# Oracle Hospitality OPERA Cloud Services

## User Guide

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## 34 OPERA Cloud Terminology A-Z

# Part VIII OPERA Cloud Video Library

## 35 OPERA Cloud Videos

# 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.

### Purpose

This guide explains how to use OPERA Cloud Services features and functionality.

### Audience

This document is intended for users of the OPERA Cloud Services application.

### Customer Support

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

https://iccp.custhelp.com

When contacting Customer Support, please provide the following:

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

### Documentation

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

### Revision History

**Table 1 Revision History**

| Date | Description of Change |
|---|---|
| January 2024 | Initial Publication |
| April 2024 | Updated the Profiles Control topic |
| May 2024 | Updated for Interface Resync Datamart |
| September 2024 | Added the Data Residency Profile Nationality |

1

# Getting Started

The OPERA Cloud web application is accessible through a web browser on a desktop or a browser app on any tablet with an XGA minimum resolution. For more information, see Browser Setup

> **Note:**
>
> As a web application OPERA Cloud is OS-agnostic.

You can access all areas of OPERA Cloud using the menu options, Site Map search or using Quick Launch. For more information, see Quick Launch.

An example URL for OPERA Cloud is `https://operacloud.oracleindustry.com/OPERA9/opera/operacloud`.

OPERA Cloud Mobile, available for smartphones, is a different URL. For more information, see Overview

## Prerequisites for Getting Started

This chapter of the OPERA Cloud User Guide lists the prerequisites for Getting Started.

### Prerequisites for Viewing Recently Accessed Records

**OPERA Controls**

**Group**: General

**Parameters**: View Recently Used Records

### Prerequisites for Performance Meter

**OPERA Cloud Tasks**

For customers to access and run the Performance Meter, their user role must be granted the **Performance Meter** task. This task can be added in Role Manager by selecting **Manage Chain/Property Roles** under the **General** tasks group.

**Group**: General

**Tasks**: Performance Meter

# Prerequisites for OPERA Cloud Digital Assistant

**OPERA Cloud Controls**

**Group**: General

**Functions**: OPERA Cloud Digital Assistant

**OPERA Cloud Roles**

WS-ACCESS

**OPERA Cloud Tasks**

**Group** : General

**Tasks**: Access OPERA Cloud Digital Assistant

- House Statistics Skill
- Housekeeping Skill
- Reservation Skill
- Block Skill
- In House Skill
- (Sales) Activities Skill

> **Note:**
>
> For this skill to be available, the property must subscribe to the following service:
>
> – Oracle Hospitality OPERA Cloud Service, Sales and Event Management Standard Edition
>
> or
>
> – Oracle Hospitality OPERA Cloud Service, Sales and Event Management Premium Edition

# Prerequisites for Property Brochure

**OPERA Controls**

**Group** : General

**Parameters**: Property Brochure

**OPERA Cloud Tasks**

**Group**: General

**Tasks**: Property Brochure

## Prerequisites for Viewing Property Site Plan Images

**OPERA Controls**

**Group** : General

**Parameters**: Site Plan

**OPERA Cloud Tasks**

**Group**: Inventory

**Tasks**: Room Management Workspace

- Site Plan

**Group**: Enterprise Admin

**Tasks**: Image Management

- Site Plan

# Supported Browser Compatibility and Setup

This chapter describes the web browsers supported with OPERA Cloud.

**Web Browser Compatibility**

For the browsers that are supported in accordance with the support policy, see Oracle Software Web Browser Support Policy

During the application initialization, when switching the application, OPERA Cloud attempts to detect if the browser is running in private mode. If it is determined that you are using the private browsing mode, a popup error message is displayed, notifying you that it is not recommended to use private browsing mode for the optimal performance of OPERA Cloud.

> **Note:**
>
> Private mode detection is currently not supported when using the Safari browser on iOS mobile devices. The accuracy of detecting private browsing mode for the other browsers might change in the future if the browser providers block or change the current methods of detecting private mode.

## Setting Up the Mozilla Firefox Browser

> **Note:**
>
> See https://support.mozilla.org/en-US/products/firefox.

### Allowing Pop-up Windows

Pop-up blockers prevent pages from loading in the browser. In Firefox, pop-up blocking is turned on by default.

1. In the empty browser URL, type `about:preferences#privacy`.
2. In **Permissions**, click **Exceptions** next to **Block pop-up windows**.
3. In **Address of website**, enter **oracleindustry.com**.
4. Click **Allow**.
5. Click **Save Changes**.

### Setting Up OPERA Cloud as Home Page

The home page appears in the browser when you select the home button on the toolbar.

1. In the empty browser URL, type `about:preferences#general`.
2. Click **Home**.
3. Find Home page and new windows.
4. Select Custom URL.
5. Enter or paste your OPERA Cloud URL. For example, https://hgbu-opera.oracleindustry.com

### Turn Off Autofill

1. Open the Mozilla Firefox browser.
2. Click on the **Firefox** menu (3 vertical lines) in the upper right-hand corner of the browser window.
3. From the drop-down menu select **Options**.
4. Select **Privacy & Security**.
5. In the History section choose Firefox will **Use custom settings for history**.
6. Clear the **Remember search and form history** checkbox.

### Clear Autofill Data

1. Open the Mozilla Firefox browser.
2. Click on the **Firefox** menu (3 vertical lines) in the upper right-hand corner of the browser window.
3. From the drop-down menu select **Options**.
4. Select **Privacy & Security**.
5. In the History section click **Clear History**.
6. Set the Time range to clear to **Everything**.
7. Click **OK**.

### Activating Scroll Bars in Windows 11

To ensure scroll bars are displayed in Windows 11

1. In Windows, select **Settings** (or press WIN+i).

2. Select **Accessibility**.
3. Select **Visual Effects**.
4. Activate **Always show scrollbars** option.

# Setting Up the Google Chrome Browser

> **Note:**
>
> See https://support.google.com/chrome/?hl=en#topic=9796470.

### Allowing Pop-up Windows

Pop-up blockers prevent OPERA Cloud pages from loading in the browser.

1. Click  and select **Setting**.
2. Click **Advanced** .
3. Click **Privacy and Security**
4. Click **Site Settings**
5. Click **Popups**.
6. Click **Add** in the Allow section.
7. Enter or paste the OPERA Cloud URL. For example, https://hgbu-opera.oracleindustry.com/ or *.oracleindustry.com
8. Click **Add**.

### Setting Up OPERA Cloud as Home Page

Google Chrome lets you create a home page and a start page. The home page appears in the browser when you select the home button on the toolbar. The start page is the page that appears when you open Chrome.

1. Click  then click **Settings**.
2. Click **Appearance**.
3. Enable **Show Home Button** switch.
4. Click the **Enter custom web address** button.
5. Enter or paste your OPERA Cloud URL. For example, https://hgbu-opera.oracleindustry.com/ .
6. Click **On Startup**.
7. Select the **Open a Specific Page**.
8. Click **Add a new page**.
9. In the Site URL field, enter or paste your OPERA Cloud URL.
10. Click **Add**.

### Deactivate Payment Autofill

1. Click  then select **Settings**.
2. Click **Autofill**.
3. Click **Payment Methods** and toggle the following settings to **Off**.
   a. Save and Fill Payment Methods.
   b. Allow sites to check if you have payment methods saved.

### Clear Autofill Data

1. Open the Google Chrome browser.
2. Click **Customize and control Google Chrome** menu (3 vertical dots) in the upper right-hand corner of the browser window.
3. From the drop-down menu, select **More tools**.
4. Select **Clear browsing data**.
5. Set the Time range to **All time**.
6. Select Browsing history, Cookies and other site data, and Cached images and files and click **CLEAR DATA**.

## Setting Up the Microsoft Edge Browser

> **Note:**
>
> See https://support.microsoft.com/en-us/microsoft-edge.

### Allowing Pop-up Windows

Pop-up blockers prevent OPERA Cloud pages from loading in the browser

1. In Microsoft Edge , go to **Settings and more** > **Settings** > **Site permissions**.
2. Select **Pop-ups and redirects**.
3. Move the **Block** toggle to **On**.
4. Click **Add** for **Allow**.
5. Enter your domain name for OPERA Cloud. For example, *.oracleindustry.com
6. Click **Add**.

### Setting OPERA Cloud as Home Page

The home page appears in the browser when you select the home button on the toolbar.

1. Click the **More Options** icon (three dots) on the browser.
2. Select **Settings**.
3. Click the **Open Microsoft Edge with** drop-down menu.
4. Select **A specific page or pages**.

5. Enter or paste the **OPERA Cloud home page URL** into the text field.
6. Click **OK** to confirm.

#### Deactivate Payment Autofill

1. In the Edge toolbar, click **Settings**.
2. Select **Profiles**.
3. Select **Payment Info**.
4. Toggle **Save and fill payment info** to **Off**.

#### Turn Off Autofill

1. Open the Microsoft Edge browser.
2. Click on the **Settings and more** menu (3 horizontal dots) in the upper right-hand corner of the browser window.
3. From the drop-down menu select **Settings**.
4. Scroll down to Advanced settings and click the **View advanced settings** button.
5. In the Privacy and services set **Save form entries** to the off position (grayscale).

#### Clear Autofill Data

1. Open the Microsoft Edge browser.
2. Click on the **Settings and more** menu (3 horizontal dots) in the upper right-hand corner of the browser window.
3. From the drop-down menu select **Settings**.
4. Click the **Choose what to clear** button under Clear browsing data.
5. In addition to the checkboxes selected as defaults, select the checkbox for **Form data**.
6. Click **Clear**.

## Setting Up the Apple Safari Browser

> **Note:**
>
> See https://support.apple.com/safari.

#### Allow Pop-up Windows

Click the **Action** menu (looks like a gear and appears near the upper-right corner) and then click **Block Pop-Up Windows** to deselect it (the check mark next to it is removed).

#### Setting Up OPERA Cloud as Home Page

1. Click the **Action** menu (looks like a gear and appears near the upper-right corner) and then select **Preferences**.
2. Click **General**.
3. In the **Homepage** field, type or paste your OPERA Cloud URL into the text field. For example, https://hgbu-opera.oracleindustry.com/

### Creating Home Screen Shortcut

You can save OPERA Cloud on the home screen of your iPad or iPhone. Once saved, an icon appears on your home screen and opens OPERA Cloud in Safari when you tap it.

1. Open Safari on your iPad or iPhone and navigate to OPERA Cloud.
2. Tap the **Share** button on the menu bar (the Share button appears as a box with an arrow pointing up).
3. Tap **Add to Home Screen**.
4. Enter **OPERA Cloud** for the shortcut name and confirm the OPERA Cloud URL.
5. Tap **Add** to finish adding the OPERA Cloud shortcut to your home screen.

### Turn Off Autofill

1. Open the Safari browser.
2. Click on the **Safari** menu and select **Preferences** from the drop-down options.
3. In the following screen, select **Autofill**. You should now see a window with a number of options enabled for the autofill feature.
4. Uncheck all the options to completely disable autofill.

### Clear Autofill Data

1. Open the Safari browser.
2. Click on the **Safari** menu and select **Preferences** from the drop-down options.
3. In the following screen, select **Autofill**. You should now see a window with a number of options enabled for the autofill feature.
4. Click the **Edit** button next to an option and then click on the **Remove All** button.

# Signing In and Logging Out

### Signing In

1. On the login screen, enter your **User Name** in the User Name field and enter your **Password** in the Password field.
2. Select **Remember Me** (optional) to save your User Name for future login sessions and then click **Sign In**.
3. When the **Device Selection for Changes Log Tracking** OPERA Control is active, you must select a device (workstation) for your session; selection is retained until browser cache is cleared. You can select a different device by click the device code displayed in the change location panel. For more information, see Configuring Client Devices.

### Signing Out

1. From any page, locate your user name (and current location) in the top-right corner panel.
2. Click this panel to display additional options.
3. Click **Sign Out**.

**Expiry of User Sessions**

When a browser session is idle for 15 minutes OPERA Cloud will automatically log out. You are provided a 2 minute warning prior to OPERA Cloud disconnecting an idle session.

If you are accessing OPERA Cloud through multiple browser tabs:

- The session is kept alive in all tabs as long as you are active in one of the tabs.
- If a session becomes idle, then all tabs receive the two minute popup warning that the session is about to expire.
- If a sessions continues to idle, all tabs will show the **Session Expired** popup and will be disconnected.

> **Note:**
>
> A 15-minute idle session time out is implemented according to PCI-DSS Best Practices, Requirement 8.2.8. For more information, see pcisecuritystandards

# Changing Your Password

1. Open the **OPERA Cloud** menu and select the **Identity Management** link. A new browser tab opens for Oracle Identity Manager (OIM).
2. Click the **My Information** tile.
3. In the Change Password section, enter your **Old Password**, enter your **New Password**, and reenter your new password in the **Confirm New Password** field.
4. Click **Apply**. After a password change, you receive a confirmation that your password was successfully updated.

# Updating Your Challenge Questions

When you click the **Can't sign in?** link on the OPERA Cloud login page, Oracle Identity Management (OIM) launches and presents a set of challenge questions to confirm your identity. Your challenge questions can be updated in OIM.

1. Open the **OPERA Cloud** menu and select the **Identity Management** link. A new browser tab opens for Oracle Identity Manager (OIM).
2. Click the **My Information** tile.
3. In the Challenge Questions section, select a question for **Question 1** and enter the answer in the **Answer 1** field. Repeat this step for **Question 2** and **Question 3**.
4. Click **Apply**. You receive a confirmation that your questions and answers were successfully updated.

# Changing Your Location in Central or Multi-Property Operations

With an OPERA Cloud Central Management Services or OPERA Cloud Foundation subscription and multiple properties configured, you can change your location to view and manage data in other properties.

- By selecting a **Hub** location, you are able to view and manage data for the properties associated with the Hub. A hub location is typically used by reservation and sales agents and who need to view accommodation and event space availability, create Reservations, Blocks and Events in various properties. For more information, see Configuring Hubs.
- By selecting a **Sales Hub** location, sales agent can operate from a pseudo sales property to manage sales accounts, sales activities and opportunities for the properties associated with the sales hub. (Available when the **Central Sales** OPERA Control is active).
- By selecting a **Property** location, you are only able to view and manage data for the property.

> **Note:**
>
> The combination of Hubs, chain and property roles granted to your user account determines which areas of OPERA Cloud can be accessed and the data that can be viewed or managed across multiple properties. For more information, see Manage Roles.

**Changing your Location**

1. From any screen, locate your user name (and current location) in the top-right corner panel.
2. Click this panel to display additional options.
3. Click **Change Location** to display a Select Location page.
   a. **Search By**: Select Hub or Property.
   b. Enter a search text and click **Search**.
   c. Select the required Hub or Property from the list.
   d. Click **Select** to change your location.

   Your OPERA Cloud session re-initializes and your new location is displayed in the top right.

> **Note:**
>
> When operating from a Hub location you are required to enter or select a property code when conducting searches.

# Enterprise Administrator Access and Chain Selection

Enterprise administrators, with access to multiple chains (tenants), must first select a chain on login. The Enterprise organization can be linked to multiple chains (tenants) in different OPERA Cloud environments (Professional or Enterprise) as long as they are managed within the same Shared Security Domain.

### Selecting a Chain

1. Enter login credentials.
2. Enter chain code, click **Search**.
3. Select a chain in the result and click **->**.

> **Note:**
>
> To logout click your user name in the top-right corner. Click **Logout**.

### Switching to a Different Chain

You can switch to a different chain (tenant) by clicking your user name that appears above the OPERA Cloud menu bar.

1. Click your user name in the top left to expand the panel.
2. Click **Switch Chain**.
3. You are taken back to the chain selection screen.

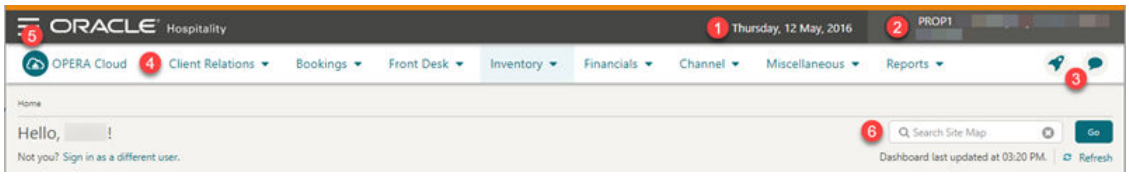
# Common Actions, Icons, and Navigation

This section describes some of the common actions, menus, pages, and icons that you see throughout OPERA Cloud to help familiarize you with how to navigate through the application.

## Application Navigation

You can quickly access and manage all areas of OPERA Cloud using the following navigation options.

**Figure 1-1 Application Navigation**




1. **Current Business Date**: Displays the current business date at your property; this could be different to the system (calendar) date.
2. **Current Location**: Property or Hub. Click to Property or Hub. Click to change your location or to log out of OPERA Cloud.

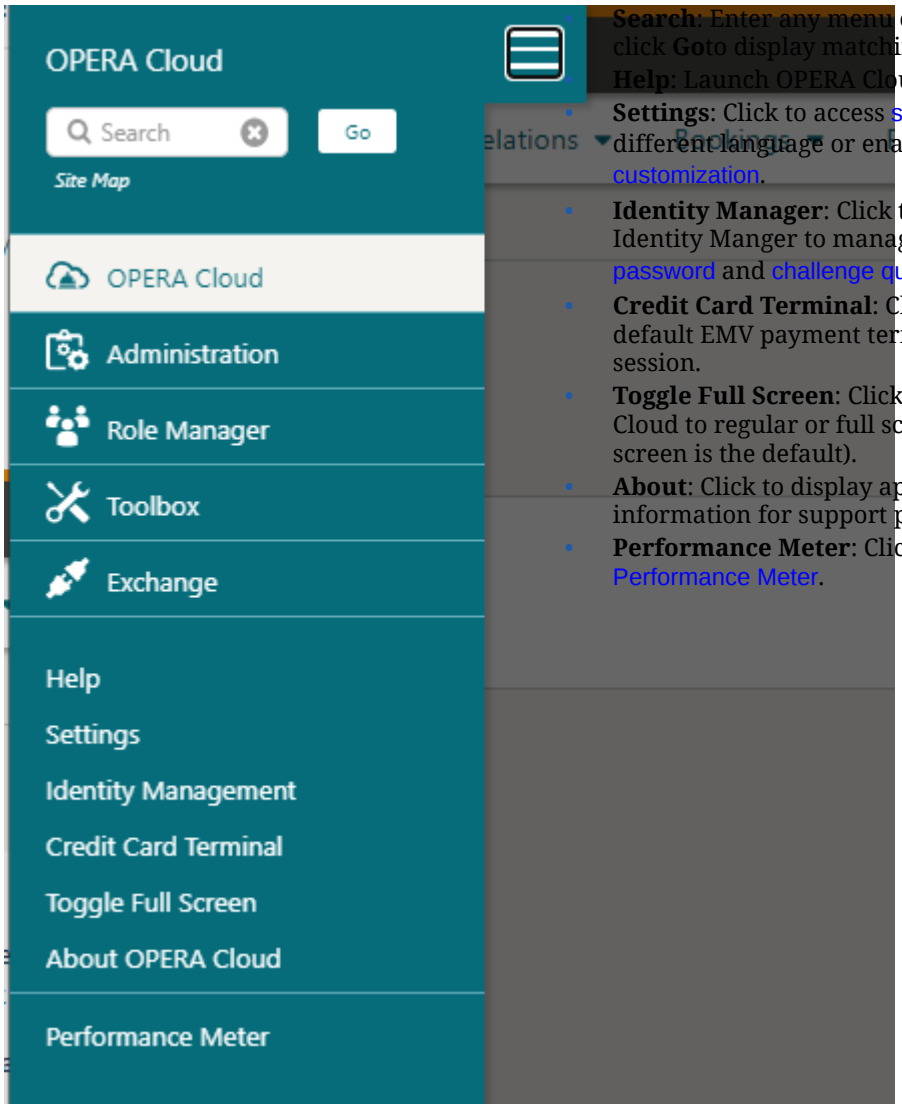
3. **Quick Launch and Notifications**: Click or press **F2** to launch Quick Launch.. Click to view notifications refer Notifications below.
4. **Menu**: The primary application menu; based on the tasks granted to your role(s).
5. **Side Menu**: Click to display the side menu - refer Side Menu below.
6. **Search**: Enter any menu option and click **Go** to display matching result(s)

## Side Menu

The side menu displays action links to access the various areas of OPERA Cloud including:

- Administration
- Toolbox
- Exchange
- Role Manager

**Table 1-1 OPERA Cloud Application Menu**



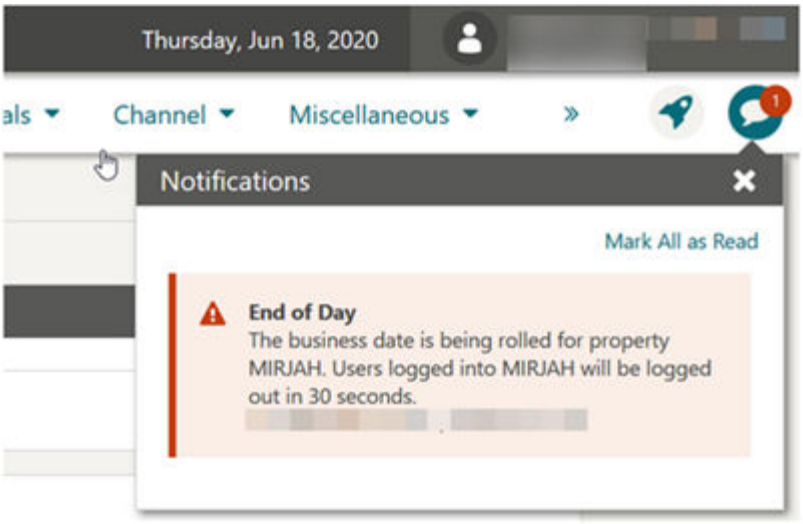

- **Search**: Enter any menu option and click **Go** to display matching result(s).
- **Help**: Launch OPERA Cloud User Guide.
- **Settings**: Click to access settings to select a different language or enable page composer customization.
- **Identity Manager**: Click to launch Oracle Identity Manger to manage your user profile password and challenge questions.
- **Credit Card Terminal**: Click to select a default EMV payment terminal for your session.
- **Toggle Full Screen**: Click to toggle OPERA Cloud to regular or full screen display (full screen is the default).
- **About**: Click to display application information for support purposes.
- **Performance Meter**: Click to launch the Performance Meter.

## Notifications

Notifications is a component to alert you of certain events. When a notification is raised, you will see a number in red indicating a count of unread notices. Your role must be granted the **Notifications** task to access these notifications.

1. Click the icon to open the notification panel.

**Figure 1-2 Notifications Panel**




2. Click **Mark All as Read** to clear the unread count indicator.
3. Click **X** to close the panel.

## Using Search

Search screens can be accessed in multiple ways.

- Application menu
- Dashboard tiles
- Quick Links
- Site map search

You can search for a particular entity by entering or selecting criteria in search panels. Searches can be done using basic criteria, or can be done in advanced mode, which allows additional criteria to be entered. Depending on the Default Search Mode OPERA Control. OPERA Cloud defaults to either basic search or advanced search. You can toggle between the two search methods using the **Go to, Search** action link in the top right.

Advanced search panels can be customized using Page Composer and can be further personalized to suit your specific needs.

You can toggle between the two search methods using the **Go to**, **Search** action link in the top right.

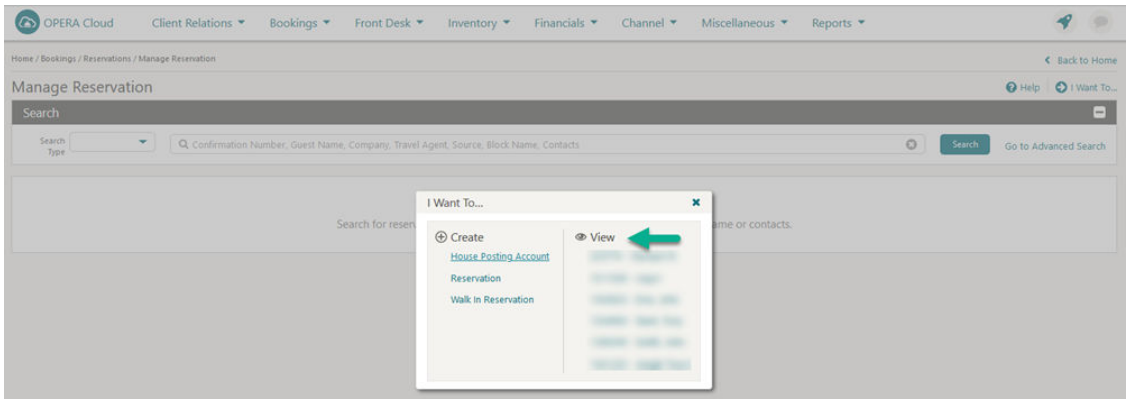
Profile search result may display an Inherited Negotiated Rates icon when the **Negotiated Rates** and **Relationships Rate Inherit** OPERA Controls are active.

> **Note:**
>
> When the Multi-Language OPERA Control is active you can search for profiles by either the primary or alternate (national character set) name in the **Name** and **First Name** fields. When the Extended Account Name Search OPERA Control is active, a search on name includes **Name 2** and **Name 3** fields for Company, Travel Agent and Source profiles.

# Viewing Recently Accessed Records

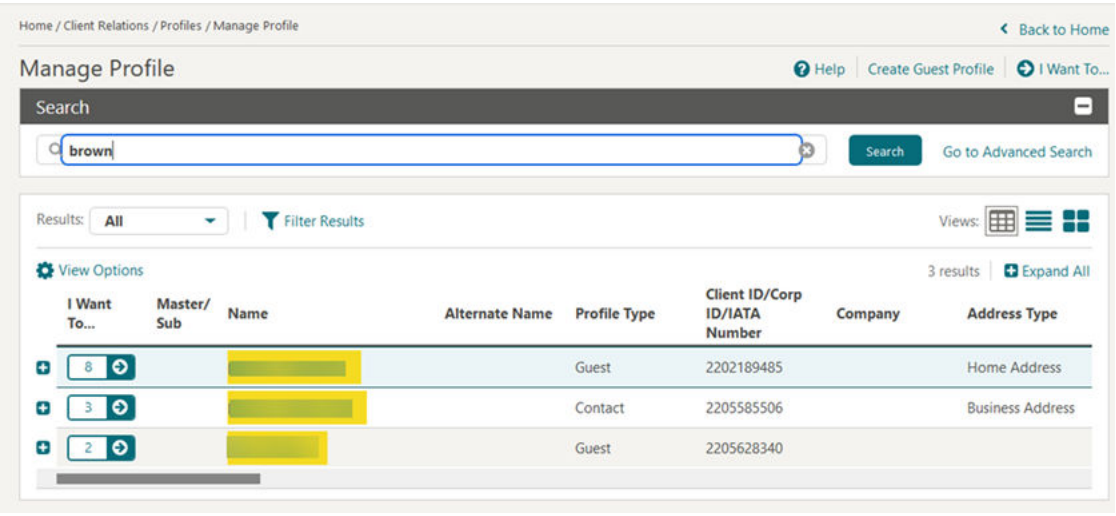
## Prerequisites for Viewing Recently Accessed Records

When the View Recently Used Records OPERA Control is active you can quickly navigate to a recently accessed record from the **I Want To...** menu in any search page. Recently accessed records are listed in the **View** column. Click an entry in the list to navigate directly to this record.




# Using Basic Search

**Figure 1-3 Basic Profile Search**




1. From a Advanced Search page, click **Go To Basic Search** in the upper right corner of the panel.
2. Enter search criteria, then click **Search**.

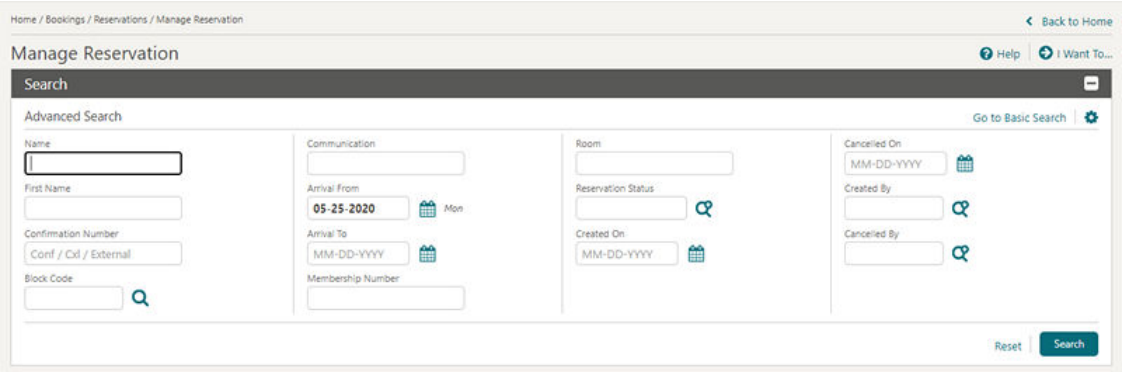
3. Click **Search**. The entities that match the search criteria are displayed in the search result panel and highlighted in yellow.

## Using Advanced Search

Depending on your Cloud Service subscriptions, the options available within Advanced Search will vary. For example with an OPERA Cloud Sales and Event Cloud Service subscription, the option to search by Sales Account is added to the**View-by** list. For more information, see Filtering Profile Search by Accounts. Some fields, such a **Confirmation Number**, support search of multiple values - the ghost text within the field indicates the values that can be entered. When searching profiles using address attributes such as **State** and **Postal Code**, the primary address record is referenced.

1. From a Basic search page, click **Go To Advanced Search** in the upper right corner of the panel.
2. Enter or select one or all of the search criteria displayed.
3. Click **Search**.
4. The entities that match the search criteria are displayed in the Results panel.

**Figure 1-4 Advanced Reservation Search**




## Modifying Search Criteria

The current search criteria is displayed in the search panel. Click **Modify Search Criteria** to open advanced search to change your search criteria.

**Figure 1-5 Modify Search Panel**

## Using Predefined Searches

Within the Front Desk Workspace menu Front Desk Workspace there are options for predefined reservation searches; click a menu option and click **Search** to launch the search.

Quick Launch also has Quick Links to go to a pre-defined search.

## Using the Search Result

**Figure 1-6 Search Result Panel**

There are various views available for the search result; those available depend on the type of entity being searched. To select multiple entries in the search result, hold down the CNTRL key and click to select records in the Table, Card or Console view. To select all records, select the check box in the header row in List view.

1. **Table**: Displays results in rows and columns. Click to expand the row to view and access the active Detail Links for the entity.
2. **List**: Displays results in rows. Click to expand the row to view the details and access all Detail Links for the entity.
3. **Card**: Displays each entity in a card. Click to expand the card to view more details.

> **Note:**
>
> This is the default view when OPERA Cloud is accessed on a tablet; tap the card to select the entity.

4. **Console**: Displays result as a split view with the search result in the left panel and details for selected entity in the right panel.
5. **Sort By**: Select to change the sort-by order.
6. **Show**: Select a value from list to determine how many results are displayed per page.

   When 20 is selected in **Show**, an **Expand All** action is available to display an expanded view of all 20 results.

From the Search Results, you can manipulate the entity using the actions from within the **I Want To. . .** menu or selecting one of the entity-level links.

### View and Goto Navigation

Values displayed in Cyan in a search result provide a link to view more information or go to the related entity - tap or click the link text to open the related entity or view more details.

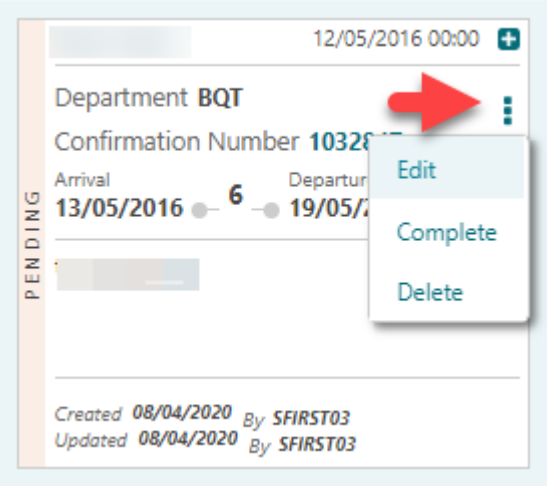
For example - for entities listed in a reservation search result:

1. Click the **Guest** or **Contact** name to go to Manage Profile.
2. Click the **Company, Travel Agent** or **Source** name to go to Managing a Sales Account Profile
3. Click the **Confirmation** to go to Manage Reservation.
4. Click the **Block Code** or **Block ID** to go to Manage Block.
5. Click the **Balance** to go to Manage Billing.
6. Click the **Room type** to open the room type information page.
7. Click the **Rate code** to open the rate code information page.
8. Click the **Rate** column to view Reservation Rate Information.

## Actions Menu

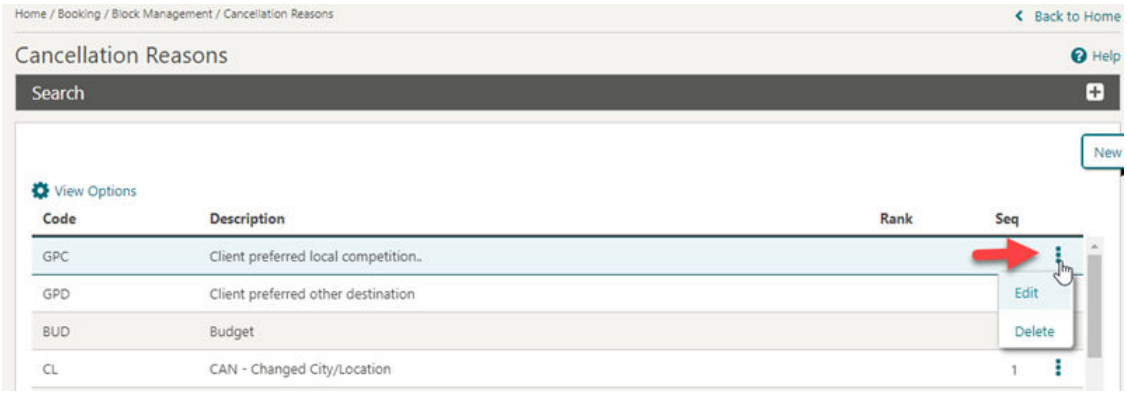
Tap or click the **Actions** menu to view a list of actions available for the entity.

**Figure 1-7 Actions Menu**




Throughout Administration search results are listed in a table view with an Actions menu displayed for each entity in the result.

**Figure 1-8 Actions Menu in Administration Search Results**



## I Want to Menu

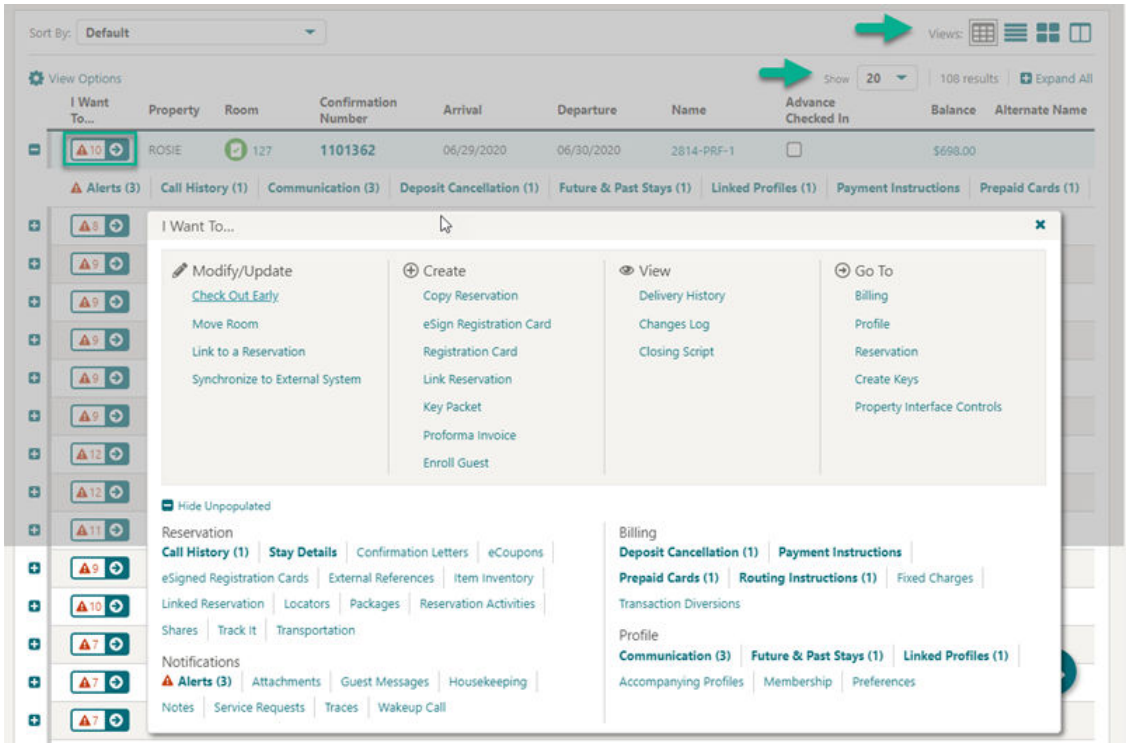
Tap or click to overlay a page with various actions and detail links for the entity.

Actions are separated into Modify/Update, Create, View and Goto categories. A maximum of 10 action links are listed in each category before a **Show More** is displayed. Tap or click each link to perform the required action.

By default OPERA Cloud displays all Detail Links. Detail Links displayed in **BOLD** contain data (populated) and are listed first'; regular text Detail Links do not yet contain data (unpopulated) .

Click **Hide Unpopulated** to only display Detail Links with active data.

**Figure 1-9 I Want to Menu**



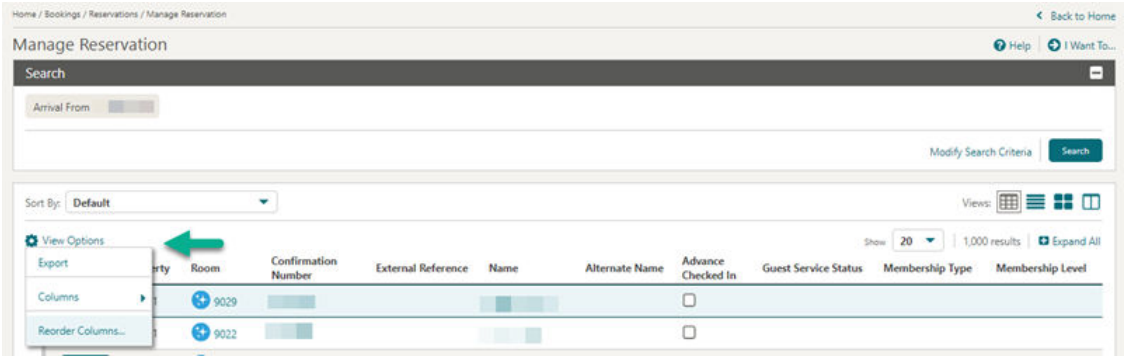

## Modifying Column Selection and Sequence

With the Column Options task assigned to your role you can select the columns and their sequence displayed in a table or list view.

