# Oracle Hospitality OPERA Cloud Services

# Release Readiness Guide

Release 22.3

F58631-04

November 2022

**ORACLE®**

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# Preface

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

**Overview**

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

We welcome your comments and suggestions to improve the content. Please send us your feedback at oracle_hospitality_opera_technical_publications_grp@oracle.com.

**Audience**

This document is intended for OPERA Cloud Services application users.

**Customer Support**

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

https://support.oracle.com

When contacting Customer Support, please provide the following:

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

**Documentation**

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

**Revision History**

| Date | Description of Change |
|------|----------------------|
| August 2022 | Initial publication. |
| November 2022 | Added new feature release note for Export Character Set OPERA Control Removed |

| Date | Description of Change |
|------|----------------------|
| November 2022 | Added new feature release note for modifications made to reservation details links based on reservation status. |

# 1
# Feature Summary

**Column Definitions**

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

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

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

**Features that are specific to the Oracle Hospitality OPERA Cloud Service, Sales and Event Management Premium Edition are marked with the Premium badge.** Premium

**Features that are specific to Oracle Hospitality OPERA Comp Accounting Cloud Service or Oracle Hospitality OPERA Cloud Service Casino and Gaming Management are marked with the Gaming badge.** Gaming

| FEATURE | SCALE | CUSTOMER ACTION REQUIRED |
|---|---|---|
| **BLOCK MANAGEMENT** | | |
| Availability Skill Added to Digital Assistant | SMALL | ACTION! |
| Nonsynchronous Master Sub Block Management Added | SMALL | |
| **CASHIERING AND FINANCIALS** | | |
| Cashier ID Updated for Enterprise Users | SMALL | |
| Package Code Definition Updated | SMALL | |
| Rate Code Package Pricing Updated | SMALL | |
| **CLIENT RELATIONS** | | |
| Address Validation for Multi-Property Updated | SMALL | |
| Default Membership Type Color Indicator Added | SMALL | |
| **COUNTRY SPECIFIC** | | |
| Country Specific - Colombia - COL_DAS_ALL Report to be Available in R and A | SMALL | |
| Country Specific - France - Jet Events Updated | SMALL | |
| Country Specific - Hungary - Invoice for Audit Updated | SMALL | |
| Country Specific - India - QR Code Updated | SMALL | |
| Country Specific - Israel - Deferred Taxes Updated | SMALL | |
| Country Specific - Pakistan - Police Report Available in R and A | SMALL | |
| Country Specific - Philippines - BIR Updated | SMALL | |
| Country Specific - Portugal - Credit Bill Updated | SMALL | ACTION! |
| Country Specific - Portugal - Folio Style 24 and 25 Updated | SMALL | |

| FEATURE | SCALE | CUSTOMER ACTION REQUIRED |
|---|---|---|
| Country Specific - Portugal - SEF/Police Export Updated | SMALL | ACTION! |
| Country Specific - Romania - Police Report Available in R and A | SMALL | |
| **EVENTS** | | |
| External URL OPERA Control Added  `Premium` | SMALL | ACTION! |
| Schedule Event Status Update to Actual Added | SMALL | ACTION! |
| **EXPORTS** | | |
| Export Character Set OPERA Control Removed | SMALL | |
| **FRONT DESK** | | |
| Blank-out Payment Method Logic Updated | SMALL | |
| Check In Reservation Updated | SMALL | |
| Reverse Check In Tasks Added | SMALL | |
| Reservation Panels Action Links Updated | SMALL | |
| **INTEGRATION** | | |
| Check In Business Events Updated | SMALL | |
| Exchange Message Processing Times Added | SMALL | |
| Fiscal Business Events Enhanced | SMALL | ACTION! |
| Fiscal Integration Enhanced | SMALL | |
| Micros POS Interface Configuration Defaulted | SMALL | |
| Outbound System Configuration Defaulted | SMALL | |
| Property Interface Logs Updated | SMALL | |
| Property Interfaces Management Updated | SMALL | |
| **MISCELLANEOUS** | | |
| Change Location and Sign Out Updated | SMALL | |
| End of Day Added to Changes Log | SMALL | |
| OPERA Control Function Count Updated | SMALL | |
| Property Interface Controls and Create Key Updated | SMALL | |
| **REPORTS** | | |
| Report Date Language Updated | SMALL | |
| Scheduled Shift Reports Updated | SMALL | |
| **RESERVATIONS** | | |
| Reservation Color Display Updated | SMALL | |
| Swap/Shift Assigned Room Added | SMALL | ACTION! |
| **ROLE MANAGER** | | |
| Ability to Refresh Users Role Added | SMALL | |
| Validation of Integration Service Accounts Added | SMALL | |
| **SALES** | | |
| External Email Task Added | SMALL | ACTION! |
| **TOOLBOX** | | |
| AR Invoice Sequence Update Added | SMALL | ACTION! |

| FEATURE | SCALE | CUSTOMER ACTION REQUIRED |
|---|---|---|
| Re-provisioning of Non-production Property Added | SMALL | ACTION! |

# BLOCK MANAGEMENT

## Availability Skill Added to Digital Assistant

For properties with the **OPERA Cloud Digital Assistant** OPERA Control active, a Property Availability Skill is added. When the Business Block OPERA Control is active, you can search availability for a specific date range and number of rooms. The availability details returned indicate whether there is House Availability for the date and number of rooms requested. For Sales and Event Management Standard Edition or Premium Edition subscribers with the Sales Allowance OPERA Control active, the sales allowance is also considered for the Availability Details returned.

See OPERA Cloud Digital Assistant.
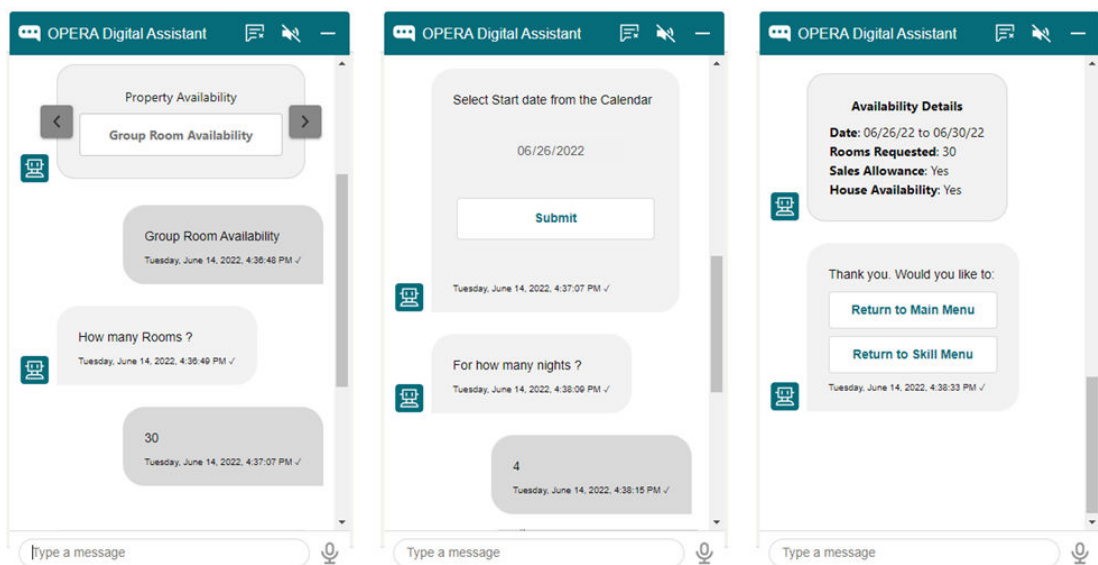


**STEPS TO ENABLE**

1. From the side menu, select **Role Manager** and then select either **Manage Chain Roles** or **Manage Property Roles** according to your needs.

2. Enter search criteria and click **Search**.

3. Select the **role** to update, click the vertical ellipsis **Actions** menu, and select **Edit**.

4. Select the **General** group and grant the **Property Availability Skill** task.

5. Click **Save**.

## Nonsynchronous Master Sub Block Management Added

For properties with the **Master Sub** OPERA Control active, the management of nonsynchronous blocks is added.

When changing the Block Status or Catering Status of a master block while the **Synchronize** check box is unchecked, you are prompted to select the sub blocks to apply the status change to.

When updating the Block or Room Status, an availability check is performed for the selected sub blocks. If the status change results in inventory being oversold at the room type, room class, or house level and you have the applicable overbooking tasks granted to your role, you are prompted to over book the inventory. You can select to over book, and the status change is applied to the master and selected sub blocks. If you select Cancel, the status of the master and selected sub blocks remain unchanged.

For properties with the Sales Allowance OPERA Control active, you are prompted to over book the allowance if the inventory requested exceeds the available rooms in the allowance and you have the Overbook Sales Allowance task granted to your role.

When updating the Catering Status, an availability check is performed, and the associated events are updated. If there is a conflict with one or more events and the Waitlist OPERA Control is inactive, the status change is not applied to the master and selected sub blocks. If the Waitlist OPERA Control is active, the master and selected sub blocks are updated, and the event where there is a conflict is waitlisted.

See Managing Non-synchronized Master and Sub Block Status.



## CASHIERING AND FINANCIALS

## Cashier ID Updated for Enterprise Users

Cashier ID handling is added to accommodate cashier transactions for enterprise users (that is, users with access to multiple chains) across the chains.

- There is no change in the cashier operations.

- If the OPERA Cloud cashier role is assigned to a user, a cashier ID is created on the first login of each chain.

- If the OPERA Cloud cashier role is not assigned to a user, the cashier ID is not created during the first login of each chain. You can perform cashier operations by selecting the cashier from Cashier Login or by assigning a cashier from Role Manager.

- For enterprise users with a cashier ID: during the first login, if the cashier ID is valid for the chain, then the cashier ID is mapped for the chain. Otherwise, you can perform the cashier operations by selecting the cashier from Cashier Login or assigning a cashier from Role Manager.

> **Note:**
>
> It is recommended that you close Enterprise user cashiers before the v22.3 upgrade.

## Package Code Definition Updated

Package code definition is updated to allow 20 alphanumeric characters for a package code.

## Rate Code Package Pricing Updated

Rate code package pricing is corrected to display **Minimum Nights**, **Maximum Nights**, **Minimum Guests**, and **Maximum Guests** configured in the package when the **Package Pricing and Availability Attributes** OPERA Control is active.

# CLIENT RELATIONS

## Address Validation for Multi-Property Updated

Hub location users can validate profile addresses when global Outbound System configurations exist.

> **Note:**
>
> Address validation is also supported from hub locations when the Outbound System is configured per property and all properties in the hub have identical outbound system configurations.

## Default Membership Type Color Indicator Added

When the **Default Membership Type** OPERA Control is set to a membership type and the **Reservation Color Definition** OPERA Control is set to Membership Level, you can view the membership level color for guests with that membership type. The color appears as a vertical bar in Manage Reservation, Arrivals, In-House, and Departures search results.

