to get search results. Click **Reset** to reset the search data.

**Editing Role Permissions**

- Use the **pencil** on the right-hand side of each record to edit a role. The screen is split into two parts.

- Permissions are grouped by modules. On each Module you can set either all View permissions in one when the role should have View Only permissions by selecting **Select All View Permissions** or all permissions by selecting **Select all Permissions** if the role should have all permissions. Alternatively, you can select one of those options and select/de-select additional permissions, for example, if a role should have all permission except Delete.

- Use the filter to find specific permissions.

Click **Update** to save your edits on existing records.

> ✏ **Note:**
>
> At a minimum, your role must have the View permission to view the options available on the Horizontal Lines menu.

**Table 13-1    Inventory**

| Module | Permissions |
|---|---|
| Inventory | **View Inventory**<br>• New/Edit Inventory<br>• Delete Inventory<br><br>**View Inventory Configuration**<br>• New/Edit Inventory Configuration<br>• Delete Inventory Configuration<br><br>**View Block**<br>• New/Edit Block<br>• Delete Block<br><br>**View Sell Limits Asynch**<br>• Process Sell Limits Asynch |

**Table 13-2    Channel Management**

| Module | Permissions |
|---|---|
| Channel Management | **View Property Restrictions**<br>• New Property Restrictions<br>• Delete Property Restrictions<br><br>**View Property Room Classes**<br>• New/Edit Property Room Classes<br>• Delete Property Room Classes<br><br>**View Property Room Types**<br>• New/Edit Property Room Types<br>• Delete Property Room Types<br><br>**View Property Rates**<br>• New Property Rate<br>• Delete Property Rates<br><br>**View Property Rate Categories**<br>• New Property Rate Categories<br>• Delete Property Rate Categories<br><br>**View Property Rate Classes**<br>• New/Edit Property Rate Classes<br>• Delete Property Rate Classes<br><br>**View Property Attributes**<br>• New Property Attributes<br>• Delete Property Attributes<br><br>**View Codes Setup**<br>• New/Edit Codes Setup<br>• Delete Codes Setup<br><br>**View Channel Controls**<br>• New Channel Controls<br>• Delete Channel Controls<br><br>**View Property Products**<br>• New/Edit Property Products<br>• Delete Property Products |

**Table 13-2    (Cont.) Channel Management**

| Module | Permissions |
| --- | --- |
| | **View Hotel Controls**<br>• New Hotel Controls<br>• Delete Hotel Controls |
| | **View Channel Requests**<br>• View Channel Requests<br>• New Channel Requests |
| | **View Negotiated Rate Access**<br>• New Negotiated Rate Access<br>• Delete Negotiated Rate Access |
| | **View Policies**<br>• New/Edit Policies<br>• Delete Policies |
| | **View Policy Schedules**<br>• New/Edit Policy Schedules<br>• Delete Policy Schedules |
| | **View Yield Categories**<br>• New/Edit Yield Categories<br>• Delete Yield Categories |
| | **View Yield Adjustment Codes**<br>• New/Edit Yield Adjustment Codes<br>• Delete Yield Adjustment Codes |
| | **View Yield Market Types**<br>• New/Edit Yield Market Types<br>• Delete Yield Market Types |
| | **View Hurdle Rates**<br>• New/Edit Hurdle Rates<br>• Delete Hurdle Rates |
| | **View Geo Search Parameters**<br>• New/Edit Geo Search Parameters<br>• Delete Geo Search Parameters |
| | **View Rate Plan Channel Attributes**<br>• Edit Rate Plan Channel Attributes |
| | **View Channel Rate Plan Mapping**<br>• New/Edit Channel Rate Plan Mapping<br>• Delete Channel Rate Plan Mapping |
| | **View Channel Room Type Mapping**<br>• New/Edit Channel Room Type Mapping<br>• Delete Channel Room Type Mapping |
| | **View Rate Strategies**<br>• New/Edit Rate Strategies<br>• Delete Rate Strategies |
| | **View Alternate Property Setup**<br>• New/Edit Alternate Property Setup<br>• Delete Alternate Property Setup |

**Table 13-2    (Cont.) Channel Management**

| Module | Permissions |
|---|---|
| | **View Channel Provisioning**<br>• New/Edit Channel Provisioning<br>• Delete Channel Provisioning |
| | **Process Rate Schedule Async** |
| | **Process Hurdle Rates Async** |
| | **Process Rate Plan Schedule Async** |
| | **View Promotions Groups**<br>• New/Edit Promotion Groups<br>• Delete Promotion Groups |
| | **View Promotion Codes**<br>• New/Edit Promotion Codes<br>• Delete Promotion Codes |
| | **View Product Groups**<br>• New/Edit Product Groups<br>• Delete Product Groups |
| | **View Distribution Templates**<br>• New/Edit Distribution Templates<br>• Delete Distribution Templates |
| | **View Content**<br>• New/Edit Content<br>• Delete Content |

**Table 13-3    Shop**

| Module | Permissions |
|---|---|
| Shop | **View Channel Availability** |

**Table 13-4    Role Permissions**

| Module | Permissions |
|---|---|
| Role Permissions | **Permissions**<br>• View Role Permissions<br>• Edit Role Permissions |

**Table 13-5    Availability Management**

| Module | Permissions |
|---|---|
| Availability Management | **Request for Availability** |

**Table 13-6    Reservations**

| Module | Permissions |
|---|---|
| Reservations | **View Reservation**<br>• New/Edit Reservation<br>• Delete Reservations<br>**View Reservation Billing** |

**Table 13-7    Tax Service**

| Module | Permissions |
|---|---|
| Tax Service | **View Tax Configuration**<br>• New/Edit Tax Configuration<br>• Delete Tax Configuration |

**Table 13-8    Content Management**

| Module | Permissions |
|---|---|
| Content Management | **View Content**<br>• New/Edit Content<br>• Delete Content |

**Table 13-9    Messaging**

| Module | Permissions |
|---|---|
| Messaging | **View in Channel Lookup**<br>**View Interface Messages**<br>**Process OXI Message** |