1. Click **View Options** and select **Columns >** to view a list of columns. Check items in the list to select the columns to display in the result
2. Click **Reorder Columns** to set the column display sequence - select a column then use the navigation button to move the column up (left) or down (right) through the table.

These modifications are saved for your user.

**Figure 1-10 Modifying Column Selection and Sequence**




## Exporting Search Results

You can export the current page search results to Excel, HTML, and CSV formats from search pages that support table view. For example: profiles, reservations, blocks, events and accounts receivable.

1. Select **Table** view from Display Options.
2. Click the **View Options** at the top of the search result and then click **Export**.
3. Select an option to export search result displayed in table view as Excel, HTML, or CSV file.
   - When Excel HTML is selected, the downloaded file is in HTML format with an XLS filename extension.(Excel is the default application).
   - When CSV is selected, the downloaded file is a delimited text file that uses a comma to separate the values in each column.
4. **Filename**: Enter a File Name.
5. **Document Title**: Enter a title.
6. Click **Export**.

   The file is generated and downloaded on your workstation via the web browser.

# Presentation Pages

Presentation pages are used in both the application and administration to display the details for an entity and provide links to the related data (Detail Links) and actions (Action Links).

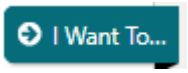
An Overview panel is displayed at the top of the presentation page. You can upload an image of the guest or contact (or a logo image for a sales account) to display in the Overview. For more information, see Managing Profile Image. As you scroll down the presentation page, the Overview panel collapses and remains persistent at the top of the page as a "business card". You can collapse and expand the business card by using **-** and **+** . You can customize the Overview panel using Page Composer.

As you scroll down the presentation page, the Overview panel collapses and remains persistent as a "business card" at the top of the page.

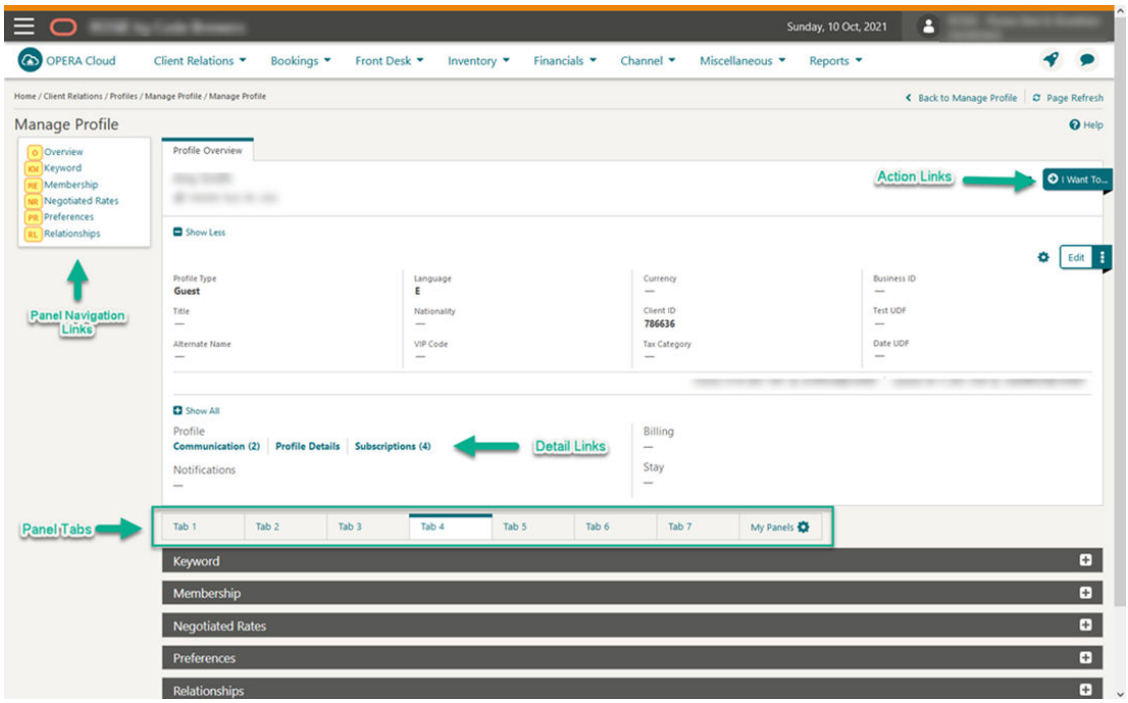
Detail Links are displayed in three to four sections below the Overview. Click **Show All** to view all links or click **Hide Unpopulated** to toggle and only display the populated Details. Selecting a link launches the Details panel as an overlay on the presentation page.

A selection of Details panels then appear on the presentation page based on the default or previous panel tab selection. Scroll down the page to access each of the Details panels or navigate directly to a Details panel by clicking the panel name link in the navigation panel displayed in the top-left or press CNTRL and enter the keyboard access key displayed for the link .

Select a different presentation panel tab to change the Detail panels and navigation links displayed on the presentation page. Your current panel tab selection is remembered for the next time you access the same presentation page. Up to seven panel tabs can be configured for each presentation page, each with a maximum of five Details panels selected. For more information, see Configuring Presentation Panel Tabs. You can also setup a personal panel tab; click **My Panels** to select the up to five Details panels you would prefer to display.

Tap or click 

to display the **I Want To . . .** action panel. The actions listed depend on the type and status of the entity. For more information see: I Want to Menu




# Icons

Icons are used to visually indicate information. Common icons displayed throughout OPERA Cloud include

**Figure 1-11 Common Icons**

| Profile | | Reservations | | Inventory / Rooms Management | | Events | |
|---|---|---|---|---|---|---|---|
| | VIP | | First Stay | | Component Suite | | Combo Space |
| | Loyalty Member | | Returning Guest Stay | | Component Room | | Combo Element |
| | Restricted | | Share Reservation | | Connecting Room | | Shareable Event Space |
| | Incognito | | Day Use Reservation | | Room Condition | | Requires Alternate Space |
| | Protected | | Linked Reservation | | Inspected Status | | Loud Event |
| | Owner Referral | | Do Not Move | | Clean Status | | Do Not Move Event |
| | Owner | | Queued | | Pickup Status | | Alternate Event |
| | | | Adult | | Dirty Status | | Shared Event |
| | | | Child | | Out of Order | | Sub Event |
| | | | Room Move from (Departure) | | Out of Service | | Master Event |
| | | | Room Move to (Arrival) | | Attendant in Room | | Exclusive |
| | | | Block (Group) | | Attendant on Break | | Out of Service / Order |
| | | | Owner Referral | | Owner Exclusive Room | | Setup/Tear-down Time |
| | | | Owner | | Owner Room | | |

# Keyboard Navigation

### Invoke Actions

You can invoke actions and select navigation links on search, presentation and other types of screens using the keyboard. Press **CTRL** on your keyboard to reveal the keyboard access key(s) available for navigation and action links. The keyboard shortcut is displayed in a yellow square near the link or button - press the corresponding key to select the action.

**Watch Video**

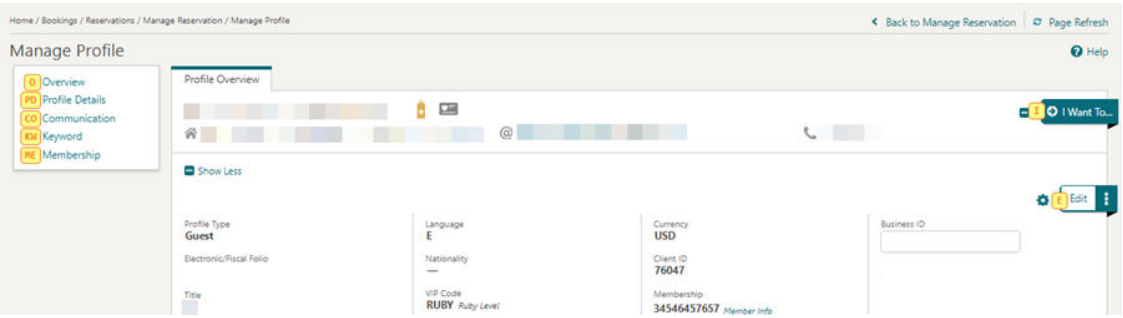
For example, **CTRL** and then **I** launches the **I Want To...**.

**Figure 1-12 Keyboard Access Keys - Search**

Or from within a presentation page.

For example, **CTRL** and then **ME** navigates to the Membership panel in Profile Presentation.

**Figure 1-13 Keyboard Access Keys - Presentation**




## Invoke a List Field

List fields are indicated with or .

Press **F9** to display the list of values .

## Invoke a Calendar Field

> **Note:**
>
> This doesn't apply to tablet devices with a native operating system date picker.

To display a calendar for a calendar field press **CTRL + Home**.

The following keys allow you to interact with the calendar:

- **Esc**: Closes the calendar popup.
- **Right Arrow**: Move to next day.
- **Left Arrow**: Move to previous day.

- **Down Arrow**: Move to the next week.
- **Up Arrow**: Move to the previous week.
- **Ctrl + Right Arrow**: Move to next month.
- **Ctrl + Left Arrow**: Move to previous month.
- **Ctrl + Down Arrow**: Move to next year.
- **Ctrl + Up Arrow**: Move to previous year.
- **Enter**: Selects the chosen date.

### Adjust Date by Increment

You can update a date incrementally by entering a positive or negative number of days.

For example, entering **+7** will adjust the current date in the field by 7 days. Entering **-3** will adjust the date 3 days prior.

## Using Deep Links to Presentations Pages

Deep links allow external applications that are integrated with OPERA Cloud to launch and display a presentation page directly by passing values in the OPERA Cloud URL.

> **Note:**
>
> You must be an authenticated user with the required access to OPERA Cloud and the specific screens to access the URLs.

The following are the deep links for Profile Presentation and Reservation Presentation pages with examples:

**Profiles**

URL: `https://%OPERACLOUDURL%/bookmarks/profile?nameId=<parameter-value>`

| Parameter | Description |
|---|---|
| nameId | Profile ID |

**EXAMPLE:** To display the Profile Presentation for Profile ID 345356, the URL is: `https://xxxxx.hospitality.oracleindustry.com/OPERA9/opera/operacloud/bookmarks/profile?nameId=345356`

URL: `[https://%OPERACLOUDURL%/bookmarks/profile?subscriptionId=<parameter-value>&externaldatabase=<parameter-value>`

| Parameter | Description |
|---|---|
| subscriptionId | External Profile ID |
| externalDatabase | External Database |

**EXAMPLE**: To display the Profile Presentation for Subscription ID 270027 and External Database CRMEXT, the URL is: `https://xxxxx.hospitality.oracleindustry.com/OPERA9/opera/operacloud/bookmarks/profile?subscriptionId=270027&externalDatabase=CRMEXT`

### Reservations

URL:`https://%OPERACLOUDURL%/bookmarks/reservation?resvId= <parameter-value>&TPRESORT=<parameter-value>`

| Parameter | Description |
|---|---|
| resvid | Reservation ID |
| TPRESORT | Property Code |

**EXAMPLE**: To display the Reservation Presentation page for reservation ID 755850 at property xxx, the URL is: `https://xxxxxx.hospitality.oracleindustry.com/OPERA9/opera/operacloud/bookmarks/reservation?resvId=755850&TPRESORT=xxx`

| Parameter | Description | Parameter Value |
|---|---|---|
| externalSystem | External System | Not required |
| externalRef | External Reference Number | Required |
| externalRefLegNo | External Reference Leg Number | Not required |
| TPRESORT | Property Code | Required |

**EXAMPLE**: To display the Reservation Presentation page for external reference E-9685745201 with leg number 2 for external system xcrs at property xxx, the URL is:

`https://xxxxxx.hospitality.oracleindustry.com/OPERA9/opera/operacloud/bookmarks/reservation?{}externalSystem= xcrs= E-9685745201 externalRefLegNo=2=xxx`

### Billing

URL:`https://%OPERACLOUDURL%/bookmarks/billing?externalSystem=<parameter-value>&externalRef=<parameter-value>&externalRefLegNo=<parameter-value>&TPRESORT=<parameter-value>`

| Parameter | Description |
|---|---|
| externalSystem (optional) | External System |
| externalRef (required) | External Reference Number |
| externalRefLegNo (optional) | Leg Number |
| TPRESORT (required) | Property Code |

**EXAMPLE**:

`https://xxxxx.hospitality.oracleindustry.com/OPERA9/opera/operacloud/bookmarks/billing?externalRef=FINGEN002345&TPRESORT=FINGENVA&externalSystem=FIN-GLOBAL&externalRefLegNo=1`

# Managing Application Settings

Access Settings to manage the following for your OPERA Cloud session.

### Selecting a Language for OPERA Cloud

Select a language for your OPERA Cloud user session. Application menu's, field prompts, links, labels and feedback messages are displayed in the language selected.

> **Note:**
>
> Your default language is defined by the **Locale** selected in your Oracle Identify Manager (SSD) user profile.

1. From the **Side** menu, select **Settings**.
   a. **Language**: Select a language from the list. For more information, see section *Available Languages*.
   b. Click **Save**.

   > **Note:**
   >
   > OPERA Cloud will re-initialize to display in the selected language.

### Refreshing Your Roles

To immediately update your roles following changes in Oracle Identity Manager (SSD).

1. From the **Side** menu, select **Settings**.
2. Click **Refresh My Roles**.

### Enabling and Disabling Customization

In order to use page composer to customise the OPERA Cloud user interface you first need to enable customization.

1. From the **Side** menu, select **Settings**.
2. Customization:
   a. **Hub/Property**: Select to enable customization for the current Hub or Property location. For more information, see Logging Into a Hub or Different Property.
   b. **Global**: Select to enable customization for all properties.
   c. **Off**: Select to disable customization.
3. Click **Save**.

Once customization is enabled you will see a **Customizing for [location]** indicator in the application title bar.

Disable (Customization=off) customization once you've completed customizing OPERA Cloud.

### Setting Your User PIN

A PIN is required for user authentication in some areas of OPERA Cloud. This is a 7-12 alpha-numeric PIN distinct from your Oracle Identity Manager or Single Sign-on password. If you forget your PIN, your administrator can reset (clear) your PIN through Manage Users.

To set a new PIN for your user account:

1. From the **Side** menu, select **Settings**.
2. In the Change PIN area:
    a. **Old PIN**: Enter the current PIN.
    b. **New PIN**: Enter the new PIN.
    c. **Confirm PIN**: Repeat entry of the new PIN.
    d. Click **Save**.

### Available Languages

- Arabic
- Chinese (simplified)
- Chinese (traditional)
- Danish
- Dutch
- English
- Finish
- French
- German
- Italian
- Japanese
- Korean
- Norwegian
- Portuguese
- Portuguese (Brazilian)
- Russian
- Spanish
- Swedish
- Thai
- Turkish

# Quick Launch

Quick Launch provides you with a convenient way to access frequently used menu options across the application and administration, as well as predefined reservation searches.

**Watch Video**

Access Quick Launch by clicking in the top right of the OPERA Cloud menu or by pressing the F2 function key from anywhere in OPERA Cloud.

The Quick Launch page is divided into two sections: My Quick Links and Quick Links.

# Managing My Quick Links

The My Bookmarks area displays links for frequently used menu options in OPERA Cloud as well as custom links for external websites.

### Adding Quick Links

1. Click **Quick Launch** from the OPERA Cloud menu or press **F2**.
2. Click **Manage Quick Links**.
3. Enter search terms for any menu item, for example, Run Reports, and then click **Go**.
4. Highlight the required menu item(s) in the search results and then click **Add (>)** or click **Add All (>>)** to move all items to the selected panel.
5. Click **Save** .

### Removing Quick Links

1. Click **Quick Launch** from the OPERA Cloud menu or press **F2**.
2. Click **Manage Quick Links**.
3. In the Selected panel, locate or search for the quick link you would like to remove, select it in the list, and then click **Remove (<)** or click **Remove all (<<)** to remove all items in the list.
4. Click **Save**.

### Adding Custom Links

1. Click **Quick Launch** from the OPERA Cloud menu or press **F2**.
2. Click **Manage Custom Links** and enter the following details:
   a. **Name**: Enter a name for the link.
   b. **URL**: Enter the URL for the website or web application.
3. Click **Add**.
4. Click **Save** .

### Editing Custom Links

1. Click **Quick Launch**

   from the navigation bar or press **F2**.
2. Click **Manage Custom Links**.
3. Update the Custom Link Details listed in **Edit URLs**.
4. Click **Save** .

### Deleting Custom Links

1. Click **Quick Launch**

   from the navigation bar or press **F2**.
2. Click **Manage Custom Links**.
3. Click the **Actions** menu and select the link listed in **Edit URLs**.
4. Click **Delete**.
5. Click **Delete** to confirm.

## Viewing the Property Brochure from Quick Launch

You can view the Property Brochure from Quick Launch. First, you must add Property Brochure to Quick Launch before you can access it.

### Add Property Brochure to Quick Launch

1. From the OPERA Cloud menu, click **Quick Launch**.
2. Click **Manage Quick Links**.
3. In the search field, type **Property Brochure** and click **Go**.
4. Select **Property Brochure** in the Available pane. Click the arrow to move it into the Selected pane.
5. Click **Save**.

   Property Brochure is now a bookmarked link in Quick Launch.

### View Property Brochure

1. From the OPERA Cloud menu, click **Quick Launch**.
2. Expand the **My Bookmarks** section if needed.
3. Under My Bookmarks, select **Property Brochure** and click the **Go to Screen** button.
4. On the Property Brochure screen, enter your **Property** name and click **Search**.

   All the available brochures for the property appear.
5. Expand the section for the brochure you want to view.

> **Note:**
>
> You might need to enter additional search criteria and click **Search** to view information.

## Quick Links

The Quick Links section of Quick Launch lists several predefined reservation searches and menu links and provides keyboard access keys to launch the search.

For example:

- From anywhere in OPERA Cloud, you can quickly navigate to Arrivals by clicking or pressing **[F2]** and the pressing **[A]**.
- To launch the Arrivals search as a new browser session, click or press **[F2]** then hold down the **[SHIFT]** key and press **[A]**.

> **Note:**
>
> The Quick Links available are based on the OPERA Controls active at your property. For example, you may or may not have access to features like Advance Checked In, Open Folios, and Scheduled Check Outs.

## Advance Checked In Screen

**Path: Quick Launch – Quick Searches - Advance Checked In (F2+V)**

The Quick Launch Advance Checked In screen opens to search results filtered on Advance Checked In reservations for the current business date. This search criteria can be modified (select the **Modify Search Criteria** link) to narrow the results to show only Arrival or only Checked In status reservations, by reservation states such as Pre Registered, Open Balance, Day Use, or Queue.

You can also filter on Expected Time of Return (ETR From and ETR To), and sort the results by related criteria:

- Arrival Date and ETR ascending (default).
- Arrival Date and ETR descending.

**Advance Checked In Status Filters**

- Arrival shows only reservations that are indicated as Advance Checked In and not yet checked in to the property for the current business date.
- Checked In shows only reservations that were indicated as Advance Checked In and have already been checked in to the property for the current business date.
- Selecting both Arrival and Checked In shows all reservations indicated as Advanced Checked In during the current business date, which includes reservations currently identified. Advance Checked In (not yet checked in) as well as Advance Checked In reservations that have already been checked in to the property and Advance Checked In

reservations that checked in and checked out of the property on the same day, such as Day Use reservations.

The Advance Checked In reservation status includes both Arrival and Checked In reservations.

This screen is also accessible from the Advance Check In tile, with search results filtered based on the area selected: Current, Checked In, or Total for Today.

# Home Dashboard

**Watch Video**

The OPERA Cloud Dashboard displays a series of tiles across one or more dashboard pages and is adaptive to the resolution of your device or workstation display.

Dashboard setup is specific to a hub (multi-property) or property location. See Changing Your Location in Multi-Property Operations.

You can setup standard dashboard pages for users at your chain, hub, or property locations by activating Page Composer prior to setting up the dashboard pages and tiles, hubs and properties inherit the setup from chain. When customizing property dashboard pages at the chain-level, various dashboard tiles provide an option to set a dynamic property location option; resulting in the dashboard tile displaying at property locations, with the property code changing accordingly.

In order to view a tile your role(s) must be granted the applicable user task for the dashboard tile. Some segments of a tile highlight when you hover a mouse over them, indicating that more detailed data is available when you click the area. In order to interact with the tile your roles require the necessary user task(s) granted. For example, to access Manage Blocks (search) from the Block tile your role must be granted the Manage Blocks task.

There are two main steps to setting up your Dashboard:

- Adding pages (maximum of 24)
- Adding tiles to those pages and configuring tile properties

Your personalized Dashboard enables you to group similar tiles together into pages or group tiles for a specific property together on pages if you manage several different locations.

The OPERA Cloud dashboard provides flexibility for you to determine what data organization works best for your property and your role.

You can return to your Home Dashboard from anywhere in the application by clicking **OPERA Cloud** in the Navigation Bar.

Each time you return to the dashboard or access a different dashboard page, the tiles are refreshed. You can also click the icon in the top right part of the screen to manually refresh all tiles displayed on the dashboard page.

## Managing Dashboard Pages

You can add pages to your Home Dashboard to categorize and organize tiles for different roles or other requirements. Each page is given a descriptive name to differentiate it from the other pages. For example, you could have two pages on your Home Dashboard, one called Front Desk for Arrival, Departure and In-house tiles and a second page called Housekeeping for

Queue Rooms, Task Sheet, Room Status and Maintenance tiles. If you manage several different properties, you might want to use pages to differentiate between properties when operating from a Hub location.

You can configure standard dashboard pages for your Chain, Hub or Property by activating Page Composer prior to setting up the dashboard pages and tiles.

OPERA Cloud will auto-create extension pages as needed to accommodate your tile selection for pages; these extension pages cannot be renamed or deleted.

Deleting a primary page will result in the deletion of all associated extension pages.

Renaming a primary page will result in associated extension pages being renamed.

### Adding Dashboard Pages

1. From the OPERA Cloud dashboard screen, click the **Add Page** button.
2. Enter a name for the new page and click **Save**.
3. The new page appears in the tabbed page list on the Home Dashboard.

### Editing Dashboard Pages

1. Click the vertical ellipsis icon for the page you wish to edit.
2. Click **Edit**.
3. Enter the new page name, and then click **Save**.

### Deleting Dashboard Pages

1. Click the vertical ellipsis icon for the page you wish to remove.
2. Click **Delete**.
3. Confirm your removal by clicking **Delete** on the pop-up confirmation window.

## Managing Dashboard Tiles

A tile is a snapshot of your data, in graphical format, pinned to a dashboard page. You can drag and drop tiles on the dashboard pages to relocate them to suit your needs.

If your role(s) is granted the Edit Dashboard task you can manage the tiles on your dashboard pages.

Each tile has properties that can be configured using the icon. When the Room Class OPERA Control is active you can add multiple instances of the same tile to your dashboard , each configured for a different room class. In multi-property operations you must select the property location when adding tiles to a dashboard page at a Hub location; the Appointments, Activities & To Do List tiles allow you to select multiple properties..

You can setup standard dashboard tiles for users at your Chain, Hub / Property locations by activating Page Composer prior to setting up the dashboard pages and tiles. When customizing the dashboard at the chain-level from a property location, various dashboard tiles provide an option to set a dynamic property location option; resulting in the dashboard tile displaying at property locations, with the property code changing accordingly. Chain customization from a hub location will not display the **Current Property** or **Dynamic Property** attributes.

You can manage the tiles on dashboard pages when your role(s) is granted the Edit Dashboard task.

### Adding Dashboard Tiles

1. From the **OPERA Cloud** Dashboard:
   a. Select the dashboard page in the page bar.

   > **Note:**
   >
   > You can add a page by clicking **Add Page**.

   b. Click **Add New Tiles**.
2. In the **Add New Tiles** dialog
   a. Locate the tile to add to the page.
   b. **Quantity**: Enter the number for the quantity of the tile to add. Repeat step to select additional tiles.
   c. Click **Add to Dashboard**.
3. Once the tile appears on the dashboard, click on the tile and complete the field selections to suit your needs. The setup options vary by tile.
   a. From a Hub location, select properties and other display options.
   b. If chain-level page composer customization is active and your current location is a property (not hub), the following options may display:
      i. **Current Property (property code)**: Displays the tile at the current property location only.
      ii. **Dynamic Property**: Displays the tile at all property locations in the chain (The Property will dynamically update based on a users property location). This tile will not display on dashboard from a hub location.
   c. Click **Save**.

### Editing Dashboard Tile

1. Hover over the desired tile and click the icon to open Settings.
2. Make changes to settings and then click **Save**.

### Deleting Dashboard Tile

Hover over the desired tile and click the X icon.

### Relocating Tiles on a Dashboard Page

1. Click and hold mouse on the tile you would like to move.
2. Drag the tile to the new location on the dashboard page.
3. Release mouse button to drop the tile at the location; other tiles will rearrange accordingly.

The following table provides a list of tiles available.

**Table 1-2 Tile Names and Descriptions**

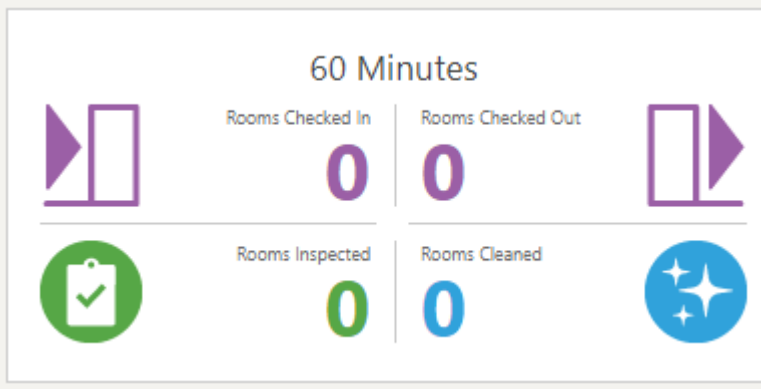
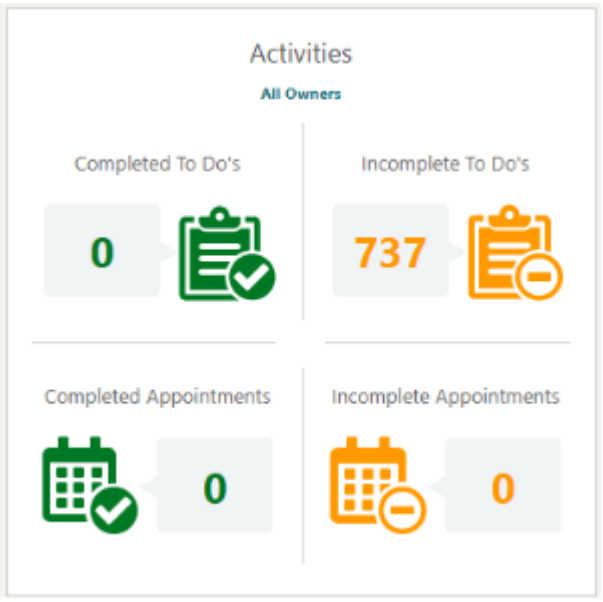
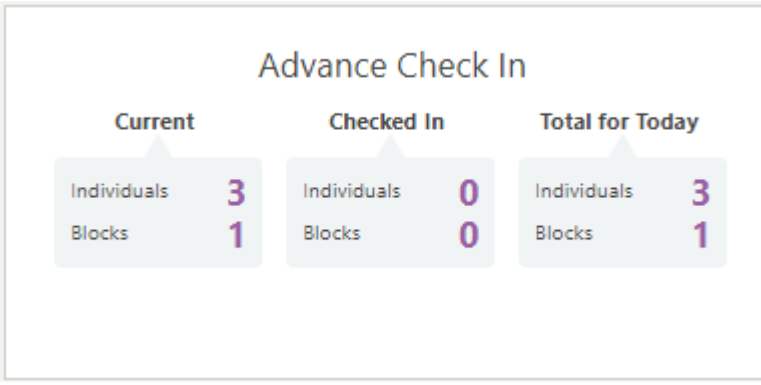
| Tile Name | Dynamic Property (Chain-level Customization) | Images |
|---|---|---|
| **60 Minutes Activity**<br>View check-ins, check-outs, and rooms cleaned totals for the previous 60 minutes. | ✓ |  |
| **(Sales) Activities**<br>View a count of Sales Activity for the current date. (Available with the Oracle Hospitality OPERA Cloud Service, Sales and Event Management Standard Edition or Oracle Hospitality OPERA Cloud Service, Sales and Event Management Premium Edition). | ✓ |  |
| **Advance Check In**<br>View a count of the advance check ins for individual and block reservations for the current date. (Available when the Advanced Check in OPERA Control is active.) | ✓ |  |

**Table 1-2 (Cont.) Tile Names and Descriptions**

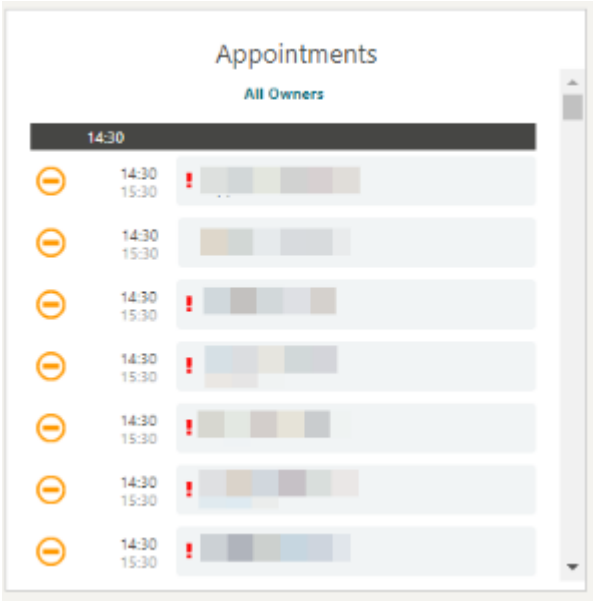
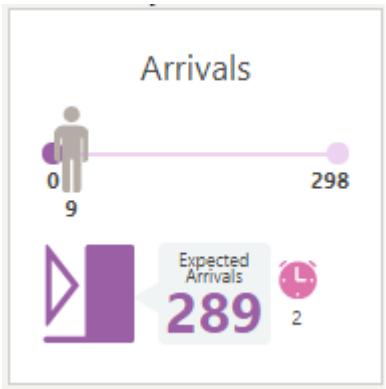
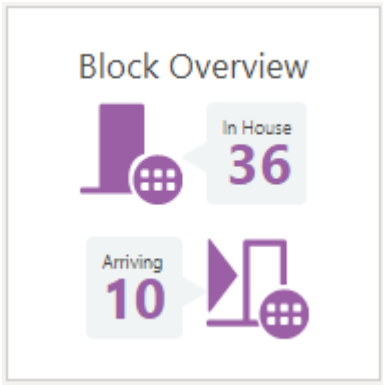
| Tile Name | Dynamic Property (Chain-level Customization) | Images |
|---|---|---|
| **Appointments**<br>View appointments for selected Sales Owner(s) and Activity Type for the current date. (Available with the Oracle Hospitality OPERA Cloud Service, Sales and Event Management Standard Edition or Oracle Hospitality OPERA Cloud Service, Sales and Event Management Premium Edition). | ✓ |  |
| **Arrivals**<br>View the number of expected arrivals for the current date. Also displays the number of reservations on Queue. | ✓ |  |
| **Block Overview**<br>View an overview of Arriving and In House blocks for the current date.<br>Premium You can select to include Opportunities (Available when the Opportunities OPERA Control is active). | ✓ |  |

**Table 1-2 (Cont.) Tile Names and Descriptions**

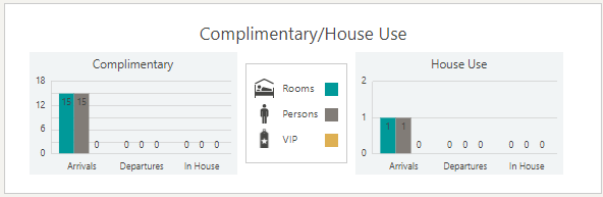
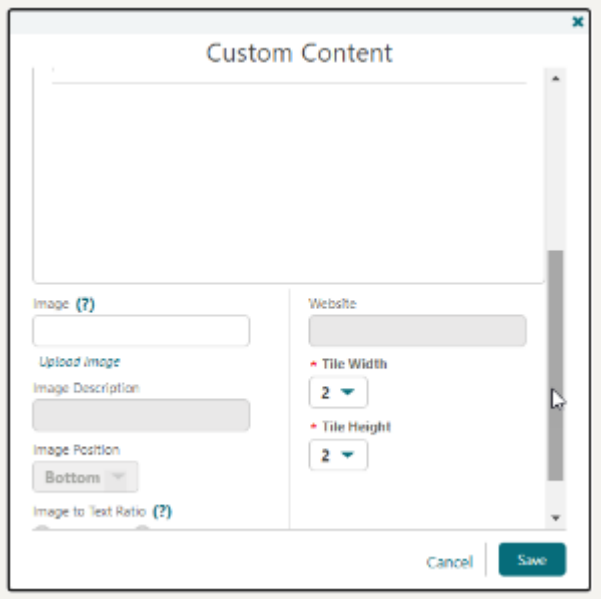
| Tile Name | Dynamic Property (Chain-level Customization) | Images |
|---|---|---|
| **Complimentary/ House Use**<br>View complimentary and house use rooms activity for the current date. | ✓ |  |
| **Comp Routing**<br>View Comp Routing statistics tile displays the status of the postings on the Comp Posting Journal and a count of the current Comp Routing Requests. The different areas of the tile provide you with the ability to drill down to the Comp Posting Journal and Comp Routing Instructions screens. | ✓ | |
| **Custom Content**<br>A user-customized tile displaying text, images and web links. | ✗ |  |

**Table 1-2 (Cont.) Tile Names and Descriptions**

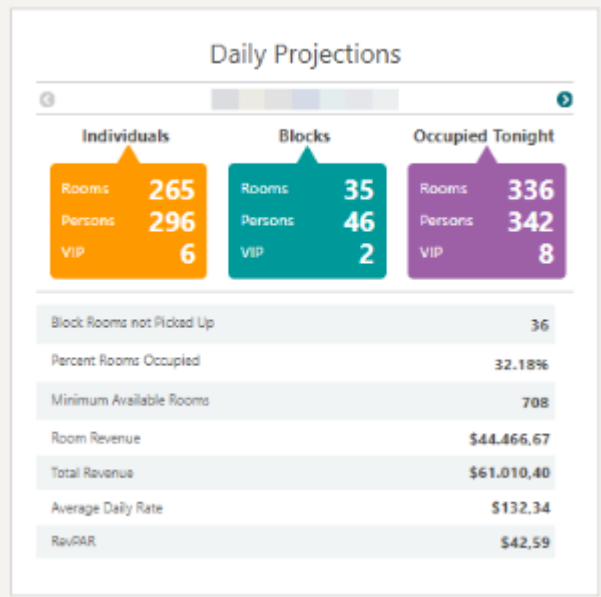
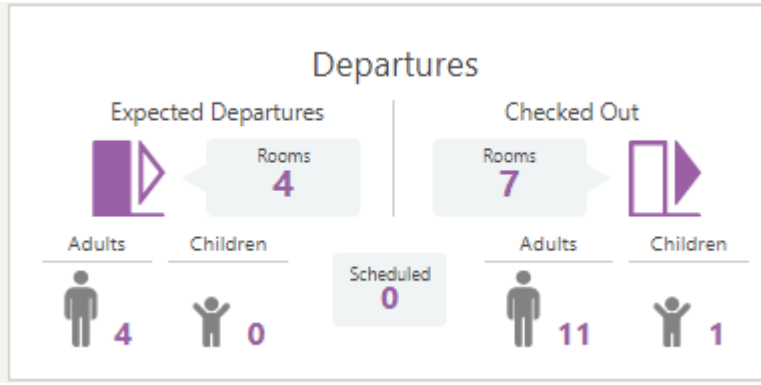
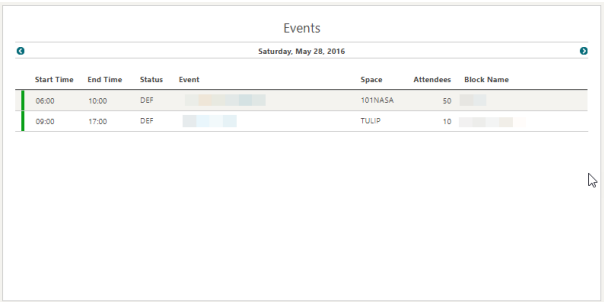
| Tile Name | Dynamic Property (Chain-level Customization) | Images |
|---|---|---|
| **Daily Projections**<br>View projected occupancy and revenue figures by date. | ✓ |  |
| **Departures**<br>View the number of expected and actual departure rooms for the current date. Also displays the number of scheduled departures. | ✓ |  |
| **Events**<br>View a summary of Catering Events for a selected date. (Available when the **Catering Events** OPERA Control is active).<br>Premium You can select to include Opportunities (Available when the Opportunities OPERA Control is active). | ✓ |  |

**Table 1-2 (Cont.) Tile Names and Descriptions**

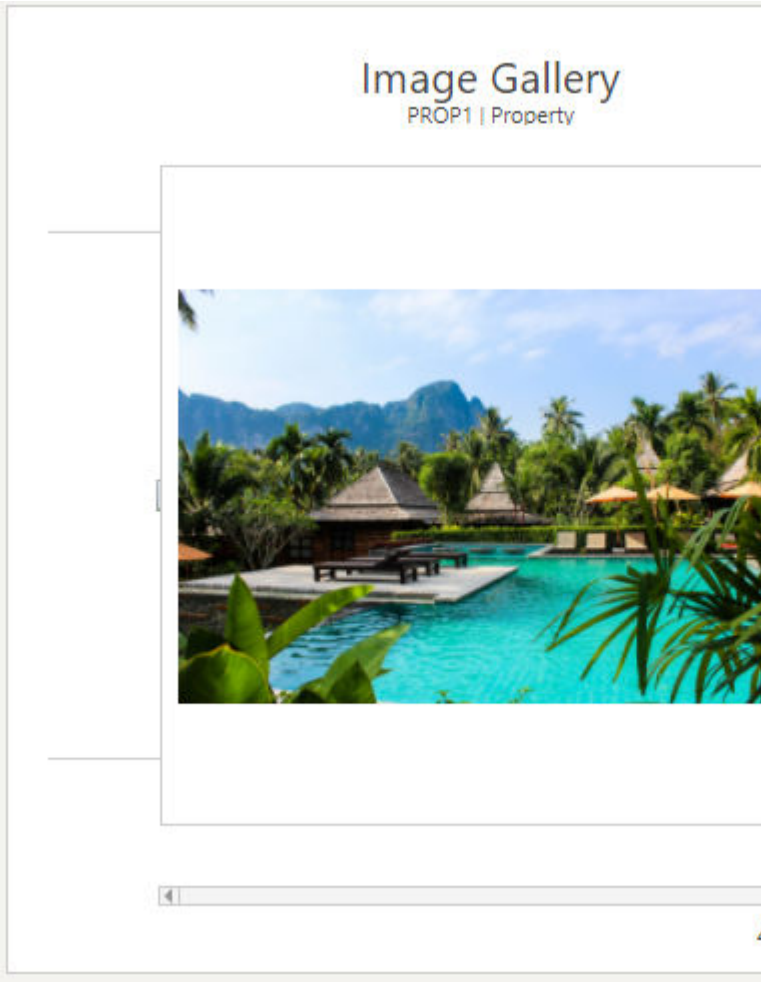
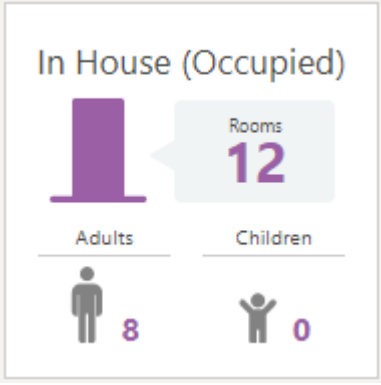
| Tile Name | Dynamic Property (Chain-level Customization) | Images |
|---|---|---|
| **Image Gallery**<br>View images such as floor plans, maps, attractions, and so on. | ✗ |  |
| **In House (Occupied)**<br>View the number of current In House Rooms (Reservations). | ✓ |  |