# COUNTRY SPECIFIC

## Country Specific - Colombia - COL_DAS_ALL Report to be Available in R and A

The COL_DAS_ALL report is added to the repository in Reporting & Analytics (R&A).

With R&A Version 22.3, the PoliceReport4 report xml located in /Shared Folders/ Templates/Fiscal (Folder) is selected and updated to provide the required data for Colombia.

> **Note:**
>
> Full details showing how to configure and run the PoliceReport4 report xml to provide the required data are available in the Fiscal Primary Data Documentation for Colombia.

Refer to: Oracle Hospitality Localization Center for Hotel; Colombia - under OPERA Cloud, Solutions: OPERA Cloud Fiscal Primary Data Document (Doc ID: 2657496.1)

## Country Specific - France - Jet Events Updated

The following is added generically and should be reviewed by properties in France:

**Folio Sequence Update**:

- A Jet Event Entry for **Code 15** is available whenever you update the Folio Sequences.

- When the folio sequence update is saved, an event is generated and displayed in the Changes Log when selecting the **Jet Events** group and **Code 15** action type.

- The update to the folio sequencing is also included under the **Audit Trails** section of the DAILY_ARCHIVE and the DAILY_ARCHIVE_DAY country exports.

**Validate Electronic Signature**:

- When executing the **Validate Electronic Signature** toolbox option, gaps in the signature are listed in the search results.

- Once you run the utility and find the gap in the signature, an entry for the gap is recorded in the Changes Log when selecting the **Jet Events** group and **Code 90** action type.

- Gaps in the signature also get recorded under the **AuditTrail** section of DAILY_ARCHIVE and DAILY_ARCHIVE_MANUAL exports.

Refer to: Oracle Hospitality Localization Center for Hotel; France - under OPERA Cloud, Documentation: OPERA Cloud Fiscal Primary Data Document (Doc ID: 2621636.1)

# Country Specific - Hungary - Invoice for Audit Updated

A **Fiscal Folio** filter is added to the **Invoice for Audit** export based on the **Fiscal Bill Number**. When Fiscal Folio is selected, you can generate the export **From Fiscal Bill Number / To Fiscal Bill Number**.



If you generate the **Invoice for Audit** export based on the **Fiscal Folio Number**, then only the fiscal folio number populates in the export.

> **✎ Note:**
>
> If you are using a fiscal solution, and the fiscal solution uses the Fiscal Bill Number, then you can generate the Invoice for Audit export using the **Fiscal Bill Number** filter.

You also have an option to generate the **Invoice for Audit** export based on the **Folio Number**, which already existed for this export and has no changes made to it.

Refer to: Oracle Hospitality Localization Center for Hotel; Hungary - under OPERA Cloud, Solutions: OPERA Cloud Fiscal Primary Data Document (Doc ID: Doc ID 2622840.1).

## Country Specific - India - QR Code Updated

The Sample Folio India Buckets (sample_folio_india_buckets.rtf) folio template is updated to display the QR Code that contains folio details returned by the Fiscal Partner.

Refer to: Oracle Hospitality Localization Center for Hotel; India - under OPERA Cloud, Documentation: OPERA Cloud Fiscal Primary Data Document (Doc ID: 2623459.1)

## Country Specific - Israel - Deferred Taxes Updated

For properties with the **Allow Deferred Taxes** OPERA Control active, the following updates are available:

**Credit Bill**

If you post the charges while generating the Credit Bill using the **Individual or All transaction** option, then the taxes get posted immediately with the parent transaction.

**Debit Bill**

If you post the charges while generating the Debit Bill using the **Individual or All transaction** option, then the taxes get posted immediately with the parent transaction.

**Deposit Folio**

If you post the charges while generating the Deposit Folio, then the taxes get posted immediately with the parent transaction.

> **✎ Note:**
>
> Cashier Parameter Advance Deposit Handling 3, 4, 6, 9, and 11 generate the Deposit Folio.

Refer to: Oracle Hospitality Localization Center for Hotel; Israel - under OPERA Cloud, Documentation: OPERA Cloud Fiscal Master Data Document (Doc ID: 2636143.1)

## Country Specific - Pakistan - Police Report Available in R and A

The Police Report for Pakistan is added to the repository in Reporting & Analytics (R&A).

With R&A version 22.3, the PoliceReport2 report xml located in /Shared Folders/Templates/ Fiscal (Folder) will be selected and updated to provide the required data for Pakistan.

> **Note:**
>
> Full details showing how to configure and run the PoliceReport2 report xml to provide the required data is available in the Fiscal Primary Data Documentation for Pakistan.

Refer to: Oracle Hospitality Localization Center for Hotel; Pakistan - under OPERA Cloud, Documentation: OPERA Cloud Fiscal Primary Data Document (Doc ID: 2804039.1)

## Country Specific - Philippines - BIR Updated

The following is implemented generically but is of specific interest for properties in the Philippines.

The following occurs when posting a payment correction using Reverse Payment functionality in a scenario where a folio is settled to the wrong payment method:

1. When a reservation is reinstated and a payment correction (reverse payment) is made to the checkout payment, the Bureau of Internal Revenue (BIR) documents generated at checkout are cancelled (Official Receipt No., Acknowledgement Receipt No., BIR Folio No.), and an Acknowledgement Receipt is generated for the payment correction (Reverse Payment).

2. When an original payment and payment correction (reverse payment) transactions are moved to a separate billing window, at checkout no Official Receipt No. and BIR Folio No. are generated for the billing windows that contain only the original payment and Reverse Payment transactions. An OPERA Cloud Folio No. is generated for the correction windows.

3. When only Concessionaire Charge(s) exist in a billing window and are settled to a non DB payment method, Official Receipt/Number are not generated at Check Out. An Acknowledgement Receipt and BIR Folio/Number are generated.

4. When only Concessionaire Charge(s) exist in a billing window and the folio is settled to a DB payment method, an Acknowledgement Receipt/Number, Official Receipt/Number, and BIR Folio/Number are not generated. Instead, a Folio Number is generated.

5. In Folio History, the Official Receipt button is not enabled when an Official Receipt is not generated for the folio.

Refer to: Oracle Hospitality Localization Center for Hotel; Philippines - under OPERA Cloud, Documentation: OPERA Cloud Fiscal Primary Data Document (Doc ID: 2636950.1).

# Country Specific - Portugal - Credit Bill Updated

The following is added generically and should be reviewed by properties in Portugal:

An **Allow Positive Postings for Credit Bills** OPERA Control is added and visible when the **Credit Bill** OPERA Control is active.

- When active, both positive and negative charges can be posted when generating a credit bill from folio history.

- When inactive, you can only post negative charges while creating the credit bill from folio history.

Refer to: Oracle Hospitality Localization Center for Hotel: Portugal.

**STEPS TO ENABLE**

1. From the side menu, select **Administration**, select **Enterprise**, and then select **OPERA Controls**.

2. Select or confirm the **Property**.

3. Select the **Cashiering** group.

4. Activate the **Credit Bill** function.

5. Inactivate the **Allow Positive Postings for Credit Bills** parameter.

# Country Specific - Portugal - Folio Style 24 & 25 Updated

Folio Style 24 & 25 are updated to ensure that the running total on stationery (customized from the sample_folio_portugal template) does not include the values of the individual line items from the wrapper transaction.

# Country Specific - Portugal - SEF/Police Export Updated

The SEF/Police Export is updated to ensure the file is generated (with the header and footer information) in the event there are no records to process.

**STEPS TO ENABLE**

1. From the side menu, select **Miscellaneous**, select **Exports**, and then select **Country Exports**.

2. Enter search criteria and click **Search**.

3. Select **PT_POLICE_EXPORT_DAY**, click the vertical ellipsis **Actions** menu, and select **Delete**.

4. Click **New** from the Template.

5. Search and select **PT_POLICE_EXPORT_DAY**.

6. Select **Create and Continue**.

Refer to: Creating Exports From Templates.

# Country Specific - Romania - Police Report Available in R and A

The Police Report for Romania is added to the repository in Reporting & Analytics (R&A).

With R&A version 22.3, the PoliceReport2 report xml located in /Shared Folders/Templates/ Fiscal (Folder) will be selected and updated to provide the required data for Romania.

> **✎ Note:**
>
> Full details showing how to configure and run the PoliceReport2 report xml to provide the required data is available in the Fiscal Primary Data Documentation for Romania.

# EVENTS

This section applies to:

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

Features that are specific to the Sales and Event Management Premium Edition are marked with the Premium badge. `Premium`
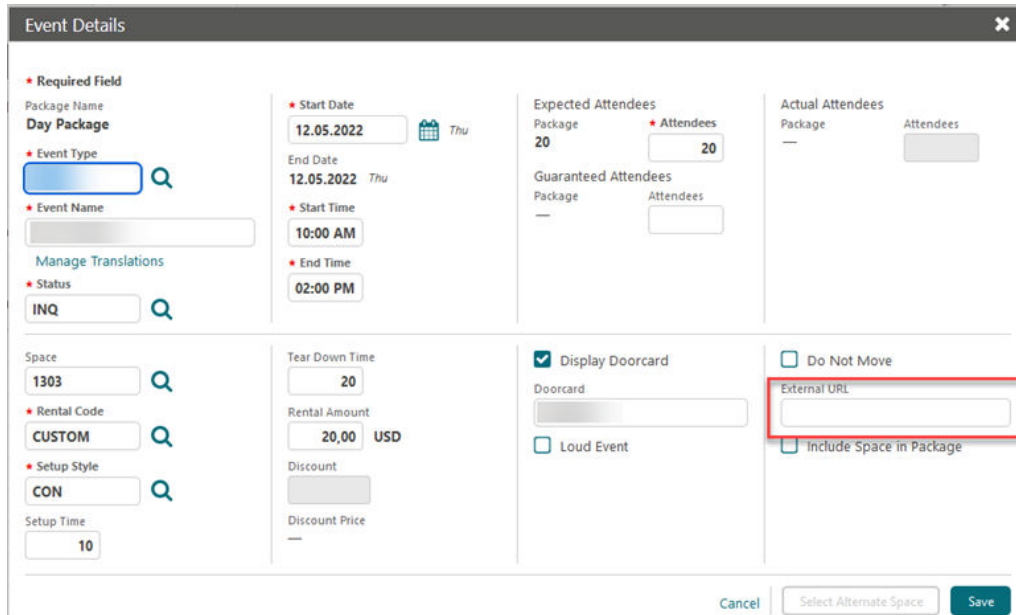
# External URL OPERA Control Added

`Premium`

An External URL OPERA Control is added to the Events group. When active, the Event Overview displays an **External URL** field when you are editing an event or sub-event. Once a URL is entered and saved, a link appears for opening the link in a browser tab. You could use the External URL field for a link to a room diagram or other external resource related to the event.