**Table 1-2 (Cont.) Tile Names and Descriptions**

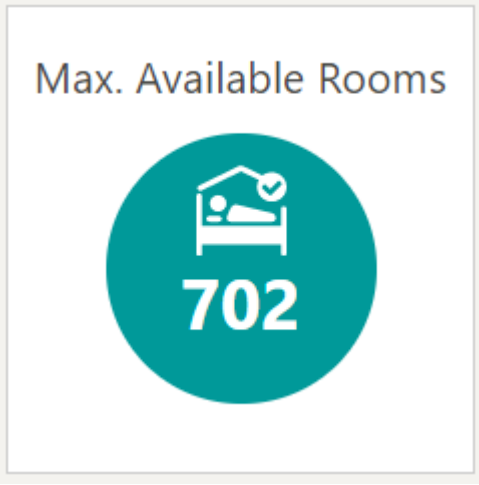
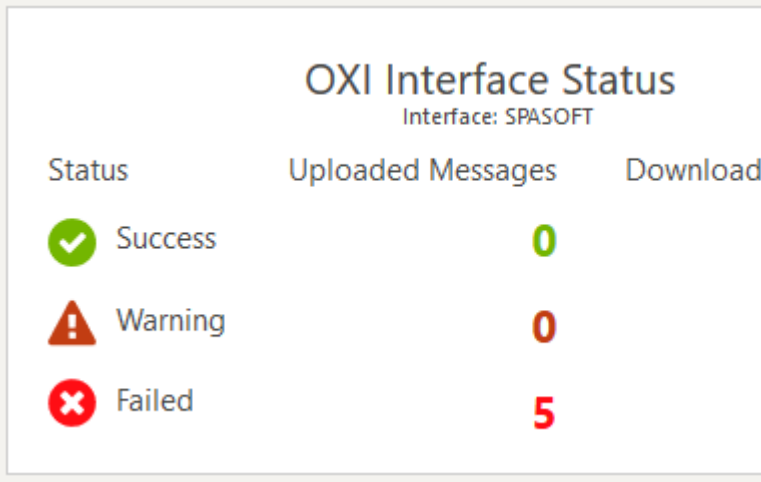
| Tile Name | Dynamic Property (Chain-level Customization) | Images |
|---|---|---|
| **Max Available Rooms**<br>View the maximum number of rooms available for the current date (excluded non-deduct). | ✓ |  |
| **OXI Interface Status**<br>View OXI download and upload message status | ✗ |  |

**Table 1-2 (Cont.) Tile Names and Descriptions**

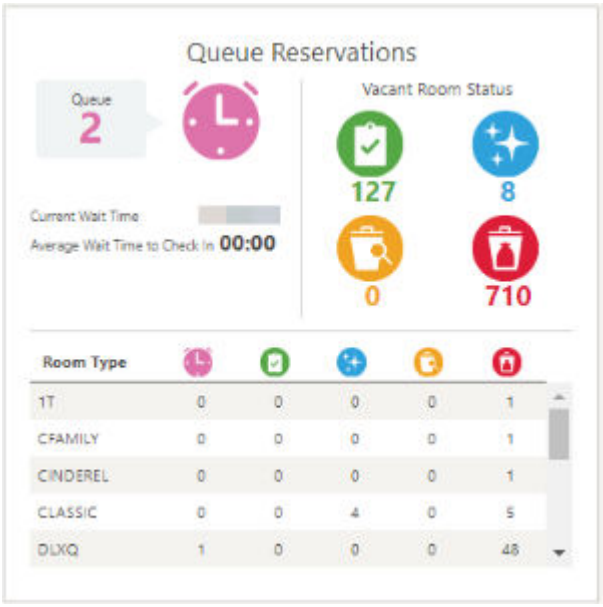
| Tile Name | Dynamic Property (Chain-level Customization) | Images |
|---|---|---|
| **Queue Reservations**<br>View arrival reservations on queue. Shows rooms available by room type and room status. (Available when the Queue Room OPERA Control is active) | ✓ |  |

**Table 1-2 (Cont.) Tile Names and Descriptions**

| Tile Name | Dynamic Property (Chain-level Customization) | Images |
|---|---|---|
| **Reservation Activity**<br>View a breakdown of arrival, in-house, and departure reservations for the current date. | ✓ | |

**Note:** The **Average Check In Time** displayed in se

**Table 1-2 (Cont.) Tile Names and Descriptions**

| Tile Name | Dynamic Property (Chain-level Customization) | Images |
|---|---|---|
| | condsiscalculatedbasedonthestarttime.TheCheckIntimes | |

**Table 1-2 (Cont.) Tile Names and Descriptions**

| Tile Name | Dynamic Property (Chain-level Customization) | Images |
|---|---|---|
| | tartsafterenteringtheCheckinstepsforreservationsfora | |

**Table 1-2 (Cont.) Tile Names and Descriptions**

| Tile Name | Dynamic Property (Chain-level Customization) | Images |
|---|---|---|
| | assignedroom.Itcanalsostartafterassigningaroomfromwi | |

**Table 1-2 (Cont.) Tile Names and Descriptions**

| Tile Name | Dynamic Property (Chain-level Customization) | Images |
|---|---|---|
| | this in the check in steps. The end time occurs when the **Completed C** | |

**Table 1-2 (Cont.) Tile Names and Descriptions**

| Tile Name | Dynamic Property (Chain-level Customization) | Images |
|---|---|---|
| | **checkIn** button is selected and the checkin is successful. | |

**Table 1-2 (Cont.) Tile Names and Descriptions**

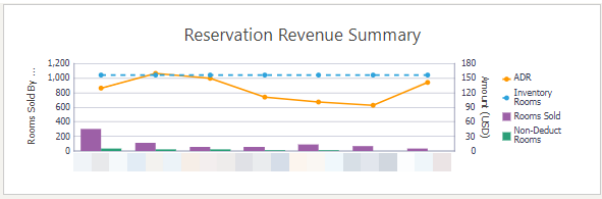
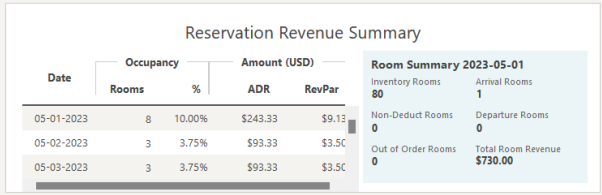
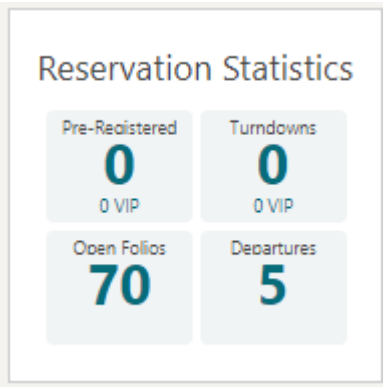
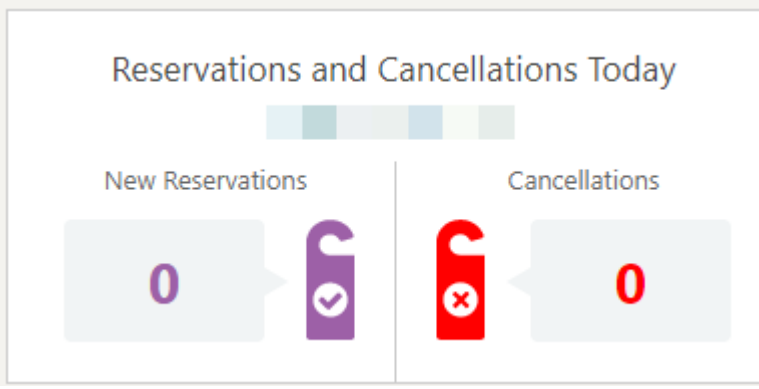
| Tile Name | Dynamic Property (Chain-level Customization) | Images |
|---|---|---|
| **Reservation Revenue Summary**<br>View rooms sold and revenue figures by date.<br>Details can be displayed as either Graph or Table and you may select both past and future dates. | ✗ |  <br>  |
| **Reservation Statistics**<br>View reservation statistics for the current date. | ✓ |  |
| **Reservations and Cancellations Today**<br>View a count of reservations and cancellations for the current business date. Optional **User(s)** and **Property(s)** filters are available. | ✗ |  |

**Table 1-2 (Cont.) Tile Names and Descriptions**

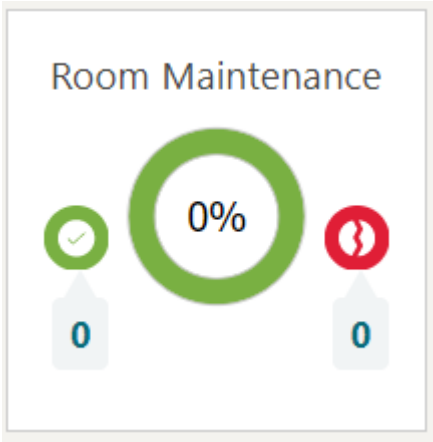
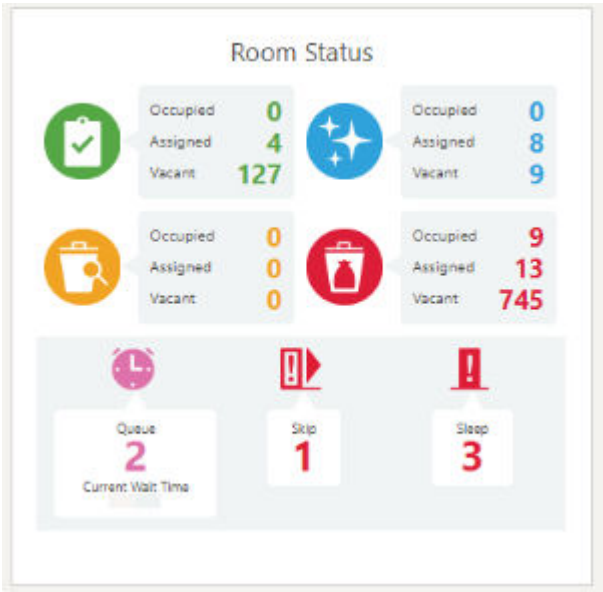
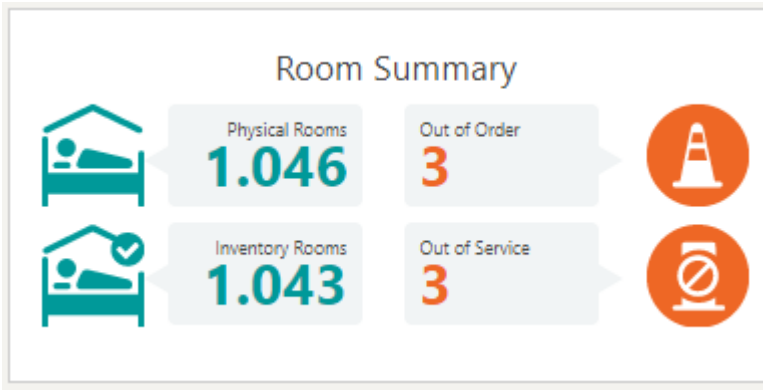
| Tile Name | Dynamic Property (Chain-level Customization) | Images |
|---|---|---|
| **Room Maintenance**<br>View resolved and unresolved maintenance requests. | ✓ |  |
| **Room Status**<br>View a count of rooms by room status and front office status. Also displays room discrepancies and count of Queue rooms. | ✓ |  |
| **Room Summary**<br>View the number of available rooms, physical (total) rooms, out of order rooms, and out of service rooms. | ✓ |  |

**Table 1-2 (Cont.) Tile Names and Descriptions**

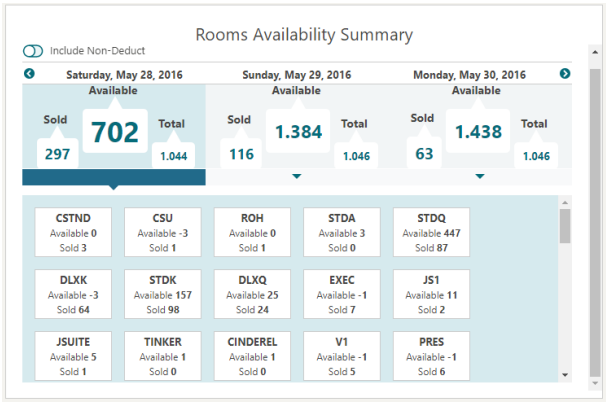
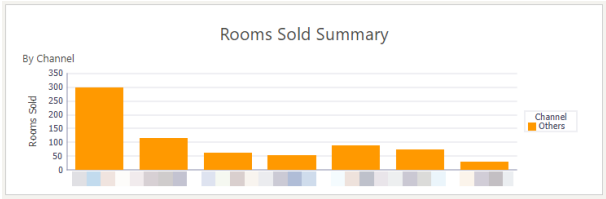
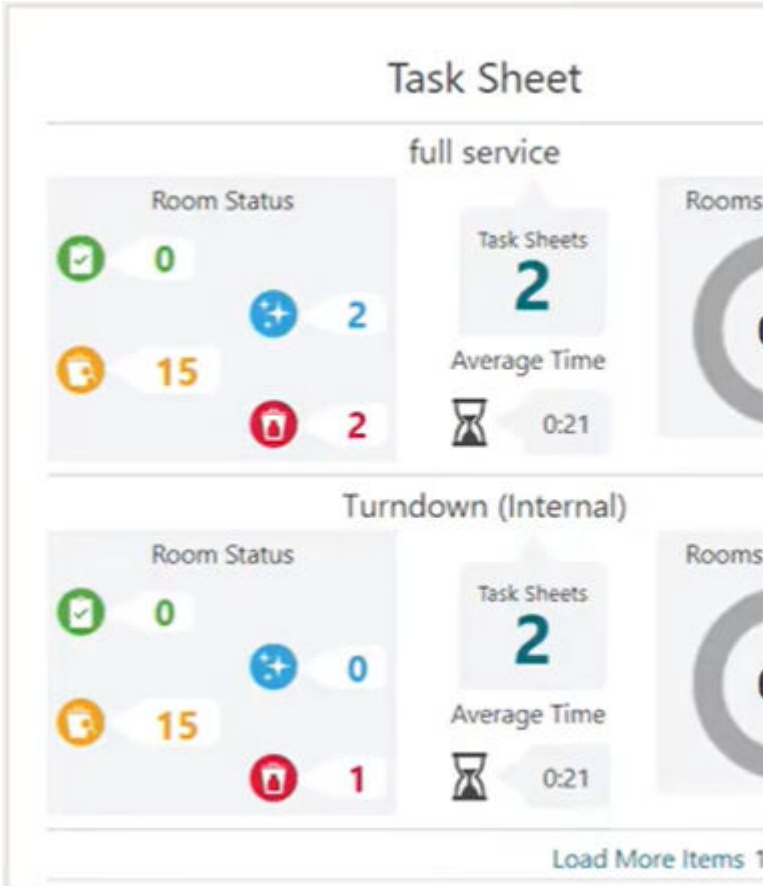
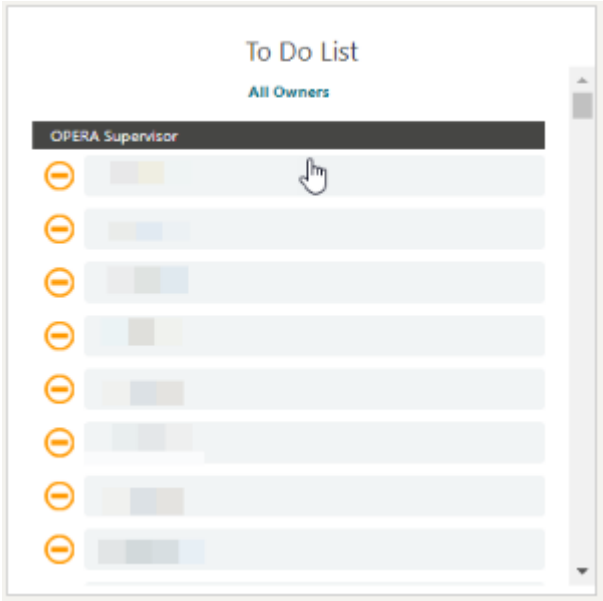
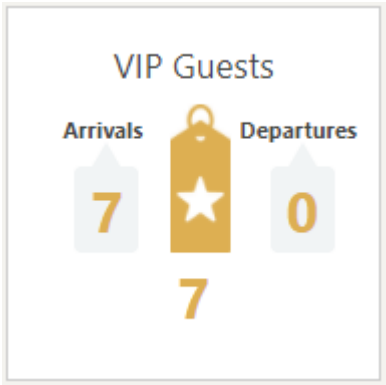
| Tile Name | Dynamic Property (Chain-level Customization) | Images |
|---|---|---|
| **Rooms Availability Summary**<br>View rooms sold and available, by day and room type. | ✓ |  |
| **Rooms Sold Summary**<br>View summary of rooms sold and availability by room type. | ✗ |  |
| **Task Sheets**<br>View totals including room status, percentage of rooms cleaned, and today's task sheet notes, along with details and completion status of task sheets. | ✓ |  |

**Table 1-2 (Cont.) Tile Names and Descriptions**

| Tile Name | Dynamic Property (Chain-level Customization) | Images |
|---|---|---|
| **To Do List**<br>View the To Do List for today. (Available with the Oracle Hospitality OPERA Cloud Service, Sales and Event Management Standard Edition or Oracle Hospitality OPERA Cloud Service, Sales and Event Management Premium Edition). | ✓ |  |
| **VIP Guests**<br>View a snapshot of VIP arrival and departure reservations. (Available when the VIP OPERA Control is active). | ✓ |  |

## Advance Check In Tile

The Advance Check In tile on the home dashboard page provides statistical information to identify the number of Advance Checked In individual and block reservations for today (the property's current business date), and to differentiate between today's Advance Checked In reservations that are Checked In and those that are still in Advance Checked In state.

The Advance Checked In tile is divided into three areas: Current, Checked In, and Total for Today. Each area links to the Advance Checked In search screen prefiltered for that area:

- **Current** - The number of arrival (due in) individual and block reservations that are in Advance Checked In state.
- **Checked In** - The number of individual and block reservations that were indicated as Advance Checked In today and are now checked in to the property.
- **Total for Today** - The total number (current plus checked in) of individual and block reservations for today. This total includes Advance Checked In reservations that were

checked in and checked out of the property on the same day, such as Day Use reservations.

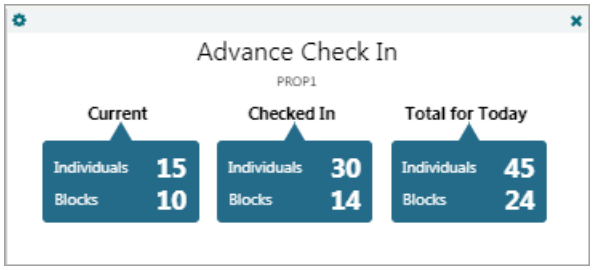



**Table 1-3** `Advance Check In Tile`

| Reservation Type | Currently in Advance Checked In State | Previously in Advance Checked In State and now Checked In to the Property | Total for Today |
|---|---|---|---|
| Individual reservations | 15 | 30 | 45 = 15 Advance Checked In + 30 Checked In reservations |
| Block reservations | 10 | 14 | 24 = 10 Advance Checked In + 14 Checked In reservations |

# Using the Rich Text Editor

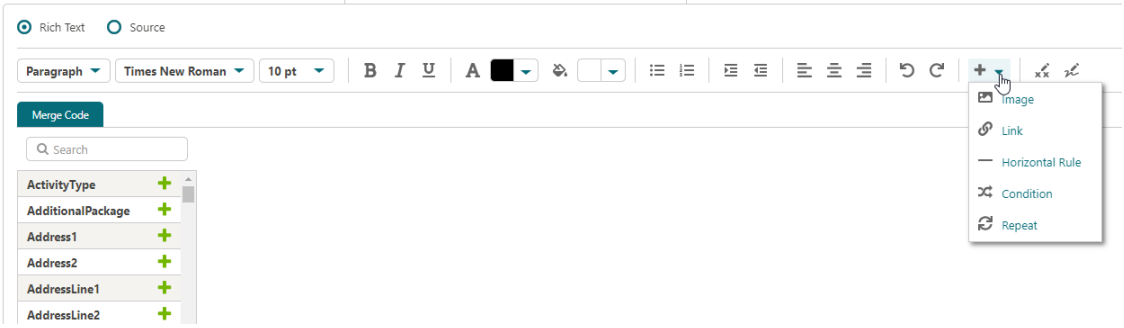
The rich text editor is used in various areas of OPERA Cloud. You can enter or paste text into the editor, then format the text according to your needs. You can also insert links, lines, images and conditional blocks of text. Merge codes are also available to dynamically fetch and display values.

When the Multi-language OPERA Control is active you can setup templates in various languages and character sets.

As you setup a template HTML code is generated; this code can be viewed and editing by selecting **Source**. Editing HTML provides additional formatting and layout capabilities not available in the rich text editor.

> **Note:**
>
> The Rich Text Editor doesn't provide edit functionality; components must be deleted and re-inserted.

**Figure 1-14 Rich Text Editor Toolbar**




## Supported HTML tags

| Tag | Description |
|---|---|
| "a" | Hyperlink |
| "p" | Paragraph |
| "div" | Divison/Section |
| "i" | Italic |
| "b" | Bold |
| "u" | Underline |
| "em" | Emphasize / Italic |
| "blockquote" | Quotation |
| "tt" | Teletext |
| "strong" | Strong/Bold |
| "br" | Line Break |
| "ul" | Unordered List (Bullet) |
| "ol" | Order List |
| "li" | List Item |
| "h1" | Heading 1 |
| "h2" | Heading 2 |
| "h3" | Heading 3 |
| "h4" | Heading 4 |
| "h5" | Heading 5 |
| "h6" | Heading 6 |
| "table" | Table |
| "td" | Table Cell |
| "th" | Table Header |
| "tr" | Table Row |
| "html" | Root Container |
| "body" | Document Body |
| "hr" | Horizontal Rule |
| "font" | Font (HTML4) |

| Tag | Description |
|---|---|
| "img" | Image |
| "rpt" | Repeat |
| "cond" | Conditional |

### Editing HTML Source

Use **CNTRL+V** to paste code from clipboard. Care must be taken when editing HTML - updates may result in unexpected formatting or runtime issues.

1. Click **Source**.
2. Update the HTML.
3. Click **Save**.

### Formatting Text and Fields

Use the Rich Text Editor toolbar to format text and fields according to your needs :

1. **Heading**: Select a text heading size.
2. **Font**: Select the font.
3. **Size**: Select the font size.
4. **Style**: Select the font style, bold, italic.
5. **Color**: Select the font color.
6. **Background Color**: Select the color of background.
7. **Bullet list**: Create a bullet list.
8. **Number list**: Create a numbered list.
9. **Increase Indent**: Move text away from margin.
10. **Decrease Indent**: Move text closer to margin
11. **Text Alignment**: Left, Center, Right.

### Inserting Merge Codes

Merge codes fetch and output data from OPERA Cloud.

1. Click **Merge Codes** to open a panel listing all merge codes that can be added to the template.
2. Enter search criteria to update field list.
3. Click the location in the template where you want to insert the merge code.
4. Click the **+** symbol to the right of the merge code to select and insert it at the current cursor location in template.

### Inserting Image

1. Click the location in the template where you want to insert the image
2. Click **+** then click Image and enter the following details:
   a. **Image URL**: Enter the URL where image is located.

b. **Image Description**: Enter description of image.

c. **Width**: Enter desired image width in pixels.

d. **Height**: Enter desired image width in pixels.

3. Click **Insert**.

### Inserting Hyperlinks

1. Click the location in the template where you want to insert the link.
2. Click **+** then click and enter the following details:
   a. **Link URL**: Enter the URL for the link.
   b. **Link Text**: Enter the text to display in the document.
3. Click **Insert**.

### Inserting Lines

1. Click the location in the template where you want to insert the line.
2. Click **+** then click

.

### Inserting Conditional Block

Use conditional blocks to generate dynamic content based on a condition evaluating as true.

1. Click the location in the template where you want to insert the conditional block.
2. Click **+** then click

and enter the following details:
   a. **Merge Code**: Select a merge code from the list.
   b. **Operator**: Select an operator from the list (options vary according to the merge code selected).
   c. **Value**: Enter a value to test for the condition.
3. Click **Insert**.
4. Enter text between the **IF** and **END IF** blocks (displayed in red, this text is the output when the condition evaluates as true.

**Table 1-4 Available Operators**

| Operator | Description |
|---|---|
| = | Equal to |
| != | Not equal to |
| > | Greater than |
| < | Less than |
| >= | Greater than or equal to |
| <= | Less than or equal to |
| in | In (value1, value2, ...) |
| not in | Not in (value1, value2, ...) |

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

| Operator | Description |
|---|---|
| like | Like. Use a percent sign (%) to represent zero, one, or multiple characters. |
| not like | Not like. Use a percent sign (%) to represent zero, one, or multiple characters. |
| is null | Is empty |
| is not null | Is not empty |

### Insert Initial or Signature Block

> **Note:**
>
> This is used for the capture of guest initials and/or signature in eSign Registration Card templates only.

1. Click the location in the template where you want to insert the conditional block.
2. Click to insert initials block.
3. Click to insert a signature block.

### Deleting Components

1. Select **Rich Text**.
2. Click to select the component to be deleted.
3. Press **Delete** key on keyboard.

# Page Composer

Page Composer is used to customize the OPERA Cloud user interface; by adding, relocating or removing fields or links in page panels. You can also setup standard dashboard pages and Quick Links for your chain or property.

**Watch Video**

### Customization Inheritance

Page Composer is enabled at the tenant (global) level or for the current hub / property location. See Changing Your Location in Multi-Property Operations.

- Fields added or removed at a Global (chain) level apply to all Hub or Property locations.
- Fields added or removed at a Hub location apply to the Hub location only.
- Fields added or removed at a Property location apply to the Property only.

Using Page Composer, you can perform the following:

- Add, remove and reorder standard and flex fields
- Define field label (prompt)
- Define default value
- Define mandatory/optional
- Define read only
- Define field color
- Add tool-tips
- Validate field entries
- Hide, display and sequence search result table columns
- Add custom business logic using Expression Language (EL). For more information, see Adding Custom Business Logic using Expression Language

### User Tasks

Page Composer customization options are based on tasks assigned to a user's role in Role Manager. Tasks for Personalize, Customize Chain, Customize Property/Hub, and Column Options control access to their respective customization option.

- The **Personalize** task enables the user to make changes that are only applicable/visible to the user who made the change. For example, hide/show fields, reorder columns in tables, reorder fields in panels, and search areas where personalization is available.
- The **Customize Chain** task controls access to the Chain Customization Level, which enables users to make changes that affect or apply to all properties in the chain.
- The **Customize Property/Hub** task controls access to the Property/Hub Customization Level. Changes are applied or visible to users when logged in to a specific property or at the hub level based on the login context (Property or Hub).
- The **Column Options** task enables you to reorder and hide or show table columns.

### Customizable Pages and Panels

You can customize the following screens and related pages with Page Composer:

**Table 1-5 Customizable Pages and Panels**

| Page | Panel / Section |
|---|---|
| Create <all type> Profile | • Primary Details |
| Manage Profile (Advanced Search) | |
| Profile Presentation | • Overview<br>• Profile Details |
| Communication | • Address |
| Caller Info | |
| Enrollment | • Primary Details<br>• Address (Postal Code field) |
| Look To Book Sales Screen | • Search |
| Turnaway | |

**Table 1-5 (Cont.) Customizable Pages and Panels**

| Page | Panel / Section |
|---|---|
| Book Now | • Guest Information<br>• Booking Details |
| Manage Reservation (Advanced Search)<br><br>**Note:**<br>Plus Room Assignment, Registration Cards, Telephone Operator and other reservation search pages. | |
| Reservation Presentation | • Overview<br>• Stay Details<br>• Daily Details<br>The following fields are displayed in the Stay Details panel and Daily Details tab when the Display Reservation Awards OPERA Control is active.<br>– Award Code<br>– Award Number<br>– Eligibility Code |
| Check In Reservation | • Overview<br>• Stay Details<br>• Daily Details |
| Check Out Reservation | • Overview<br>• Stay Details<br>• Daily Details |
| Billing | • Overview |
| Create Block | • Block Definition<br>• Room Details<br>• Catering Details |
| Create Opportunity | • Block Definition<br>• Room Details |
| Manage Blocks (Advanced Search) | |
| Block Presentation | • Overview<br>• Room Details<br>• Catering Details |

**Table 1-5 (Cont.) Customizable Pages and Panels**

| Page | Panel / Section |
|---|---|
| Manage Activities (Advanced Search) | |
| Dashboard | • Pages<br>• Tiles |
| F2 Quick Launch | • Custom Links<br>• Quick Links |

# Adding Custom Business Logic using Expression Language

A **Custom** option is available for various field properties by clicking **Custom** option is available for most properties by clicking </> or selecting **Custom** from the field property list of values. Using the **Custom** option, you can add custom business logic using Expression Language (EL) to perform a test and return "TRUE" or "FALSE". For example, the **Required** (Mandatory) field property can be set to **Custom** with expression language used to determine when **Required** should conditionally be set to **Yes** (TRUE) or **No** (FALSE).

Expression language can also be used to conditionally set the **Color** properties of a field.

Expression language can also be used to perform specific actions such as displaying a message to a user or setting the value of another field if an expression evaluates as true.

For more information on EL expressions, refer to the following:

https://docs.oracle.com/javaee/7/tutorial/jsf-el.htm

https://docs.oracle.com/javaee/6/tutorial/doc/gjddd.html

> **Note:**
>
> When the properties of a field have been customized, a reset link appears next to the field property. The reset link helps identify if a field has been customized and you can click this link to remove the customization.

**Example 1-1 Example 1**

Color Properties — Change the Background color of the member type field based on the membership type = 'OR'

Click </> for the **Background** color property for the membership type field and add the following EL expression:

```
#{bindings.MembershipType.inputValue == 'OR' ? '#ffff00' : '#ffffff' }
```

- If the statement evaluates as true, then set the background color of the field changes to Hex Color #ffff00 (yellow).

- If the statement evaluates as false (membership type is not = OR), then set the background color to white.

**Example 1-2 Example 2**

Color Properties — Change the background color of the member type field based on the membership type = 'OR'

Click </> for the **Background** color property for the membership type field and add the following EL expression:

```
#{bindings.MembershipType.inputValue == 'OR' ? '#0493f2'  : '#ffffff' }
```

- If the statement evaluates as true, then set background color of the field changes to Hex Color #0493f2' (blue).
- If the statement evaluates as false (membership type is not = OR), then set the background color to white.

**Example 1-3 Example 3**

Required Property — Set the Visa Expiry Date field as Required = YES if the Visa Number field has a value (is not null).

Click </> for the **Required** property for the Visa Expiry Date field and add the following EL expression:

```
#{bindings.VisaNumber.inputValue== null ? false : true}
```

- If the statement evaluates as true (NULL), then set REQUIRED = NO (false).
- If the statement evaluates as false (not NULL), then set REQUIRED = YES (true).

**Example 1-4 Example 4**

Required Property — Set the state field as Required = YES if the country code field has a value of either CA, USA, or AU

Click </> for the **Required** property for the State field and add the following EL expression:

```
#{bindings.CountryName.inputValue=='CA' ? true :
bindings.CountryName.inputValue=='USA' ? true :
bindings.CountryName.inputValue=='AU' ? true : false}
```

- If the statement evaluates as true then set REQUIRED = YES (true).
- If the statement evaluates as false then set REQUIRED = NO (false).

**Example 1-5 Example 5**

Required Property - Set the UDFC10 field as Required = YES if the UDFC03 field value does not equal the UDFC04 field value

Click </> for the **Required** property for the UDFC10 field and add the following EL expression:

```
#{bindings.UDFC03.inputValue != bindings.UDFC04.inputValue ? true : false}
```

- If the statement evaluates as true then set REQUIRED = YES (true).
- If the statement evaluates as false then set REQUIRED = NO (false).

**Using EL to perform specific actions**

Expression Language can also be used to program specific actions to occur based on a condition evaluating as true or false.

Custom actions are programmed from the **Advanced** tab on the field properties page to define an IF THEN ELSE condition.

These expressions can be used to test a value in a field and then set a value in another field, display a message to a user, or both.

The following actions can be selected from the Action drop-down list:

- No Action
- Show Message
- Update Field
- Show Message and Update Field

For Show Message actions, you can select a message type to display a suitable icon in the message text. The following options are available:

- Info
- Error
- Warning
- None

Select **Add Condition** to code EL for a custom action.

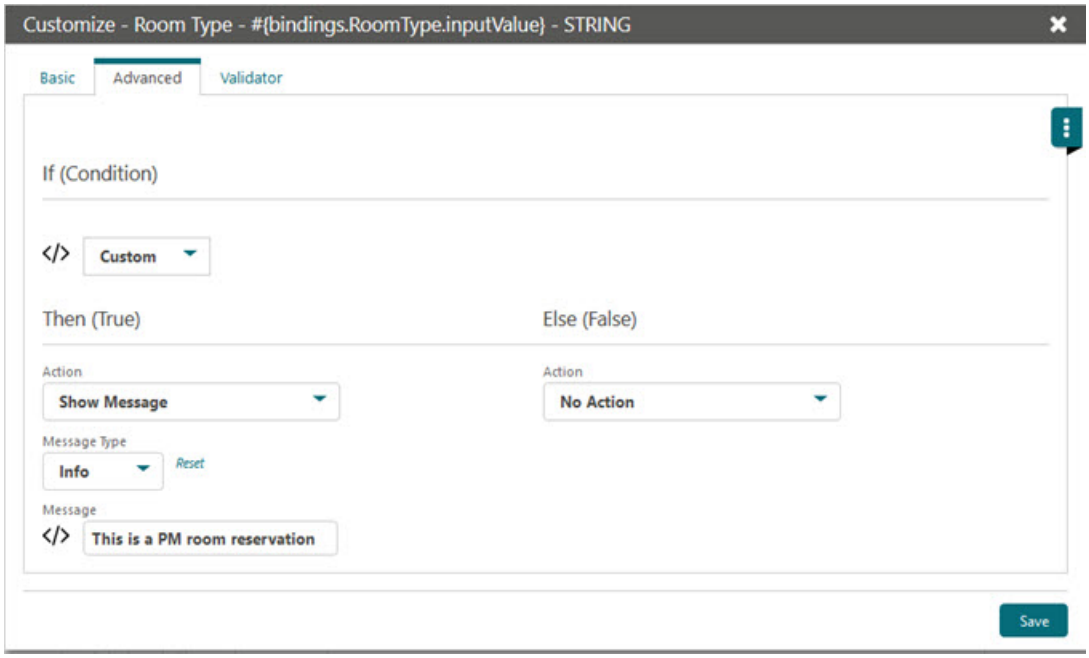
- Under the If (condition), select **Custom** to enter an EL expression via </>.
- Under **Then (True)**, select the required action.
- Under **Else (False)**, select the required action.

**Example 1-6 Example 6**

Stay Details — If the room type code = PM and the Print Rate = Y, then show a message to the user.

```
#{bindings.RoomType.inputValue == 'PM' ? true :
#bindings.PrintRate.inputValue == 'Y' ? true : false}
```

**Figure 1-15 Customize screen — Advanced tab**




For more information on EL expressions, refer to the following:

https://docs.oracle.com/javaee/7/tutorial/jsf-el.htm

https://docs.oracle.com/javaee/6/tutorial/doc/gjddd.html

### Global Bindings

The following bindings are available globally for use in EL expressions.

**Table 1-6 Global Bindings for use in EL expressions**

| Value | Binding | Description |
|---|---|---|
| Business Date | {PageComposerELSb.businessDate} | The current business date of the Property |
| Language Code | {PageComposerELSb.languageCode} | The value for Language, configured within Settings of the users current session |
| Location Name | {PageComposerELSb.locationName} | The value for Name in a Hub or Property. If the user is located at the Hub level, then the Hub Name displays. if the user is located at the Property level, then the Property Name displays. |
| Location Code | {PageComposerELSb.locationCode} | The value for Hub or Property. If the user is located at the Hub level, then the Hub code displays. If the user is located at the Property level, then the Property code displays. |

**Table 1-6 (Cont.) Global Bindings for use in EL expressions**

| Value | Binding | Description |
|---|---|---|
| Property | {PageComposerELSb.property} | The value for Property. If the user is located at the Property level, then the Property displays. |
| System Date | {PageComposerELSb.systemDate} | The value for the current system (clock) date. |
| User Name | {PageComposerELSb.userName} | The value for User ID of the current User. |

# Customizing or Personalizing a Screen with Page Composer

The customization options available to a user are controlled by the user tasks assigned to a user's roles in Role Manager.

- **Personalize** - This task enables the user to make changes that are only applicable/visible to the user who made the change. For example, hide/show fields, reorder columns in tables, reorder fields in panels, and search areas where personalization is available.
- **Customize Chain** - This task controls access to the global (all properties) customization level, which enables users to make changes which affect or apply to all properties.
- **Customize Property/Hub** - This task controls access to the Property/Hub customization level. Changes are applied or visible to users when logged in to a specific property or at the hub level.

### Customization — Global / Property / Hub

> **Note:**
>
> Only users assigned to roles with either the Customize Chain or Customize Property/Hub tasks have access to this option.

### Enabling Page Composer

You enable Page Composer at the chain (global) level or at the hub/property level.