> **Note:**
>
> The External URL is not copied when copying events. The External URL field is not available when editing multiple events.



**STEPS TO ENABLE**

1. From the side menu, select **Administration**, select **Enterprise**, and then select **OPERA Controls**.

2. Select or confirm the **Property**.

3. Select the **Events** group.

4. Locate and activate the **External URL** parameter.

# Schedule Event Status Update to Actual Added

A **Schedule Time to Update Event Status to Actual** OPERA Control is added to activate a daily process for updating qualifying events from Definite status to Actual status based on your status code configuration. When the Schedule Time to Update Event Status to Actual setting is populated with a time, a process executes within 30 minutes of the specified time to update the status of events from Definite to Actual (where Definite is the status configured to change to Actual) with a start date equal to the current business date.

For properties with the Alternate Space OPERA Control active, an **Update Alternate Master Event Status** OPERA Control is added to determine whether the alternate master event status should be changed to Actual and the corresponding backup space released as part of this process. When the **Update Alternate Master Event Status**

OPERA Control is inactive, alternate master events remain in the configured Definite status and the backup space remains until the status is manually updated.

**STEPS TO ENABLE**

1. From the side menu, select **Administration**, select **Enterprise,** and then select **OPERA Controls**.

2. Select or confirm the **Property**.

3. Select the **Events** group.

4. Locate and populate the **Schedule Time to Update Event Status to Actual** setting.

5. Locate and activate the **Update Alternate Master Event Status** parameter, if required.

# EXPORTS

## Export Character Set OPERA Control Removed

The **Export Character Set** OPERA Control is removed. You can configure a character set per export by adding an export definition for the code: EXPORT CHARACTER SET (do not use underscores).

If not configured for the export, UTF8 is the default character set. If configuring a different character set for the export is required, a supported Oracle database character set must be specified.

# FRONT DESK

## Blank-out Payment Method Logic Updated

When the **Blank-out Method of Payment for Arrival Reservations** OPERA Control is active, the method of payment is removed during the check-in process unless a credit card authorization exists for billing window #1.

## Check In Reservation Updated

The Check In Reservation page is updated to ensure:

- The **Attachment** link is updated when adding or removing attachments.

- The **Upgrade Detail** link is updated when accepting or reversing an upgrade offer.

- The **Queue Detail** link is updated when adding the reservation to the queue.

## Reservation Panels Action Links Updated

The following modifications are made to reservation details links based on reservation status:

- Notes can be added, edited, or deleted in all statuses.

- Pre-paid Cards is View Only for Checked Out, Canceled, or No Show statuses and can only be modified when status is Arrival, In-House, and Departure.

- Transportation is View Only for Checked Out, Canceled, or No Show statuses and can be modified only when status is Arrival, In-House, and Departure.

- Locators is View Only for Checked Out, Canceled, or No Show statuses and can be modified only when status is Arrival, In-House, and Departure.

## Reverse Check-In Tasks Added

Two user tasks are added to the Bookings group.

- **Reverse Check In Reservations** enables you to reverse a check-in for the current business date. This task is granted to roles that currently have the **Check In/Reverse Check In Reservations** user task granted.

- **Reverse Advance Check In Reservations** enables you to reverse an advance check-in for the current business date. This task is granted to roles that currently have the **Advance Check In Reservations** user task granted.

The **Check In/Reverse Check In Reservations** task is updated to **Check In Reservations**.

# INTEGRATIONS

## Check In Business Events Updated

The following data elements are added to the Check In Business Event of the Reservation module:

- Reservation:
  - UDF CHAR fields (1-40)
  - UDF NUM fields (1-40)
  - UDF DATE fields (1-20)

- Profile:
    - Title
    - Language
    - VIP

# Exchange Message Processing Times Added

The OXI Exchange Message Status screen is updated with additional timestamp columns. A **Show/Hide Timestamps** Actions link toggles the display of the additional columns.

Message From External System:

- **External Property (Search)**. Defaults are based on the property code selected at the Switch Interface.
- **Enqueue Time**. Shows when the message is in New Status.
- **Dequeue Time**. Shows when the message is in Processed Status.

Message To External System:

- **Enqueue Time**. Shows when the message is in Ready or Resend Status.
- **Dequeue Time**. Shows when the message is in Processed or Fail Status.
- **Updated Time**. Shows when the message is in Processed, Result Success, Rejected, or Failed Status.
- **Result Time**. Shows when the message is in Result Success or Result Failed status.
- **Delivery Time**. Shows when message is in Processed or Result Success/Fail Status.

# Fiscal Integration Enhanced

1. Fiscal integration is updated with the following attributes:

Profile:

- FiscalGuestType
- TaxCategory
- TaxOffice
- TaxPercent1
- TaxPercent2
- TaxPercent3
- TaxPercent
- 4 TaxPercent5

Reservation:

- EntryDate

- Origin

- SourceCode

- SourceGroup

2. Fiscal integration is updated to include correct tax values for the following scenario:

- A deposit payment is posted and a deposit folio is generated for a reservation.

- The reservation is checked in.

- A charge is posted to the reservation for less than the deposit amount.

- An Interim Folio settlement is performed, and a Credit Bill folio is generated for the remaining balance due to the guest.

# Fiscal Business Events Enhanced

The following update is available generically and is of specific interest to properties in Saudi Arabia in order to communicate successfully with Fiscal Partner NTMP.

When the Fiscal Partner OPERA Control is set to NTMP, the following Fiscal Business Events are no longer auto-subscribed.

- Module: AVAILABILITY, Fiscal Business Event: SUMMARY TOTALS.

When the Fiscal Partner OPERA Control is set to NTMP, the following Fiscal Business Events are auto-subscribed.

- Module: RESERVATION, Fiscal Business Event: NEW RESERVATION

- Module: RESERVATION, Fiscal Business Event: UPDATE RESERVATION

- Module: RESERVATION, Fiscal Business Event: CANCEL

- Module: RESERVATION, Fiscal Business Event: CHECK IN

- Module: RESERVATION, Fiscal Business Event: CHECK OUT

- Module: HOUSEKEEPING, Fiscal Business Event: NEW OUT OF ORDER

- Module: HOUSEKEEPING, Fiscal Business Event: UPDATE OUT OF ORDER

- Module: NIGHT AUDIT, Fiscal Business Event: END OF PROCEDURES

The following Fiscal Business Events are updated with new Data Elements:

**Business Events**: NEW RESERVATION, UPDATE RESERVATION, CANCEL, CHECK IN, CHECK OUT, NEW OUT OF ORDER, UPDATE OUT OF ORDER.

**Data Elements**:

- DATE

- HOTEL ROOMS OCCUPIED CURRENT

- HOTEL ROOMS AVAILABLE CURRENT

- HOTEL ROOMS EXPECTED CURRENT

- • HOTEL OUT OF ORDER

- • HOTEL PERSONS CURRENT

The following Fiscal Business Event is updated with new Data Elements:

**Business Event**: END OF PROCEDURES

**Data Elements**:

- • BUSINESS DATE

- • HOTEL ROOMS OCCUPIED CURRENT

- • HOTEL ROOMS AVAILABLE CURRENT

- • HOTEL ROOMS EXPECTED CURRENT

- • HOTEL OUT OF ORDER

- • HOTEL PERSONS CURRENT

- • HOTEL ROOM REVENUE

Refer to: Oracle Hospitality Localization Center for Hotel; Saudi Arabia - under OPERA Cloud, Solutions: OPERA Cloud Fiscal Primary Data Document (Doc ID: 2553921.1)

**STEPS TO ENABLE**

Note: Properties with the Fiscal Partner OPERA Control set to NTMP must remove the NTMP value, then save, and then select NTMP again in order for these changes to take effect.

1. From the side menu, select **Administration**, select **Enterprise**, and then select **OPERA Controls**.
2. Select or confirm the **Property**.
3. Select the **Cashiering** group.
4. Locate the Fiscal Partner setting, remove **NTMP**, and then click **Save**.
5. Locate the Fiscal Partner setting, update to **NTMP**, and then click **Save**.

# Micros POS Interface Configuration Defaulted

The Property Interface **Class of Service** panel is updated to default the configuration for Micros Point of Sale.

1. **User Defined Format** check box is selected.
2. **Defined Format** set to General.
3. **Format Expression Table** set to Reservation_General_View.
4. **Format Expression** is set to GUEST_FIRST_NAME+GUEST_NAME.
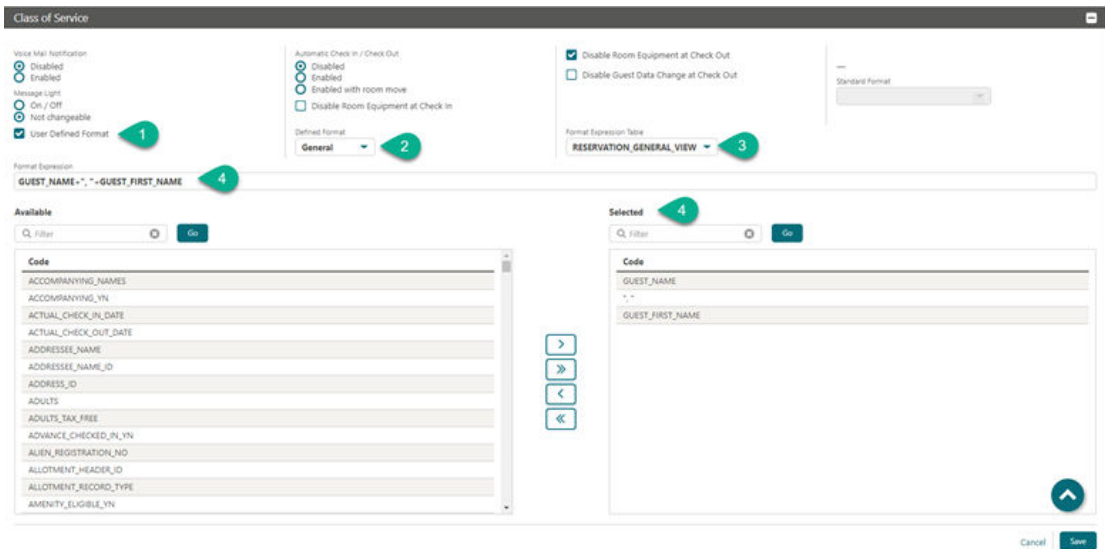
## Outbound System Configuration Updated

A Bypass Proxy check box is added to Outbound System Configuration to enable for the Oracle Cloud Infrastructure services that can be invoked directly from the service gateways. When the Bypass Proxy check box is deselected, outbound calls are routed by Outbound Proxy.

## Property Interface Logs Updated

Property Interface logs now include the following logging details:

- **Errors screen**. Displays errors that are logged when you use any Interface.
- **Schemas screen**. Displays the schemas that are used in the Interface.
- **Failed Messages screen**. Displays failed messages for a particular Interface.
- **Messages screen**. The Interface Logs screen is moved to the Messages screen.