1. In multi-property operations, set your location. See Changing Your Location in Central or Multi-Property Operations
2. From the **OPERA Cloud** side menu, select Settings.
   a. **Chain Level** - Users can add Flex Fields and modify the properties of components. Customization at the Chain level applies to all properties and users.
   b. **Hub/Property Level** - Users can add Flex Fields and modify properties of components. Customization at the Hub/Property level applies to the current Hub or Property location the user is logged into.
   c. **Off** - Customization is inactive. Users can only personalize a screen by hiding and showing fields / reorganizing columns. Personalization at the User level only applies to

the currently logged in user. The user can only personalize the screen for his or her user and modifications do not affect other users.

3. Click **Save** and then click **Save** again on the Confirmation screen to save your changes to a panel.

> **Note:**
>
> When you select either **Chain Level** or **Hub/Property Level**, a 'Customizing for (location)' notification appears in the application header adjacent to the current business date.

**Figure 1-16 Customizing Notification**

> **Note:**
>
> If selecting **Hub/Property**, the customization applies to the location context —either a property or the chosen hub.

### Customizing Page Panels

Any panel that supports customization displays a gear icon Search and edit any record or select an action link to launch the relevant page and begin customization of the panel.

1. Click the gear icon in the panel to activate customization.
2. To add fields, click the **Add Field** link and select a field from the list.
   a. To add a flex field, select **Flex Field** from the bottom of the list, select either **Add Text**, **Add Number**, or **Add Date**, and then select the required UDF field in the field properties.
   b. To add a hyperlink, select **Flex Field** and then select **Add Link**.
3. To edit a fields properties, click the pencil icon for the field. See Page Composer Field Property Descriptions.
   a. To remove a field, select **No** for the **Displayed** field property
   b. To make a field mandatory, select **Yes** for **Required** field property
   c. To make a field read only, select **Yes** for **Read Only** field property
   d. Click **Save** to close the field properties page.
4. To relocate a field in the panel, hover the mouse over a field until a cross hair cursor appears, hold down the left mouse key, and then drag the field to the required location in the panel. The other fields reorder to accommodate the new location.

> **Note:**
>
> If a field cannot be dropped at the required location, a red crossed circle icon appears under the cursor.

5. To reset a panel to the default layout, select the **Delete Customization** link.
6. Click **Close Customize** to exit the customization mode for the panel.

### Disabling Customization

Once all panels and pages have been customized, disable customization via the Settings option on the primary menu. Select the **Off** from the Settings page and then click **Save**.

The session reinitializes and the customizing notification no longer appears.

### Customization Inheritance

- Fields added or removed at a Global (chain) level apply to all Hub or Property locations.
- Fields added or removed at a Hub location apply to the Hub location only.
- Fields added or removed at a Property location apply to the Property only.

### Personalizing for your User

Users with the Personalize task granted to their role can personalize panels by relocating or removing fields from a panel.

1. Click the **Personalize** icon (appears as a gear icon) in the corner of the panel.
2. To remove (hide) fields in the panel, click the red X for each field you want to remove.
3. To add (unhide) fields, click the **Show Inactive** link and then click the green + sign for each field you want to reactivate in the panel.
4. To relocate a field in the panel, hover the mouse over a field until a cross hair cursor appears, hold down the left mouse key and drag the field to the required location in the panel; the other fields reorder to accommodate the new location.
5. Click **Close Personalize** to exit the customization mode for the panel.

## Page Composer Field Property Descriptions

Field properties are available for update when you click the pencil icon for a field.

**Table 1-7 Field Properties**

| Property | Description |
|---|---|
| Required | Select YES to set the field as mandatory. When saving updated, an error appears if the field is NULL. An asterisk appears to indicate the field is mandatory<br>Select NO to set the field as non-mandatory. |
| Displayed | Select YES to show the field / link in the panel.<br>Select NO to remove the field / link in the panel. |
| Read Only | Select YES to prevent the field value from being edited.<br>Select NO to enable the field value to be edited. |

**Table 1-7 (Cont.) Field Properties**

| Property | Description |
|---|---|
| Tooltip | Enter a tooltip for the field. When a tooltip is added for a field, a icon appears to the right of the field . This icon can be clicked to view the tooltip text.<br><br>**Note:**<br>Symbol # is not supported for tooltip. |
| Label | Enter the name of the label that appears for the field.<br><br>**Note:**<br>Symbol # is not supported for label text. |
| Charactercase | Enables you to enforce uppercase, lowercase, or mixed use characters for the input text in a field. |
| Default Value | Defines the default value for new records.<br><br>**Note:**<br>Symbol # is not supported for default value. |
| Background Color | Sets the background color for the field. Click the small box to launch a color picker and select a color from the chart; a hex value can also be entered. |
| Label Color | Sets the color for the field label. Click the small box to launch a color picker and select a color from the chart; a hex value can also be entered. |
| Text Color | Sets the text color for the field. Click the small box to launch a color picker and select a color from the chart; a hex value can also be entered. |
| Refresh | Select YES to immediately trigger the validation of a value entered by the user (typically set to YES). |

For information on HEX Color Picker, refer to this site: https://www.w3schools.com/colors/colors_picker.asp

In additional to YES and NO for field properties, Custom properties are also available. Refer to Adding Custom Business Logic using Expression Language for more information.

### Flex Fields

Flex fields are user-definable fields that you can add to a panel. You can select either text, number, or date for a flex field.

For each record type, there are multiple flex fields available:

**Table 1-8 Flex Fields**

| Record | Character | Date | Number |
|---|---|---|---|
| Profile | UDFC1-40 | UDFD1-20 | UDFN1-20 |
| Block | UDFC1-40 | UDFD1-20 | UDFN1-20 |
| Reservation | UDFC1-40 | UDFD1-20 | UDFN1-20 |

In addition to the above field properties, Flex fields have the following additional properties:

**Table 1-9 Flex Field Properties**

| Property | Description |
|---|---|
| Value | Select the UDF flex field to store the value input by the user. For example, if you create a text field on the Reservation screen using the value UDFC10 and make it a required field, then you can also create a text field on the Check-in page referencing the same field value (UDFC10) and set properties as read-only = YES. The information entered into the field on the Reservation page appears as a read-only field on the Check-in page. |
| Field Length | Determines the size of the field on the form. It does not dictate the number of characters the field accepts. |
| Enable LOV | Determines if a drop-down list appears for the field input; select YES to enable a list of values. |
| Allow Multi-select | If a drop-down list is used, this determines if the user can select more than one item in the list; select YES to enable multiple values to be selected from the list. |
| LOV Group | If Enable LOV = YES, select the LOV group to use for the drop-down list. |

### User Defined Links (UDL)

User defined links enable you to configure hyperlinks to appear within the panel on the page. The link can be either a static or dynamic URL.

- Static URL — A static URL launches a web page where the URL is always the same value.
- Dynamic URL — A dynamic URL is variable based on values from fields referenced in the link.

A dynamic URL can be used to launch an external website or web application and pass values from the OPERA Cloud record in the URL parameters.

Example use cases would be an external loyalty system or external gift voucher tracking system developed in Oracle Apex or other web database solution.

For example, you could configure the following dynamic link to append the guest's membership number in the URL:

```
https://myreward.com/#{bindings.MembershipId.inputValue}
```

The following properties are only available for UDL fields (URL Links):

**Table 1-10 UDL Properties**

| Property | Description |
|---|---|
| Text | Enter the text that appears for the hyperlink. |
| Destination | Enter the URL (web address). |
| Append Parameter | The option to attach additional values to a URL that can be parsed on demand, provided the web page is set up to handle the code. The available parameters depend on the screen being customized.<br>Enter the website URL followed by a trailing slash (/), and then select the parameters to append. |
| Disabled | • YES - Link is disabled<br>• NO - Link is not disabled |
| Displayed | • YES - Link is displayed<br>• NO - Link is not displayed |
| Launch URL in New Tab | • If the checkbox is not checked, the specified URL will open in modal window with a non-editable address bar.<br>• If the checkbox is checked, the link will open in a new browser tab. |
| Automatic Page Refresh | This checkbox is added and enabled by default, it enforces a refresh for OPERA Cloud screen when the new tab or modal window is closed. |

### Validator

OPERA Cloud provides a number of internal validations, primarily for tax ID fields for specific countries. To add a validator, click **Add Validator**, click **Predefined Validator**, and then select the required validation function from the list of values. Click **Save** to close.

To remove a predefined validator for a field, click the vertical ellipsis and select **Remove**.

A Regular Expression can also be used for pattern matching of string values. To add a Regex Validator, click **Add Validator**, click **Regex Validator**, and then enter the Regex expression into the field. Select **Save** to close.

For more information on Regular Expression pattern matching, refer to this site:

https://regexr.com/

# Performance Meter

Prerequisites for Performance Meter.

**Watch Video**

### Overview

The Performance Meter tool enables you to test your local network and browser performance and check if a connectivity performance issue exists between your browser and the OPERA Cloud server. When you complete a performance test, you are presented with a result summary and the recommended actions if the results are not optimal.

When a performance issue is caused by the network or browser performance, you should contact your IT specialist. If the issue is detected on any of the OPERA Cloud servers, you should contact your administrator and provide the generated Result ID.

### Performance Results

When you have the Performance Meter task assigned to your user role in Role Manager, the following information appears:

- Performance Score legend
- Browser <browser name>, OPERA Cloud and Overall results displaying a Score (0-100) and Elapsed Time in milliseconds (ms) (appears inside a circle with the appropriate color based on the test score).
- Recommended actions, including Time Stamp and Result ID

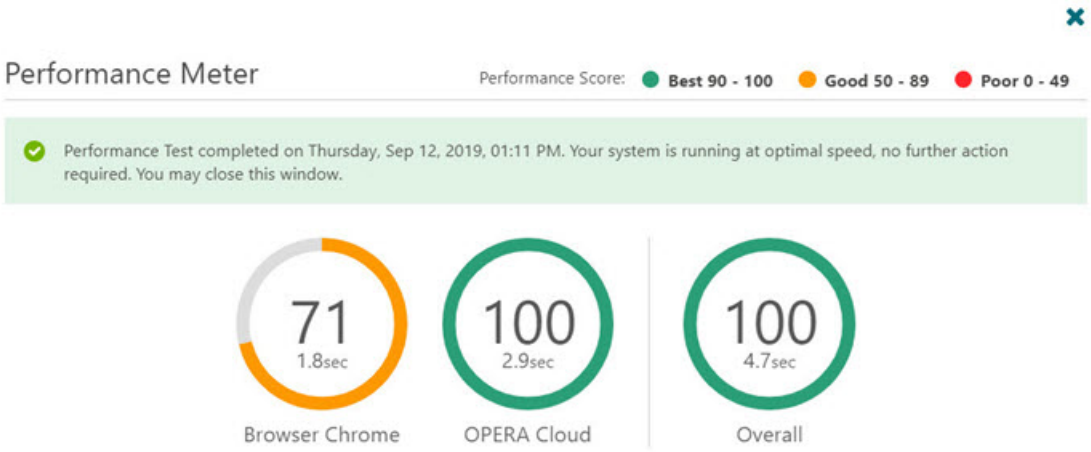
If the performance result is good for both the browser and OPERA Cloud, the following message appears: *Performance Test completed on <Day of the week, Date, Time> Your system is running at optimal speed, no further action required. You may close this window.*

If the performance result is poor for the browser, the following message appears: *Performance Test completed on <Day of the week, Date, Time>. Browser <Name of Browser> is not running at optimal speed, please contact your IT specialist for support.*

If the performance result is poor for OPERA Cloud, the following message appears: *Performance Test completed on <Day of the week, Date, Time>. OPERA Cloud is not running at optimal speed, please contact your administrator with Result ID <Result ID>.*

If the performance result is poor for both OPERA Cloud and the browser, the following message appears: *Performance Test completed on <Day of the week, Date, Time> — Browser <Name of the Browser> is not running at optimal speed, please contact your IT specialist for support. — OPERA Cloud is not running at optimal speed, please contact your administrator with Result ID <Result ID>.*

**Figure 1-17 Performance Test Results**




## Using the Performance Meter

1. From the side menu, select **Performance Meter**.
2. Click the **Start Performance Test** button.

3. The progress meter appears while the test is run.

**Figure 1-18 Performance Meter screen — Start Performance Test button**

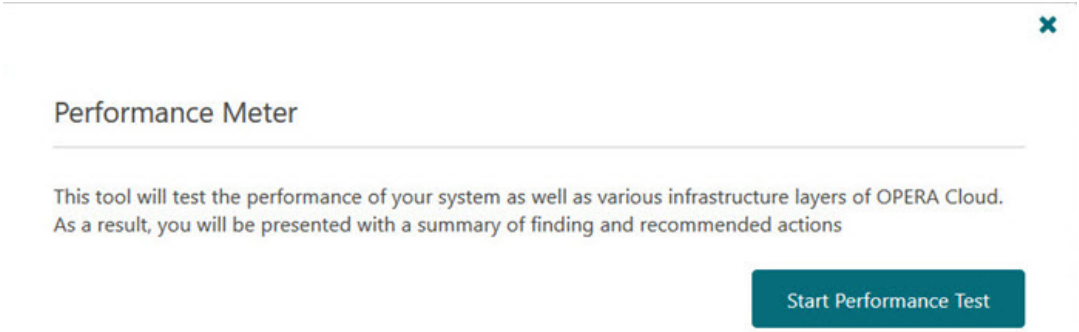
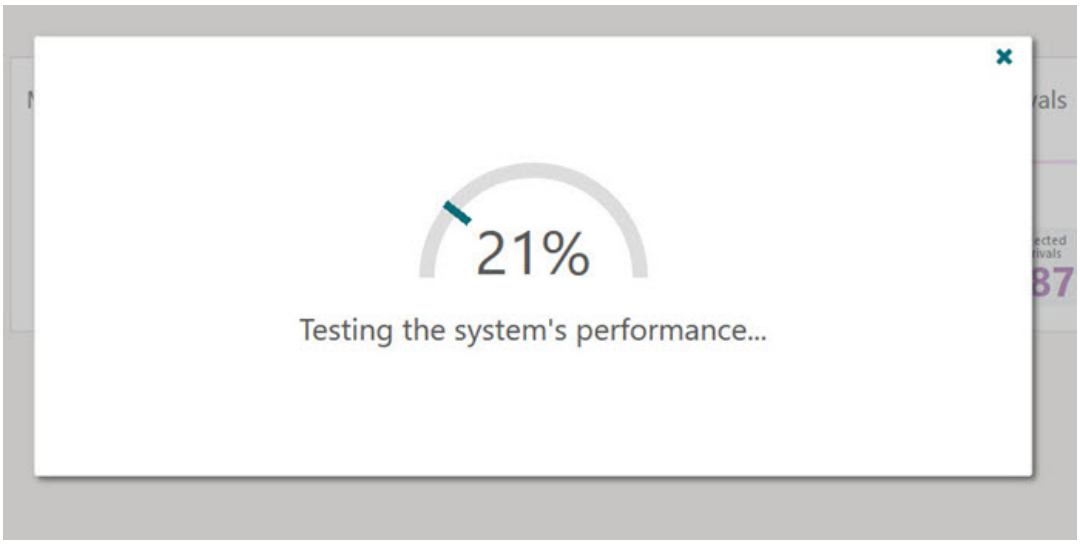



**Figure 1-19 Performance Test In Progress**




The Performance test measures the response times from the Client (web browser), Database (DB), Web Service (WS), and User Interface (UI) based on the baseline times for a standard operation, such as fetching postal codes (system seed data). When the performance test is complete, you are presented with the results.

# OPERA Cloud Digital Assistant

**Watch Video**

Prerequisites for OPERA Cloud Digital Assistant

The OPERA Cloud Digital Assistant is a chatbot that provides users with an alternate way to accomplish tasks through natural language conversations via a keyboard or microphone

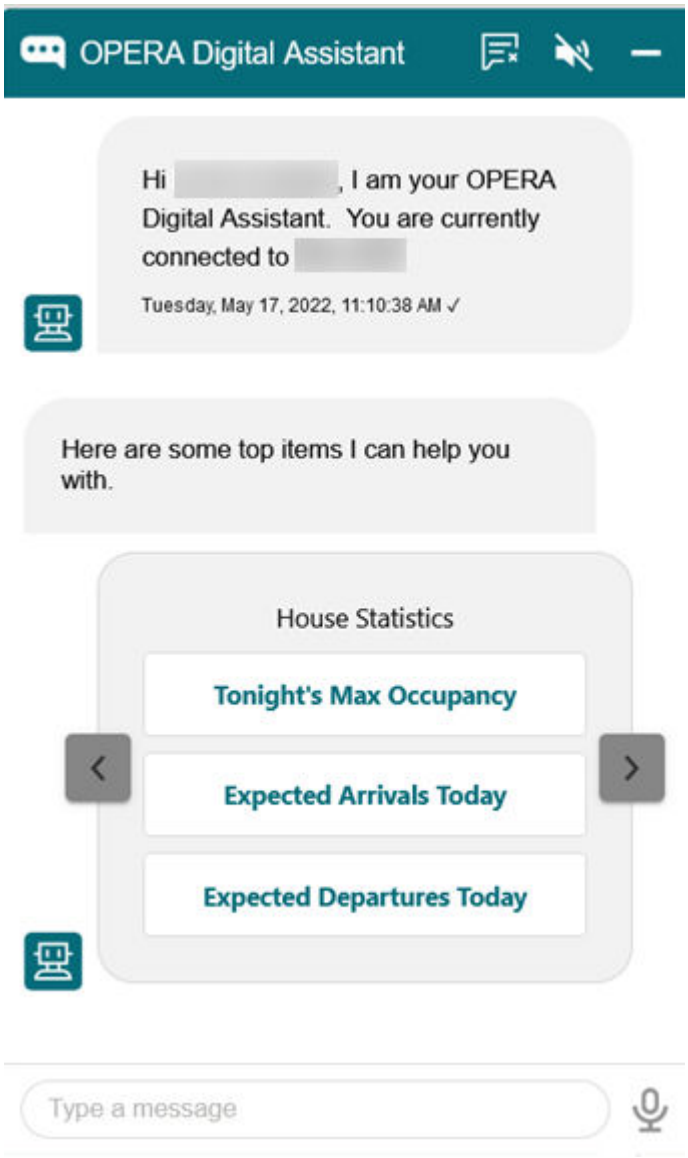
(speech to text). Skilled to assist with specific tasks (intents), the chatbot understands terms such as 'Today,' 'Tonight,' and 'Tomorrow' in regards to the current business date at your property.

Once granted the Access OPERA Cloud Digital Assistant task, you can access the OPERA Cloud Digital Assistant from a property location by clicking the widget on desktop, tablet and smartphone devices. You can relocate the widget using drag and drop.

Updates made using the digital assistant are tracked with your user name in the Changes Log and actions performed using the Digital Assistant result in the same outcomes as actions performed using OPERA Cloud natively. For example, a reservation check-in or check-out initiates an update to the property interfaces (for example, PBX, Video, Minibar, WIFI, and so on).

> **Note:**
>
> Your role assignment of Inventory / Rooms Management and Booking tasks are not referenced by the Digital Assistant.

> **Note:**
>
> OPERA Cloud Digital Assistant is only available in US English.




### Interacting with the OPERA Cloud Digital Assistant

You can use the OPERA Cloud Digital Assistant to help you with the following:

**Table 1-11 Use Case Examples**

| User Intent | Example Utterance | Chatbot Result | Requirements / Limitations / Notes |
|---|---|---|---|
| **Greeting** | • Hi<br>• Hello<br>• Hi there<br>• Hey | Here are some top items I can help you with. | |
| Premium<br>**Opportunity** | | | |

**Table 1-11 (Cont.) Use Case Examples**

| User Intent | Example Utterance | Chatbot Result | Requirements / Limitations / Notes |
|---|---|---|---|
| | Create Opportunity | 1. Prompted for the name of the opportunity.<br>2. Prompted to select a start date from the Calendar.<br>3. Prompted to enter a Block Code.<br>4. Prompted for number of nights.<br>5. Prompted to enter the number of rooms.<br>6. Prompted to enter the Room Pools, if active. If Room Pool is not active then user will be prompted to enter Room Type.<br>7. Returns confirmation with Block ID. | • Opportunities OPERA Control active.<br>• Opportunity Market Code must be populated<br>• Opportunity Source Code must be populated.<br>• Number of nights cannot exceed 30 |
| **Sales Activities** | | | |
| View Today's Activities | • Activities<br>• View Today's Activities<br>• Display Activities<br>• My Activities | Your activities for today are displayed. | A maximum of 30 activities are displayed. |
| Complete Activity | • Display Activities<br>• Complete Activities with Notes | Your activities for today are displayed with actions to Complete, Complete with Notes or Cancel. | Notes submitted are appended to an existing note if available. |
| **Help** | | | |
| Get Help | • Help Me<br>• I need assistance<br>• I need help | Here's what I can help you with... selection | |
| **Housekeeping (Rooms Management)** | | | |
| Check Status of Room | Check room status | 1. Prompted for <room><br>2. Shows the status of <room> | |

**Table 1-11 (Cont.) Use Case Examples**

| User Intent | Example Utterance | Chatbot Result | Requirements / Limitations / Notes |
|---|---|---|---|
| Update Status of Room | Update room status | 1. Prompted for <room><br>2. Prompted for <status><br>3. Updates <room> to <status> | Excludes rooms in OS and OO status. |
| **House Statistics** | | | |
| View Expected Occupancy | What is the occupancy today (or tomorrow)? | Shows the expected maximum occupancy %, Room Revenue, Total Revenue, and Average Daily Rate. | |
| View Expected Arrivals | How many arrivals today (or tomorrow)? | Shows a count of the expected arrival rooms, guests, and VIPs. | |
| View Expected Departures | How many departures today (or tomorrow)? | Shows a count of the expected departure rooms, guests, and VIPs. | |
| **Reservation (requires a cashier ID assigned to your user)** | | | |
| Arrivals | • Check-in<br>• Check in a reservation | 1. Prompted for guest last name or confirmation number.<br>2. Reservation check-in confirmation. | • Room must be assigned.<br>• Assigned room must be clean / inspected (highest) room status.<br>• Expected Arrivals only. No walk in.<br>• No room key is encoded.<br>• No payment details entry, card pre-authorization, or payment integration.<br>• Only reservations with the payment method as CASH are considered.<br>• No identification entry or scan.<br>• No reservation alerts or notes displayed.<br>• No upgrade offers presented. |

**Table 1-11 (Cont.) Use Case Examples**

| User Intent | Example Utterance | Chatbot Result | Requirements / Limitations / Notes |
|---|---|---|---|
| Departures | • Check-out<br>• Check out a reservation | 1. Prompted for guest last name or room.<br>2. Reservation check out confirmation. | • Expected departures only.<br>• Zero balance only.<br>• No folio generated.<br>• Existing folios (if any) should be settled.<br>• No fiscal folio integration.<br>• No payment details entry or settlement. |
| Group Room Availability | • Check Availability<br>• Block Availability<br>• Group Room Availability | 1. Prompted for number of rooms.<br>2. Prompted to select a start date from the Calendar.<br>3. Prompted for number of nights.<br>4. Returns availability details including date range requested, number of nights and Yes or No availability for House Availability. If the OPERA Control for Sales Allowance is active, the availability details will display<br>• Yes<br>• No<br>• Not Configured for Sales Allowance availability. | • Business Block OPERA Control active.<br>• Number of nights cannot exceed 30 |
| **In House Reservation Info** | | | |

**Table 1-11 (Cont.) Use Case Examples**

| User Intent | Example Utterance | Chatbot Result | Requirements / Limitations / Notes |
|---|---|---|---|
| Check In House Reservation Details | Reservation Details | 1. Prompted for room or guest last name. 2. Shows the reservation details, such as room, rate, balance, confirmation number, guest last name, arrival and departure dates, nights, membership type, VIP, adult/ children count and ages, and package details. | Available for room types configured for housekeeping |

# Using OPERA Cloud Digital Assistant

Prerequisites for OPERA Cloud Digital Assistant

### Accessing the Chatbot

Once granted the **Access OPERA Cloud Digital Assistant** task, you can access the OPERA Cloud Digital Assistant from a property location by clicking the widget at the bottom-right of the OPERA Cloud application screen on desktop and tablet devices.

### Interacting with the Chatbot

1. Open the chatbot and enter text into the chat window or click the microphone icon to activate the microphone on your device and speak your instruction or question.
2. To activate audio replies, click the speaker icon in the top-right of the chat window and click again to mute the audio.
3. Click the icon to clear the chat window.

### Closing the Chatbot

1. You can exit from a conversation thread by entering 'exit.'

# Accessing the Oracle Hospitality Integration Platform Developer Portal

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

1. From the side menu, select **Oracle Hospitality Developer Portal**.
2. Enter your OHIP login credentials.

# Accessing Oracle Cloud Marketplace

Oracle Cloud Marketplace is a great place to locate business applications that integrate with OPERA Cloud. You can launch the **Oracle Cloud Marketplace** https://cloudmarketplace.oracle.com/marketplace/hospitality website in a separate browser tab.

1. From the side menu, select **Oracle Cloud Marketplace**.

# Part I
# OPERA Cloud

This part of the OPERA Cloud Help system contains information on working within the OPERA Cloud application menu.

2

# Client Relations

From the **Client Relations** menu, use **Manage Profiles** to create and manage the details for guest, contacts companies, agents and sources; including addresses and communication details, notes, negotiated rates, preferences, attachments, and so on. You can also lookup and download profiles from other solutions integrated with OPERA Cloud (available when the Profile Lookup OPERA Control is active). Use **Activities** to manage sales activities: to-do's and appointments for companies, agents, contacts and blocks (Available when the Activities OPERA Control is active).

Use **Membership** to access batch processing options for your primary loyalty program

## Prerequisites for Client Relations

This chapter of the OPERA Cloud User Guide lists the prerequisites for Client Relations menu.

### Prerequisites for Activities

**License/Subscription**

Oracle Hospitality OPERA Cloud Service, Sales and Event Management Essentials Edition

Or

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

Or

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

**OPERA Controls**

**Group**: Activity

**Function**: Activities

**OPERA Cloud Tasks**

**Group**: Client Relations

**Tasks**: Activities

- New/Edit Activity Types
- Delete Activity Types

### Prerequisites for Activity Attachments

**OPERA Controls**

**Group**: General

**Functions**: File Attachments

**OPERA Cloud Tasks**

**Group**: Client Relations

- Activities
- Attachments
  - Download/Preview Attachment
  - New Attachment
  - Delete Attachment

## Prerequisites for Membership (Loyalty)

**Licenses / Subscriptions**

Oracle Hospitality OPERA Cloud Service, Loyalty

**OPERA Controls**

**Group**: Membership

**Function**:

- Award Points Redemption (optional)
- Enrollment (optional)

## Prerequisites for Creating a Guest or Contact Profile

**OPERA Controls**

**Group**: Profiles

**Functions**: Profile Mailing Privacy

- Contacts (Optional)
- Incognito (Optional)

**Group**: General

**Functions**: Multi-Language (Optional)

**OPERA Cloud Tasks**

**Group** : Client Relations

**Tasks**: Profiles Management

- Create Profile
- Guest Profile
- Contact Profile

# Prerequisites for Profile Lookup from External Systems

**License / Subscriptions**

Oracle Hospitality Integration Platform - Generic

Oracle Hospitality OPERA Exchange Interface Two-Way Cloud Service (OXI) - for Oracle Hospitality OPERA Room Reservations Cloud Service (ORS)

**OPERA Cloud Controls**

**Group**: Profile

**Functions**: Profile Lookup

**Setting**: Profile Types for Lookup

**Setting**: External Lookup Behavior

**Setting**: Default External System

**OPERA Cloud Tasks**

**Group**: Client Relations

**Task**: Profiles Management

**Task**: Profile Lookup

# Prerequisites for Enrolling Guests in External Loyalty Programs

**Integration**

Oracle Hospitality Integration Platform

**OPERA Controls**

**Group**: General

**Functions**: Enrollment

**Settings**: Enrollment Systems that are Active to OPERA Cloud

**OPERA Cloud Tasks**

**Group**: Client Relations

**Tasks**: Enrollments

- New Enrollment

# Prerequisites for Managing Sales Account Forecast

**Licenses / Subscriptions**

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

**OPERA Controls**

**Group**: Profile

**Parameters**: (Sales) Account Forecast

**OPERA Cloud Tasks**

**Group**: Client Relations

**Tasks**: Profiles Management

- Account Forecast
  - New/Edit Account Forecast
  - Delete Account Forecast

## Prerequisites for Managing Profile Scheduled Activities

**Integrations**

Oracle Hospitality Integration Platform

**OPERA Cloud Tasks**

**Group**: Profiles Management

**Tasks**: Scheduled Activities

## Prerequisites for Profile Additional Information

**OPERA Controls**

**Group**: General

**Parameters**: Information Collection

**Settings**: Information Collection Methods

## Prerequisites for Managing Profile Delivery Types

**OPERA Controls**

**Group**: Cashiering

**Functions**: EFOLIO_EXPORT

**OPERA Cloud Tasks**

**Group**: Profile Management

**Tasks**: Delivery Types

- New/Edit Delivery Types
- Delete Delivery Types

# Prerequisites for Managing Sales Information

**Licenses / Subscriptions**

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

Or

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

**OPERA Controls**

**Group**: Profile

**Parameters**: Sales Information

**OPERA Cloud Tasks**

**Group**: Client Relations

**Tasks**: Profile Management

- Correspondence
- Edit Mailings and Sales Information

# Prerequisites for Credit Ratings

**OPERA Controls**

**Group**: Reservations

**Functions**: Credit Rating

# Prerequisites for Managing Sales Account Keywords

**OPERA Controls**

**Group**: Profile

**Functions**: Keyword

**OPERA Cloud Tasks**

**Group**: Profiles Management

**Tasks**: Keyword

- New/Edit Keyword
- Delete Keyword

# Prerequisites for Managing Profile AR Accounts

**OPERA Controls**

**Group**: Accounts Receivable

**Functions**: Accounts Receivable

**OPERA Cloud Tasks**

Profiles Management

- Account Receivables

## Prerequisites for Managing Profile e-Certificates

**Integrations**

- Oracle Hospitality OPERA Customer Loyalty Tracking Cloud Service

**OPERA Controls**

**Group**: Rate Management

**Functions**: Promotions Module

**Parameters**: Hide Promotion Rates

**OPERA Cloud Tasks**

- Profiles Management
- E-Certificates
  - Consume E-Certificate
  - Extend E-Certificate

## Prerequisites for Profile Memberships

**OPERA Cloud Tasks**

**Group**: Client Relations

**Tasks**: Profiles Management

Profile Memberships

- New/Edit Memberships
- Delete Memberships
- View Membership Number

## Prerequisites for Managing Profile Membership (Loyalty Cloud Service)

**Subscription**

Oracle Hospitality OPERA Cloud Service, Loyalty

**OPERA Controls**

**Group**: Membership

**Function**: Award Point Redemption:

- Loyalty Payment Award (optional)

**OPERA Cloud Tasks**

**Group**: Membership

**Tasks**: Profile Memberships

| | |
|---|---|
| • Calculate Membership Points<br>• New Membership Transaction | • Access Membership Name On Card<br>• Access Primary Membership Level<br>• Access Restricted Levels |

- Award List

## Prerequisites for Managing Profile Negotiated Rates

**OPERA Controls**

**Group**: Rate Management

**Functions**: Negotiated Rates

**OPERA Cloud Tasks**

**Group**: Client Relations

**Tasks**: Profile Management

- Negotiated Rates
  - New/Edit Negotiated Rates
  - Delete Negotiated Rates

## Prerequisites for Managing Profile Routing

**OPERA Controls**

**Group**: Cashiering

**Functions**: Routing Function

**OPERA Cloud Tasks**

**Group**: Client Relations

**Tasks**: Profiles Management

Profile Financials

- Manage Payment and Routing Instructions

## Prerequisites for Manage Profile Relationships

**OPERA Controls**

**Group**: Profile

**Functions**: Relationships

**OPERA Cloud Tasks**

**Group**: Client Relations

**Tasks**: Relationships

- New/Edit Relationships
- Delete Relationships

## Prerequisites for Managing Profile Identification and Personal Details

**OPERA Cloud Tasks**

**Group**: Client Relations

**Tasks**: Profiles Management

Identification

- New/Edit Identification
- Delete Identification
- View Identification Details

## Prerequisites for Profile Correspondence and Privacy Options

**OPERA Controls**

**Group**: Profiles

**Functions**: Profile Mailing Privacy

**Settings**: Privacy Default

**OPERA Cloud Tasks**

**Group** : Client Relations

**Tasks**: Profiles Management

- Correspondence
- New/Edit Guest Privacy Options
- Edit Mailings and Sales Information

## Prerequisites for Profile Attachments

**OPERA Controls**

**Group**: General

**Functions**: File Attachments

**OPERA Cloud Tasks**

**Group**: Client Relations

- Profiles Management

- Attachments
  - Download/Preview Attachment
  - New Attachment
  - Delete Attachment

## Prerequisites for Managing External Emails

**Integration**

Oracle Hospitality Integration Platform

**Subscriptions**

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

**OPERA Controls**

**Group**: Profile

**Parameters**: Store External Emails

**OPERA Cloud Tasks**

**Group**: Client Relations

**Task**: Preview/Download Contact Email

## Prerequisites for Merging Profiles

**OPERA Cloud Tasks**

**Group**: Client Relations

**Tasks**: Profiles Management

- Profile Merge
  - Contact Profile
  - Guest Profile
  - Source Profile
  - Travel Agent Profile
  - Company Profile
  - Group Profile

## Prerequisites for Profile Anonymization

**OPERA Controls**

**Group**: Profiles

**Parameters**: Personal Information Protection

**Settings**: Number of Days until Anonymization

**OPERA Cloud Tasks**

**Group**: Client Relations

**Tasks**: Profiles Management

- Anonymize Profile

## Prerequisites for Managing Profile Ownership Records and Owner Referrals

**OPERA Controls**

**Group**: Inventory Management

**Function**: Room Rotation

**Group**: Profile

**Function**: Relationships

**OPERA Cloud Tasks**

**Group**: Client Relations

**Tasks**: Profiles Management

- Ownership Records and Owner Referrals
- New Ownership Record
- Edit Ownership Record
- Delete Ownership Record
- New/Edit Owner Referral Record
- Delete Owner Referral Record

## Prerequisites for Filtering Profile Search by Accounts

**Licenses / Subscriptions**

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

## Prerequisites for Managing Suspended Stay Records

**Subscriptions**

Oracle Hospitality OPERA Cloud Service, Loyalty

**OPERA Controls**

- **Group**: Profiles

- **Functions**: Stay Records

**OPERA Cloud Tasks**

- **Group**: Client Relations
- **Tasks**: View Suspended Stay Records
  - Edit/Reprocess Suspended Stay Records
  - Delete Suspended Stay Records

# Prerequisites for Central Sales

**Licenses / Subscriptions**

- Oracle Hospitality OPERA Cloud Service, Central Management Services for Single-Data Source
- Oracle Hospitality OPERA Cloud Service, Central Management Services for Multi-Data Source
- Oracle Hospitality OPERA Cloud Service, Central Management Services Third-Party Property Connection

**OPERA Controls**

**Group**: Activity

**Function**:

- Activities
- Auto Traces

**Group**: Blocks

**Function**: Opportunities

**Group**: General

- Central Sales
- Owner

**Group**: Inventory Management

**Function**: Room Pool

# Prerequisites for Managing Travel Agent / Source Commission Details

**OPERA Controls**

**Group**: Commission

**Function**: Commission Handling

**OPERA Cloud Tasks**

**Group**: Client Relations

**Tasks**: Profile Commission

- New/Edit Profile Commission
- Delete Profile Commission

# Sales Activities

Prerequisites for Activities

Activities provide you with an account management tool for managing daily tasks such as appointments, sales calls, contact follow-up, and so on. You can create Activities for Sales Accounts, Contacts, and Blocks. You can also setup Activity auto-traces (rules) to automatically create Activities based on defined conditions.

> **Note:**
>
> Completed Activities are purged according to the Activity Purge Days OPERA Control.

The following dashboard tiles are available specifically for Activities:

- **Activities**: View Activity counts for today.
- **Appointments**: View the number of appointments today.
- **To Do List**: View the To Do List for today.

To use Activities, you must first configure various Activity Types. With the Activity Result OPERA Control enabled, you must also configure Activity Results to select when completing an Activity. For more information, see About Sales Activities

## Managing Sales Activities

**Watch Video**

The Activities feature helps you keep track of upcoming appointments, sales calls, follow-up contact, and other to-do tasks related to sales accounts, contacts, and blocks. You can use Activities to create reminders to send or to follow up on correspondence, make appointments, and establish project planning milestones. You can invite other sales owners to your activities, with each owner receiving a separate copy of the activity. Once an activity is complete, you can edit the activity and mark it as complete and set up a follow-up activity if needed. When the Attachments OPERA Control is active, you can also attach documents, images, and other files to Activities. You can add the **Activities**, **Appointments**, and **To Do List** dashboard tiles to the pages of your Home Dashboard.

You can create Activities from the **I Want To . . .** menu in **Manage Activities** or from the **I Want To . . .** menu of a search result record in **Manage Profile** or **Manage Blocks**.

> **Note:**
>
> If an activity is created from a business block, the sales account and contact linked to the block defaults on the new activity. If an activity associated with a business block is canceled, the activity is automatically marked as Completed, and an activity note is automatically added indicating that the block was canceled.

### Adding Sales Activities

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profiles**, and then select **Managing Profiles**.

   OR

   From the **OPERA Cloud** menu, select **Client Relations** and then select **Activities**.

   OR

   From the **OPERA Cloud** menu, select **Client Relations**, select **Blocks**, and then select **Manage Blocks**.
2. Enter search criteria and click **Search**.
3. Click **I Want To . . .** and select **Create Activity**.
4. Enter or select the following:
   a. **Property**: Enter or select the property.
   b. **Activity Class**: Select to add an Appointment or a To Do.
   c. **Purpose**: Enter a text explanation of the Activity's purpose
   d. **Owner**: Enter or select the sales owner responsible for the activity.
   e. **Type**: Select an activity type from the list. For more information, see Configuring Activity Types
   f. **Start Date/Start Time**: Enter the date and time.
   g. **End Date/End Time**: If the activity is an Appointment, enter or select the end date and time. If the activity is a To Do, the Start Time/End Time options do not appear.
   h. **Trace Code**: Select an Activity trace code from the list; auto-trace codes should be used for re-tracing an activity based on the activity type or completion date or any of the other activity fields. (Available when the Auto Traces OPERA Control is active). For more information, see About Sales Activities Auto Traces
   i. **Account**: Click to search and link a Sales Account (travel agent, company, or source profile) with your Appointment or To Do..
   j. **Contact**: Click to search and link a contact profile with your Appointment or To Do.
   k. **Block**: Click to search and link a block your Appointment or To Do.
   l. **High Priority**: Select the check box to identify the Appointment or To Do as urgent.
   m. **Notes**: Enter any notes or other the details of the Activity.
5. Click **Save** or, click **Save Activity and Add More Details** to save and edit the Activity.