The Machines menu consists of two pages:

- **Controller Registry**. Shows the machine name, controller registry setting, and its description. This screen is in read-only mode.
- **Machines**. The Machines menu is moved to submenu Machines and shows the list of machines. You can add new machines.

## Property Interfaces Management Updated

The Property Interfaces Status column is updated with the following indicators:

- • STOPPED (red color)

- • RUNNING (green color)

- • WAITING (orange color)



When configuring a Property Interface, the detail links panel is visible below the Overview section for access to all options.
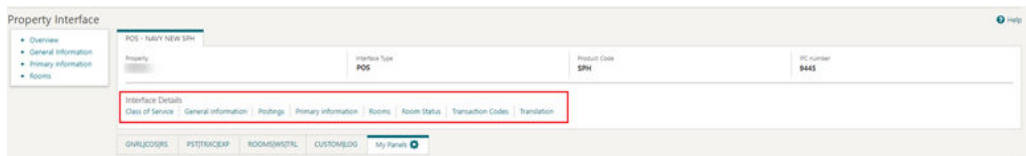


# MISCELLANEOUS

## Change Location and Sign Out Updated

Change Location and Sign out are updated to a pop-up page in the top-right.
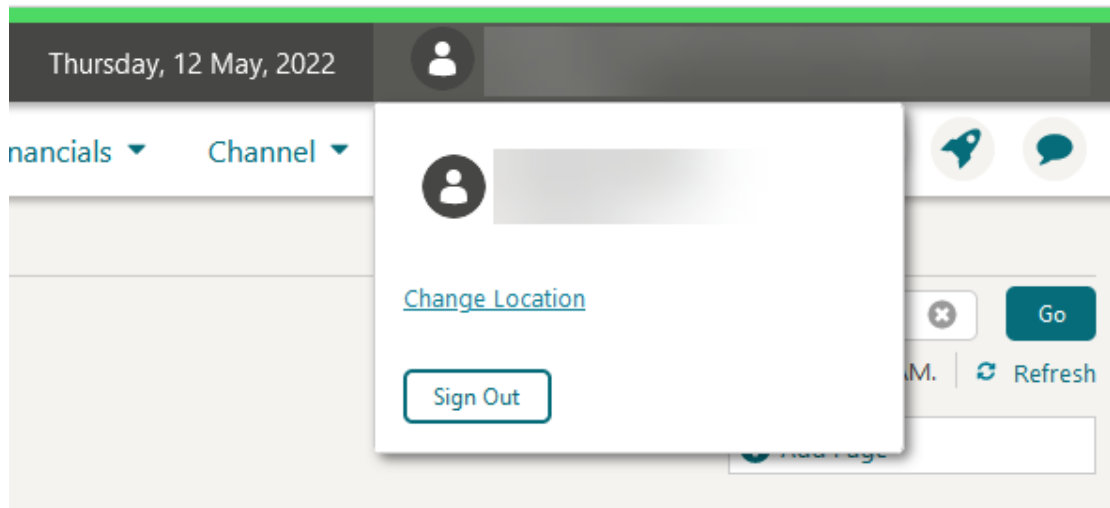
# End of Day Added to Changes Log

The Changes Log is updated with details for End of Day procedures and provides details of any errors during processing.
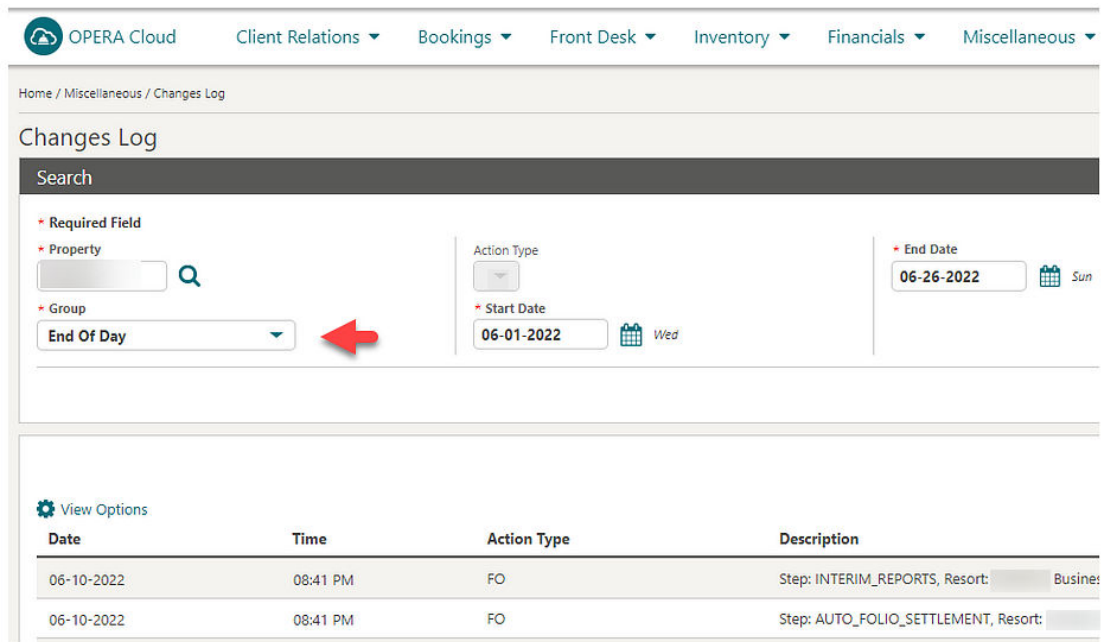


# OPERA Control Function Count Updated

OPERA Controls is updated to display the maximum **Functions Allowed** (based on your subscription), **Functions** Activated, and **Complimentary Functions**. The OPERA Control descriptions indicate when a function is provided as complimentary and does not affect your OPERA Cloud subscription.
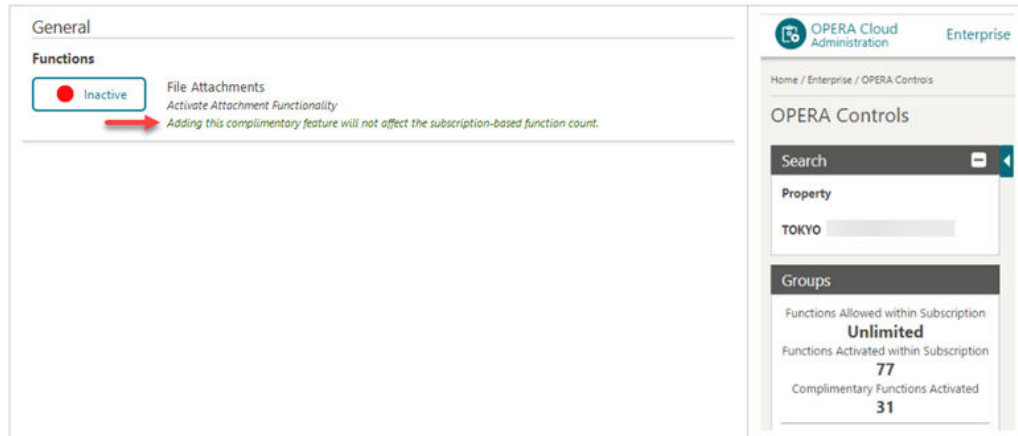


## Property Interface Controls and Create Key Updated

The Reservation **I Want To . . .** menu is updated to display **Property Interface Control** (IFC) and Create Key action links when a room is assigned to a future arrival date, Due In, Advanced Checked-in, or Checked-in reservation.

In Property Interface Control, the Reservation Status search field lists Checked-in, In House, and Departure status reservations for all IFC types except a Door Lock System (DLS). For a Door Lock System, the Reservation Status search field lists future date arrivals Due In, Checked In, In House, and Departure statuses. You can also search for Advanced Check-in reservations when the Advanced Check-in OPERA Control is active.

# REPORTS

## Report Date Language Updated

When a language **Report Date Language** is updated to the same language with a different locale or an entirely different language, the correct date translation is output on reports and stationery.

## Scheduled Shift Reports Updated

For properties with the Report Scheduler OPERA Control active, scheduled Shift Reports generate as a single output file. You can identify shift reports in Executed Reports by the plus (+) and minus (-) symbols. See Managing Scheduled Reports.

| | | |
|---|---|---|
| ⊟ Shift Report | Complete | Finished successfully |
| Departre_New | Complete | Finished successfully |
| History and Forecast | Complete | Finished successfully |
| Arrivals : Detailed | Complete | Finished successfully |

# RESERVATIONS

## Reservation Color Display Updated

When the **Reservation Color Definition OPERA Control** is set to Membership, Market Code, VIP Level, or Reservation, the **Display Color** appears in the Reservation Presentation "Business Card" and in Room Assignment. When the Reservation Color Definition OPERA Control is set to Reservation, the **Display Color** field also appears in the Stay Details panel.

# Swap/Shift Assigned Room Added

A **Swap/Shift Room** OPERA Control is added along with a **Swap/Shift Room** task. When the OPERA Control is active and the task is assigned to your role, you can swap or shift rooms between reservations in Arrivals or Room Assignment.

- When selecting two reservations with the matching arrival date and room type, each with a room assigned, a **Swap Rooms** button is available for swapping the assigned room on the reservations.

- When selecting two reservations with matching arrival date and room type, with one reservation assigned a room, a **Shift Rooms** button is available for moving the assigned room to the unassigned reservation.
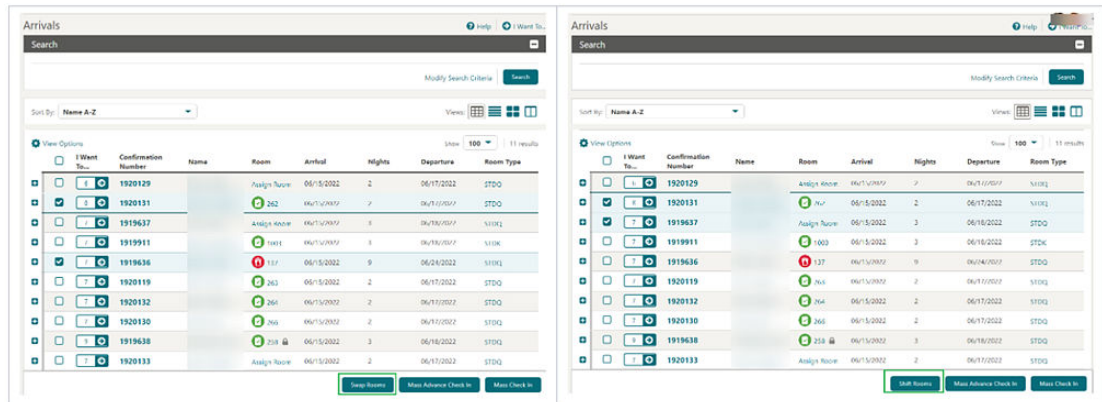


When only one reservation is selected, a Swap/Shift Rooms button is available for opening the Swap/Shift Rooms page where you can search for a reservation to swap or shift. The Available column indicates the number of nights the room is available (the nights until it is assigned to a future reservation or scheduled to be Out of Order).

See Swapping or Shifting Assigned Rooms.
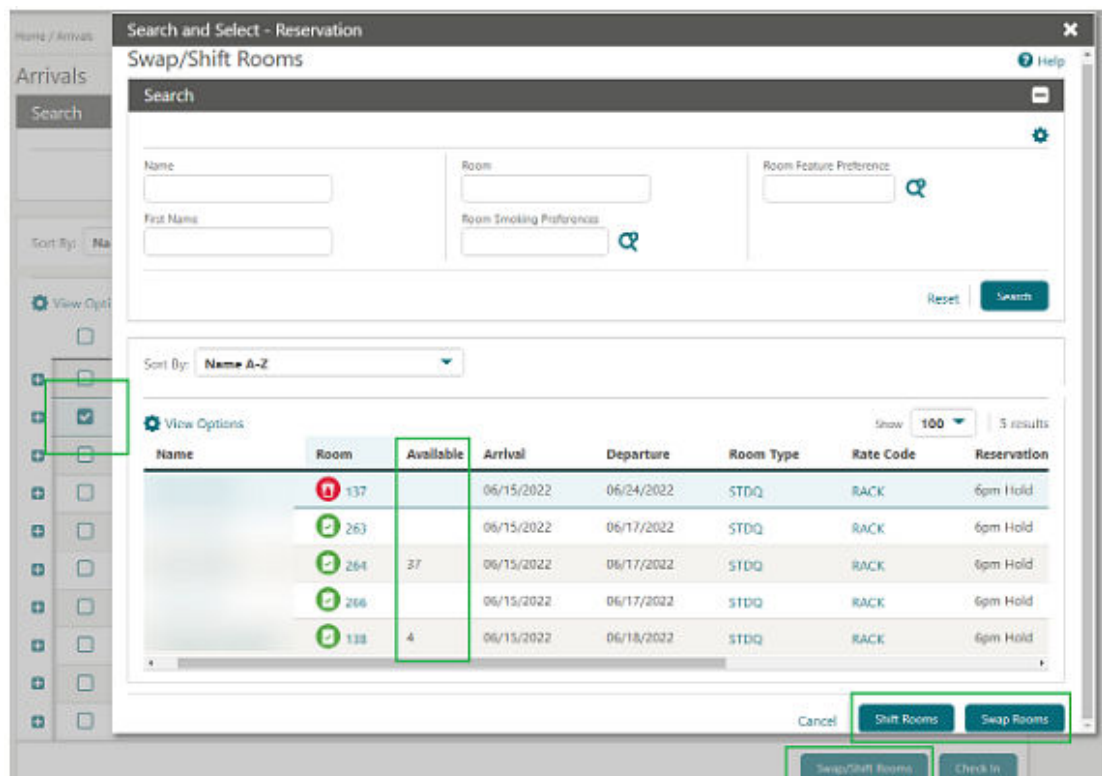
**STEPS TO ENABLE**

To activate the OPERA Controls:

1. From the side menu, select the **Administration** menu, select **Enterprise**, and then select **OPERA Controls**.

2. Select or confirm the **property** where you want to enable the parameter.

3. Click the **Reservations** group.

4. Locate and activate the **Swap/Shift Rooms** parameter.

To grant the user task:

1. From the side menu, select the **Role Manager** menu and then select either **Manage Chain Roles** or **Manage Property Roles** according to your needs.

2. Enter search criteria and click **Search**.

3. Select the **role** to update, click the vertical ellipsis **Actions** menu, and select **Edit**.

4. Select the **Bookings** group and grant **Swap/Shift Rooms** task.

5. Click **Save**.

# ROLE MANAGER

## Ability to Refresh Users Role Added

For users with Chain and/or Property Admin privileges, a Refresh Roles action is added in Manage Users. When invoked, the selected user's roles, property, and chain access are updated. Additionally, in Settings a Refresh My Roles action is added, which forces role changes made in SSD (Shared Security Domain) to immediately update in OPERA Cloud.
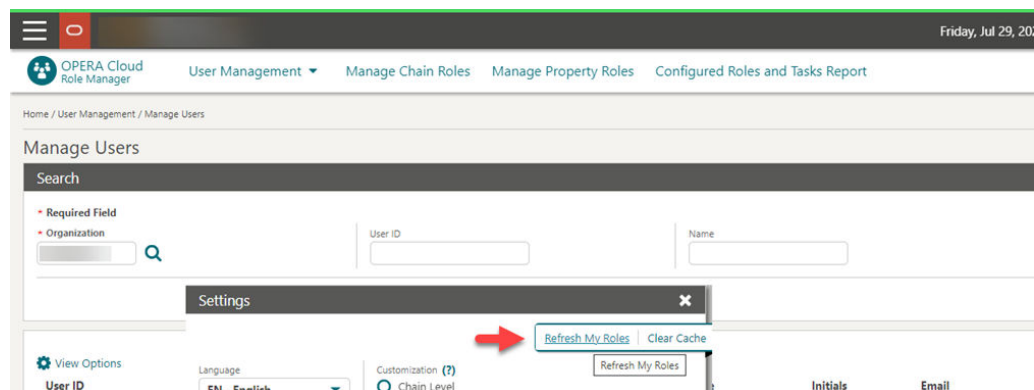
## Validation of Integration Service Accounts Added

For users with Chain and/or Property Admin privileges, a Validate Interface User menu is added in Role Manager.
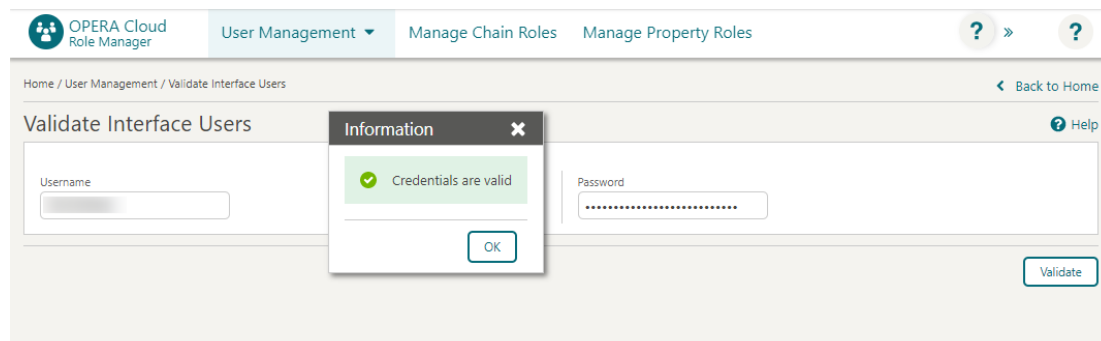


# SALES

This section applies to

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

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

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

## External Email Task Added

For properties with the Store External Email OPERA Control active, a Preview/Download Contact Email task is added. See Managing Contact Emails.

**STEPS TO ENABLE**

1. From the side menu, select **Role Manager** and then select either **Manage Chain Roles** or **Manage Property Roles** according to your needs.

2. Enter search criteria and click **Search**.

3. Select the **role** to update, click the vertical ellipsis **Actions** menu, and select **Edit**.

4. Select the **Client Relations** group and grant the **Preview/Download Contact Email** task.

5. Click **Save**.

# TOOLBOX

## AR Invoice Sequence Update Added

The ability to update the AR Invoice number sequence is added. See Updating Folio Sequence Numbers.

The Folio Sequences task is renamed Folio Numbers.

**STEPS TO ENABLE**

1. From the side menu, select **Role Manager** and then select either **Manage Chain Roles** or **Manage Property Roles** according to your needs.

2. Enter search criteria and click **Search**.

3. Select the **role** to update, click the vertical ellipsis **Actions** menu, and select **Edit**.

4. Select the **Toolbox** group.

5. Select the **Document Number Update** and **AR Invoice Numbers** tasks.

6. Click **Save**.

## Re-provisioning of Non-production Property Added

New functionality is added that allows you to re-provision a property in a self-service manner.

This functionality is only available in non-production environments.

The property refresh process allows you to refresh from either a configuration shell or an OPERA Cloud Standard configuration.

Also, you can now export a configuration shell from production and non-production environments. The ability to import the configuration shell is available in non-production environments only.

• Export Shell

• Import Shell

• Refresh Property
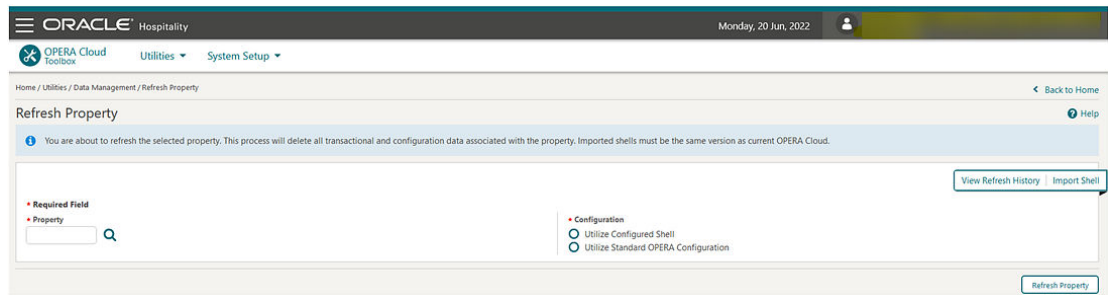
**STEPS TO ENABLE**

1. From the side menu, select **Role Manager** and select either **Manage Chain Roles** or **Manage Property Roles** according to your needs.

2. Enter search criteria and click **Search**.

3. Select the **role** to update, click the vertical ellipsis **Actions** menu, and select **Edit**.

4. Select the **Toolbox** group.

5. Grant the **Export Shell**, **Import Shell**, **Refresh Property** tasks as required.

6. Click **Save**.

> **Note:**
>
> Note: The Refresh Property functionality will be hidden until Oracle makes changes to indicate that an environment is non-production. This change will be rolled out individually, so you may not have the functionality available immediately after the upgrade.