### Editing Sales Activities

1. From the **OPERA Cloud** menu, select **Client Relations** and then select **Activities**.
2. Enter search criteria and click **Search**.

3. Click the **value** in the Type column to open the Activity presentation or click **Activity Details** for the Activity Details panel.
4. Click **Edit**.
5. Make your updates.
6. Click **Save**.

**Table 2-1 Activity Detail Links**

| Activity | Notifications |
|---|---|
| Invite Owners | Attachments |
| Linked Blocks | |
| Linked Profiles | |

### Deleting Sales Activities

1. From the **OPERA Cloud** menu, select **Client Relations** and then select **Activities**.
2. On the Manage Activities screen, enter or confirm the **Property name**, select an **Owner**, enter any additional search criteria, and then click **Search**.
3. From your search results, select one or more **Activities** the click **Delete**.
4. Click **Delete** to confirm.

### Completing Sales Activities

When completing an activity, you can select the **Follow Up** check box to copy the activity to a future date for follow-up. The current Activity attributes (except for the Completion status) are copied to the Follow Up Activity.

> **Note:**
>
> If an activity is linked to a business block that is later canceled, the activity is automatically updated to Completed status and a note is added to the activity indicating that the linked block has been canceled.

1. From the **OPERA Cloud** menu, select **Client Relations** and then select **Activities**.
2. Enter search criteria, then click **Search**.
3. Select one or more activities in the search result, then click **Complete**.
4. In the Edit Activity Overview:
   a. **Complete**: Select the check box to update the Activity status to completed.
   b. **Follow Up**: Select the check box to create a follow up activity.
      i. **Start Date**: Enter or select a date for the Follow Up activity.
      ii. **Start Time**: Enter a start time for the Follow Up activity.
   c. **Result**: Select an activity result from the list (Available when the **Activity Results** OPERA Controls is active).
   d. Click **Save**.

# Linking Multiple Profiles to Activities

You can link multiple profiles to an Activity, enabling you to open profiles from the Activity or access the Activity from the linked profiles.

### Adding Profile Link to an Activity

1. From the **OPERA Cloud** menu, select **Client Relations**, and then select **Activities**.
2. Select or confirm the Property, select the **Owners** and any additional search criteria, and click **Search**.
3. From search results, click the **I Want To . .** . action and select **Linked Profiles** or open the Activity and select **Linked Profiles** from the Activity Presentation page.
4. Click **Add Account** or click **Add Contact**.
5. Use Quick Profile Search to locate the account or contact, enter **search criteria**, and click **Search**.
6. From search results, select the **Account** and/or **Contact** and click either **Select Account Only** or **Select Account and Contact**.

### Updating Primary Profile Link for Activity

When multiple profiles are linked to an Activity, you can specify which linked profile is primary

1. From the **OPERA Cloud** menu, select **Client Relations** and then select **Activities**.
2. Select or confirm the Property, select the **Owners** and any additional search criteria, and click **Search**.
3. From search results, click the **I Want To . . .** action and select **Linked Profiles** or open the Activity and select **Linked Profiles** from the Activity Presentation page.
4. Select the **Profile**, click the **vertical ellipsis**, and select **Make Primary**.

### Removing Profile Link from an Activity

1. From the **OPERA Cloud** menu, select **Client Relations** and then select **Activities**.
2. Select or confirm the Property, select the **Owners** and any additional search criteria, and click **Search**.
3. From search results, click the **I Want To . . .** action and select **Linked Profiles** or open the Activity and select **Linked Profiles** from the Activity Presentation page.
4. Select the **Account or Contact** profile, click the vertical ellipsis **Actions** menu, and select **Remove**.
5. Click **Remove** to confirm.

# Linking Multiple Blocks to Activities

You can link multiple blocks to an Activity, enabling you to open the block(s) from the Activity or access the Activity from the linked blocks.

### Adding Block Link to an Activity

1. From the **OPERA Cloud** menu, select **Client Relations**, and then select **Activities**.

2. Select or confirm the Property, select the **Owners** and any additional search criteria, and click **Search**.
3. From search results, click the **I Want To . . .** action and select **Linked Blocks** or open the Activity and select **Linked Blocks** from the Activity presentation page.
4. On the Linked Blocks dialog, click **Add**.
5. On the Manage Block screen, enter search criteria for the block and click **Search**.
6. From the search result, select the Block(s), and click **Select**.

> **Note:**
>
> You can select multiple blocks by clicking the selection column.

### Updating Primary Block Link for an Activity

When multiple blocks are linked to an Activity you can specify which linked block is the primary

1. From the **OPERA Cloud** menu, select **Client Relations**, and then select **Activities**.
2. Select or confirm the **Property**, select the **Owners** and any additional search criteria, and click **Search**.
3. From search results, click the **I Want To . .** . action and select **Linked Blocks** or open the Activity and select **Linked Blocks** from the Activity presentation page.
4. Select the **Profile**, click the **vertical ellipsis**, and select **Make Primary**.

### Removing Block Link from an Activity

1. From the **OPERA Cloud** menu, select **Client Relations**, and then select **Activities**.
2. Select or confirm the **Property**, select the **Owners** and any additional search criteria, and click **Search**.
3. From search results, click the **I Want To . . .** action and select **Linked Blocks** or open the Activity and select **Linked Blocks** from the Activity presentation page.
4. Select the **Account or Contact** profile, click the **vertical ellipsis**, and select **Remove**.
5. Click **Remove** to confirm.

## Inviting Multiple Owners to Activities

You can invite multiple owners to an Activity. When you do so, your Activity is cloned for each of the other owners and linked to the original Activity.

> **Note:**
>
> Invited owners do not receive a notification. Invited owners will find the activity in Activity Management and the Activity dashboard tile.

### Inviting Multiple Owners

1. From the **OPERA Cloud** menu, select **Client Relations** and select **Activities**.
   a. For existing Activities, use search.

   b. For new Activities, click the page level **I Want To . . .** link and select Create Activity.
2. In the Activity Overview section of the Manage Activity screen, click **Invite Owners**.
3. In the Invite Owners dialog, click **Add**.
4. From the Search and Select Owner dialog, select one or more **Owners** and click **Select**. This generates a cloned activity for each owner you selected. The cloned Activities appear on the Invite Owners dialog.
5. Click the **X** to close the dialog and return to the Manage Activity screen.

### Updating Activities

If you update your main Activity, you are prompted to update the linked Activities for the other owners.

1. From the **OPERA Cloud** menu, select **Client Relations** and select **Activities**.
2. Search for and open an activity that has linked activities.
3. Scroll to the appropriate panel and click either **Add** or **Edit**.
4. Make your additions or changes.
5. Click **Save**.
6. When prompted to update linked Activities, click **Yes** or **No**.

## Managing Activity Attachments

Prerequisites for Activity Attachments

You can attach files (less than 10MB in size ) to Activities using the Attachments feature.

### Adding Activity Attachments

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Activity**, and then select **Manage Activity**.
2. Enter search criteria and click **Search**.
3. From your search results, select the **Activity**, click the **I Want To . . .** action, and select **Attachments** or open the Activity and click the **Attachments** details link.
4. Click **New** to attach a new file.
   a. Click **Browse** and select a file on your workstation.
   b. **Filename**: Enter a filename using only alphanumeric characters. No spaces or special characters are accepted.
   c. **Description**: Enter a description of the attachment.
5. Click **Save**.

### Downloading Activity Attachments

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Activity**, and then select **Manage Activity**.
2. Enter search criteria and click **Search**.
3. From your search results, select the **Activity**, click the **I Want To . . .** action, and select **Attachments** or open the activity and click the **Attachments** details link.

4. On the Attachments screen, click the vertical ellipsis **Actions** menu and then click **Download**.
5. Select either **Open** or **Save File**.

**Deleting Activity Attachments**

> **Note:**
>
> Attachments are automatically deleted when an activity is deleted or purged.

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Activity**, and then select **Manage Activity**.
2. Enter search criteria and click **Search**.
3. From your search results, select the **Activity**, click the **I Want To . . .** action, and select **Attachments** or open the activity and click the **Attachments** details link.
4. On the Attachments screen, click the vertical ellipsis **Actions** menu and then click **Delete**.
5. Click **Delete** to confirm.

## Viewing Recently Accessed Activities

Prerequisites for Viewing Recently Accessed Records

1. From the **OPERA Cloud** menu, select **Bookings** and then select **Activities**.
2. Click the **I Want To. . .** menu.
3. Recently viewed activities are listed in the **View** column.
4. Click an **Activity** link to manage Activities.

# Membership (Loyalty Cloud Service)

Prerequisites for Membership (Loyalty)

With an Oracle Hospitality OPERA Cloud Service, Loyalty subscription you can create and manage loyalty programs at a chain-level, including tier management, point earning (based on nights, stay, revenue or enrollment) and point redemption options.

> **Note:**
>
> Profile sharing must be active. For more information, see Configuring Chain

Included with the Oracle Hospitality OPERA Cloud Service, Loyalty subscription:

- Membership Tiers and Tier Management including Upgrades, Downgrades, Renewals (Calendar or Rolling)
- Points Calculation Rules for Enrollment and Stay (Base and Bonus, Tier and Award points)

- Awards: Rate, Package, Upgrade, Payment and Other (third-party) redemption
- Tier Benefits
- Reporting is available in OPERA Cloud Reporting and Analytics

### Managing Your Loyalty Programs

- Calculating or Expiring Membership Points and Issuing Award
- Tier Management
- Managing Profile Membership (Loyalty Cloud Service)
- Profile Stay Records
- Redeem Awards

# Managing Membership Tiers

Loyalty Use Tier Management to process changes to membership tiers (levels) in batch, based on preconfigured level rules. For more information, see Configuring Membership Type Point Calculation and Tier Management Rules and Configuring Membership Type Levels. Using this option you can apply Tier Upgrades, Tier Downgrades and Member Card Renewals. This process can also be scheduled (contact Oracle support to have this activated).

### Creating and Processing New Tier Batch

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Membership**, then select **Tier Management**.
2. Click **Tier Processing** and complete the following:
   a. **Upgrade**: Select check box to upgrade members based on the Membership Type Level Rules configured.
   b. **Downgrade**: Select check box to downgrade members based on the Membership Type Level Rules configured.
   c. **Renewal**: Select check box to renew the memberships expiration date if the member had activity during the batch period and expire memberships without activity in the period defined in the Years to Expire.
   d. **Membership Type**: Select a membership type from the list.
   e. **Evaluation Date**: Enter or select a date for this batch. Stay transactions through this date, minus the Delay in Days, will be included in the batch.
   f. **Apply Changes Immediately**: Select check box to run the downgrade, upgrade, or renewal batch process and apply your changes. Leave this unchecked if you want to review the proposed changes to memberships before applying the changes. If you select this check box, you will not have the opportunity to review the data (for example, to grant grace periods during a downgrade batch run) before the changes are applied.
   g. Click **OK**.

### Viewing Past Tier Management Batches

To display the member profiles considered for batch tier management. You can view the changes to the member level that occurred within a batch, along with the status of those changes.

> **Note:**
>
> you can hover over the log entry to view processing details.

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Membership**, then select **Tier Management**.
2. Enter search criteria, then click **Search**.
3. Select the batch in the search results, then click the vertical ellipsis **Actions** menu and select **View Detail** .
4. Expand the row to view the yearly summary; this displays the Tier Points for each year considered for this batch
   a. Click the vertical ellipsis and select **Back to Tier Status** to return to previous page.

### Deleting Record from Past Tier Management Batches

To delete a record and any un-applied changes from a batch

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Membership**, then select **Tier Management**.
2. Enter search criteria, then click **Search**.
3. Select the batch in the search results, then click the vertical ellipsis **Actions** menu and select **View Detail** .
   a. Click **+** to expand a row to view the yearly summary.
   b. Click the vertical ellipsis **Actions** menu and select **Delete**.

### Apply Changes From Past Tier Management Batch

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Membership**, then select **Tier Management**.
2. Enter search criteria, then click **Search**.
3. Select the batch in the search results, then click the vertical ellipsis **Actions** menu and select **Apply Changes from Batch** .

### Purge Past Tier Management Batches

This will purge this batch from the list of batches. Any un-applied changes will also be purged.

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Membership**, then select **Tier Management**.
2. Enter search criteria, then click **Search**.
3. Select the batch in the search results, then click the vertical ellipsis **Actions** menu and select **Purge**.

## Calculating or Expiring Membership Points and Issuing Award

Loyalty The Calculate Membership Points option is used to Calculate Member Points, Expire Award Points, or Issue (Other) Awards to members in a batch process.

### Calculating Membership Points

The Calculate Member Points process can be run for any membership type. This process references the point calculation rules and applies points to the member based on their activity (membership transactions)..

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Membership**, then select **Calculate Membership Points**.
2. Select **Calculate Points**.
3. **Membership Type**: Select a membership type from the list
4. **Calculate Until**: Enter or select a date.

> **Note:**
>
> This date cannot be greater than the current date, minus the **Delay in Days** specified in the membership type.

5. Click **Submit**.

### Expiring Membership Points

The Expire Points process can be run for any membership type. This process references the Award Points Expiry Period and Expiration Date.  Expired points are not available for redemption. Membership transactions with a type of Expired are applied. You can check a members points to expire using the **Points to Expire** link in the profile memberships

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Membership**, then select **Calculate Membership Points**.
2. Select **Expire Points**.
3. **Membership Type**: Select a membership type from the list
4. **Calculate Until**: Enter or select a date .
5. Click **Submit**.

### Issuing Membership Awards

The Issue Awards process can be run to issue Awards to members, where Award Based On = Other. Members are issued awards of the selected type until their available award point balance is exhausted.

> **Note:**
>
> This process will deduct all points from all members for the selected membership type.

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Membership**, then select **Calculate Membership Points**.
2. Select **Issue Awards**.
3. **Membership Type**: Select a membership type from the list.
4. **Award**: Select an award from the list.

5. Click **Submit**.

# Managing Membership Claims

Loyalty Use claims to track inquiries regarding a members account such as missing points or stays, tier inquiries, information requests, new card requests, etc. You can add new claims, manage the details for existing claims or view resolved claims.

### Adding Membership Claims

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Membership**, then select **Manage Membership Claim**.
2. Click **New** and complete the following:
   a. **Name**: Search for the guest or contact member profile.
   b. **Membership Number**: Select a membership number for selected profile (name) from the list.
   c. **Caller Name**: Enter the name of the person making the claim. The caller's name may be different from the name of member on the membership card.
   d. **Claim Status**: Select a status from the list.
   e. **Claim Origin**: Select an claim origin from the list. For more information, see Configuring Membership Claim Origins.
   f. **Owner**: Select an owner (user) from the list.
   g. **Claim Type**: Select a claim type from the list. For more information, see Configuring Membership Claim Types.
   h. **Approval Status**: Select an approval status from the list
   i. **Reply By**: Enter or select a reply by date.
   j. **Caller Information**: Enter details related to this call that may help to resolve the claim.
   k. **Comments**: .Add any comments about this claim or steps taken to resolve the claim
   l. **Property**: Enter or select the property.
   m. **Record Type**: Select a category of claim: Stay, Other, or Limited Adjustment.
      i. **Adjustment Limit Code**: Select a limited adjustment code from the list. (When Record Type is Limited Adjustment). For more information, see Configuring Membership Claim Adjustment Limits.
   n. **Arrival Date**: Enter or select an arrival date for the stay associated with this claim.
   o. **Departure Date**: Enter or select a departure date for the stay associated with this claim .
   p. **Confirmation No**: Enter the reservation confirmation number for the reservation associated with this claim.
   q. **External Reference No**: Enter the reservation external reference (confirmation) number associated with this claim.
3. Click **Save**.

### Editing Membership Claims

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Membership**, then select **Manage Membership Claim**.
2. Enter search criteria, then click **Search**.
3. Select the claim in the search result, then click the vertical ellipsis **Actions** menu and select **Edit**.
4. Update the details.
5. Click **Save**.

### Viewing and Adding Membership Transactions to a Claim

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Membership**, then select **Manage Membership Claim**.
2. Enter search criteria, then click **Search**.
3. Select the claim in the search result, then click the vertical ellipsis **Actions** menu and select **Edit** .
4. Click **View Details**.
    a. To add a membership transaction, select **New Transaction**.
    b. For more information, see Managing Profile Membership (Loyalty Cloud Service).

### Adding Claim Activity to a Claim

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Membership**, then select **Manage Membership Claim**.
2. Enter search criteria, then click **Search**.
3. Select the claim in the search result, then click the vertical ellipsis **Actions** menu and select **Edit**.
4. Click **New** and complete the following:
    a. **Activity**: Select an activity from the list.
    b. **Comments**: Enter comments.
5. Click **Save**.

### Viewing Claim Activity for a Claim

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Membership**, then select **Manage Membership Claim**.
2. Enter search criteria, then click **Search**.
3. Select the claim in the search result, then click the vertical ellipsis **Actions** menu and select **Edit**.
4. Select the activity then click the vertical ellipsis **Actions** menu and select **View**.
    a. Click **Close**.

## Managing Suspended Stay Records

Prerequisites for Managing Suspended Stay Records

Stay records are the basis for the creation of Membership Transactions used to calculate member Awards and Tier points. When OPERA Cloud is integrated with a remote OPERA Property PMS, use Suspended Stay Records to review and process stay records received, but rejected, and suspend due to errors resulting from missing or mismatched configuration. Errors appear at the top in a red box with a red cross appearing next to the errors. Once you have resolved the cause of the errors (such as correcting configuration), resubmit the stay records by selecting **Reprocess**.

The **Stay Records** Profile Stay Statistics tab displays Stay Records.

### Viewing Suspended Stay Record Errors

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Membership**, and then select **Suspended Stays**.
2. Enter search criteria and click **Search**.
3. Select a **stay record** in the search results, click the vertical ellipsis **Actions** menu, and select **Edit**.

### Correcting Suspended Stay Record Errors

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Membership**, and then select **Suspended Stays**.
2. Enter search criteria and click **Search**.
3. Select a **stay record** in the search results, click the vertical ellipsis **Actions** menu, and select **Edit**.
    a. Update the **stay record** to resolve the errors indicated.
    b. Click **Process**.

### Deleting Suspended Stay Records

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Membership**, and then select **Suspended Stays**.
2. Enter search criteria and click **Search**.
3. Select a **stay record** in the search results, click the vertical ellipsis **Actions** menu, and select **Delete**.
4. Click **Delete** to confirm.

### Reprocessing Corrected Suspended Stay Records

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Membership**, and then select **Suspended Stays**.
2. Enter search criteria and click **Search**.
3. Click **Reprocess**.

# Profiles

Information about the guests, contacts, companies, agents and booking source your property does business with - known as profiles- plays a part in almost all the activities you perform in OPERA Cloud. The OPERA Cloud solution relies on current and accurate profile data, that includes not only names and contact information, but a variety of other details such as language, preferences, loyalty memberships, negotiated rates, and much more. When Shared Profiles is enabled in Chain setup all profiles are shared across all properties. You can upload

an image of guests and contacts to display in the profile business card. For more information, see Managing Profile Image.

A profile is a collection of data about any of the following entities, each of which is a separate profile "type":

- **Guests**: This profile type is primarily associated with guests, although other persons (such as your employees) can also have an individual profile. Having guest profiles on hand (for repeat guests) allows you to make reservations quickly and accurately because you already have on record many of the details you need to know. Dormant or incomplete guest profiles are purged according to the various profile purge OPERA Controls.
- **Contacts**: Contacts have a dual identity in OPERA Cloud; each Contact is also a Guest type profile. Contacts are the individuals typically linked to a sales account. (Available when the Contacts OPERA Control is active).
- **Sales Accounts**: Sales Accounts are used for businesses with which your property has commercial dealings.
  - **Companies**: These are the businesses who book accommodation or catering events at your property, and so on.
  - **Travel Agents**: Sometimes simply called "agents," these are the professionals who book accommodation at your property for the guests who are their clients. Commission can be paid to Travel Agents.
  - **Sources**: Sources are other persons or organizations who are not travel agents but who are nevertheless responsible for bringing in business. For example, Sources can be, for example, secretaries who make travel arrangements for their companies' executives. Commission can be paid to Sources.
- **Groups**: A group is an affiliation that sponsors business at your property. Group business might include any (typically) one-time affair such as a company conference or a wedding.

One ore more profiles are linked to reservations and blocks (and the related catering events with a Sales and Event Management subscription). Revenue production is tracked against the various profiles linked to a reservation (either guest or group and event billing masters) or block. For more information, see Viewing Profile History Stay and Revenue Statistics. When the Relationship OPERA Control is active, you can aggregate room night and revenue production from subsidiary accounts on a parent sales account. For more information, see Managing Profile Relationships

When the Multi-language OPERA Control is active you can add an alternate name in profiles, allowing the name to be entered in the national character set (for example: Japanese Kanji or Hiragana). You can search for profiles using either the primary or alternate name. The alternate name can be generated on stationery for a fully localized document or email.

When the Incognito OPERA Control is active, guests can provide a fictitious name to use while staying at your property, hiding the guest's true identity from the hotel personnel (on reports etc), unless permission has been granted to view it in the profile. This functionality is commonly used for celebrities to maintain anonymity while staying at your property.

When the Accounts Receivables OPERA Control is active, profiles are used to setup AR Accounts for credit facilities at your property. One profile can have multiple AR Accounts setup. For more information, see Managing Profile AR Accounts. A reservation account balance can be transferred to an AR Account for settlement at a later date. For more information, see Settling a Reservation Account Balance.

In the event that duplication of profiles occurs, profiles can be merged to combine the details into a single profile. For more information, see Merging Profiles.

To protect the personal information of guests and contacts the profile details can be anonymized. The Profile Anonymization feature masks or removes personal information from the profile record so the guest or contact can remain anonymous. For more information, see Profile Anonymization. Guests or contacts requesting a copy of their details 'on file' can be provided the Profile Details Report. For more information, see Generating the Guest or Contact Details Report. Generating this report is tracked in the Changes Log with the Profile Data Report activity type.

When OPERA Cloud is integrated with partner solution(s) you can lookup profile data in the external solution and download the details to OPERA Cloud; any changes to the profile are updated in the subscribed solutions. For more information, see Using Profile Lookup and Download with Integrated Solutions. It's also possible to enroll a guest in a Loyalty solution integrated with OPERA Cloud. For more information, see Enrolling Guests in External Loyalty Programs.

When subscribed to the Oracle Hospitality OPERA ID Document Scanning Cloud Service and integrated with the ID scanning partner you can scan identification documents and update the guest profile with the details captured.

Loyalty With an OPERA Cloud Loyalty Services subscription, you can manage a loyalty program; including membership enrollment, tier management and member transaction options. For more information, see Membership (Loyalty Cloud Service)

# Creating a Guest or Contact Profile

Prerequisites for Creating a Guest or Contact Profile

In multi-property operations profiles are shared across all properties when profile sharing is active; ensuring guest preferences, notes, loyalty membership and other details are available to users in all your properties. Contact profiles are a variation of guest profiles and are available when the **Contacts** OPERA Control is active. Contacts are typically linked to Sales Accounts

> **Note:**
>
> The Primary Details panel is customizable the fields available for update will vary.

**Watch Video**

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profiles**, and then select **Manage Profiles**.
2. Click **I Want To . . .** and from the Create column select **Guest Profile** or **Contact Profile**.
3. Complete the following **Primary Details**:
   a. **Name**: Enter the last name of the guest or contact (maximum of 40 characters).

      Click the **Alternate Name link** to open the **Alternate Name for** dialog. Complete the following fields:

      i. **Alternate Name**: Enter an alternate last name (in the national character set). You can search for the profile using name entered and output this name on stationery.

      ii. **Alternate First Name**: Enter the first name in the national character set.

iii. **Alternate Language**: Select a language from the list.

iv. **Alternate Title**: Select a title from the list.

v. **Alternate Salutation**: Enter a salutation in the national character set.

vi. **Alternate Envelope Greeting**: Enter the envelope greeting in the national character set.

vii. Click **Save**.

b. Click **Incognito Name** to enter the actual name of an incognito guest using a pseudonym-name (available when the **Incognito** OPERA Control is active). This functionality is used so that details regarding a celebrity guest staying at your property are not exposed to staff or the public. Only users with the Manage Incognito Name for Profiles task assigned to their role(s) can view and update the incognito name. Profile search on incognito name can be conducted and displays the pseudonym name.

i. **Name**: Enter the surname of the guest or contact.

ii. **First Name**: Enter the first name of the guest or contact.

iii. Click **Save**.

c. **First Name**: Enter the first name of the guest or contact (maximum of 40 characters).

d. **Middle Name**: Enter the middle name of the guest or contact (maximum of 40 characters).

e. **Language**: Select a language from the list. Language is sent to interfaced systems such as video and voice mail. When the Multi-language OPERA Control is active, all stationery is generated in this language.

f. **Title**: Select a title from the list. This list is language specific. Title controls the salutation generated on stationery such as the confirmation letter.

g. **Birth Date**: Enter or select a Date of Birth.

h. **Owner Code**: Select a sales owner for the Contact (available when the Owner OPERA Control is active).

i. **Trace Code**: Select an Activity trace code from the list to specify standard activities to be created for this contact. (Available when the **Auto Traces** OPERA Control is active). For more information, see About Sales Activities Auto Traces

j. **Nationality**: Enter or select a nationality from the list. This is also available in Managing Profile Identification and Personal Details.

k. **VIP**: Select a value from the list if the guest is considered a VIP. Field is auto-updated based on the primary membership type levels. (Available when the **VIP OPERA** Control is active).

l. **Currency**: Select a default currency when generating folios for this guest or contact (available when the Ability to **Quote Rates in Foreign Currencies** OPERA Control is active).

m. **Client ID**: Enter a unique client ID to identify this profile. You can use the Client ID field on the Profile Search screen to locate this profile.

n. **Tax Type**: Select a tax type from the list to identify any specific tax handling. (Available when the **Tax Types** OPERA Control is active and the **Tax Type Calculation** OPERA Control is set to Profile). For more information, see Configuring Tax Types.

o. **Tax ID**: Enter Tax ID for the guest or contact according to local requirements.

p. **Tax ID 2**: Enter Tax ID for the guest or contact according to local requirements

q. **(Auto) Folio Settle Type**: Select an auto-folio settlement type from the list if reservation accounts are to be auto-settled periodically. (Available when the **Auto Settlement Rules** OPERA Control is active). For more information, see Configuring Auto Folio Settlement Types.

r. **Contact**: Select check box to also identify the guest profile as a contact profile. This cannot be unchecked once the profile is saved. (Available when the **Contact** OPERA Control is active).

s. **Keep History**: Select this check box to exclude this profile from the profile purge.

t. **Active**: Uncheck the check box to inactivate the profile; inactive profiles are excluded from searches by default. This field is available, only when editing a profile.

   i. **Inactive Reason**: Select a reason from the list. For more information, see Configuring Inactive Reasons.

u. **Protected**: Select check box to activate profile protection and prevent updates (Available when the **Profile Protection** OPERA Control is set to By Profile and the Mark/Unmark Profile as Protected task is assigned to your role(s)). For more information, see Configuring Profile Protection.

v. **Restricted**: Select checkbox to indicate the Sales Account profile is restricted. (Available when the **Mark/Unmark Profile as Restricted** task is assigned to your role(s)). Restricted profiles are indicated in profile search and presentation pages.

   i. **Reason**: Select a restricted reason from the list. Available when the **Restriction/ Flagged Reasons** OPERA Control is active) or enter a restriction reason (Available when the **Restriction/Flagged Reasons** OPERA Control is inactive).

> **Note:**
>
> Restricted profiles are excluded from purge when the **Exclude Restricted Profiles From Purge** OPERA Control is active.

w. **Business ID**: Enter the business ID.

x. **Gender**: Enter or select a gender.

y. **Electronic/Fiscal Folio**: Select Yes or No to indicate if this guest or contact requires an electronic/fiscal folio.

z. **AR Number Central**: Enter the AR Number used centrally for this guest or contact.

aa. **Alien Registration Number**: Enter the immigration registration number of this guest or contact according to local requirements.

ab. **Business Registration Code**: Enter the business registration code.

ac. **Business Segments**: Select the business segment(s) to indicate the type of business brought by this guest or contact.

ad. **CRS ID**: Enter the identification number for the central reservation system.

ae. **Credit Rating**: Select the credit rating for this guest or contact.

af. **Guest Type**: Select the guest type for this guest or contact.

ag. **Immigration Status**: Enter the immigration status of this guest or contact according to local requirements.

ah. **Legal Company**: Enter the legal company of this guest or contact.

ai. **Preferred Room**: Enter the preferred room number of the guest or contact.

aj. **Profession**: Enter the profession of the guest or contact.

ak. **Tax Category**: Select the tax category for this guest or contact.

al. **Tax Office.**: Select the tax office for this guest or contact.

am. **Tax Percent 1**: Enter the guest or contact profile's percentage of exemption from the Collecting Agent Taxes for the Tax Type associated with the profile according to local requirements.

an. **Tax Percent 2**: Enter the guest or contact profile's percentage of exemption from the Collecting Agent Taxes for the Tax Type associated with the profile according to local requirements.

ao. **Tax Percent 3**: Enter the guest or contact profile's percentage of exemption from the Collecting Agent Taxes for the Tax Type associated with the profile according to local requirements.

ap. **Tax Percent 4**: Enter the guest or contact profile's percentage of exemption from the Collecting Agent Taxes for the Tax Type associated with the profile according to local requirements.

aq. **Tax Percent 5**: Enter the guest or contact profile's percentage of exemption from the Collecting Agent Taxes for the Tax Type associated with the profile according to local requirements.

ar. **Territory**: Enter or select the territory where this contact is located.

as. **Visa Validity Type**: Enter the Visa validity of this guest or contact according to local requirements.

4. **Phone and Email Section**:

> **Note:**
>
> Email type is mandatory based on the **Guest Email Type** OPERA Control.
> Phone type is mandatory based on the **Guest Phone Type** OPERA Control.

a. Add Phone and Email contact details.

b. Click **Add Rows** to add additional rows.

c. Select **Primary** for primary email and phone contact details.

d. Refer Managing Profile Communication.

5. **Address Section**:

a. Add Address details.

b. Click **New** to add additional address details.

c. Refer Managing Profile Communication.

6. Click **Save** to save and close or **Save and Add More Details** to save and open the Manage Profile Presentation page.

## Creating a Sales Account Profile

Sales Account Profiles are companies, travel agents, and (booking) sources. When profile sharing is active in multi-property operations, profiles are shared across all properties, ensuring details, such as negotiated rates, notes, and attachments are available at all properties.

When the **Profile Name Validations** OPERA Control is active, a check is performed to ensure the correct profile type was selected for the name entered; for example **Oracle** must be created as a Company profile. For more information, see Configuring Profile Name Validations.

**Watch Video**

Revenue production is tracked against the various profiles linked to a reservation (either guest, or group, and event billing masters).

> **Note:**
>
> The Primary Details panel is customizable; the fields available for update will vary. If the profile name is greater than 40 characters, use the **Name2** and **Name3** fields for the additional name details. Activate the **Extended Account Name Search** OPERA Control to include Name2 and Name3 in a profile search.

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profiles**, and then select **Manage Profiles**.
2. Click the **I Want To . . .** action and select **Company Profile**, **Travel Agent Profile**, or **Source Profile**.
3. Complete the **Primary Details** panel.
    a. **Name1**: Enter the Company, Travel Agent, Source name. (maximum of 40 characters).
    b. **Name2**: Enter second line of account name. (maximum of 40 characters).
    c. **Name3**: Enter third line of account name. (maximum of 40 characters).
    d. **Alternate Name**: Click to enter an alternate name (non-western characters) for the Sales Account (available when the **Multi-language** OPERA Control is active). You can search for the profile using the name entered and output this name on stationery.
        i. **Alternate Name**: Enter the name of the Sales Account in the national character set
        ii. **Alternate Language**: Select a language from the list
        iii. Click **Save**.
    e. **Language**:Select a language from the list; when the **Multi-language** OPERA Control is active stationery such as contracts and invoices are generated in this language.
    f. **Corp ID / IATA Number**: Enter a Corporate ID / IATA Number. IATA number is validated when the **IATA Validation** OPERA Control is active. When the **Allow Duplicate IDs** OPERA Control is active, multiple profiles with the same CORD ID or IATA Number are permitted. You can search for Sales Account profiles using this identifier.
    g. **Industry**: Select an industry code from the list. See Configuring Industry Codes.
    h. **Owner**: Select a sales owner the Sales Account (available when the **Owner** OPERA Control is active).

i. **Active**: Uncheck this check box to inactive this Sales Account; inactive profiles are excluded from searches by default. This field is available, only when editing a profile.

   i. **Inactive Reason**: Select a reason from the list. For more information, see Configuring Inactive Reasons.

j. **Protected**: Select this check box to activate profile protection (Available when the **Profile Protection** OPERA Control is set to By Profile).

k. **(Activity) Trace Code**: Select an Activity trace code from the list to specify standard sales activities to be created for this sales account. (Available when the **Auto Traces** OPERA Control is active). For more information, see About Sales Activities Auto Traces.

l. **Tax Type**: Select a tax type from the list to identify any specific tax handling. (Available when the **Tax Types** OPERA Control is active and the **Tax Type Calculation** OPERA Control is set to Profile). For more information, see Configuring Tax Types.

m. **Credit Rating**: Select a credit rating from the list. For more information, see About Sales Account Credit Ratings.

n. **Restricted**: Select checkbox to indicate the Sales Account profile is restricted. (Available when the **Mark/Unmark Profile as Restricted** task is assigned to your role(s)). Restricted profiles are indicated in profile search and presentation pages.

   i. **Reason**: Select a restricted reason from the list. (Available when the **Restriction/ Flagged Reasons** OPERA Control is active) or enter a restriction reason (Available when the **Restriction/Flagged Reasons** OPERA Control is inactive).

o. **AR Number Central**: Enter the AR Number used centrally for this sales account.

p. **Business Registration Code**: Enter the business registration code of this sales account.

q. **Business Segments**: select the business segment(s) to indicate the type of business brought by this account. For more information, see Managing Sales Information.

r. **CRS ID**: Enter the identification number for the central reservation system.

s. **IATA Consortia**: Select the consortia agency for this travel agent profile.

t. **Keep History**: Select this check box to exclude this profile from the profile purge.

u. **Tax Category**: Select the tax category for this sales account. For more information, see Configuring Tax Category Codes.

v. **Tax Office**: Select the tax office for this sales account. For more information, see Configuring Tax Office Codes.

w. **Tax ID 1**: Enter Tax ID for the sales account according to local requirements.

x. **Tax ID 2**: Enter Tax ID for the sales account according to local requirements.

y. **Tax Percent 1**: Enter the percentage of exemption from the Collecting Agent Taxes for the Tax Type associated with the profile according to local requirements

z. **Tax Percent 2**: Enter the percentage of exemption from the Collecting Agent Taxes for the Tax Type associated with the profile according to local requirements

aa. **Tax Percent 3**: Enter the percentage of exemption from the Collecting Agent Taxes for the Tax Type associated with the profile according to local requirements

ab. **Tax Percent 4**: Enter the percentage of exemption from the Collecting Agent Taxes for the Tax Type associated with the profile according to local requirements

ac. **Tax Percent 5**: Enter the percentage of exemption from the Collecting Agent Taxes for the Tax Type associated with the profile according to local requirements

ad. **Territory**: Enter or select the territory where this Sales Account is located. For more information, see Configuring Territories.

ae. **VIP**: Select a value from the list if the sales account is considered a VIP. (Available when the **VIP** OPERA Control is active).

af. **Company Type**: Select a value from the list to define the type of guest for specific fiscal tax handling. Configuring Fiscal Guest Types.

4. Phone, Email Section

> **Note:**
>
> Phone type is mandatory based on the **Non Guest Phone Type** OPERA Control.

   a. Add Phone and Email contact details.

   b. Click **Add Rows** to add additional rows.

   c. Select **Primary** for the primary email and phone contact details.

   d. Refer to: Adding Profile Communications.

5. Address

   a. Add Address details.

   b. Click **New** to add additional address details.

   c. For more information, see: Adding Profile Communications.

6. Click **Save** to save and close or **Save and Add More Details** to save and open the Profile Presentation page. Click **Save and Create Linked Profile** to create and link a Contact Profile to the sales account.

## Using Profile Lookup and Download with Integrated Solutions

Profile lookup and download is available when external solutions managing profile data are integrated with OPERA Cloud through the Oracle Hospitality Integration Platform (OHIP). Examples of these systems are Central Reservation, Customer Relationship Management, Loyalty Management, Gaming (Player Tracking), and Leisure Management systems. You can search for a profile in the integrated solution and download the details to OPERA Cloud, thereby creating a profile subscription between the two solutions. The profile types available for lookup is determined by the Profile Types for Lookup OPERA Controls.
A **Lookup Profile** list field in the profile advanced search panel determines the external system selected for profile look up. When the External Lookup Behavior OPERA Control is set to **Force**, this field cannot be null.

> **Note:**
>
> Profile Lookup is not compatible with Basic Search. When a basic search is performed, the External Systems tabs are hidden. If no results are found, a message appears advising you to use the Advanced Search to look up Profiles in external systems. The **View By** search option appears and defaults to Guest when the **Profile Lookup** OPERA Control is active.

> **Note:**
>
> When the **Multi-Language** OPERA Control is active, you can search for profiles by either the primary or alternate (national character set) name in the Name and First Name fields.

Profile lookup search results appear in a separate, named tab in the search results panel. A Subscription column indicates any profiles already subscribed and existing in OPERA Cloud.

The display of the results is determined by the **External Lookup Behavior** OPERA Control. There are three options available:

- **Force**: External Lookup is performed when no matches are found in OPERA Cloud. The Results tab for default external interfaces appears if no local matches are found.
- **Simultaneous**: External lookup is performed regardless of matches found in OPERA Cloud. Tabs for OPERA Cloud local results and external results are populated.
- **Manual**: External Lookup is not automatically performed. You can select a tab for the external system in which you want to see results.

#### Lookup and Download Profile from an Integrated Solution

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profile**, select **Manage Profile**.
2. **View By**: Select a profile type from the list.
3. **Lookup Profile**: Select the external system in which to look up the profile
4. Enter additional search criteria and click **Search**.
5. Select the tab for the external system.
6. Select the profile in the search results, click the vertical ellipse **Actions** menu, and select **Download**
7. You are directed to Profile Presentation to make updates to the profile. See Managing a Sales Account Profile and Managing a Guest or Contact Profile.

> **Note:**
>
> The external profile ID is displayed on the Profile Subscriptions panel.

## Enrolling Guests in External Loyalty Programs

Prerequisites for Enrolling Guests in External Loyalty Programs

**Watch Video**

You can enroll a guest in a loyalty or gaming solution integrated with the Oracle Hospitality Integration platform. Once enrolled, the profile is updated with membership details.

There are multiple ways you can enroll a guest:

- Create a new profile and enroll the guest simultaneously.

- Enroll an existing guest.
- Enroll an existing guest with a reservation.

The Enrollment Systems that are active OPERA Control determine the integrated solutions that support enrollment:

- For Loyalty Enrollment, set the **Default Membership Type** OPERA Control. The Default Membership Type selected is the membership that automatically populates when adding a new membership to a profile, enrollment, and the membership used for linking a profile membership to a reservation.
- For Gaming Enrollment, set the **Default PTS Membership Type** OPERA Control. The Default PTS Membership Type is used for Gaming functionality.

> **Note:**
>
> Ensure that the Membership Type selected for either of these OPERA Controls is updated with the correct External Database for the integrated solution.

### Creating Guest Profiles and Enrolling Guests in Loyalty Programs

To simultaneously create a guest profile and enroll the guest in a loyalty program, complete the following steps:

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profiles**, and then select **Manage Profiles**.
2. Click the **I Want To. . .** action, select **Enroll Guest**, and complete the following fields:
3. Click **Enroll** or **Enroll and Add More Details** to launch the Profile Presentation and update the guest profile. The guest is enrolled, the profile created, and the membership details added to the profile. See Managing Profile Memberships .

> **Note:**
>
> If for any reason enrollment in the external loyalty system fails, you can continue to create the guest profile and attempt enrollment again for the existing profile.

### Enrolling Existing Guests in Loyalty Programs

When enrolling an existing guest, the Enrollment page populates with the guest profile details. You can update these details as needed.

Any updates made in the enrollment screen will update the guest profile details.

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profile**, and then select **Manage Profile**.
2. **View By**. Select **Guest** from the list of values.
3. Enter additional search criteria and click **Search**.
4. Select the profile in the search results, click the **I Want To . . .** action, select **Enroll Guest**, and complete the following fields:
5. Click **Enroll**.

6. The guest is enrolled and the membership details added to the profile. Refer to: Managing Profile Memberships.

### Enrolling Existing Guest Reservations in Loyalty Programs

When enrolling an existing guest, the Enrollment page populates with the guest's profile details. You can update these details as needed.

Any updates made in the Enrollment screen will update the guest's profile details.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Enter search criteria and click **Search**.
3. Select the **reservation** in the search results, click the **I Want To . . .** action, select **Enroll**, and complete the following fields:
4. Click **Enroll**.
5. The guest is enrolled, the profile created, and the membership details are added to the profile. See Managing Profile Memberships and Managing Reservation Memberships.

### Enrollment Details

The Enrollment page can be customized using Page Composer

1. **Enrollment Type**: Select an enrollment type from the list of values.
2. **Name**: Confirm or update the last name of the guest.
3. **First Name**: Confirm or update the first name of the guest.
4. **Middle**: Confirm or update the middle name of the guest.
5. **Title**: Confirm or update the guest's title from the list of values.
6. **Birth Date**:Confirm or update a date.
7. **Gender**: Confirm or update the gender from the list of values.
8. **Keyword Type** : Select a keyword type from the list of values. (Available when the Keyword OPERA Control is active.)
    a. **Keyword**: Enter a keyword value.
9. **Passport Number**: Confirm or enter a passport number.
10. **Issued Country**: Confirm or enter a passport issue country.
11. **Language**: Confirm the language of the guest.
12. **VIP**: Confirm or update a value from the list if the guest is considered a VIP. (Available when the **VIP** OPERA Control is active).
13. **Currency**: Confirm or update a default currency when generating folios for this guest or contact (Available when the **Ability to Quote Rates in Foreign Currencies** OPERA Control is active).
14. **Client ID**: Confirm or update a unique client ID to identify this profile. You can use the Client ID field on the Profile Search screen to locate this profile.
15. **Guest Type**: Confirm or update the guest type for this guest or contact.
16. **Profession**: Confirm or update the profession of the guest or contact.
17. **AR Number Central**: Confirm or update the AR Number used centrally for this guest or contact.

18. **Alien Registration Number**: Confirm or update the immigration registration number of this guest or contact according to local requirements.
19. **Business ID**: Confirm or update the business ID.
20. **Business Registration Code**: Confirm or update the business registration code.
21. **Business Segments**: Confirm or update the business segment(s) to indicate the type of business brought by this guest or contact.
22. **CRS ID**: Confirm or update the identification number for the central reservation system.
23. **Credit Rating**: Confirm or update the credit rating for this guest or contact.
24. **Enrollment Code**: Confirm or update the code to indicate the source used to enroll the member.
25. **(Auto) Folio Settle Type**: Confirm or update an auto-folio settlement type from the list if reservation accounts are to be auto-settled periodically. (Available when the **Auto Settlement Rules** OPERA Control is active). For more information, see Configuring Auto Folio Settlement Types.

    **Immigration Status**: Confirm or update the immigration status of this guest or contact according to local requirements.
26. **Keep History**: Confirm or update the check box to exclude this profile from the profile purge.
27. **Legal Company**: Confirm or update the legal company of this guest or contact
28. **Nationality**: Confirm or update a nationality from the list. This is also available in Managing Profile Identification and Personal Details.
29. **Payment Due Days**: Confirm or update the due date for payment for the profile.
30. **Preferred Room**: Confirm or update the preferred room number of the guest or contact.
31. **Protected**: Confirm or update the check box to activate profile protection and prevent updates (Available when the **Profile Protection** OPERA Control is set to By Profile and the Mark/Unmark Profile as Protected task is assigned to your role(s)). For more information, see Configuring Profile Protection.
32. **Restricted**: Select the check box to identify the guest or contact as restricted from staying at the property. Restricted profiles are indicated in profile search and presentation pages and are excluded from purge when the **Exclude Restricted Profiles From Purge** OPERA Control is active.
33. **Tax ID**: Confirm or update the Tax ID for the guest or contact according to local requirements.
34. **Tax ID 2**: Confirm or update the Tax ID for the guest or contact according to local requirements.
35. **Tax Category**: Confirm or update the tax category for this guest or contact.
36. **Tax Office**: Confirm or update the tax office for this guest or contact.
37. **Tax Percent 1**: Confirm or update the guest or contact profile's percentage of exemption from the Collecting Agent Taxes for the Tax Type associated with the profile according to local requirements.
38. **Tax Percent 2**: Confirm or update the guest or contact profile's percentage of exemption from the Collecting Agent Taxes for the Tax Type associated with the profile according to local requirements.

39. **Tax Percent 3**: Confirm or update the guest or contact profile's percentage of exemption from the Collecting Agent Taxes for the Tax Type associated with the profile according to local requirements.
40. **Tax Percent 4**: Confirm or update the guest or contact profile's percentage of exemption from the Collecting Agent Taxes for the Tax Type associated with the profile according to local requirements.
41. **Tax Percent 5**: Confirm or update the guest or contact profile's percentage of exemption from the Collecting Agent Taxes for the Tax Type associated with the profile according to local requirements.
42. **Tax Type**: Confirm or update a tax type from the list to identify any specific tax handling. (Available when the **Tax Types** OPERA Control is active and the **Tax Type Calculation** OPERA Control is set to Profile). For more information, see Enrolling Guests in External Loyalty Programs.
43. **Territory**: Confirm or update the territory.
44. **Visa Validity Type**: Confirm or update the visa validity of this guest or contact according to local requirements.
45. **Phone and Email Section**:
    a. Click **Add Rows** to add additional rows.
    b. Select **Primary**for the primary email and phone contact details.

> **Note:**
>
> Email type is mandatory based on the **Guest Email Type** OPERA Control. Phone type is mandatory based on the **Guest Phone Type** OPERA Control.

46. **Address Section**:
    a. Click **New**to add additional address details.
    b. Refer to Managing Profile Communication.

# Managing Profiles

Profiles store and display a wide range of information, and there are many ways you can configure them with information about a guest, travel agent, or company. The following sections outline many of the ways you can manage profiles in OPERA Cloud. These options can be found from the **Navigation Bar** by clicking **Client Relations** and then clicking **Profiles**.

## Managing a Guest or Contact Profile

In multi-property operations profiles are shared across all properties when profile sharing is active; ensuring guest preferences, notes, loyalty membership and other details are available to users in all your properties. Contact profiles are a variation of guest profiles and are available when the Contacts OPERA Control is active. Contacts are typically linked to Sales Accounts

> **Note:**
>
> When the Profile Protection OPERA Control is active you might be prevented from updating profile details. Only users with the Override Profile Protection user tasks assigned their roles can override the protection status and update the profile. For more information, see Configuring Profile Protection.

**Watch Video**

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profiles**, and then select **Manage Profiles**.
2. Click the **View By** field drop-down and select **Guest** or **Contact**.
3. Enter additional search criteria in the available fields and click **Search**.
4. Select the profile in the search result, click the **Profile Name** or click **I Want To. . .**, Goto **Profile**.
5. The Profile Presentation page opens.

> **Note:**
>
> Details panels selected in the default presentation style. Click **View** to select a different presentation style or **Customise View** to select the detail panels to display. All Profile detail links are available to view and update related profile details.

6. Click the **I Want To. . .** to display various actions for this Profile.
7. **Overview Panel**

> **Note:**
>
> This panel can be customized; the fields available may vary.

8. Click **Edit**.
   a. Update details. For more information, see Creating a Guest or Contact Profile
   b. Click **Save**.
9. **Profile Details Panel**:
   a. **Fiscal Guest Type**: Select a Fiscal Guest Type from the list to define the type of guest. Identify any specific tax handling. For more information, see Configuring Fiscal Guest Types.
10. Click **Edit**.
    a. Update the details. For more information, see Creating a Guest or Contact Profile
    b. Click **Save**.

**Table 2-2 Guest and Contact Detail Links**

| Profile | Billing |
|---|---|
| Additional Information | Accounts Receivable |
| Channel Negotiated Rates | Financials |
| Communications | Negotiated Rates |
| Correspondence | |
| Delivery Types | |
| e-Certificates | |
| Identification | |
| Keywords | |
| Membership | |
| Owner Referrals | |
| Owner Records | |
| Sales Information | |
| Service Requests | |
| Subscriptions | |
| Scheduled Activities | |
| **Notifications** | **Stays** |
| Attachments | Future and Past Stays |
| Notes | Future and Past Blocks |
| Emails | |

## Managing a Sales Account Profile

### Editing Sales Accounts

Sales Account Profiles are companies, travel agents, and (booking) sources. In multi-property operations profiles are shared across all properties when profile sharing is active; ensuring details, such as negotiated rates, notes, and attachments are available to users in all your properties.

Revenue production is tracked against the various profiles linked to a reservation (either guest or group and event billing masters) or block. When the Relationship OPERA Control is active, you can aggregate room night and revenue production from subsidiary accounts on a parent sales account. For more information, see Managing Profile Relationships.

When the Profile Name Validations OPERA Control is active, a check is performed to ensure the correct profile type was selected for the name entered; for example "Oracle" must be created as a company profile. For more information, see Configuring Profile Name Validations.

When the Profile Protection OPERA Control is active you might be prevented from updating profile details. Only users with the Override Profile Protection task assigned their roles can override the protection status and update the profile. For more information, see Configuring Profile Protection.

**Watch Video**

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profiles**, and then select **Manage Profiles**.
2. **View By**: Select Company, Agent, Source from the list.
3. Enter additional search criteria, click **Search**.
4. Select the profile from the search results, click the **Profile Name**, or click **I Want To . . .** and go to the **Profile**.
5. On the Profile Presentation page, click the **I Want To . . .** action to perform additional actions on this profile.

> **Note:**
>
> Details panels selected in the default presentation style are displayed. Click **View** to select a different presentation style or **Customise View** to select the detail panels to display. All Profile detail links are available to view and update related profile details. See the Sales Account Profile Detail table below.

6. **Overview Panel**

> **Note:**
>
> This panel can be customized; the fields available may vary.

   a. Click **Edit**

      i. Update the details. See Creating a Sales Account Profile.

      Click **Save**.

7. **Profile Details Panel**

> **Note:**
>
> This panel can be customized; the fields available may vary.

**Table 2-3 Sales Account Profile Detail Links**

| Profile | Billing |
|---|---|
| Contacts | Accounts Receivable |
| Communications | Negotiated Rates |
| Channel Negotiated Rates | Financials |
| Delivery Types | Commission |
| Forecast | |
| Keywords | |

**Table 2-3 (Cont.) Sales Account Profile Detail Links**

| Profile | Billing |
|---|---|
| Owner Referrals | |
| Owner Records | |
| Sales Information | |
| Subscriptions | |
| **Notifications** | **Stays** |
| Attachments | Future and Past Stays |
| Notes | Future and Past Blocks |
| Emails | |

## Managing Sales Account Contacts

### Viewing Sales Account Contacts

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profiles**, and then select **Manage Profiles**.
2. Enter search criteria and click **Search.**.
3. Select the **profile** in the search result, click the **I Want To . . .** action, click **Contacts** or open the profile, and click the **Contacts** link in the Profile presentation.
4. Click a **Contact Name** to manage the Contact Profile.

### Adding New Contacts to a Sales Account

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profiles**, and then select **Manage Profiles**.
2. Enter search criteria and click **Search.**.
3. Select the **profile** in the search result, click the **I Want To . . .**action, click **Contacts** or open the profile, and click the **Contacts** link in the Profile presentation.
4. Click **New** and complete the Contact details. For more information refer to Creating Profiles.

### Deleting Contacts from a Sales Account

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profiles**, and then select **Manage Profiles**.
2. Enter search criteria and click **Search.**.
3. Select the profile in the search result, click the **I Want To . . .**action, click **Contacts** or open the profile, and click the **Contacts** link in the Profile presentation.
4. Select the **contact** in the search result, click the **vertical ellipsis**, and select **Remove**.
5. Click **Remove** to confirm.

## Managing Sales Account Forecast

Prerequisites for Managing Sales Account Forecast

Premium

Use the Sales Account forecast to set up the expected revenue and room nights on sales account profiles for specific periods of time, either by calendar months or fiscal periods based on the Reporting Period OPERA Controls.

**Watch Video**

### Adding Sales Account Forecasts (Load Forecast)

> **Note:**
>
> If forecast data exists for a selected date range, you will be prompted to override.

1. From the **OPERA Cloud menu**, select **Client Relations**, select **Profiles**, and then select **Manage Profile**.
2. From View By, select **Company**, **Agent**, or **Source** from the list.
3. Enter additional search criteria and click **Search**.
4. Select the profile in the search results, click the **I Want To . . .** action, select **Forecast**, or click the **Forecast** link in Profile Presentation.
5. Click **New** and complete the following:
   a. **Property**. Enter or select the property.
   b. **Future Dates**. Select check box to display future dates when selecting the From / To periods.
   c. **From Period**. Select a period from the list.
   d. **To Period**. Select a period from the list.
   e. **Room Nights**. Enter number of forecasted room nights for the period.
   f. **Average Rate**. Enter the potential Average rate for the period.
   g. **Room Revenue**. Enter the potential Room revenue. An amount will populate when an average rate is entered.
   h. **F and B**. Enter the potential Food and Beverage revenue for the period.
   i. **Other Revenue**. Enter the potential Other revenue for the period.
6. Click **Save** or click **Save and Add More** to add another.

### Editing Sales Account Forecast

1. From the **OPERA Cloud menu**, select **Client Relations**, select **Profiles**, and then select **Manage Profile**.
2. From View By, select **Company**, **Agent**, or **Source** from the list.
3. Enter additional search criteria and click **Search**.
4. Select the profile in the search results, click the **I Want To . . .** action, select **Forecast**, or click the **Forecast** link in Profile Presentation.
5. Enter search criteria and then click **Search**.

6. Select the forecast period, click the vertical ellipsis **Actions** menu, and select **Edit**.
    a. Update the forecast details.
7. Click **Save**.

### Deleting Sales Account Forecast

1. From the **OPERA Cloud menu**, select **Client Relations**, select **Profiles**, and then select **Manage Profile**.
2. From View By, select **Company**, **Agent**, or **Source** from the list.
3. Enter additional search criteria and click **Search**.
4. Select the profile in the search results, click the **I Want To . . .** action, select **Forecast**, or click the **Forecast** link in Profile Presentation.
5. Enter search criteria and then click **Search**.
6. Select the forecast period, click the vertical ellipsis **Actions** menu, and select **Delete**.
7. Click **Delete** to confirm.

## Generating the Guest or Contact Details Report

You can generate a report detailing the profile information recorded for Guest or Contact profiles; providing guests, who request, a copy of their information stored in OPERA Cloud.

With the View Identification Details task granted to role(s) you can unmask personal identification details on the report.

Generating this report is tracked in the Changes Log with the Profile Data Report activity type.

> **Note:**
>
> The **sample_prof_data_port.rtf** report can be customized using the Stationery Editor according to your needs; you can setup multiple formats of the report in the Profile Group.

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profiles**, and then select **Manage Profiles**.
2. From **View By**, select **Guest** or **Contact** from the list of values.
3. Enter additional search criteria and click **Search**.
4. Select the profile from the search results. Click **I Want To. .** and then select **Data Porting**.
    a. **RTF Template Name**: Select the report template from the list.
    b. **Show Masked Information**: Select checkbox to unmasked personal identification information.
    c. Select a report destination.
        i. **Preview**: Select to preview in PDF.
        ii. **Email to Print**: Select to print to selected printer. For more information, see Configuring Printers.
        iii. **Email**: Select to delivery as PDF attachment to email.

i. Select an email address from the list.

   OR

ii. Click **Add New** to enter a new email address.

iv. **Download**: Click to download folio in a variety of formats.

i. **Format**: Select a format from the list.

d. Click **Process**.

## Managing Profile Scheduled Activities (External Leisure)

### Prerequisites for Managing Profile Scheduled Activities

The Scheduled Activities details link is available when OPERA Cloud is integrated with an activity management solution for the management of leisure activities such as golf or spa appointments, horseback riding, tours and so on. Leisure activity reservation details can be associated with guest or contact profiles and, in turn, their room reservations, so you are aware of the guest's leisure activity schedule during their stay. For more information see, Managing Reservation (External) Activities.

The Scheduled Activities panel lists the activities details received from the activity management solution. The following information is displayed for each activity:

1. **Type**: Type of activity.
2. **Location**: Where the activity takes place.
3. **Prs**: Number of persons participating.
4. **Date**: Date when the activity takes place. If the activity spans more than one day, the date when the activity starts.
5. **Start/End Time**: Time when the activity starts and ends.
6. **Duration**: Hours and minutes duration for the activity.
7. **Status**: Current status of the activity.

#### Detaching Scheduled Activities

When you detach the profile from Activities, no further profile data synchronization take places and no activity information is passed between the External Activity Solution and OPERA Cloud for the current profile.

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profiles**, then select **Manage Profile**.
2. Enter search criteria and click **Search**.
3. Select a **Profile** in the search results, click the **I Want To . . .** action, and then select **Scheduled Activities** or click the **Scheduled Activities** link in the Profile presentation.
4. Select the **Activity** and click **Detach**.

#### Generating Scheduled Activities Report

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profiles**, then select **Manage Profile**.

2. Enter search criteria and click **Search**.
3. Select a **Profile** in the search results, click the **I Want To . . .** action, and then select **Scheduled Activities** or click the **Scheduled Activities** link in the Profile presentation.
4. Click the vertical ellipsis and select **Report**.
5. Select a **Destination** and click **Process**.

## Managing Profile Additional Information

### Prerequisites for Profile Additional Information

The Additional Information panel is available for capturing additional country-specific information required for integration with fiscal partners, e-Invoice solutions, and other similar requirements.

The attributes displayed and enabled for update depends on OPERA Controls and country-specific integration requirements. For further information refer to: Oracle Hospitality Localization Center for Hotel.

#### Editing Profile Additional Information

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profiles**, and select **Manage Profile**.
2. Enter search criteria and click **Search**.
3. Select a profile in the search result, then click **I Want To . . .** action and select **Additional Information** or open the profile and click **Additional Information** in the Profile presentation.
4. Click **Edit**.
    a. Update the details.
    b. Click **Save**.

## Managing Profile Delivery Types

### Prerequisites for Managing Profile Delivery Types

Delivery Types define eFolio export delivery methods. You must select one Delivery Type as the primary type.

In multi-property operations, this information is property specific.

#### Adding Profile Delivery Types

1. From the OPERA Cloud menu, select **Client Relations**, select **Profiles**, and then select **Manage Profiles**.
2. Click the **View By** list and select a profile type.
3. Enter search criteria and click **Search**.
4. From the search results, click the **I Want To . . .** action and select **Delivery Types** or click the **Delivery Types** link in the Profile presentation.
5. Click **New** and enter the following details:
    a. **Property**: Enter or select the property.

b. **Delivery Group**: Select EFOLIO_EXPORT from the list.

c. **Delivery Type**: Select a delivery type (method) from the list.

d. **Delivery Value**: Enter the details based on the delivery type, required for Electronic and Email types.

e. **Primary**: Select to mark this type (method) as the primary.

f. **Sequence**: Enter a display sequence.

6. Click **Save**.

### Editing Profile Delivery Types

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profiles**, and then select **Manage Profiles**.
2. Click the **View By** list and select a profile type.
3. Enter search criteria and click **Search**.
4. From the search results, click the **I Want To . . .** action and select **Delivery Types** or click the **Delivery Types** link in the Profile presentation.
5. Enter search criteria and click **Search**.
6. Select a **Delivery Type**, click the **vertical ellipsis**, and select **Edit**.
7. Update details.
8. Click **Save**.

### Deleting Profile Delivery Types

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profiles**, and then select **Manage Profiles**.
2. Click the **View By** list and select a profile type.
3. Enter search criteria and click **Search**.
4. From the search results, click the **I Want To . . .** action and select **Delivery Types** or click the **Delivery Types** link in the Profile presentation.
5. Enter search criteria and click **Search**.
6. Select a **Delivery Type**, click the **vertical ellipsis**, and select **Delete**.
7. Click **Delete** to confirm.

## Converting Sales Account Profile Types

You can convert Sales Account profiles types between Company, Travel Agent, and Source if there is no history of the profile type associated with the following: reservations/blocks, future reservations/blocks, AR accounts, outstanding commissions payable, and so.

Convert profile type activity is tracked in the changes log.

> **Note:**
>
> The Convert Profile Type action is enabled based on the Edit Profile Details task granted to roles.

### Convert Sales Account Profile Type

1. From the OPERA Cloud menu, select **Client Relations**, select **Profiles**, then select **Manage Profiles**.
2. Click the **View By** list and select a **Profile Type**.
3. Enter search criteria and click **Search**.
4. In the search results, click the **I Want To . . .** action and select **Convert Profile Type**.
5. Click the **New Profile Type** drop-down list and select a **Profile Type**.
6. Click **Save**.

## Filtering Profile Search by Accounts

Prerequisites for Filtering Profile Search by Accounts

### Searching for Sales Accounts

With an OPERA Cloud Service, Sales and Event Management subscription, you can search for profiles using the **Account** profile type.

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profiles**, and select **Manage Profile**.
2. In the Search panel, click **View By** list and select Account.
3. Profile search returns results for Company, Travel Agent, Source, or Contact. It also adds the following search filters to the standard search function:
   a. **Owner**: The sales owner of the sales account. When you select an Owner you can select the **Primary Only** check box to search profiles with the selected owner as the primary owner. (Available when the Owner OPERA Control is active).
   b. **Display Linked Contact**: Select the check box to return search results for Contacts linked to their Accounts.

> **Note:**
>
> You can also search sales account by keyword and keyword type (Available when the Keyword OPERA Control is active). For more information, see Managing Sales Account Keywords

## Managing Sales Information

Prerequisites for Managing Sales Information

Sales information can be added to Company, Travel Agent, Source, and Contact profiles to assist you in decision-making and can be referenced as filters in sales reports.

### Editing Sales Information

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profiles**, and then select **Manage Profiles**.
2. Click the **View By** drop-down and select a profile type, such as a Company, Travel Agent, Source, or Contact.

3. Enter search criteria and then click **Search**.
4. From the search results, click the **I Want To . . .** select **Sales Information** or open the profile and click **Sales Information** in Profile Presentation.
5. On the Sales Information screen, click **Edit** and update the following details. Select a value(s) from the list for each field.

> **Note:**
>
> Fields vary depending on the profile type you select in the search.

   a. **Territory** : Select the sales territory to which the account is assigned.
   b. **Priority**: Select the business importance of the profile or contact.
   c. **Business Potential**: Select the importance of the account in drawing accommodations business.
   d. **Account Type**: Select the type of sales account.
   e. **Business Segments** : Select the business segments this profile represents for your property.
   f. **Industry**: Select the industry classifications of the account.
   g. **Account Source**: Select the origins of the account, such as media ad, website, and so on.
   h. **Mail Action** : Select the mailing action codes you can assign to identify the account when you want to create mailing lists or reports for other purposes.
   i. **Influence** : Select the influence the Contact has in the decision-making process.
   j. **Competition**: Select your properties competition for this account.
   k. **Scope** : Select the broad geographical areas where the profile or account generates business.
   l. **Scope City** : Select the city where the profile or account's headquarters is located or the city where one of your properties is located that this profile or account frequently uses.
6. Click **Save**.

## Managing Profile Channel Negotiated Rates

Distribution You can distribute Sales Account negotiated rates to each booking channel.

### Adding Channel Negotiated Rates

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profiles**, and then select **Manage Profiles**.
2. Click the **View By** list and select a profile type, such as a Company, Travel Agent, or Source.
3. Enter search criteria and click **Search**.

4. Select a profile in the search results, then click the **I Want To . . .** action and select **Channel Negotiated Rates** or open the profile and click the **Channel Negotiated Rates** link in Profile Presentation.
5. Click **New** and enter the following details:
    a. **Property**: Enter or select the property. You can select multiple properties from a hub location.
    b. **Channel**: Select one or more channels from the list.
    c. **Channel Rate Code**: Select a rate code from the list.
    d. **Rate Code**: Select one or more negotiated rate codes from the list.
    e. **Access Code**: Enter an access code.
    f. **Start Date**: Enter or select a date when the rate commences.
    g. **End Date**: Enter or select a date when the rate ends.
    h. **Channel Rate Plan Order**: Enter a display sequence in the event there are multiple rate codes for one Access code and Channel Rate Code.
    i. Click **Save**.

### Editing Channel Negotiated Rates

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profiles**, and then select **Manage Profiles**.
2. Click the **View By** list and select a profile type, such as a Company, Travel Agent, or Source.
3. Enter search criteria and click **Search**.
4. Select a profile in the search results, then click the **I Want To . . .** action and select **Channel Negotiated Rates** or open the profile and click the **Channel Negotiated Rates** link in Profile Presentation.
5. Enter search criteria and click **Search**.
6. Select a channel negotiated rate in the search result, then click the vertical ellipsis **Actions** menu, and select **Edit**.
7. Update details.
8. Click **Save**.

### Deleting Channel Negotiated Rates

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profiles**, and then select **Manage Profiles**.
2. Click the **View By** list and select a profile type, such as a Company, Travel Agent, or Source.
3. Enter search criteria and click **Search**.
4. Select a profile in the search results, then click the **I Want To . . .** action and select **Channel Negotiated Rates** or open the profile and click the **Channel Negotiated Rates** link in Profile Presentation.
5. Enter search criteria and click **Search**.
6. Select a channel negotiated rate in the search result, then click the vertical ellipsis **Actions** menu, and select **Delete**.

7. Click **Delete** to confirm.

## Managing Travel Agent / Source Commission Details

### Prerequisites for Managing Travel Agent / Source Commission Details

Commission can be paid to a travel agent and booking source linked to a reservation. Select the commission**Bank Account** to determine the payment currency and payment method. The commission amount payable defaults according to the **Default Commission** OPERA Control, and can be overridden for a specific profile by selecting a **Commission Code** In multi-property operations you can setup these details in one property and distribute to other properties.

#### Adding Profile Commission Details

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profiles**, and select **Manage Profile**.
2. Enter search criteria for Agent or Source and click **Search**.
3. Select the Travel Agent or Source profile, click the **I Want To . . .** action, and select **Commission**.
4. Click **New** and enter the following details:
    a. **Property**: Enter or select the property.
    b. **Bank**: Select a commission bank account from the list. For more information, see Configuring Commission Bank Accounts.
    c. **Commission Code**: Select default commission code to determine the commission to pay to the agent or booking source overriding the **Default Commission** OPERA Control. For more information, see Commission Codes.
5. Click **Save**.

#### Editing Profile Commission Details

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profiles**, and select **Manage Profile**.
2. Enter search criteria for Agent or Source and click **Search**.
3. Select the Travel Agent or Source profile, click the **I Want To . . .** action, and select **Commission**.
4. Select the commission detail, click the vertical ellipsis **Actions** menu, and select **Edit**.
5. Update details.
6. Click **Save**.

#### Deleting Profile Commission Details

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profiles**, and select **Manage Profile**.
2. Enter search criteria for Agent or Source and click **Search**.
3. Select the Travel Agent or Source profile, click the **I Want To . . .** action, and select **Commission**.
4. Select the commission detail, click the vertical ellipsis **Actions** menu, and select **Delete**.
5. Click **Delete** to confirm.

### Distributing Commission Details to Other Properties

From a hub location you can copy a travel agent / source profile's bank account and commission code detail to other properties.

This requires that the bank account details and commissions code are consistent across properties.

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profiles**, and select **Manage Profile**.
2. Enter search criteria for Agent or Source and click **Search**.
3. Select the Travel Agent or Source profile, click the **I Want To . . .** action, and select **Commission**.
4. Enter a property name in the **Property** field and click **Search**.
5. Select a commission record, click the vertical ellipsis **Actions** menu and select **Distribute**.
6. Select one or more destinations properties and click **Select**.

## About Sales Account Credit Ratings

Prerequisites for Credit Ratings

Credit ratings are referenced in the setup of deposit/cancellation rule schedules . You can then select a credit rating in Sales Accounts, which is referenced to determine reservation deposit / cancellation rules and/or block deposit / cancellation rules when the Sales Account is linked to the block or reservation.

Reservation types have different credit ratings defined for them under the Reservation Types Schedule. To link the credit rating to the profile, assign a reservation type to the Company, Source, or Travel Agent profile.

## Managing Sales Account Keywords

Prerequisites for Managing Sales Account Keywords

You can set up various keyword types and add a keyword per keyword type to a sales account profile as an alternate method of identifying and searching for a sales account. Keywords can include the search name abbreviations, tax numbers, corporate ID numbers, stock codes, and so on. When the **Copy to Subsidiary Profile** check box is selected in Keyword Type configuration and a profile has a Master to Subsidiary relationship, you are prompted to copy this keyword type to any subsidiary profiles (Available when the **Relationships** OPERA Control is active).

> **Note:**
>
> For Account profiles that have a relationship added with a pre-configured master-subsidiary relationship type, when adding, editing, or deleting Keywords (configured as "Copy to Subsidiary Profile") on a master account profile, you are prompted to copy/delete the **Keyword Type/Keyword** to the profile's subsidiaries. Click **Yes** to apply the keyword changes to all the subsidiary accounts or click **No** to only apply the keyword changes to the master account.

### Adding Keywords

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profiles** and then **Manage Profile**.
2. Enter search criteria and click **Search**.
3. Select the profile from the search results, click the **I Want To . . .** action, select **Keywords,** or click the **Keywords** link in Profile Presentation.
4. Click **New** and enter the following details:
    a. **Keyword Type**: Select a keyword type from the list.
    b. **Keyword**: Enter the keyword.
5. Click **Save**.

### Editing Keywords

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profiles** and then **Manage Profile**.
2. Enter search criteria, click **Search**.
3. Select the profile from the search results, click the **I Want To . . .** action, select **Keywords,** or click the **Keywords** link in Profile Presentation.
4. Select the keyword, click the vertical ellipsis **Actions** menu, and select **Edit**.
5. Update details.
6. Click **Save**.

### Deleting Keywords

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profiles** and then **Manage Profile**.
2. Enter search criteria, click **Search**.
3. Select the profile in the search results, click the **I Want To . . .** and select **Keywords** or click the **Keywords** link in Profile Presentation.
4. Select the keyword, click the vertical ellipsis **Actions** menu, and select **Delete**.
5. Click **Delete** to confirm.

## Managing Profile AR Accounts

Prerequisites for Managing Profile AR Accounts

You can create multiple AR Accounts for a profile, with each AR Account having a unique AR Address (address type). In multi-property operations you can distribute AR Accounts to other properties from a Hub location.

### Adding Profile AR Accounts

You can create multiple AR Accounts for a profile; each with a different AR Address.

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profiles**, and then select **Manage Profiles**.
2. Enter search criteria and click **Search**.

3. Select the profile from your search results, click the **I Want To . . .** action, select **Accounts Receivable**, or open the profile and click the **Accounts Receivable** link in the Profile presentation.
4. Click **New**.
    a. On the Account Setup panel, enter the details. See Managing Accounts Receivables Accounts .

**Managing Profile AR Accounts**

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profiles**, and then select **Manage Profiles**.
2. Enter search criteria and click **Search**.
3. Select the profile from your search results, click the **I Want To . . .** action, select **Accounts Receivable**, or open the profile and click the **Accounts Receivable** link in the Profile presentation.
4. Enter to select the property and click **Search**.
    a. Select the AR Account in your search results then click **Manage**.
    b. For more information, see Managing Accounts Receivables Accounts .

## Managing Profile e-Certificates

Prerequisites for Managing Profile e-Certificates

Promotional e-Certificates are available in OPERA Cloud when integrated with the Oracle Hospitality OPERA Customer Loyalty Tracking Cloud Service. Promotional e-Certificates offer a promotional rate when loyalty members redeem them.

For each certificate listed, the following details are available:

1. **Certificate No**: Number assigned to the e-Certificate.
2. **Cert Code**: e-Certificate Code.
3. **Status**: Status of the e-Certificate.
    a. **Cancelled**: Reservation Cancellation Date is less than or equal to the Reservation Arrival Date and the E-Certificate has never been consumed.
    b. **Consumed**: e-Certificate Consumption Date equals the Reservation Arrival Date and the Consume button has been selected.
    c. **Deleted**: e-Certificate has been deleted.
    d. **Expired**: Expiry Date set for the e-Certificate has been reached or passed.
    e. **Issued** : e-Certificate has been issued.
    f. **Reserved**: e-Certificate consumption date equals the reservation arrival date.
4. **Expiry Date**: Date the e-Certificate expires.
5. **Consumed**: Indicates the location where consumed.
6. **Label**: Label for the e-Certificate.
7. **Membership Type**: The Membership type to which the e-Certificate is linked.
8. **Promotion Code**: The Promotion code to which the e-Certificate is attached

9. Click **[+]** to view certificate details.
    a. **First/Middle Name**: First and Middle name of the guest using the e-Certificate.
    b. **Last Name**: Last name of the guest using the e-Certificate.
    c. **Email**: Email address for the guest.
    d. **Reference No**:  Reference Number.
    e. **Location Type**: Indicates the location where e-Certificate can be used
    f. **Value**: The value of the e-Certificate to the guest
    g. **Cost**: The cost in membership points to consume the e-Certificate.
    h. **Issue Type**: Issue Type of the E-Certificate. This is either "Assigned," "Opt-In," or "Purchased."
    i. **Date**: Date the E-Certificate was or will be, consumed.
    j. **Property Consumed**: Property where the E-Certificate was consumed.
    k. **Award Code**:The associate Award
    l. **Extend Allowed**:Indicates if date extension is allowed
    m. **Reservation E-Cert**: Checked if the E-Certificate can be consumed against reservations.
    n. **Verify**: Checked if the E-Certificate had to be verified.
    o. **PMS Consumed**: Checked if the e-Certificate can be consumed in PMS.
    p. **Web Consumed**: Checked is e-Certificate consumption allowable on the web.
    q. **Cancel Allowed**: Checked if the e-Certificate can be canceled.
    r. **Gen. in Lieu**: Checked if the e-Certificate was generated in lieu of a canceled e-Certificate.
    s. **Short Description**: Short description for the E-Certificate.
    t. **Long Description**: Long description for the E-Certificate.

### Issuing e-Certificates

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profile**, and select **Manage Profile**.
2. Enter search criteria and click **Search**.
3. Select the profile from your search results, click the **I Want To . . .** action, and select **e-Certificate** or open the profile and click the **E-Certificate** link in Profile Presentation.
4. Click the **vertical ellipsis** and select **Issue**.
    a. **Certificate Code**: Select a certificate from the list.
    b. **Issue Type**: Select how the certificate was issued from the list.
        i. Assigned
        ii. Opt In
        iii. Purchased
    c. Click **Save**.

### Consuming e-Certificates

Select to manually consume the e-Certificate and mark it as used. Once consumed, the guest cannot use it again.

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profile**, and select **Manage Profile**.
2. Enter search criteria and click **Search**.
3. Select the profile from your search results, click the **I Want To . . .** action, and select **e-Certificate** or open the profile and click the **E-Certificate** link in Profile Presentation.
4. Enter search criteria and click **Search**.
5. Select the e-Certificate, click the **vertical ellipsis**, and select **Consume**.
    a. **Property**: Enter or select a property from the list.
    b. **Location Type**: Select the location where the e-Certificate can be consumed from the list.
    c. **Reference Number**: Enter check number for the supply or service the e-Certificate was consumed against.

> **Note:**
>
> Enter any notes you want to attach to the e-Certificate. As soon as an e-Certificate is consumed, this note will be converted into a trace.

6. Click **Save**.

### Extending e-Certificates

To extend the expiration date of the e-Certificates

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profile**, select **Manage Profile**.
2. Enter search criteria and click **Search**.
3. Select the profile from your search results, click the **I Want To . . .** action, and select **e-Certificate** or open the profile and click the **E-Certificate** link in Profile Presentation.
4. Enter search criteria and click **Search**.
5. Select the e-Certificate, click the **vertical ellipsis**, and select **Extend**.
    a. **New Expiry Date**: Enter or select an expiry date.
6. Click **OK**.

### Printing e-Certificates

To print a hard copy of the e-Certificate to give to the guest

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profile**, select **Manage Profile**.
2. Enter search criteria and click **Search**.
3. Select the profile from your search results, click the **I Want To . . .** action, and select **e-Certificate** or open the profile and click the **E-Certificate** link in Profile Presentation.

4. Enter search criteria and click **Search**
5. Select the e-Certificate, click the **vertical ellipsis**, and select **Print**.
6. Select the E-Certificate Voucher Issued report.
7. Select a report destination and click **Generate**.

#### Deleting e-Certificates

To delete an e-Certificate that has been issued to the profile

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profile**, select **Manage Profile**.
2. Enter search criteria, click **Search**.
3. Select the profile from your search results, click the **I Want To . . .** action, and select **e-Certificate** or open the profile and click the **E-Certificate** link in Profile Presentation.
4. Enter search criteria and click **Search**.
5. Select the e-Certificate, click the **vertical ellipsis**, and select **Delete**.
6. Click **Delete** to confirm.

## Managing Profile Subscription

When OPERA Cloud is integrated with an external CRM, Leisure or Loyalty system, the profile details are synchronized between systems based on a subscription.