# 2
# Resolved Issues

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

## Accounts Receivables

| Bug ID | Description |
|---|---|
| 34147287 | On the Manage Account Invoices screen, you can use the Un Billed search filter to display only those invoices that do not have a statement number associated with them. |
| 34119840 | You can create a new AR address or update an existing available AR address from the Account Setup screen. |
| 34143030 | In a scenario where account invoices/balances are accessed from a hub location, no error occurs, and the page displays the details as expected. |
| 34141124 | Within the Night Audit, Creating Guest Ledger step, additional changes ensure invoices are created with the proper amounts in Accounts Receivables. |
| 34140618 | You are not allowed to generate an Accounts Receivable invoice with no transactions posted. After you click Post Charges, an error message states: "At least one charge should be posted against the invoice." |
| 34128140 | Prerequisites:<br>1. Opera controls > Folio No Reprint: Off.<br>2. Opera controls > No Modify Invoice: Off.<br>3. Invoices created for the business date in the account receivables account.<br><br>On the Manage Invoice Details screen, no action is available to perform until you select a transaction. |
| 34089439 | In the AR Account overview when you create, delete, or resolve any trace, the Hide Resolved button appears on the Traces panel. |
| 34088608 | You can only apply the regular payments against the invoices using either Apply Payment or Apply Payment Selectively actions on the Manage Account Invoices screen. |
| 34083885 | When creating the Accounts Receivables Invoice, if the amount posted exceeds the credit limit issued, a warning message states: "Account Balance exceeds the Account credit limit. Do you want to continue?" if you are assigned the Override Credit Limit task.<br><br>You can select either of the following to actions:<br>1. Continue overrides the credit limit and posts the charges.<br>2. Cancel takes you back to the posting screen.<br><br>If the task (Override Credit Limit) is not assigned, an error message states: "Account Balance exceeds the Account credit limit" with OK as the only action to select. |

## Block Management

| Bug ID | Description |
|---|---|
| 34402592 | When adding additional rows within a Block Rooming List that has a rate code is attached on the Block Header, any additional rows successfully add the Rate Code as expected. |

| Bug ID | Description |
| --- | --- |
| 34378562 | The Sell Limit validation message appears only when there are any inventory related changes. |
| 34245303 | When you select to add rows in a Rooming List for a block, the new rows are added at the bottom of the list and you can start adding reservation details. |
| 34234610 | Block notes appear in the chronological order of their creation. |
| 34210024 | When accessing OPERA Cloud from a table, Edit, Actions, and View link options are visible in the Room and Rate Grid. |
| 34190578 | You can generate the Rooms Availability/Forecast report with the selected filters. |
| 34161893 | On Block Catering Details under Post As, you can enter up to 50 characters. |
| 34146469 | You can add block notes using up to 2,000 characters. |
| 34147369 | You can now save all of the parameters for rep_bh_short report. |
| 34144048 | You can filter the Group Pick Up Report (grppickup) by owner. |
| 34133114 | When changing the status of a block to lost or cancel, you can add a cancellation reason description and a PM reason description up to 2,000 characters long including special characters. |
| 34131724 | When you update the status of a catering package event to deduct from inventory, an overbooking message appears if that same space is already booked at the same time by another event on the same block. |
| 34125830 | The following changes are made to sample_grmres_sales_std (Group Resume):<br>• You can edit the report parameters and select either PMS Room Type or Room Pools.<br>• When configured, the currency symbol appears in the event listing.<br>• Function space name wraps to the second line if it exceeds 18 characters. |
| 34125772 | In the Group Rooms Control View Options under Block Summary Information, you can select and deselect all options available. |
| 34095004 | When the Single Block Status OPERA Control is active, and you enter a zero in the attendee field for catering, you have the option to create events and add catering packages and/or event templates.<br>When the Single Block Status OPERA Control is active, and you do not enter a numeric value in the attendee field for catering, you no longer have the option to create events and add catering packages and/or event templates. |
| 34094882 | You can generate a Block Rooming List from the Manage Blocks screen using the I Want To . . . menu with the desired values, parameters, and file type. |
| 34068937 | Rooms nights for any pseudo room with a negative sequence number are not counted into the Block Room and Grid or the block totals. |
| 33761459 | When a Block Rate Override Reason Code is deleted in Administration, you can open a Block that has that Rate Override Reason Code selected and the reason is visible in the Room Rate Grid. |
| 32712873 | Performance is improved generating the rep_month_end_details_bi report. |

# Cashiering and Financials

| Bug ID | Description |
| --- | --- |
| 34483984 | When the Simple_Reminders OPERA Control is enabled, you can see the Last Reminder, Cycle, and Age fields are populated on the Reminder screen. |
| 34386495 | When you update the reservation type on the Deposit Payment screen:<br>• If the reservation type is valid or partially entered, the application auto-populates the reservation type.<br>• If the reservation type is invalid, the application launches a pop-up screen with reservation types you can select. |

| Bug ID | Description |
| --- | --- |
| 34369695 | You can create package codes with up to 20 characters during the Copy Package process. |
| 34316688 | When the Restrict Folios With Deposit For Full Credit Bill OPERA Control is on, the All Transactions radio button is disabled while generating the credit bill. |
| 34289139 | While generating a debit bill (the second or third time on the same folio), you can now remove the posted transaction without prompting an error. |
| 34279590 | When you generate a folio using Folio Style 25, the package details and generate percentage for the packages attached appear on the folio. |
| 34268354 | In a scenario where an Exchange Rate exists for a Currency Code with four characters, and you perform a currency exchange with that currency, the currency change is successful. |
| 34248084 | When a fiscal folio exists in a foreign currency, and you generate a credit bill against that fiscal folio, the universal payload generates with the same foreign currency populated in the InvoiceCurrencyCode element. |
| 34245046 | When you add a pricing schedule for a room type that is not defined in the rate header, a proper validation message appears. |
| 34239437 | You can search transaction codes using the subgroup filter where the subgroup name is in the mixed/lowercase. |
| 34212671 | While posting charges from the Post It screen in a small form factor such as a tablet, the article name is only featured once as expected. |
| 34206068 | In a scenario where a report in the Folios group contains a file name exceeding 40 characters, and you generate a folio using that file, the folio generates successfully and the report displays successfully. |
| 34200474 | If you update/modify a Fiscal Terminal that is configured as primary, the changes are saved successfully. |
| 34200105 | When a Folio routing is created/updated/deleted, the existing postings must be transferred manually if there are more than 500. The following warning message appears: "Too many postings exist, please move them manually using the Transfer Postings option." |
| 34186453 | When you make a credit card payment using Batch Deposits, the payment appears in the credit card cashier closure report. |
| 34175833 | You can search for the OPERA Control Automatically Assign Account Number under the Cashiering Group. |
| 34175777 | You can inactivate a transaction code if it is not in use by rate codes, packages, or OPERA Controls. If you try to inactivate transaction codes in use, an error message warns: "Transaction code is in use and cannot be inactivated." |
| 34164612 | You can see a valid error message if credit card authorization is filed. |
| 34164069 | The finjrnlbytrans report displays the correct guest name when payments are made on the invoices from the Transaction Research screen. |
| 34162667 | An error message warns "transaction code is invalid" when you adjust a transaction using an inactive transaction code. |
| 34162526 | You can filter payment activities based on status and update the status using the Action button. |
| 34161321 | When you configure a Promotion code with Routing Instructions and select an authorizer with a limit, then the limit value auto-populates the Routing Instruction. |
| 34149158 | When the Cashiering parameter Fiscal Service Terminals is on, you can delete a Fiscal Terminal.<br><br>Country Specific - Italy:<br>When the Cashiering parameter Multiple Credit Bill Folio Types is on, and you update a Credit Folio Type that is not linked to another Folio Type, the change saves successfully. |

| Bug ID | Description |
| --- | --- |
| 34145905 | In a scenario where the fiscal service timeout occurs during fiscal folio generation, and the fiscal service is restored before you select Yes to the retry message prompt, the fiscal communication is successful and the folio generates successfully. |
| 34145761 | Payment processing is no longer affected by usernames with a maximum length of 256 characters. |
| 34142465 | When you post a charge for a payee profile with a long name, the charge posts successfully. |
| 34127367 | The Reservation Type list display values configured for the selected property when creating the Now Show Posting Rules on the Manage No Show Posting Rules at the hub level. |
| 34090910 | In a scenario where the Currency Format of the property contains a comma as a separator (instead of decimal), and you split a reservation deposit using Transfer Deposit, the deposit is distributed equally/correctly between the reservations. |
| 34088978 | You can do negative Passerby settlements successfully and post an updating remark (supplement) by clicking the given transaction code. |
| 34088634 | For a transaction code, you can deselect or select the Paid Out check box based on usability and save the changes on the Transaction Code configuration screen. |
| 34052768 | End-of-Day notifications display date and time based on the time zone configured for the property. |
| 34041130 | Customization fields are changed to read-only on the Billing Panel. You can still add the flex fields, but the flex fields remain read-only on the Billing panel. |
| 33992466 | You can configure the currency rate for Membership from the Currency Calculator screen after meeting the following prerequisite: Either of the following subscriptions is enabled or active: <br> • OPERA Control Loyalty Membership Configuration is enabled, or <br> • OPERA Loyalty Cloud Services (O90_LCS) subscription is active |
| 33887872 | When you post an adjustment through Manage Income Audit functionality, the adjustment is posted on the Income Audit date, not the current business date. |
| 33880677 | Performance is improved for previewing the deposit payment receipt. |
| 33802630 | Net Amount is calculated correctly in the Guest Ledger section of the Trial Balance report causing no imbalance. |
| 33875516 | You can email folios from the Billing screen by selecting the I Want To . . . menu and then opening the Folio History screen. |
| 33831423 | When the Oracle Hospitality OPERA Comp Accounting Cloud Service or Oracle Hospitality OPERA Cloud Service Casino and Gaming Management is active, you can create an Authorizer for one property and see the same Authorizer in another property in the same chain. |
| 33337464 | You can add an email address to any of the eight payment windows during the check-in process. Once an email is added, the Opt In Email Folio check box becomes available. |
| 33325294 | On the Deposit Payment screen: <br> 1. If you update a different payment method and update payment method is selected, the payment details update in the Reservation Window 1. <br> 2. If you select the payment method from a different window (for example, Window 2), the Update Payment Method check box becomes disabled. |
| 30240025 | The payment method image appears properly on the side bar and folio window. |

# Client Relations

| Bug ID | Description |
|---|---|
| 34359405 | You can successfully select City and Postal codes from Administration > Client Relations > Geographic Management. |
| 34328535 | You can save communication details successfully for existing profiles without any changes in Client ID/Corp ID/IATA Number. |
| 34311989 | You can see the Alternate Name and Incognito Name links below the Name field while creating a new profile at the property level when the Incognito and Multi Language Controls are active. |
| 34227290 | You can now distribute negotiated rates to other properties for the profiles with negotiated rates on other properties. |
| 34223996 | An error no longer appears while performing a change operation in membership/profile. |
| 34182487 | You can download and access the profile successfully. |
| 34119425 | You can create a contact profile from Account relationships after searching for an existing profile. |
| 34185206 | You can convert between company, travel agent, or source profiles at the property and hub levels. |
| 34114307 | You can see available global preferences at the hub level when the Property field is blank. |
| 34090513 | Profile lookup is available from a hub location when you select the property. |
| 34088224 | The error message, "Unable to delete membership associated with future reservation" appears when you attempt to delete a membership attached to a profile with an active reservation. |
| 33891368 | You can add and update details in the Additional Information screen based on values selected under the application Information Collection Method parameter. |