The Profile Subscriptions panel displays a list of the integrated systems to which the current profile is subscribed. The following information is displayed:

1. **Database**: Name of the external system to which the profile subscribes.
2. **Subscribed Date**: Date when the profile subscribed to the external system.
3. **Profile ID**: Unique ID for this profile in OPERA Cloud and external system.
4. **Last Distributed**: Date when profile updates were last downloaded to OPERA Cloud.
5. **Last Activity**: Date of the last activity for this profile.
6. **Distribute**: Indicates if this profile is set to automatically receive profile updates from the external system.
7. **Force**: Indicated if the profile data will be changed to agree with the external system in the event of a discrepancy.

#### Subscribing Profile to an External System

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profile**, select **Manage Profile**.
2. Enter search criteria and click **Search**.
3. Select the profile in the search results, click the **I Want To . . .** action, and select **Subscription** or open the profile and click the **Subscription** link in Profile Presentation.
4. Click **Subscribe** and enter the following:
   a. **Database**: Click to select the integrated system from the list.
5. Click **Save**.

### Editing Subscription to an External System

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profile**, select **Manage Profile**.
2. Enter search criteria and click **Search**.
3. Select the profile in the search results, click the **I Want To . . .** action, and select **Subscription** or open the profile and click the **Subscription** link in Profile Presentation.
4. Select the external system, click the vertical ellipsis **Actions** menu, and select **Edit**.
    a. **Distributed**: Select this check box to have profile updated in the external database automatically distributed to the OPERA Cloud profile.
    b. **Forced**: Select for force updates from external system should the data in the two systems not match.
5. Click **Save**.

### Deleting Subscription to an External System

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profile**, select **Manage Profile**.
2. Enter search criteria and click **Search**.
3. Select the profile in the search results, click the **I Want To . . .** action, and select **Subscription** or open the profile and click the **Subscription** link in Profile Presentation.
4. Select the external system, click the vertical ellipsis **Actions** menu, and select **Delete**.
5. Click **Delete** to confirm.

### Re-Subscribing All

To re-subscribe the profile to all of the external systems that are listed, do the following:

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profile**, and select **Manage Profile**.
2. Enter search criteria and click **Search**.
3. Select the profile in the search results, click the **I Want To . . .** action, and select **Subscription** or open the profile and click the **Subscription** link in Profile Presentation.
4. Click the click the vertical ellipsis **Actions** menu, and select **Re-subscribe All**.

## Managing Profile Memberships

### Prerequisites for Profile Memberships

You can manage membership details for guests or contacts (available when the **Contact** OPERA Control is active). Multiple membership details can be added to a profile and selected for reservations.

With an **Oracle Hospitality OPERA Cloud Service, Loyalty** subscription you can also enroll guests, view and manage membership transactions and awards, view points totals and other details. For more information, see Managing Profile Membership (Loyalty Cloud Service)

> **Note:**
>
> To view inactive memberships, click the vertical ellipsis **Actions** menu and select **Show Inactive**.

### Adding Profile Memberships

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profile**, and then select **Manage Profile**.
2. Enter search criteria and click **Search**.
3. Select the profile in the search results, click **I Want To…** and then select **Membership** or click the **Membership** link in Profile Presentation.
4. Click **New** and complete the following fields:
   a. **Type**: Select the membership type from the list.
   b. **Card Number**: Enter the membership ID number; the number is validated when the membership type is configured for card number validation. A number is auto-generated and populated to **Card Number** when the membership type is configured for auto-generation. For more information, see Configuring Membership Type Card Number Details
   c. **Name on Card**: By default, the profile name appears here. You may edit this information if the membership name is different.
   d. **Level**: Select a membership level from the list.
   e. **Enrollment Code**: Select an enrollment code from the list. The enrollment code might indicate, for example, how the guest enrolled in the program. For more information, see Configuring Membership Enrollment Codes
   f. **Preferred Card**: Select check box if the membership program is the guest's Preferred Card. A profile can only have one preferred card. When creating a new membership, the first membership associated with a profile will always default as the preferred card. When adding additional memberships to the same profile, or editing existing memberships, you have the option to select the preferred card for that membership. (Available when the **Preferred Card** OPERA Control is active).
   g. **Member Since**: Enter or select the date when the guest became a member of this program (that is, the join date).
   h. **Expiration**: Enter of select a date for membership expiry. The date may default or require a specific format (month/year) based on **Expiry Period** specified in Configuring Membership Type Point Calculation and Tier Management
   i. **Sequence**: Enter a sequence number that determines where this membership is listed on the Profile Membership Lists screen. The sequence number defined here precedes the sequence defined in Configuring Membership Type Details. If a sequence number is not entered, the membership is listed alphabetically following any memberships that are assigned a sequence number.

> **Note:**
>
> The primary membership type will always display first regardless of the defined sequence.

j. **Player Ranking**: This is the player ranking of the casino player and indicates the casino membership level. This read-only field appears once a value is defined for the Default PTS Membership Type OPERA Control. (Available with Oracle Hospitality OPERA Cloud Service, Casino and Gaming Management Add-on subscription).

k. **Comments**: Enter any comments as needed.

5. Click **Save**.

#### Editing Profile Memberships

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profile**, and then select **Manage Profile**.
2. Enter search criteria and click **Search**.
3. Select the profile in the search results, click **I Want To…** and then select **Membership** or click the **Membership** link in Profile Presentation.
4. Select the membership then click the vertical ellipsis **Actions** menu and select **Edit**.
5. Update the details.
   a. **Inactive**: Select the check box to inactive the membership. The membership is removed from all checked in and future reservations.
6. Click **Save**.

#### Deleting Profile Memberships

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profile**, and then select **Manage Profile**.
2. Enter search criteria and click **Search**.
3. Select the profile in the search results, click **I Want To…** and then select **Membership** or click the **Membership** link in Profile Presentation.
4. Select the membership then click the vertical ellipsis **Actions** menu and select **Delete**.
5. Click **Delete** to confirm.

#### Viewing Profile Membership Details

Card Numbers are masked by default. Your role must have the **View Membership Number** task granted to view the unmasked Card Number.

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profile**, and then select **Manage Profile**.
2. Enter search criteria and click **Search**.
3. Select the profile in the search results, click **I Want To…** and then select **Membership** or click the **Membership** link in Profile Presentation.
4. Click **Show Masked Information** to unmask the Card Numbers. This activity is tracked in the Changes Log.

## Managing Profile Membership (Loyalty Cloud Service)

Loyalty Oracle Hospitality OPERA Cloud Service, Loyalty offers the following additional options for profile membership management.

### Enrolling Guests in Primary Loyalty Program

Available for the membership type designated as Primary in membership type details.

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profile**, select **Manage Profile**.
2. Enter search criteria, then click **Search**.
3. Select the profile in the result, then click **I Want To…** and then select **Membership** or open the profile and click the **Membership** link in Profile Presentation.
4. Click **New** complete the following:
    a. **Type**:  Select the membership type from list
    b. **Card Number**: Enter the membership ID number; the number is validated when the membership type is configured for card number validation. A number is auto-generated and populated to **Card Number** when the membership type is configured for auto-generation. For more information, see Configuring Membership Type Card Number Details.
    c. **Name on Card**: By default, the profile name appears here. You may edit this information if the membership name is different.
    d. **Level**: Select a membership level from the list.
    e. **Preferred Card**: Select check box if the membership program is the guest's Preferred Card. A profile can only have one preferred card. When creating a new membership, the first membership associated with a profile will always default as the preferred card. When adding additional memberships to the same profile, or editing existing memberships, you have the option to select the preferred card for that membership. (Available when the Preferred Card OPERA Control is active).
    f. **Level Benefits**: Select a benefit from the list, which can affect members tier (level). (Available when Level Benefits OPERA Control is active.) For more information, see Configuring Membership Level Benefits
    g. **Enrollment Code**: Select an enrollment code from the list to indicate how the guest enrolled in the program. For more information, see Configuring Membership Enrollment Codes.
    h. **Member Since**:  Enter or select the date when the guest became a member of this program (the join date).
    i. **Expiration**:  Enter or select a date for membership expiry. The date may default or require a specific format (month/year) based on **Expiry Period** specified in Membership Type Membership Handling .
    j. **Member Status**: Select a value from the list to define the current status of the membership. For more information, see Configuring Membership Status Codes.
    k. **Tier Administration**: Select an option from the list to define the level of participation in the tier management portion of the program:
        i. **Do Not Upgrade**: Do not upgrade this membership. The membership may be downgraded.
        ii. **Tier Administration Disabled**: Do not manage upgrade, downgrade, or renewal for this membership. For the typical guest, this would be left blank
    l. **Downgrade**: Select an option from the list to define how downgrading will be handled. Leave un-selected for standard upgrade/downgrade processing:

i. **Do not Downgrade this time**: Do not downgrade this membership when the next downgrade process runs. When the downgrade process runs, the membership will be automatically set to **Grace.**

ii. **Never Downgrade**: Exclude membership from the downgrade process.

iii. **Grace**: This membership will not be downgraded when the downgrade process runs. The downgrade report will identify Grace memberships. If you choose, you may at that point take the membership off grace, which will result in the member being downgraded, or you may leave the member on grace, which will result in no downgrade. For more information, see Tier Management .

m. **Sequence**: Enter a sequence number which will determine where this membership is listed on the Profile Membership Lists screen. The sequence number defined here precedes the sequence defined in Configuring Membership Type Details. If a sequence number is not entered, the membership is listed alphabetically following any memberships that are assigned a sequence number.

> **Note:**
>
> The primary membership type will always display first regardless of the defined sequence.

n. **Player Ranking**: This is the player ranking of the casino player and indicates the casino membership level. This read-only field appears once a value is defined for the Default PTS Membership Type OPERA Control. (Available with an Oracle Hospitality OPERA Cloud Service, Casino and Gaming Management Add-on subscription)

o. **Comments**: Enter any comments as needed.

5. Click **Save**.

### Managing Membership Promotions

To manage the Membership Promotion Codes for a member profile. Based on the Membership Promotion Codes attached to the profile and the Membership Types Rules configured with Promotion Code , Membership Points will be calculated. (Available only when OPERA Control Membership Promotions is active).

**Adding Membership Promotions**

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profile**, select **Manage Profile**.
2. Enter search criteria, then click **Search**.
3. Select the profile in the result, then click **I Want To. . .** and then select **Membership** or open the profile and click the **Membership** link in Profile Presentation.
4. Select the membership, then click the vertical ellipsis**Actions** menu and select **View Details**.
5. Click **Promotions**.
6. Click **New** and complete the following:
   a. **Promotion Code**: Select a promotion code from the list.
   b. **Start Date**: Enter or select a start date.
   c. Click **Save**.

**Editing Membership Promotions**

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profile**, select **Manage Profile**.
2. Enter search criteria, then click **Search**.
3. Select the profile in the result, then click **I Want To. . .** and then select **Membership** or open the profile and click the **Membership** link in Profile Presentation.
4. Select the membership, then click the vertical ellipsis**Actions** menu and select **View Details**.
5. Click **Promotions**.
6. Select the Promotion Code, then click the vertical ellipsis**Actions** menu and select **View Details**.
    a. Select **Inactive** checkbox.
    b. Click **Save**.

### Deleting Membership Promotions

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profile**, select **Manage Profile**.
2. Enter search criteria, then click **Search**.
3. Select the profile in the result, then click **I Want To. . .** and then select **Membership** or open the profile and click the **Membership** link in Profile Presentation.
4. Select the membership, then click the vertical ellipsis**Actions** menu and select **View Details**.
5. Click **Promotions**.
6. Select the Promotion Code then click the vertical ellipsis**Actions** menu and select **View Details**.
7. Click **Delete** to confirm.

### Viewing Membership Information

To view a summary of the guest membership details.

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profile**, select **Manage Profile**.
2. Enter search criteria, then click **Search**.
3. Select the profile in the result, then click **I Want To…** and then select **Membership** or open the profile and click the **Membership** link in Profile Presentation.
4. Select the membership, then click the vertical ellipsis **Actions** menu and select **View Details**.
    a. Click **Member Info**.
    b. Click **Back to Transactions**.

### Viewing Membership Tier Projections

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profile**, select **Manage Profile**.
2. Enter search criteria, then click **Search**.
3. Select the profile in the result, then click **I Want To…** and then select **Membership** or open the profile and click the **Membership** link in Profile Presentation.

4. Select the membership, then click the vertical ellipsis **Actions** menu and select **Membership Tier Projections**.
5. Click **Close**.

### Viewing Points to Expire

To view a summary of award points issued, by expiration date, based on Expiry Period and Expiry Date.

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profile**, select **Manage Profile**.
2. Enter search criteria, then click **Search**.
3. Select the profile in the result, then click **I Want To…** and then select **Membership** or open the profile and click the **Membership** link in Profile Presentation.
4. Select the membership, then click the vertical ellipsis **Actions** menu and select **View Details**.
5. Click **Points to Expire** .
    a. **Expiration date**: The date the points are due to expire.
    b. **Total Expire**: The total number of points that will expire on the expiration date.
    c. **Expire by Date**: The number of points that are eligible for extension. Points previously extended are not eligible.

### Managing Membership Awards

#### Issuing Other-Type Awards

To issue an award of type Other in exchange for award points.

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profile**, select **Manage Profile**.
2. Enter search criteria, then click **Search**.
3. Select the profile in the result, then click **I Want To…** and then select **Membership** or open the profile and click the **Membership** link in Profile Presentation.
4. Select the membership, then click the vertical ellipsis **Actions** menu and select **View Details**.
5. Click **Award List**.
6. Enter search criteria, then click **Search**.
    a. Click **Issue**.
        i. Select **Other** for **Award Based On** and enter additional search criteria, then click **Search**.
        ii. Select the Other award in the search result, then click the vertical ellipsis **Actions** menu and select **Issue**.
        iii. Complete the member information and select **Issue**.

#### Viewing and Cancelling Awards

To view a list of awards issued via the reservation, redeem awards or manually.

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profile**, select **Manage Profile**.

2. Enter search criteria, then click **Search**.
3. Select the profile in the result, then click **I Want To…** and then select **Membership** or open the profile and click the **Membership** link in Profile Presentation.
4. Select the membership, then click the vertical ellipsis **Actions** menu and select **View Details**.
5. Click **Award List**.
6. Select the membership, then click the vertical ellipsis **Actions** menu and select **View Details**.
7. To cancel an award, select the award then click the vertical ellipsis **Actions** menu and select **Cancel Award** and complete the following:
    a. **Issued Award ID**: Enter the Award ID.
    b. **Reservation Confirmation Number**: Enter the reservation the award was issued to. For Reservation type awards (Rate, Upgrade, Package) you should cancel the associated reservation, which will automatically cancel the award.
    c. **Actual Cancel Points**: Displays the points charged to the member, determined by the cancel penalty specified on the award.
    d. Click **Cancel Award**.

### Managing Membership Transactions

Membership Transaction displays the membership points transactions associated with the selected guest membership. Membership points transactions are the events that result in points being awarded or modified for the guest.

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profile**, select **Manage Profile**.
2. Enter search criteria, then click **Search**.
3. Select the profile in the result, then click **I Want To…** and then select **Membership** or open the profile and click the **Membership** link in Profile Presentation.
4. Select the membership, then click the vertical ellipsis **Actions** menu and select **View Details**.
5. Enter search criteria, then click **Search**.
6. Select a transaction in the search result, then click the vertical ellipsis **Actions** menu and select **View Details**.
    a. Select the **Membership Information** tab to display profile membership and stay record.
        i. **Name on Card**: The member's name associated to this membership transaction.
        ii. **Membership Card Number**: The membership number associated to this membership transaction.
        iii. **Membership Type**: The membership type associated to this membership transaction.
        iv. **Membership Level**: The membership level associated to this membership transaction.
        v. **Joined Date**: the date The date the guest joined the membership program.
        vi. **Property**: The property associated to the membership transaction.

vii. **Record Type**: The type of membership transaction (Stay, Stay/Adjustment, Enrollment, Other).

viii. **CRS booking number:** The central reservation number, if applicable.

ix. **PMS Reservation number**: The reservation confirmation number associated to the stay/reservation.

x. **Arrival Date**: The reservation arrival date.

xi. **Departure Date**: The reservation departure date.

xii. **Transaction Date**: The membership transaction creation date.

xiii. **Currency**: The property currency  of the reservation.

xiv. **Nights**: The reservation nights.

xv. **Rate Promotion**: The reservation promotion code.

xvi. **Membership Promotion Code 1**: The membership promotion code (Available only when the **Membership Promotions** OPERA Control is active).

xvii. **Membership Promotion Code 2**: The membership promotion code (Available only when the Membership Promotions OPERA Control is active).

xviii **Point Cost**: The cost of points applied to the membership transaction.

xix. **Points Credit Date**: The date points were applied to the membership transaction.

xx. **Average Rate Amount**: The average rate of the reservation.

xxi. Click **+** to expand **Notes** and display any notes that were entered while creating an adjustment (see Creating Membership Transactions)

xxii. Click **+** to expand **Points Rejection Reason** and display the points rejection reasons for the transaction. This panel shows the rules used to generate points and the reason points were not awarded (validation failure reasons). For example, "Membership level requirements not met." These reasons are hard coded and cannot be changed.

7. Select the **Award** tab to display the award points issued for the current membership transaction. This panel displays the number of points (Base, Bonus and Total) issued as well as the validated rules used to generate award points, the type of points, number of points, cost per point, rule code for the award points, billing group the points belong to.
8. Select the **Tier Points** tab to displays the tier points issued for the current membership transaction. This panel displays the number of points (Base, Bonus for Stay, Night and Revenue points) ) issued as well as the validated rules used to generate tier points, the type of points, number of points, cost per point, rule code for the award points, billing group the points belong to.
9. Select the **Revenue** tab to display revenues by revenue type associated with the current points transaction. This panel displays the date the revenue was recognized, the revenue type, PMS revenue and central revenue. An "X" under the **Qualified** column indicates if this revenue type qualified for points credit.
10. Select the **Rates** tab to display the rate information for the current points transaction. This panel displays the dates of the stay, the rate code, the PMS rate amount, the central rate amount, the central currency and the market code associated with the membership transaction.
11. Click **Back to Transactions**.

### Creating Membership Transactions

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profile**, select **Manage Profile**.
2. Enter search criteria, then click **Search**.
3. Select the profile in the result, then click **I Want To…** and then select **Membership** or open the profile and click the **Membership** link in Profile Presentation.
4. Select the membership, then click the vertical ellipsis **Actions** menu and select **View Details**.
5. Click **New Transaction** and complete the following:
    a. **Membership Information**
        i. **Property**: Enter or select the property for the membership transaction.
        ii. **Record Type:** Select a type from the list (Stay/Others).
        iii. **CRS Booking Number**: Enter the central reservation booking number.
        iv. **PMS Booking Number**: Enter the reservation confirmation number.
        v. **Arrival date**: Enter or select the arrival date of the reservation.
        vi. **Departure Date**: Enter or select the departure date of the reservation.
        vii. **Rate Promotion**: Select the promotion code for the reservation.
        viii. **Membership Promotion Code 1**: Select the membership promotion code for the reservation (Available when the Membership Promotions OPERA Control is active).
        ix. **Membership Promotion Code 2**: The membership promotion code for the reservation (Available when the Membership Promotions OPERA Control is active).
    b. **Award**
        i. **Base Points**: Enter the base points to be adjusted, if applicable.
        ii. **Bonus Points**: Enter the bonus points to be adjusted, if applicable.
        iii. **Miscellaneous Points**: Enter the miscellaneous points to be adjusted, if applicable.
        iv. **Expiration Date**: Enter or select a date if points expire, if applicable.
        v. **Total Points**: Displays a total of Base, Bonus and Miscellaneous points adjusted.
    c. **Tier Points**
        i. **Base Stay**: Enter the base stay points to be adjusted, if applicable.
        ii. **Bonus Stay**: Enter the bonus stay points to be adjusted, if applicable.
        iii. **Base Nights**: Enter the base night points to be adjusted, if applicable.
        iv. **Bonus Nights**: Enter the bonus night points to be adjusted, if applicable.
        v. **Base Revenue**: Enter the revenue points to be adjusted, if applicable.
        vi. **Bonus Revenue**: Enter the bonus revenue points to be adjusted, if applicable.
    d. **Notes**
        i. Enter the details regarding the membership transaction.

e. Click **Save**.

## Managing Profile Negotiated Rates

### Prerequisites for Managing Profile Negotiated Rates

A negotiated rate is a mutually agreed (contracted) rate with a customer. Any profile type can have negotiated rates associated with it, however, negotiated rates are typically associated with sales accounts or booking sources with an ongoing relationship or agreement with your property. In multi-property operations negotiated rates can be distributed to other properties.

When making a reservation using Look to Book Sales screen , reservation agents are presented with the negotiated rate(s) associated with the various profile types linked to the reservation.

> **Note:**
>
> Up to 150 negotiated rates can be selected per profile per property.

> **Note:**
>
> The **Negotiated Rates** details link count displays a maximum of (26), based on a unique rate code. The Negotiated Rates panel will display all negotiated rates for the profile and you can filter the results by selecting one or multiple properties.

#### Adding a Profile Negotiated Rate

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profiles**, and then select **Manage Profile**.
2. Enter search criteria and click **Search**.
3. Select the profile in the search results, click **I Want to. . .** and the click **Negotiated Rates** or click the Negotiated Rates link in the Profile Presentation.
4. Click **New** and enter the following details:
   a. **Property**: Enter or select a property.
   b. **Rate Code**: Select a Rate Code from the list
   c. **Start Date**: Enter or select the start date when this rate code can be selected for reservations linked to this profile..
   d. **End Date**: (Optional) Enter or select the last date when this rate code can be selected for reservations linked to this profile.
   e. **Sequence**: Enter a number that determines the display position of this rate code on the Look to Book sales screen.
   f. **Allow Changes from External System**: Select check box to indicate changes are allowed to the Profile Negotiate Rate. (Available when integrated with a partner solution).

i. **External System**: Select an external systems for which the profile has a subscription. Negotiated Rates changes will be accepted from this external system.

> **Note:**
>
> When integrated through OXI, this functionality relates the Interface Control `NEGRATES EXT CRS OVER`. For more information, see Profiles Parameters and Settings.

5. Click **Save**.

### Editing a Profile Negotiated Rate

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profiles**, and then select **Manage Profile**.
2. Enter search criteria and click **Search**.
3. Select the profile in the search results, click **I Want to. . .** and the click **Negotiated Rates** or click the Negotiated Rates link in the Profile Presentation.
4. Enter search criteria and click **Search**.
5. Select the negotiated rate then click the vertical ellipsis **Actions** menu and select **Edit**.
6. Update the negotiated rate details.
7. Click **Save**.

### Deleting a Profile Negotiated Rate

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profiles**, and then select **Manage Profile**.
2. Enter search criteria and click **Search**.
3. Select the profile in the search results, click **I Want to. . .** and the click **Negotiated Rates** or click the Negotiated Rates link in the Profile Presentation.
4. Enter search criteria and click **Search**.
5. Select the negotiated rate then click the vertical ellipsis **Actions** menu and select **Delete**.
6. Click **Delete** to confirm.

### Distributing a Profile Negotiated Rate to other Properties

In multi-property operations, you can distribute negotiated rates to other properties from a Hub location.

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profiles**, and then select **Manage Profile**.
2. Enter search criteria and click **Search**.
3. Click **I Want to. . .** next to the record in the search result.
4. Click the Negotiated Rates details link to open the Negotiated Rates panel and view the negotiated rates for the profile.
5. Enter search criteria and click **Search**.

6. Select a rate, then click the vertical ellipsis **Actions** menu and select **Distribute Negotiated Rate**.
7. Choose one or more properties from the list and click **Select**.

## Managing Profile Default Routing Instructions

### Prerequisites for Managing Profile Routing

Routing instructions automatically transfer charges to a reservation sub account (billing window) setup for the selected profile (a company, agent, source, or contact profile).

For example, a company books a conference at your property and wants to settle employee room and tax charges later through their AR account. You create the routing instructions on the company profile, selecting room and tax transaction codes as the default routing instructions. As each employee makes a room reservation, you create the employee guest profile and select the company profile; the default routing instructions are setup on the reservation. Routing instructions are applied to the reservation as soon as the appropriate company, agent, source, or contact profile is attached to the reservation, as long as the **Auto Populate Routing** check box is selected.

You can link a company, agent, source, or contact profile with a new reservation or later using Reservation Linked Profiles.

#### Adding Default Profile Routing

1. From the **OPERA Cloud** menu, select **Client Relations** , **Profiles** , and then **Manage Profiles**.
2. Enter search criteria, click **Search**.
3. Select the profile in the search result, click **I Want To...** or open the profile and click the **Financials** link in Profile Presentation.
4. Click **New** and then select a property.
    a. **Property**: Enter or select a property.
    b. On the Search and Select Routing Instructions screen, search for routing codes and/or transaction codes.
    c. Select one or more Routing Codes or Transaction Codes from the **Available** list and then click to move to the **Selected** panel.
    d. **Payment Method**: Select a payment method from the list.
    e. **E-Commerce ID**: Enter an ID for the property. Required for GSTR Exports. See Oracle Hospitality Localization Center for Hotel India (Doc ID 2623459.1).
    f. **Auto Populate Routing**: Select check box to add the routing instructions to any new reservations.
    g. **Tax Type**: Select a tax type from the list. (Available when the Tax Types OPERA Control is active).
    h. Click **Save**.

#### Editing Default Routing

1. From the **OPERA Cloud** menu, select **Client Relations** , **Profiles** , and then **Manage Profiles**.
2. Enter search criteria, click **Search**.

3. Select the profile in the search result, click **I Want To...** or open the profile and click the **Financials** link in Profile Presentation.
    a. Enter search criteria and click **Search**.
    b. Select the routing instruction, then click vertical ellipsis **Actions** menu and select **Edit**.
    c. Update routing.
    d. Click **Save**.

**Deleting Default Routing**

1. From the **OPERA Cloud** menu, select **Client Relations** , **Profiles** , and then **Manage Profiles**.
2. Enter search criteria, click **Search**.
3. Select the profile in the search result, click **I Want To...** or open the profile and click the **Financials** link in Profile Presentation.
    a. Enter search criteria and click **Search**.
    b. Select the routing instruction, then click vertical ellipsis **Actions** menu and select **Delete**.
    c. Click **Delete** to confirm.

## Managing Profile Relationships

Prerequisites for Manage Profile Relationships

Relationships define the associations between individuals, companies, travel agents, sources and contacts. Knowing that ABC is an employee of XYZ Sources, Inc.; that XXX is the spouse of VIP 123; or that MMN is a contact for XXX Bank can aid in decision-making and in providing good customer service. Relationship types can be configured to describe the associations between and among the various profile types (e.g., guest, contact, company, travel agent, source, and group) that may have relationships you want to recognize when working in OPERA Cloud. For more information, see Relationship Types.

Relationships can be used to facilitate the distribution of negotiated rates and for more meaningful statistical reporting. For example, you might want to share negotiated rates created for a parent company with all the subsidiaries companies. Or you might want to report on total revenues associated with all subsidiaries of a company rather than on each subsidiary separately.

> **Note:**
>
> - For Account profiles (Company, Travel Agent, and Source) with a Keyword (configured as "Copy to Subsidiary Profile") added, when adding a Master to Subsidiary relationship based on a pre-configured Master-Subsidiary relationship type, you are prompted to copy the Keyword Type/Keyword to the profile's subsidiaries. Click **Yes** to apply the keyword changes to all the subsidiary accounts or click **No** to only apply the keyword changes to the master account.
> - For Account profiles (Company, Travel Agent, and Source), when adding a Subsidiary to Master relationship based on a pre-configured Master-Subsidiary relationship type, and a Keyword (configured as "Copy to Subsidiary Profile") exists on the Master profile, you are prompted to copy the Keyword Type/ Keyword from the Master profile. Click **Yes** to copy the Keyword Type/Keyword from the Master profile or click **No** if you do not wish to copy the **Keyword Type/ Keyword** from the Master profile.

### Adding a Relationship

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profiles**, and then select **Manage Profiles**.
2. Enter search criteria, click **Search**.
3. Select the profile in the search result, click **I Want To...**, then click **Relationships** or open the profile and click the **Relationships** link in Profile Presentation.

   > **Note:**
   >
   > You might need to select **Show All** to expand all options.

4. Click **New** and complete the following:
   a. **Target Profile Type**: Select a profile type from the list.
   b. **Type of Relationship**: Select the type of relationship from the list.
   c. **Profile**: Search and select a profile to link.
      i. Enter search criteria and click **Search**.
      ii. Select a profile in the result and click **Select**.
   d. **Primary**: Check to mark this as the primary relationship
5. Click **Save**.

### Editing a Relationship

> **Tip:**
>
> Inactive profiles with an existing relationship can be displayed by selecting the vertical ellipsis **Actions** menu and selecting **Show Inactive**.

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profiles**, and then select **Manage Profiles**.
2. Enter search criteria, click **Search**.
3. Select the profile in the search result, then click **I Want To...**, and select **Relationships** or open the profile and click the **Relationships** link in Profile Presentation.
4. Select the relationship, then click the vertical ellipsis **Actions** menu, and then select **Edit**.
5. Update details
6. Click **Save**.

### Deleting a Relationship

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profiles**, and then select **Manage Profiles**.
2. Enter search criteria, click **Search**.
3. Select the profile in the search result, click **I Want To...**, then click **Relationships** or open the profile and click the **Relationships** link in Profile Presentation.
4. Select the relationship, click the vertical ellipsis **Actions** menu, click **Delete**.
5. Click **Delete** to confirm.

### Viewing Relationship Hierarchy

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profiles**, and then select **Manage Profiles**.
2. Enter search criteria, click **Search**
3. Select the profile in the search result, click **I Want To...**, then click **Relationships** or open the profile and click the **Relationships** link in Profile Presentation.
4. Click the vertical ellipsis **Actions** menu, click **View Hierarchy**.
5. Click **View Details** to toggle back to list view.

## Managing Profile Identification and Personal Details

### Prerequisites for Managing Profile Identification and Personal Details

Multiple identification records can be added to a guest/contact profile. You can either manually enter the details on the profile or scan the guest's identification to auto-populate the details. For more information, see Desktop ID Document Scanning for more information.

Personal details recorded on the profile include Birth Date, Birth Place, Birth Country, Nationality, and Gender. Once saved, many of these values are masked and require the **View (unmasked) Identification Details** task to view the details.

You can access the Identification panel from the following locations:

1. Select **Client Relations**, selecting **Profile**, selecting **Manage Profile**, searching for a profile, selecting **I Want To...**, and then selecting **Identification**.
2. Select **Front Desk**, selecting **Arrivals**, selecting **Search**, selecting **Check-in**, and then selecting the **Identification** step. For more information, see Checking in Reservations for more details.

### Adding Identification and Personal Details

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profiles**, and select **Manage Profiles**.
2. Enter search criteria and click **Search**.
3. Select the profile in the search result, then click **I Want To...** and select **Identifications** or open the profile and click **Identifications** in the Profile Presentation.
4. Click **New** to add new Identification details. Complete the following information:
    a. **ID Type**: Select an identification type for the ID.
    b. **ID Number**: Enter the number for the ID.
    c. **Issued Place**: Enter the place where the ID was issued.
    d. **Issued Country**: Select a Country.
    e. **Issued Date**: Enter the date on which the ID was issued.
    f. **Expiry Date**: Enter a date by which the ID expires.
    g. **Primary**: Select to mark this as the primary ID record.
5. Click **Save**.
6. Click **Edit** to edit the Personal Details:
    a. **Birth Date**: Enter a date of birth.
    b. **Birth Place**: Enter a place of birth.
    c. **Birth Country**: Select a country of birth from the list.
    d. **Nationality**: Select a nationality from the list.
    e. **Gender**: Select a gender from the list.
7. Click **Save**.

### Viewing Identification and Personal Details

Identification fields are masked. You must have the **View (unmasked) Identification Details** task assigned to your role(s) to view unmasked values.

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profiles**, and select **Manage Profiles**.
2. Enter search criteria and click **Search**.
3. Select the profile in the search result, then click **I Want To...** and select **Identifications** or open the profile and click **Identifications** in the Profile Presentation.
4. Click **Show Masked Information** to unmask the values. This activity is tracked in the Changes Log.

### Editing Identification and Personal Details

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profiles**, and select **Manage Profiles**.
2. Enter search criteria and click **Search**.
3. Select the profile in the search result, then click **I Want To...** and select **Identifications** or open the profile and click **Identifications** in the Profile Presentation.

4. Select the identification detail to update, click the vertical ellipsis **Actions** menu, and then select **Edit**.
5. Update the details.
6. Click **Save**.
7. To update the Personal Details, select **Edit**.
8. Update the details.
9. Click **Save**.

#### Deleting Identification

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profiles**, and select **Manage Profiles**.
2. Enter search criteria and click **Search**.
3. Select the profile in the search result, then click **I Want To...** and select **Identifications** or open the profile and click **Identifications** in the Profile Presentation.
4. Select the identification detail to delete, click the vertical ellipsis **Actions** menu, and then select **Delete**.
5. Click **Delete** to confirm.

## Using the Desktop ID Document Scanner

Prerequisites for Desktop ID Scanning

#### ID Scanner Operational Conditions

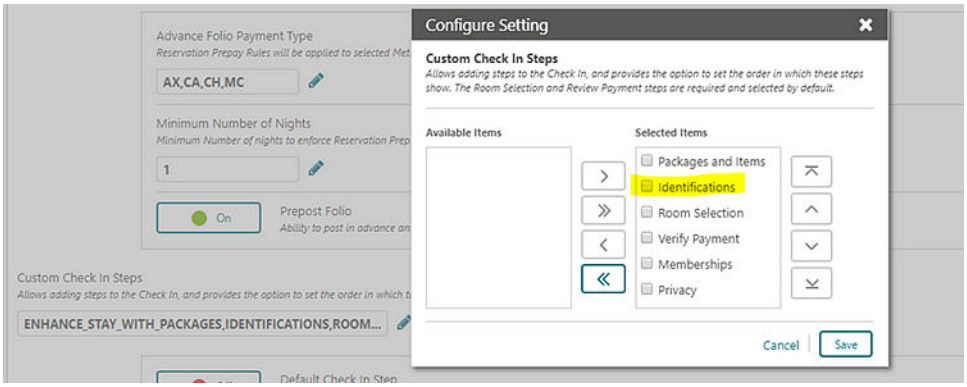
- Access OPERA Cloud from a workstation where the scanner is connected and the scanning hardware and drivers are installed.
- Your location is a property. Identification document scanning is not available from a hub location.
- Identification document scanning is available for Guest and Contact profile types.

#### Scanning ID Documents During Check In

> **Note:**
>
> The Identifications panel must be selected for the **Custom Check In Step** OPERA Control. For more information, see OPERA Controls — Front Desk

1. Commence the reservation check in. See Checking in Reservations.
2. Click the **Identifications** link in the status bar.
3. Place a valid ID Document in the scanner.
4. Click **Scan ID Document** to initiate the scanner.
5. A comparison page displays two sections: **Existing Profile Details** and **Compare and Edit Scan Results**. The Existing Profile Details section on the left side displays the existing details for the profile and is read only. The Compare and Edit Scan Results section on the right side displays the details retrieved from the scanned document. You can compare the details and edit scan results if needed.

6. Identification document scanning is available for Guest and Contact profile types.




7. Values in checked fields are updated in the profile when saved.
    a. If the scanned value is different than the existing profile value, the check box will be checked by default. To draw attention to this value point, a warning icon appears. If you do not want to override the existing value for the specific field, you can manually uncheck the check box next to the field.
    b. If the scanned value is populated, but the same field in the profile is blank, the check box will be checked by default and the scanned value will be saved. The warning icon appears.
    c. You can also manually select the check box and update the value in the field, and the update will be saved to the profile details.
8. The **Address** section in the **Existing Profile Details** panel has an **Address Type** to select an address type to display the existing address details.
    a. The Address Type is populated with the profile primary address by default. You can update the Address Type by selecting a different value from the list.
    b. The **Add as New** switch allows you to add the scanned address to the existing list of addresses on the profile. When active, the address from the scan does not replace the address that appears in the Existing Profile, instead the address is added into the profile as new.
    c. To update the existing address with new details, switch the **Add as New** switch Off (default).
    d. The **Make Primary** switch allows you to set the address from the scanned details as primary for the profile (it does not matter if this is a new address or an address that will override an existing address showing in the profile). This switch is Off by default.
9. Review and click **Save** to update the profile.
    a. The scanned image of the identification document is saved as a profile attachments when the Stored ID Document Image Type OPERA Control is set to Full Image or Face Image.

### Scanning ID Document Directly from Identification panel

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profiles**, and select **Manage Profiles**.
2. Enter search criteria and click **Search**.
3. In the search results, click **I Want To. . .** and select **Identifications** or open the profile and click **Identifications** in the Profile Presentation.

4. Place a valid ID Document in the scanner.
5. Click **Scan ID Document** to initiate the scanner
6. A comparison page displays two sections: **Existing Profile Details** and **Compare and Edit Scan Results**. The Existing Profile Details section on the left side displays the existing details for the profile and is read only. The Compare and Edit Scan Results section on the right side displays the details retrieved from the scanned document. You can compare the details and edit scan results if needed.
7. Select the values to update in the profile.
8. Click **Save**.
    a. The scanned image of the identification document is saved as a profile attachments when the Stored ID Document Image Type OPERA Control is set to Full Image or Face Image.

## Using the Mobile ID Document Scanner

Prerequisites for Mobile ID Scanning

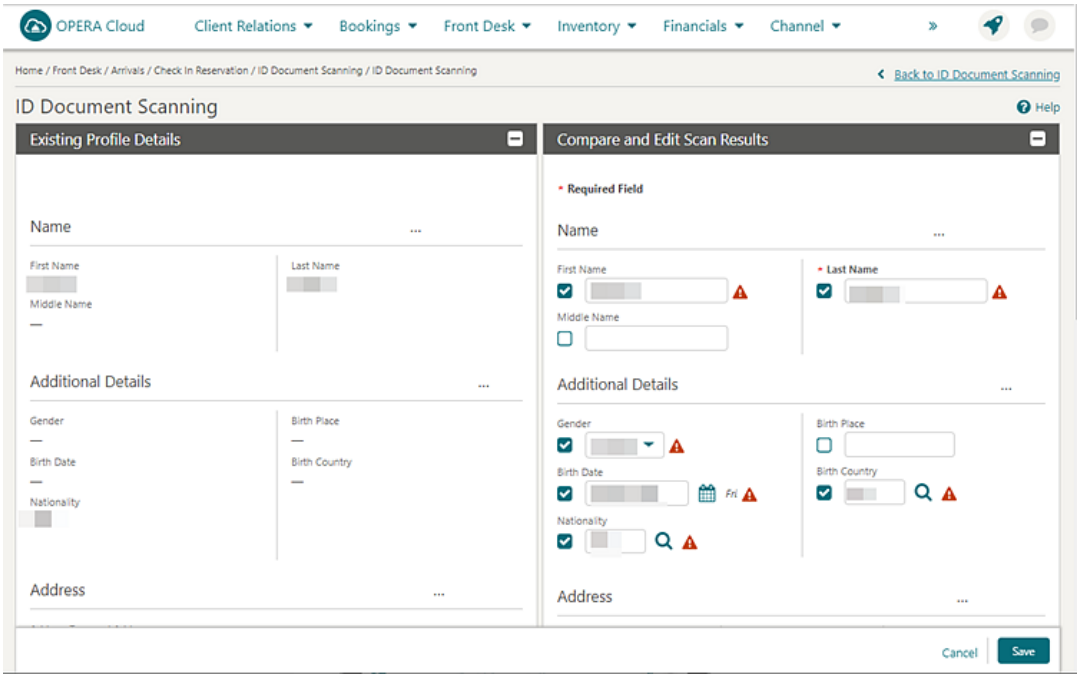
**ID Scanner Operational Conditions**

- Access OPERA Cloud from a tablet with camera available.
- Your location is a property. Identification document scanning is not available from a hub location.
- Identification document scanning is available for Guest and Contact profile types.