# Country Specific

| Bug ID | Description |
|---|---|
| 34333093 | Country Specific - Philippines: <br> The BIR Document Sequences are visible when selecting the menu item in Administration > BIR Settings. |
| 33845647 | Country Specific - Taiwan: <br> The Taiwan E-Invoice Report (einv_details) displays correctly when multiple room numbers are selected. |
| 34288370 | Country Specific - Hungary: <br> When entering the folio numbers on the INVOICES_FOR_AUDIT export parameter form, the folio numbers displayed correctly without a numeric separator. |
| 34285810 | Country Specific - Portugal: <br> The rounding for column N (VAT Totals) of the QR (quick response) code is improved and matches the corresponding value in the PT_SAFT_104 Export. When you generate a folio, column N of the QR code contains the correct value. |
| 34252629 | Country Specific - Portugal: <br> When you generate a folio, column I1 of the QR code includes the correct value for Region. <br> • When Region is set to PT, column I1 populates with PT. <br> • When Region is set to AC, column I1 populates with PT-AC. <br> • When Region is set to MA, column I1 populates with PT-MA. |
| 34227790 | Country Specific - Italy: <br> When you generate a credit bill from Folio History, OPERA Cloud automatically knows which folio type to generate (based on Folio Type configuration) and generates the credit bill successfully with the corresponding folio type. |

| Bug ID | Description |
|---|---|
| 34150806 | Country Specific - Italy:<br>Performance is improved when you generate export files for the Italy E-Invoice Exports (IT_E-INVOICE and IT_E-INVOICE_DAY). |
| 34133184 | Country Specific - Philippines:<br>When selecting Cancel during an update of the BIR Guest Type field, the action is successfully cancelled. Removing the value from the BIR Guest Type field and selecting Save Changes displays the following error message: "A value is required. You must enter a value." Selecting Cancel when updating the value in the BIR Guest Type field retains the previous value. |

# Events

| Bug ID | Description |
|---|---|
| 34462233 | When the Simple_Reminders OPERA Control is enabled, you can see the Last Reminder, Cycle, and Age fields are populated on the Reminder screen. |
| 34399918 | When generating the Banquet Event Order (BEO) by Event Date range, Block Date range, or Block ID, the Block Notes print daily based on the printing method selected. |
| 34382633 | A Catering Event Business Event is triggered for Create Event. |
| 34382195 | You can add catering packages with a translated name to a block. |
| 34370759 | You can check Function Diary Event and Sleeping Room Gantt Taskbars (event bar) events successfully. |

| Bug ID | Description |
|---|---|
| 34228084 | Follow the instructions below to update a customized Rich Text Format (RTF) file and add a space between courses on a Banquet Event Order (BEO): |

BEO 1 Column and 2 Column

1. Insert a table with four rows and one column after "end FOOD_ROW."

2. Right click on the table to remove the boarders.

3. Highlight the "for-each-FOOD_ROW" field. Cut and paste the field into the second row.

4. Highlight the remaining fields. Cut the rest of the fields from "IFMenu_ITEM_NAME1" to "end FOOD_ROW" and paste into the forth row.

5. Download the latest sample RTF and copy "IF menu course changed" and "END IF" fields and paste into in third row of the customized RTF document.

BEO 2 Column FB

1. Highlight and cut the table containing the menu item details starting with "for-each FOOD_ROW."

2. Add a table with five rows.

3. Right click on the table to remove the borders.

4. Paste the cut cells into the fifth row.

5. Highlight the "for-each-FOOD_ROW" field. Cut and paste the field into the second row.

6. Download the latest sample RTF and copy "IF menu course changed" and "END IF" fields and paste into in third row of the customized RTF document.

7. Right click into the fourth row and select the option for split cells. Select to split the row into the number of columns as the table pasted into the fifth.

8. Copy the text cell by cell from the fifth row to the fourth row. Adjust cell width as required.

9. In the field with "IFIFMENU_ITEM_EXP_NUMEND IF," remove the first "IF" so there is only one.

10. In the field with "IFMENU_ITEM_PORTIONEND IFEND IFend FOOD_ROW," remove one of the "END IF" so there is only one.

11. Once the text is copied from the fifth row to the fourth row, highlight and delete the table in the fifth row.

| | |
|---|---|
| 34214323 | Menu Serve Times are updated as expected when you update the Event Times. |
| 34212293 | When copying a Catering Package to a different date or block, the option for Include Non-Package Resources is enabled and selected by default. When selected, non-included menu items, menu items marked as consumption and resources not included in the package are copied to the selected dates. |

| Bug ID | Description |
|--------|-------------|
| 34206723 | When you generate a Banquet Event Order (BEO) for multiple events on the same date in the same room and select the "Continuously" print method, the item resources appear and are grouped by the event start time. In order to update existing customized BEO templates, follow the instructions below.<br><br>1. Download the latest sample RTF file.<br><br>2. In the Item Class section, highlight and copy the fields for "group by Room," "sub-group by EVENT_PROGRAM," and "sub-group by EVENT_START_TIME_ISO."<br><br>3. Paste these fields into the customized RTF, replacing the "for-each EVENT" field.<br><br>4. In the Item Class section of the sample RTF, highlight and copy the fields for "end group by Room," "end sub-group by EVENT_PROGRAM," and "end by EVENT_START_TIME_ISO."<br><br>5. Paste these fields into the customized RTF replacing the field "end RESOURCE."<br><br>Note: For the 2-Column and 2-Column FB BEO, these changes must be made to the Item Class section on the left and right side of the RTF. |
| 34199073 | The name, address, postal code, city, and country appear as intended in the Banquet Event Order based on the address format selected. |
| 34189381 | You can delete an event regardless of the Rate Code. |
| 34185677 | You can navigate back to Manage Event from the Event Resource screen and select Revenue Summary. |
| 34175715 | You can create and update event start and end times with 00:00 hrs. and 12:00 hrs. |
| 34144280 | Hub level Item Class fields are available based on having an OPERA Cloud Sales and Event Management subscription. |
| 34115640 | The Pro Forma Invoice Generates report details guest rooms, all catering packages, events, and resources booked on a block in a billing format. |
| 34061321 | The catering packages link is available at the block search level and from the I Want To . . . menu. |
| 33775335 | When you assign and/or update a function space to a parent event, the child event inherits the space. When you assign and/or update setup for a parent event, the child event inherits the setup. |

# Exports

| Bug ID | Description |
|--------|-------------|
| 34318805 | Generated data is unmasked and displayed in readable format upon view details and download operation for Exports with File System delivery configuration. |
| 34210622 | When you view the Export Mapping Type for PURPOSE_OF_VISIT and expand the FISCAL_PURPOSE_VISIT record to see the Mapping Codes, you can view all Mapping Codes successfully. |
| 34168767 | You can look up the OWNER LOV by selecting the ExportData action for Booking Status Snapshot Export from Miscellaneous> Exports> General. |
| 34161127 | You can update and save filter conditions for export files from Miscellaneous> Exports> General. |
| 33846021 | Export mapping for Fiscal Partner is updated to the correct name and is displayed as MC_BASWARE. |

# Front Desk

| Bug ID | Description |
|--------|-------------|
| 34447321 | You can access the Swap/Shift Rooms screen for future reservations from the Room Assignment screen and search for reservations available for swapping and shifting. |
| 34261194 | The Check In button is available from a hub location for reservations where the arrival date is the same as the property business date. |
| 34189096 | You can check in reservations that have long profile names (80 characters, first and last name combined). |
| 34188767 | You can view all Department codes in the Trace Menu list of values after editing a trace at the hub level. |
| 34104839 | You can generate the Arrival Detail (Res_details) report and data is filtered based on the entered criteria. |
| 34014158 | The In House section label in the Reservation Activity Tile is changed to "In House (Stay Overs)" as this section shows stay over reservation statistics. |
| 34097138 | The process that automatically checks in Advance Checked-in reservations, once a specific cleaning status is reached, does not process a check-in when the room is still occupied. |
| 34093432 | You can generate a Wake Up Call report with any time range. When you access the report from the Wake Up Call Companion screen, you find the status field is blank in the parameters, which means that when you preview the report without selecting a status, you get all wake up calls in the report for the selected dates. |
| 33874635 | The Default_Check_In_Step OPERA Control appears in all properties. |

# Integrations

| Bug ID | Description |
|--------|-------------|
| 34382125 | OPERA Xchange Interface (OXI) processes the Restriction inbound XML message received from the external system and updates into OPERA accordingly. |
| 34343019 | You can check in reservations with multiple modes of payments in different windows through Oracle Hospitality OPERA Web Self-service (OWS). |
| 34335666 | The Oracle Hospitality OPERA Web Self-service (OWS) checkout and check-in operations return a successful response for valid requests. |
| 34328486 | You can access the Property interface monitor screen without error. |
| 34322355 | Error messages are improved and providing specific instead of generic information. |
| 34310379 | In a scenario where you perform Void Folio on a fiscal folio, but the fiscal communication times out for the original action and all retry attempts, the Fiscal Folio Status remains unchanged and the folio is not voided. |
| 34308989 | The Card Type heading is now visible on the Channel Property Mapping screen. |
| 34308153 | When you run the End of Day in a property configured with Fiscal Commands that are designed to complete during the night audit, the universal payload generates successfully for those Fiscal Commands. |
| 34304859 | The Oracle Hospitality OPERA Web Self-service (OWS) addPayment gives a valid response when Electronic File Transfer (EFT) is configured with Auth rules. |
| 34274186 | Business Event actionType "New Property UDF" includes dataElement "UDF CATEGORY" and its value in the Business Event (BE) message. |
| 34268449 | Profile Lookup from outbound request headers content-type and accept are sent as text/xml. |
| 34261169 | The Available Data Elements list in the Business Events Configuration screen follows the ascending order of alphabetical display for easy lookup. |
| 34247854 | The sequence in the Device Area populates at the property level from the Template. |
| 34247694 | You can store up to 256 characters in the Property URL field. |

| Bug ID | Description |
|--------|-------------|
| 34242523 | Oracle Hospitality OPERA Web Self-service (OWS) CreateBooking, ModifyBooking, UpdateMethodOfPayment, and CheckIn works correctly when canHandleVaultedCard is true. |
| 34187107 | When you select the Search icon for the Partner field on the Manage Fiscal Partner screen, the corresponding list of values displays correctly. |
| 3417670 | You can import the IFC Internal WS URL with sample rq. |
| 34161559 | The Post Number field in Sales Itemizer does not accept negative values. |
| 34128483 | When you perform Resend for a fiscal folio from Folio History, and a time-out occurs, the fiscal folio remains unchanged if you select No to the Fiscal Retries message. |
| 34077048 | In the Sales Itemizer, you can add a "." (dot) or a "," (comma) in the factor field when the currency format of the property in Property Details has decimals .00. |
| 34074356 | A new INITIAL_UPLOAD check box is added in the Channel Properties screen. |
| 33958665 | The Async restriction message in the following scenarios receives a warning message in the POST response:<br>• Valid ratePlanCode and invalid roomType.<br>• Invalid ratePlanCode and invalid roomType.<br>• Invalid ratePlanCode and valid roomType.<br><br>The Async restriction message in the following scenario receives a warning message in the GET response:<br>• Valid ratePlanCode and valid roomType. |
| 32902099 | The Merchant ID and Key Options in the Translation panel of the Door Lock System (DLS) interface does not retain values when you select Cancel. |

# Miscellaneous

| Bug ID | Description |
|--------|-------------|
| 34218052 | An issue with unexpected errors occurring when you select a value from drop-down lists is resolved. |
| 34091978 | You can see all of the tiles that are added on the OPERA Cloud page. Tiles do not reset after saving. |
| 34048897 | When you click the Reset button in the Property Interface Control search area, it clears search criteria and results for the interfaces. It also resets the Property field when logged in at the hub level. |
| 33771771 | You can successfully search and view the Report Text Configuration list of values when navigating from Administration> Interfaces > Report Text Configuration. |

# Property APIs

| Bug ID | Description |
|--------|-------------|
| 34485286 | Validated that the transactionNo is mandatory in the request and improved the operation to ensure a null transactionNo is also handled as an invalid input. |
| 34396007 | getReservation(FetchReservation), getReservations (FetchReservations), putAddReservationToQueue (AddReservationToQueue), getReservationQueueStatistics (FetchReservationQueueStatistics), and getTaskSheetStatistics (FetchTaskSheetStatistics) APIs return correct value in seconds for averageQueueTimeCurrentReservations and averageQueueTimeToCheckIn. Current average wait time shows correct value in HH:MM format on the Queue Tile screen and Queue Rooms screen. |
| 34339176 | You can register a profile at the property level when the request body has the following statement: "registeredProperty": "Property Name" |

| Bug ID | Description |
|---|---|
| 34303931 | The PayRouting operation displays the Authorization Rule number and Rule Description. |
| 34290292 | Move Reservation RQ does not allow property change for a checked-in reservation. |
| 34276767 | REST API postHotelsMapping returns 400 BAD REQUEST for invalid channel code in the request. |
| 34224781 | Fetch block now gives a valid error message if an incorrect block code is given in the request. |
| 34224035 | When the changeProfile operation is performed, no exception is thrown when profileIDList is empty in the request. |
| 34200308 | The postReservationByBlock operation returns the HATEOAS (Hypermedia as the Engine of Application State) links in the response. |
| 34200098 | You cannot create an Accounts Receivables (AR) account for a profile in OPERA Cloud until a default Account Type is configured for a property. If you try to create an AR account in the absence of a default Account Type, an error message displays" "Default AR Account Type is not configured for the property." |
| 34176971 | You can use CreateReservationRQ with ReservationPackage through Web Service. |
| 34162125 | When redeeming awards, getting membership information, or generating card number through a REST API when Outbound Configuration does not exist, you get a validation message. |
| 34075299 | The RevenueInventoryStatisticsProcess returns the correct data for cancelled rooms of past, current, and future business dates. |
| 34064310 | You can search for a profile using TAX ID filter criteria. |
| 34009239 | The RevenueInventoryStatisticsProcess AsyncAPI returns past, present, and future inventory for physical rooms, out of order rooms, out of service rooms, sold rooms, arrival rooms, departure rooms, cancelled reservations rooms, and no-show rooms per requested search filters. <br><br> RevenueInventoryStatisticsProcess, BlockAllocationSummaryProcess, and ReservationsDailySummaryProcess return date formats in the ISO-8601 REST API standards. |
| 33834718 | When a new profile without passport data is created, the business event does not include the profile ID value as PASSPORT NUMBER element. |
| 33541290 | You can view stay details for a guest using the stay statistics for a selected date range. |

# Reports

| Bug ID | Description |
|---|---|
| 34418610 | Oracle reports are marked correctly and allow for default values to be set in configuration for report parameters. |
| 34403546 | Arabic characters output correctly on the registration card. |
| 34114308 | Reports in PDF format are generated using the correct XREF formats in the document source. |
| 34072313 | If you generate the Day/MTD/YTD Statistics (stat_dmy_seg) report using the Fiscal filter, the report displays the correct format in the footer of the report as expected. |

# Reservations

| Bug ID | Description |
|--------|-------------|
| 34430332 | When Fixed Rate is off and you edit Stay Details, only rate affecting changes result in an automatic refresh of the reservation's rate amount. |
| 34430315 | You can add, edit, and delete packages in a reservation by clicking the packages link or panel available in the reservation presentation screen. |
| 34402606 | You can successfully attach and remove an Accompanying Profile, and the link displays correctly. |
| 34392647 | You can see the Arrival Tiles count on the dashboard matching with the reservation count on the arrival screen. |
| 34390304 | You can add Primary, Non Primary, Centrally Managed, Non Loyalty, and Loyalty membership without expiration dates to the profile from the Reservation screen and save successfully. |
| 34319470 | Reservation confirmation letters appear without error. |
| 34318609 | While setting up a routing, the correct results now appear on the Room list of values search screen. |
| 34293925 | You can perform the Move Reservation action successfully from the hub level. |
| 34274890 | When you post a charge for a payee profile with a long name, the charge posts successfully. |
| 34274476 | The Pre-Registration check box is selected when you click the Preregister Reservation action link in the I Want To . . . menu from a reservation. |
| 34261070 | Pagination is implemented and refreshes when search results are further filtered on the Room Assignment screens. |
| 34258517 | At the hub level, you can send a confirmation letter by email when an email address is on the reservation. |
| 34250442 | Profile Stay Statistics exclude Share Reservation room night count for all Profile types as expected. |
| 34245392 | When you do a room move from Room Diary, the "Update the Room Type To Charge (RTC) on the Reservation to XXXX" check box is not selected by default. |
| 34240469 | Attachments uploaded to a reservation are only visible on the reservation where it is added. |
| 34227686 | When configuring Global Alerts, the list display values from the property that was previously selected. |
| 34190410 | The Break Share Move Room screen opens when you do a room move for a specific share reservation using the Move Room link on the I Want To . . . menu. |
| 34185613 | The Reservations and Cancellations Today tile displays the number of reservations that are created and cancelled on the current business date. The numbers exclude reservations for pseudo rooms. |
| 34175252 | You can view correct rate information and the total cost of stay displayed for a daily rate in the Stay Details screen. |
| 34152605 | You can edit and update the reservation's length of stay from the Look To Book Sales screen. |
| 34144901 | You can search from the Manage Reservation, Arrivals, In-House and Departure screens by a confirmation number, and the results display as expected. |
| 34140835 | Block reservation messages received from an external system are processed with the respective package codes if the block contains a package group. |

| Bug ID | Description |
|--------|-------------|
| 34138304 | 1. In a scenario where Refresh Room Routing is active, you can create room routing successfully for a transaction code that is already posted as a pre-stay charge prior to reservation check-in. You get the following transfer detail messages:<br><br>  a. Transferring transaction from Room XXX (Conf number XXX) to Room XXX: This message appears if you create a room routing on a checked-in reservation for a transaction code posted prior to check-in.<br><br>  b. Transferring transaction to Room XXX (Conf number XXX) from Room XXX: This message appears if you edit/delete an above (point a.) room routing.<br><br>  c. Transferring transaction from Reservation (Conf number XXX) to Room XXX: This message appears if you create a room routing for a transaction code posted on an arrival reservation without any room assigned.<br><br>  d. Transferring transaction to Reservation (Conf number XXX) from Room XXX: This message appears if you edit/delete an above (point c.) room routing.<br><br>2. In a scenario where Room Routing is created prior to reservation check-in, you can post charges successfully from the Fast Post screen to the given room post check-in. |
| 34135459 | When a profile discount is applied to a reservation and the discount percentage is changed on the Book Now screen, the updated discount percentage is removed from the original rate. |
| 34125739 | You can view alternate names after you create and/or copy a PM room reservation. |
| 34125739 | You can view alternate names after you create and/or copy a PM room reservation. |
| 34116746 | You can view the correct data in the Res_forecast1 report when filtered by rate code and room type. |
| 34002793 | You can search for availability on the Look To Book Sales Screen while End of Day updates the business date and a valid error message displays: "Arrival cannot be earlier than business date." |
| 34097225 | The tool tip of the Component Suites & Rooms displays all the rooms and suites that belong to them when you access a specific suite or room without using the Component Suites / Room Only filter in Room Diary.<br><br>When you apply the Component Suites / Room Only filter in Room Diary, the Component Suite and its corresponding rooms appear in search results:<br>• The tool tip of the Component Room shows only the corresponding suite but no other component suites to which it is attached. |
| 34099210 | Package values appear accurately with decimal values in the Quick Book availability grid. |
| 34096390 | You can use the Back to Arrivals link after finishing the check-in process and using the Go to Reservation button. |
| 34086963 | Alerts in reservations follow the numeric sequence defined in the Administration. |
| 34077760 | The Traces time stamp is the same when updating a trace from a reservation, task companion, and the reservations workspace. |
| 34025440 | You can override a minimum stay restriction when you modify the reservation stay dates. |
| 34005720 | Adding packages from a block updates all reservation information to Business Event (BE) in messages to external systems. |
| 33995269 | You can set or change a date by using a combination of +/- and a number to calculate a date in the Arrival From field in Manage Reservations. |
| 33878021 | When the Refresh Room Routing parameter is active, if you create or delete a room routing, a message to refresh routing appears. Upon selecting yes, the package wrapper transactions - if included - are moved to or from the target room along with the package transactions. |
| 33601556 | You can add share reservations on the Book Now screen, and the booking process creates the two reservations. |

| Bug ID | Description |
| --- | --- |
| 31183871 | If you cancel Refresh Room Routing after deleting or creating the room routing, OPERA Cloud takes you back to the Routing Instruction screen. |

# Rooms Management

| Bug ID | Description |
| --- | --- |
| 34310702 | You can change the status of a room from the Floor Plan screen when you have the appropriate user tasks assigned to your role. |
| 34081937 | You can generate the Housekeeping Details report from the Housekeeping Board with the selected filter criteria auto populating on the report parameter form. |
| 33862589 | When you have the "Change Status of an Out Of Service room" and "Change Status of an Out Of Order room" user tasks revoked from your role, you cannot change the status of an Out of Order or Out of Service room from the Housekeeping Board. |

# 3
# System Requirements, Supported Systems, and Compatibility

**Compatibility**

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

**Network Bandwidth Requirements**

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