**Scanning ID Documents During Check In**

The Identifications panel must be selected for the **Custom Check In Step** OPERA Control.

1. Commence the reservation check in. For more information, see Checking in Reservations
2. Click the **Identifications** link in the status bar.
3. Place a valid ID Document in the scanner.
4. Click **Scan ID Document** to initiate the scanner.
5. Click **Choose Image** to display the device camera options and follow the listed tips for taking a good document photo when capturing the image.
6. The captured image is displayed. Review the image to confirm it meets the good document photo criteria. To retake the image, click **Choose Image** again. The new captured image replaces the existing image in the screen.
7. When satisfied with the image, click **Process**. The encrypted image is sent to the ID scanning partner for processing, and the scan results return the guest identification data to the profile comparison screen.
8. A comparison page displays two sections: **Existing Profile Details** and **Compare and Edit Scan Results**. The Existing Profile Details section on the left side displays the existing details for the profile and is read only. The Compare and Edit Scan Results section on the right side displays the details retrieved from the scanned document. You can compare the details and edit scan results if needed.




9. Values in checked fields are updated in the profile when saved.
    a. If the scanned value is different than the existing profile value, the check box will be checked by default. To draw attention to this value point, a warning icon appears. If you do not want to override the existing value for the specific field, you can manually uncheck the check box next to the field.
    b. If the scanned value is populated, but the same field in the profile is blank, the check box will be checked by default and the scanned value will be saved. The warning icon appears.
    c. You can also manually select the check box and update the value in the field, and the update will be saved to the profile details.
10. The **Address** section in the **Existing Profile Details** panel has an **Address Type** to select an address type to display the existing address details
    a. The Address Type is populated with the profile primary address by default. You can update the Address Type by selecting a different value from the list.
    b. The **Add as New** switch allows you to add the scanned address to the existing list of addresses on the profile. When active, the address from the scan does not replace the address that appears in the Existing Profile, instead the address is added into the profile as new.
    c. To update the existing address with new details, switch the **Add as New** switch Off (default).
    d. The **Make Primary** switch allows you to set the address from the scanned details as primary for the profile (it does not matter if this is a new address or an address that will override an existing address showing in the profile). This switch is Off by default.
11. Review and click **Save** to update the profile.
    a. The scanned image of the identification document is saved as a profile attachments when the Stored ID Document Image Type OPERA Control is set to Full Image or Face Image.

### Scanning ID Document Directly from Profile Identification Panel

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profiles**, and select **Manage Profiles**.
2. Enter search criteria and click **Search**.
3. In the search results, click **I Want To...** and select **Identifications** or open the profile and click **Identifications** in the Profile Presentation.
4. Place a valid ID Document in the scanner.
5. Click **Scan ID Document** to initiate the scanner.
6. Click **Choose Image** to display the device camera options and follow the listed tips for taking a good document photo when capturing the image.
7. The captured image is displayed. Review the image to confirm it meets the good document photo criteria. To retake the image, click **Choose Image** again. The new captured image replaces the existing image in the screen.
8. When satisfied with the image, click **Process**. The encrypted image is sent to the ID scanning partner for processing, and the scan results return the guest identification data to the profile comparison screen.
9. A comparison page displays two sections: **Existing Profile Details** and **Compare and Edit Scan Results**. The Existing Profile Details section on the left side displays the existing details for the profile and is read only. The Compare and Edit Scan Results section on the right side displays the details retrieved from the scanned document. You can compare the details and edit scan results if needed.
10. Select the values to update in the profile.
11. Click **Save**.
    a. The scanned image of the identification document is saved as a profile attachments when the Stored ID Document Image Type OPERA Control is set to Full Image or Face Image.

## Managing Profile Preferences

You can add preferences to a guest profile to personalize or enhance your guest services.

### Adding Profile Preferences

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profiles**, and then select **Manage Profile**.
2. Enter search criteria, click **Search**.
3. Select the profile in the result, click **I Want To…** and then select **Preferences** or open the profile and click the **Preferences** link in Profile Presentation.
4. Click **New**.
    a. Click the preference group **[+]** to expand the list.
    b. Select one or preferences in the **Available** column, click **>** to move selection to the **Selected** panel.
5. Click **Save**.

### Deleting Profile Preferences

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profiles**, and then select **Manage Profile**.
2. Enter search criteria, click **Search**.
3. Select the profile in the result, click **I Want To…** and then select **Preferences** or open the profile and click the **Preferences** link in Profile Presentation.
4. Enter search criteria and click **Search**.
5. Select the preference, click the vertical ellipsis **Actions** menu, and then click **Delete**.
6. Click **Delete** to confirm.

## Managing Profile Communication

You can add communication types to a profile, such as additional addresses, phone numbers, fax numbers, and email addresses.

Select one entry of each communication type as the primary; the primary address is used on guest and company stationery such as folios and AR invoices.

When the Address Validation OPERA Control is active, OPERA Cloud communicates with an external address validation solution to verify the address details when saved. If no verified match is found, you are presented with a list of potential matching addresses to choose from (maximum of 25 matches). The Address Validation Country Codes OPERA Control determines the countries, and the Address Validation Profile Types OPERA Control determines the profile types for which address validation is performed. The Validated check box indicates the address is validated.

> **Note:**
>
> In Great Britain you can look up an address by Postal Code, enter the Country and the Postal Code in the address details, then click Save to view a list of potential addresses. Click **Cancel** to retain the original address details entered.

### Adding Profile Communications

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profiles**, and select **Manage Profile**
2. Enter search criteria and click **Search**.
3. Select the profile in the search result, then click **I Want to...** , and select **Communications** or open the profile and click **Communications** in Profile Presentation.
4. To add Phone, Email or Fax, click **Edit**.
   a. Enter a number of rows to create and click **Add Rows**.
   b. Complete the following
   c. **Primary**: Click to mark this entry as the primary communication for this communication type.
   d. **Type**: Select the communication type from the list.
   e. **Value**: Enter the communication details, such as phone number or email address.

f. **Sequence**: Enter a sequence value.

5. Click **Save**.
6. To add Address click **New** and enter the following details:
   a. **Address Type**: Select the address type from the list.
   b. **Address1**: Enter the street address.
   c. **Address2**: Enter the street address.
   d. **Address3**: Enter the street address.
   e. **Address4**: Enter the street address.
   f. **City**: Enter the city (suburb).
   g. **Country**: Select the country from the list.
   h. **State**: Select the state from the list.
   i. **Postal Code**: Enter the postal (zip) code.
   j. **Postal Code Ext**: Enter the postal code extension.
   k. **Language**: Select a language for the address
   l. **Primary**: Select the mark the address as the primary address.
   m. **Validated**: Select the checkbox to bypass external validation (Available when the Bypass Address validation task is assigned to your role). When displayed unchecked the address is not validated. When checked the address is validated or bypassed.
7. Click **Save**.

### Editing Profile Communications

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profiles**, and select **Manage Profile**
2. Enter search criteria and click **Search**.
3. Select the profile in the search result, then click **I Want to...** , and select **Communications** or open the profile and click **Communications** in Profile Presentation.
4. To update click **Edit**.
   a. Update details.
   b. To re-validate an address change, uncheck the **Validated** check box.
5. Click **Save**.

### Deleting Profile Communications

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profiles**, and select **Manage Profile**.
2. Enter search criteria and click **Search**.
3. Select the profile in the search result, then click **I Want to...** , and select **Communications** or open the profile and click **Communications** in Profile Presentation.
4. To delete Phone, Email or Fax, click **Edit**.
   a. Select the entry and click the vertical ellipsis **Actions** menu, and click **Delete**.
   b. Click **Delete** to confirm.
5. To delete an address:

a. Select the **Address** tab.

b. Click **Delete**.

c. Click **Delete** to confirm.

6. Click **Save**.

## Managing Profile Correspondence and Privacy Options

### Prerequisites for Profile Correspondence and Privacy Options

When the Profile Mailing Privacy OPERA Control is active you can specify whether guests or contacts wish to opt-in to receive promotional information, mailings, and so on. These privacy flags are referenced by partner solutions integrated with OPERA Cloud or in the setup of data exports. For new profiles the opt-in defaults are based on the Privacy Defaults OPERA Control . You can default these check boxes as checked (opt-in by default) for new profiles by activating the Privacy Default Opera Control.

#### Editing Privacy Options

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profiles**, and then select **Manage Profiles**.
2. Enter search criteria, click **Search**.
3. Select the profile in the search result, click **I Want To. . .**, then **Correspondence** or open the profile and click the **Correspondence** link in Profile Presentation.
4. Select the **Privacy** tab.
5. Select **Edit** and update the following:
   a. **Salutation**: Update the guests salutation (letter greeting).
   b. **Envelope Greeting**: Enter or update the envelope addressee.
   c. **Primary Email**: Enter or update the primary e-mail.
   d. **Include in Promotional Mailings/Email**: Select to indicate the guest wishes to be included on your property's mailing list.
   e. **Allow contact via phone**: Select to indicate the guest wishes to receive phone calls from your property.
   f. **Allow contact via SMS / Text Message**:Select to indicate the guest wishes to receive SMS from your property.
   g. **Send information from Third Parties**: Select to indicate the guest wishes to receive information from third-parties.
   h. **Participate in Market Research**: Select to indicate the guest wishes to participate in market research.
   i. **Allow Contact via Email**: Select to indicate the guest wishes to receive marketing emails from your property.
6. Click **Save**.

#### Editing Mailing Options

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profiles**, and then select **Manage Profiles**.
2. Enter search criteria, click **Search**.

3. Select the profile in the search result, click **I Want To. . .**, then **Correspondence** or open the profile and click the **Correspondence** link in Profile Presentation.
4. Select the **Mailings** tab.
5. Select a property and click **Search**.

> **Note:**
>
> If no property is entered or selected the options are set globally.

6. Click **Edit** and update the following:
   a. **Business Segments**: Select from list of segments. For more information, see Configuring Business Segments.
   b. **Mailing Action**: Select from a list of mailing lists. For more information, see Configuring Mailing Action Codes .
7. Click **Save**.

## Viewing Profile Future and Past Stays

Future and Past Stays displays a list of the reservations linked to the profile. In multi-property operations you can view reservations at the various properties associated to your current hub location(s).

The reservation details include the following:

- Property Code
- Confirmation number
- Arrival Date, Nights, Departure Date
- Room, Room Type, Rate Code and Amount
- Reservation Status
- Profiles linked to the reservation
- **Primary** check box indicates if the profile is the primary link for the reservation (checked) or the profile is linked as an accompanying guest (unchecked) . (Available when the Accompanying Guest OPERA Control active).

Future Reservation includes reservations with status of Prospect (non-deduct), Reserved (deduct), Cancelled, Waitlist, where Arrival >= Business Date.

Past Reservations includes reservation with status of Checked In, Checked Out, No Show or (Departure < Business Date and Status = Cancelled).

> **Note:**
>
> The **Future & Past Stays** details link count displays a maximum of (26). The **Future & Past Stays** panel displays a maximum of 50 reservations.

### Viewing Future & Past Stays

From a property location you see only view the reservations in that property.

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profiles** and then **Manage Profile**.
2. Enter search criteria, click **Search**.
3. Select the profile in the search result, click **I Want to. . .**, **Future & Past Stays** or click the **Future & Past Stays** link in Profile Presentation.
    a. The panel displays list of **Future Reservations and Past Reservations**.
    b. Click **[+]** to expand a reservation and view linked profiles.
    c. Click **Confirmation** to open Reservation Presentation for the selected reservation. See Editing a Reservation.
    d. Click **Rate** to view the rate code information.
    e. Click **Room Type** to view the room type information.

## Viewing Profile Future and Past Blocks

You can view a Sales Account's future and past Blocks.

The Block details include the following:

- Block Code and Block Name.
- Arrival, Room Nights, and Departure Date.
- Room and Event Status.

Future and Past Blocks shows the total number of Blocks linked to the guest profile.

In multi-property operations you can view reservations at properties associated to your hub location.

From a property location you see only view the Blocks in that property.

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profiles** and then **Manage Profile**.
2. Click the **View By** list and select a profile type, such as a Company, Travel Agent, or Source.
3. Enter search criteria, click **Search**.
4. Select the profile in the search result, click **I Want to...**, go to **Future & Past** and click **Blocks** or click the **Future & Past Blocks** link in the Profile Presentation.
5. Panel displays the list of Future Blocks and Past Blocks
6. Click a **Block Code** to open Block Presentation page.

## Managing Profile Attachments

Prerequisites for Profile Attachments

You can attach files (less than 10MB) to Profiles using the Attachments feature.

### Adding Profile Attachments

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profiles**, and then select **Manage Profiles**.
2. Enter search criteria and click **Search**.
3. Select the profile in search result, click **I Want To. . .**, click **Attachments** or open the profile and click the **Attachments** details link.
4. Click **New** to attach a new file.
    a. Click **Browse** and select a file on your workstation.
    b. **Filename**: Enter a filename using only alphanumeric characters, no spaces or special characters are accepted.
    c. **Description** Enter a description for the attachment.
5. Click **Save**.

### Downloading Profile Attachments

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profiles**, and then select **Manage Profiles**.
2. Search for and select a Profile.
3. Select the profile in search result, click **I Want To. . .**, click **Attachments** or open the profile and click the **Attachments** details link.
4. On the Attachments screen, click the vertical ellipsis **Actions** menu, and click **Download**.
5. Select either **Open** or **Save File**.

### Deleting Profile Attachments

> **Note:**
>
> Attachments are automatically deleted when a profile is deleted or purged.

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profiles**, and then select **Manage Profiles**.
2. Search for and select a Profile.
3. Select the profile in search result, click **I Want To. . .**, click **Attachments** or open the profile and click the **Attachments** details link.
4. On the Attachments screen, click the vertical ellipsis **Actions** menu, and click **Delete**.
5. Click **Delete** to confirm.

## Managing Profile Notes

You can add multiple notes of varying note types to profiles. Notes that are marked as internal can be excluded on reports and stationery. When the **Copy Profile Reservation Notes To Reservation** OPERA Control is active, notes of type **Reservation** are copied to new reservations. In multi-property operations you can specify the note applies to all properties or is specific to selected properties.

**Watch Video**

### Adding Profile Notes

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profiles**, and then **Manage Profiles**.
2. Enter search criteria, then click **Search**.
3. Select the profile in the search result, then click **I Want To. . .**, and select **Notes** or open the profile and click the **Notes** link in Profile Presentation.
4. Click **New**
    a. **Type**: Select a note type from the list. For more information, see Configuring Note Types.
    b. **Internal**: Select this check box if the comment is to be treated as internal..

    > **Note:**
    >
    > Internal notes are not output on stationery or on reports unless the report explicitly allows display of Internal Notes. You can uncheck this check box when Override Internal check box is selected in the note type configuration.

    c. **Title**: Enter a summary title for the note (default is based on the note type but it can be updated).
    d. **Available In**:
        i. **Global**: Select check box if this note is available in all properties.
        ii. **Property**: Select check box is this note is property-specific.
            i. **Property**: Select one or more properties from the list.
    e. **Comment**: Enter or paste the note details; a maximum of 2000 characters (single byte) is supported.
5. Click **Save** or click **Save and Continue** to add another.

### Viewing and Updating Profile Notes

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profiles**, and then **Manage Profiles**.
2. Enter search criteria, then click **Search**.
3. Select the profile in the search result, then click **I Want To. . .**, and select **Notes** or open the profile and click the **Notes** link in Profile Presentation.
4. Select the note, click **±** to expand the card and read the note comments.
5. Select the vertical ellipse **Actions** menu and select **Edit**.
6. Update the details.
7. Click **Save**.

### Deleting Profile Notes

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profiles**, and then **Manage Profiles**.

2. Enter search criteria, then click **Search**.
3. Select the profile in the search result, then click **I Want To. . .**, and select **Notes** or open the profile and click the **Notes** link in Profile Presentation.
4. Select the vertical ellipse **Actions** menu and select **Delete**.
5. Click **Delete** to confirm.

## Managing External Emails

### Prerequisites for Managing External Emails

When integrated with an Email Solution partner it is possible to launch your email client from within OPERA Cloud to view emails received and store some of these emails on the profile for future reference. You can search emails by Date Range, Sender Last Name, Sender First Name, Sender Email Address and Subject.

> **Note:**
>
> Using Chrome browser, you will only have the option to download email. Using Firefox, you will have the option to view or download the email.

#### Viewing Emails

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profiles**, and then select **Manage Profiles**.
2. **View By**: Select **Accounts** (company, travel agents, sources) or **Contact** from the list.
3. Enter additional search criteria then click **Search**.
4. Select the profile in search result, then click **I Want To. . .**, and select **Emails** or open the Account profile or Contact profile and click the **Emails** link.
   a. Search for and select an email by clicking on the **Subject** link
   b. Select **Open**.

#### Downloading Emails to a Profile

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profiles**, and then select **Manage Profiles**.
2. **View By**: Select **Account** or **Contact** from the list.
3. Enter additional search criteria then click **Search**.
4. Select the profile in search result, then click **I Want To. . .**, and select **Emails** or open the Account or Contact profile and click the **Emails** link.
   a. Search for and select an email by clicking on the **Subject** link
   b. Select **Save File**.

## Viewing Profile History Stay and Revenue Statistics

Use Stay Statistics to view a summary of a guest's reservation, stay and revenue statistics. The statistics detail revenue from reservations as well as revenue from all other sources such

as passer-by and revenue posted in accounts receivable accounts after the business date is closed.
When the **Stay Records** OPERA Control is active you can view Stay Records, which are yearly statistics of guest stays, summarized by Revenue Groups . Stay Records are created by the **Process Guest Stay Data** End Of Day procedure and are visible from the property and Hub locations Hub locations. Stay Records are the basis for the creation of Membership Transactions, used to calculate member Award and Tier points.

**Viewing Stay and Revenue Statistics and Stay Records**

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profiles**, and then select **Manage Profiles**.
2. Enter search criteria, then click **Search**.
3. Select the profile in the search result, then click **I Want To . . .** and select **Stay Statistics**.
    a. Select the **Reservation Statistics** tab to view the guest's stay details such as number of nights, arrivals, cancels, no shows, and day use. The statistics also show the revenue generated from the reservations.
    b. Select the **Revenue Statistics** tab to view revenue generated by the profile. (Available when the **Profile Revenue Statistics** OPERA Control is active). For more information, see Revenue Buckets Overview.
    c. Select the **Stay Records** tab to view yearly statistics of guest stays, summarized by Revenue Groups . (Available when the Stay Records OPERA Control is active).
        i. Enter the search criteria, then click **Search**.
        ii. Click **+** to expand the data to show details by property and year including Nights, Cancels, No Shows, Total Booked, Total Stays, Revenue.
        iii. Select **View Details** to display the list of Stay Records for the property and year.

## Merging Profiles

Prerequisites for Merging Profiles

In the event duplicate profiles are created, you can merge the multiple profiles into a single profile. Start by searching for the profile you want to keep and select one or more profiles to merge with the main profile. You can then review the resulting profile and choose the attributes to retain on the resulting profile.

Reservation history, statistics and other profile details are updated accordingly. If AR accounts exist on any of the selected profiles these are updated and combined on the resulting profile. When the Merge Profile Owners OPERA Control is active, Owners from each profile are combined on the resulting merged profile.

Profile merge activity is tracked in the Changes Log.

You cannot merge profiles under the following conditions:

- Outstanding commissions payable for Travel Agent or Source profile. For more information, see Commissions
- Travel agent or source profiles with current / future reservations when the Restrict Profile Merge with Current and Future Reservations OPERA Control is active.
- AR account linked to a profile has open balance invoice(s). For more information, see Accounts Receivables. (Applicable when the Accounts Receivable OPERA Control is active).
- Profile is anonymized. For more information, see Profile Anonymization.

- Different profile types (Example: Agent and Company). For more information, see Converting Sales Account Profile Types.
- Ownership Records exist for profile. For more information, see Managing Profile Ownership Records and Owner Referrals.

### Merging Profiles

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profile**, select **Manage Profile**.
2. Enter search criteria and click **Search**.
3. Select the profile in the search result, click **I Want To. . .** then **Merge Profiles**.
4. On the **Merge Profiles** page.
    a. The **Main Profile** is displayed in the left panel.
    b. The **Profiles to Merge** panel displays all selected profiles to merge with the Main Profile.
        i. Click **Add Profiles** to add one or more profiles to merge with the original.
            i. Enter search criteria then click **Search**.
            ii. In the search result, select one or more profiles then click **Select**.
        ii. Use **<** and **>** to scroll between each profile added (Shows **Profiles X of Y**).
        iii. Click **Remove Profile** to remove the currently displayed profile.
        iv. Click **Make Main** to make the profile displayed in the center panel the main profile.
    c. In the **Review Merge Details** panel.
        i. Select the attributes to retain on main profile by selecting the check boxes
        ii. Click **Merge** or click **Merge and Goto Profile** to edit the profile.

## Profile Anonymization

Prerequisites for Profile Anonymization

To protect the personal information of guests and contacts the profile details can be anonymized. The Profile Anonymization feature masks or removes personal information from the profile record so the guest or contact can remain anonymous. The Anonymize Profile action is irreversible and the profile can no longer be updated.

### Required Conditions for Profile Anonymization

The following conditions must be met in order for a guest or contact profile to be anonymized:

- Number of Days for Anonymization OPERA Control requirement must be met.
- Open Folios do not exist.
- Outstanding balance or open folios reservation accounts do not exist
- Routing Instructions do not exist with the profile as the payee.
- No Accounts Receivable Invoices (open / closed) exist and none are linked to the profile's Accounts Receivable (AR) account.
- Outstanding commissions do not exist.
- Future reservations do not exist.

- Owner/Referral details do not exist.

If a profile cannot be anonymized, a message appears indicating the reason. For example, there might be one or more dependencies as described in the Conditions for Profile Anonymization list. If there are multiple validation failures, all reasons are listed in the message to help you better resolve these issues and anonymize the profile.

### Anonymized Profile Information

The following information is anonymized for the profile:

**Table 2-4 Anonymized Information for the Profile**

| Profile Element | Anonymization Format | Removed from Database? |
|---|---|---|
| Name — This includes the Profile, Reservation Name, Credit Card Names, Membership Card Name, and Room Key Card Name. | AXXXXXXXXZ | ✗ |
| Salutation | AXXXXXXXXZ | ✗ |
| Envelope Greeting | AXXXXXXXXZ | ✗ |
| Alternate Name | AXXXXXXXXZ | ✗ |
| Alternate Salutation | AXXXXXXXXZ | ✗ |
| Alternate Envelope Greeting | AXXXXXXXXZ | ✗ |
| Alias/Incognito | AXXXXXXXXZ | ✗ |
| Address (excluding State and Country) | AXXXXXXXXZ | ✗ |
| Communication (that is, Email, Phone) | AXXXXXXXXZ | ✗ |
| Identification (that is, Driver's License, Passport Number) | XXXXXXXX99 | ✗ |
| Birth Date | Not applicable | ✓ |
| Birth Place | AXXXXXXXXZ | ✗ |
| Birth Country | Not applicable | ✓ |
| Gender | Not applicable | ✓ |
| Photographic Images (attachments of any type) | Not applicable | ✓ |
| Tax ID | AXXXXXXXXZ | ✗ |
| Comments/Notes | Not applicable | ✓ |
| Membership Card Number | AXXXXXXXXZ | ✗ |

**Table 2-4 (Cont.) Anonymized Information for the Profile**

| Profile Element | Anonymization Format | Removed from Database? |
|---|---|---|
| Change Log | Not applicable | |
| Profile Links/Relationships (including the linked profile's change log) | Not applicable | |
| Web Accounts (username/password) | Not applicable | |
| Keywords | Not applicable | |
| Client ID | AXXXXXXXXZ | |
| Credit Card Number | Not applicable | |

### Post Profile Anonymization

After you anonymize a profile, the following conditions apply:

- Profile is listed in search result, but the data is anonymized.
- The Profile Overview panel is shaded red
- The **Edit** and **I Want To. . .** actions are suppressed.
- You no longer have access to the folio history; all options are hidden when the highlighted folio is linked to an anonymized profile, regardless of the Permanent Folio Storage functionality being active.
- User log entries are removed, including Join Share/Break Share and Link Profiles/ Relationships. This includes all reservation user logs and financial user logs.
- Updates to the Profile by external systems are no longer accepted, and a new profile is created.
- Profile cannot be merged with other profiles.

## Anonymizing (De-Identifying) a Guest or Contact Profile

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profiles**, and then select **Manage Profiles**.
2. Enter search criteria then click **Search**.
3. Select the profile in search result, then click **I Want To. . .**, and select **Anonymize Profile**.
4. Click **Yes** to confirm.

# Viewing Recently Viewed Profiles

Prerequisites for Viewing Recently Accessed Records

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profiles**, and then select **Manage Profile**.

2. On the Manage Profile screen, click **I Want To. . .**.
3. Recently viewed are listed in the **View** column.
4. Click a **Profile** link to Managing a Guest or Contact Profile or Managing a Sales Account Profile

## Managing Profile Ownership Records and Owner Referrals

Prerequisites for Managing Profile Ownership Records and Owner Referrals

Use Ownership Records to define the ownership of a room configured as an owned room.

When the **Owner Exclusive** check box is selected for an owner record, the room can only be assigned to reservation linked to the owner or any authorized guests (owner referrals); resulting in the room not being listed in Available Room Search for assignment to regular guest reservations for the exclusive dates specified.

To create an owner or owner referral reservation use the **Owner Rooms** list field in Look to Book search after selecting the owner or owner referral profile. Owned rooms can also be filtered in Room Diary.

> **Tip:**
>
> To view historic ownership records or owner referrals, select the vertical ellipsis **Actions** menu and select **Show Inactive**.

> **Note:**
>
> A confirm conflict warning will appear if another profile ownership record for same room, owner exclusivity and overlapping dates exists; select the appropriate action. When the Component Suites OPERA Control is active, you must create ownership records for the component room(s) comprising the component suite prior to creating the ownership records for the component suite.

> **Note:**
>
> User activity is tracked in the changes log in the Room Rotation group.

### Adding Profile Ownership Records

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profiles**, and then select **Manage Profiles**.
2. Enter search criteria and click **Search**.
3. Select the profile in the search result, then click **I Want To...**, and select **Ownership Records** or open the profile and click the **Ownership Records** link in Profile Presentation.
4. Select the **Ownership Records** tab.
5. Click **New** and complete the following
   a. **Room**: Enter or select a room from the list.

b. **Start Date**: Enter or select a start date

c. **End Date**: Enter or select an end date. Date may overlap with other records when the **Owner Exclusive** check box is unchecked.

d. **Contract Number**: Enter a contract reference number

e. **Owner Exclusive**: Select the check box when the room ownership is exclusive and the room cannot be assigned to regular guest reservations. The selected **Room** can only be assigned to reservations linked to the Owner or any Owner Referrals for the Start and End dates specified.

f. Click **Save**.

### Editing Profile Ownership Records

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profiles**, and then select **Manage Profiles**.
2. Enter search criteria and click **Search**.
3. Select the profile in the search result, then click **I Want To...**, and select **Ownership Records** or open the profile and click the **Ownership Records** link in Profile Presentation.
4. Select the **Ownership Records** tab.
5. Select the ownership record, then click vertical ellipsis **Actions** menu and select **Edit**.
6. Update the details.
7. Click **Save**.

### Deleting Profile Ownership Records

> **Note:**
>
> You can only delete an Ownership Record with a Start Date equal or greater than the current business date.

If an Ownership Record has Owner Referrals attached, a warning is presented to confirm the deletion of both the Ownership Record and the Owner Referral record(s) that exist for same day as the business date or future date.

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profiles**, and then select **Manage Profiles**.
2. Enter search criteria and click **Search**.
3. Select the profile in the search result, then click **I Want To...**, and select **Ownership Records** or open the profile and click the **Ownership Records** link in Profile Presentation.
4. Select the **Ownership Records** tab.
5. Select the ownership record, then click vertical ellipsis **Actions** menu and select **Delete**.
6. Click **Delete** to confirm.

### Adding Profile Owner Referrals

An owner referral is considered an authorized guest for an **Owner Exclusive** room. An Owner-Owner Referral relationship is created between the owner and owner referral profiles. Only guest profiles can be selected as an Owner Referral. There cannot be a duplicate Owner Referral Record for the same guest profile selected as the Owner Referral. The guest profile

selected as the Owner Referral cannot be the same as the Ownership Record Guest Profile. Owner Referral records that are marked as 'Inactive' on the current business date would be re-instated as 'Active' should you need an Owner Referral record for the same guest profile.

> **Note:**
>
> Only guest profiles can be selected as an owner referral.

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profiles**, and then select **Manage Profiles**.
2. Enter search criteria and click **Search**.
3. Select the profile in the search result, then click **I Want To...**, and select **Ownership Records** or open the profile and click the **Ownership Records** link in Profile Presentation.
4. Select the **Ownership Referrals** tab.
5. Click **New** and complete the following:
   a. **Room**: Enter or select an owned room from the list, then click **Select**.
   b. **Profile**:
      i. Click the search icon.
      ii. To create a new guest profile, click **Create Guest Profile**. For more information, see Creating a Guest or Contact Profile or enter search criteria, then click **Search**.
      iii. Select a guest profile from the search result, then click **Select**.
   c. Click **Save**.

### Editing Profile Owner Referrals

To update an ownership referral as inactive.

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profiles**, and then select **Manage Profiles**.
2. Enter search criteria and click **Search**.
3. Select the profile in the search result, then click **I Want To...**, and select **Ownership Records** or open the profile and click the **Ownership Records** link in Profile Presentation.
4. Select the **Ownership Referrals** tab.
5. Select the ownership referrals, then click vertical ellipsis **Actions** menu and select **Edit**.
6. Update the details.
7. Click **Save**.

### Deleting Profile Owner Referrals

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profiles**, and then select **Manage Profiles**.
2. Enter search criteria and click **Search**.
3. Select the profile in the search result, then click **I Want To...**, and select **Ownership Records** or open the profile and click the **Ownership Records** link in Profile Presentation.
4. Select the **Ownership Referrals** tab.

5. Select the ownership referrals, then click vertical ellipsis **Actions** menu and select **Delete**.
6. Click **Delete** to confirm.

### Viewing Ownership Details for an Owner Referral Profile

To view the owner details for a owner-referral related profile.

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profiles**, and then select **Manage Profiles**.
2. Enter search criteria and click **Search**.
3. Select the profile in the search result, then click **I Want To...**, and select **Ownership Records** or open the profile and click the **Ownership Records** link in Profile Presentation.
4. Select the **Ownership Referrals** tab.
5. The Owner Referrals panel is displayed showing:
    a. **Name**: Displays the room owner.
    b. **Room**: Displays the owned room.
    c. **Relationship**: Displays Owner.

## Managing Profile Image

You can upload an image of a guest or contact to display in the Overview panel (business card). On a tablet device you can use the device camera to capture an image to upload to the profile. For company or agent profiles a company logo image could be uploaded.

### Adding a Profile Image

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profiles**, and then select **Manage Profiles**.
2. Enter search criteria then click **Search**.
3. From the search results, locate the profile then click the **Profile Name** link. Alternatively, locate the profile. then click **I Want To...**. and select **Profile**.
4. The Profile Presentation page opens.
5. In the **Overview** or **Profile Details** panel, click the vertical ellipsis **Actions** menu and select **Add Image**.
    a. Click **Choose Image**.
        i. Navigate to the folder on the file system.
        ii. Select an image file to upload then click **Open**.
    b. **Description**: Enter a description.
    c. Click **Save**.

### Changing a Profile Image

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profiles**, and then select **Manage Profiles**.
2. Enter search criteria then click **Search**.

3. From the search results, locate the profile then click the **Profile Name** link. Alternatively, locate the profile. then click **I Want To...**. and select **Profile**.
4. The Profile Presentation page opens.
5. In the **Overview** or **Profile Details** panel, click the vertical ellipsis **Actions** menu and select **Change Image**.
    a. Click **Choose Image**.
        i. Navigate to the folder on the file system.
        ii. Select an image file to upload then click **Open**.
    b. **Description**: Enter a description.
    c. Click **Save**.

### Deleting a Profile Image

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profiles**, and then select **Manage Profiles**.
2. Enter search criteria then click **Search**.
3. From the search results, locate the profile then click the **Profile Name** link. Alternatively, locate the profile. then click **I Want To...**. and select **Profile**.
4. The Profile Presentation page opens.
5. In the **Overview** or **Profile Details** panel, click the vertical ellipsis **Actions** menu and select **Delete Image**.
6. Click **Delete Image**.

## Managing Profile Service Requests

Service Requests are used for incident, complaint or general request tracking and can be associated with a guest profile, reservation or room. You can create service request directly from a profile or through Miscellaneous menu option.

Each service request opened must be resolved and then followed-up at a later date to be completed and closed.

### Adding Profile Service Requests

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profiles**, and then select **Manage Profiles**.
2. Enter search criteria, click **Search**.
3. Select the profile in the search result, click **I Want to . . .** and select **Service Requests** or open the profile and click the **Service Requests** link in Profile Presentation.
4. Click **New** and complete the following
    a. **Name**: Click to search and select a profile. (Defaults to the current profile).
    b. **Code**: Enter or select a service request code from the list.
    c. **Priority**: Enter or select a priority for the request from the list.
    d. **Date Opened**: Enter or select a date. (Defaults to the current calendar date).

e. **Time**: Enter or select a time. (Defaults to the current system time).

f. **Remarks**: Enter any remarks / notes for the request or incident/complaint.

g. Click **Save**.

### Editing Profile Service Requests

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profiles**, and then select **Manage Profiles**.
2. Enter search criteria, click **Search**.
3. Select the profile in the search result, click **I Want to . . .** and select **Service Requests** or open the profile and click the **Service Requests** link in Profile Presentation.
4. Enter search criteria, click **Search**.
5. Select the card for the service request in the search result, then click the vertical ellipsis **Actions** menu and select **Edit**.
6. Update the service request.
7. Click **Save**.

### Deleting Profile Service Requests

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profiles**, and then select **Manage Profiles**.
2. Enter search criteria, click **Search**.
3. Select the profile in the search result, click **I Want to . . .** and select **Service Requests** or open the profile and click the **Service Requests** link in Profile Presentation.
4. Enter search criteria, click **Search**.
5. Select the card for the service request in the search result, then click the vertical ellipsis **Actions** menu and select **Delete**.
6. Click **Delete** to confirm.

### Completing Profile Service Requests

The status is updated to **Pending Follow Up**

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profiles**, and then select **Manage Profiles**.
2. Enter search criteria, click **Search**.
3. Select the profile in the search result, click **I Want to . . .** and select **Service Requests** or open the profile and click the **Service Requests** link in Profile Presentation.
4. Enter search criteria, click **Search**.
5. Select the card for the service request in the search result, then click the vertical ellipsis **Actions** menu and select **Complete**.
6. Enter the following details:

   a. **Contact Method**: Select a contact method from the list

   b. **Contacted By**: Enter your name or who contacted the guest to complete the request.

   c. **Action Taken**: Enter details of the action taken.

   d. **Date Completed**: Enter or select a date. (Defaults to the current calendar date).

e. **Time Completed**: Enter or select a time. (Defaults to the current time).

f. Click **Save**.

### Closing Pending Follow Up Profile Service Requests

After completion and follow-up, the service request can be closed.

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profiles**, and then select **Manage Profiles**.
2. Enter search criteria, click **Search**.
3. Select the profile in the search result, click **I Want to . . .** and select **Service Requests** or open the profile and click the **Service Requests** link in Profile Presentation.
4. Enter search criteria, click **Search**.
5. Select the card for the service request in the search result, then click the vertical ellipsis **Actions** menu and select **Follow-up**.
6. Enter the following details:
   a. **Closed By**: Enter your name or who contacted the guest to close the request.
   b. **Action Taken**: Enter details of the action taken.
   c. **Date Completed**: Enter or select a date. (Defaults to the current calendar date).
   d. **Time Completed**: Enter or select a time. (Defaults to the current time).
   e. Click **Save**.

# About Central Sales

Prerequisites for Central Sales

Central With an OPERA Cloud Service Central Management Services subscription and the Central Sales OPERA Control active, you can perform sales related tasks from an above-property Central Sales hub location. For each central sales hub created, a pseudo Central Sales property is used for managing leads and sales activities. Based on the roles granted, you can access other functionality such a managing sales accounts, viewing Property Availability, Functions Diary or Group Rooms Control for properties allocated to the sales hub. You can customize your dashboard with the Block Overview, Sales Activities, Appointments, and To Do tiles for the central sales property.

> **Note:**
>
> The central sales property uses your local system date and time rather than a business date and shares global configuration (such as profile, geographic and block status) with all OPERA Cloud Foundation properties in the tenancy.

In order to use Central Sales, the following configuration is required:

**Table 2-5 OPERA Cloud Central**

| Area | Actions to Complete | Notes |
|---|---|---|
| Central Sales Hub | Configure one or more central sales hub and provision the central sales (pseudo) property "CSP" for the sales hub.<br>• Select properties to assign to the sales hub.<br>• See Configuring Hubs. | Central sales pseudo-property auto-provisioning can take several hours to process after which time the property must be configured with minimal setup for sales operations. Once complete, the pseudo-property must be configured. |
| Users | • Assign central sales hub(s) to sales users.<br>• Update **Act as** field to **Conference Sales Person @ Central**<br>• See Managing Users. | Combination of role(s) and hub(s) assignment determines users access to properties and functionality from a (central) hub or property location. |
| CSP - Property Controls | Configure Property Details, Property Controls for Central Sales property.<br>• Sell Controls<br>– Begin Date<br>• Date and Time Controls<br>• Currency Format | |
| CSP - OPERA Controls | | |
| CSP - Room Types | Configure various room types to map to Central Room Pools | |
| CSP - Central Room Pools | Configure Central Room Pools | |
| CSP - Central Room Pool Mapping | Configure Central Room Pool Mapping | |
| CSP - Marketing Management | Configure<br>• Market Codes<br>• Market Groups<br>• Source Codes<br>• Source Groups | |

**Table 2-5 (Cont.) OPERA Cloud Central**

| Area | Actions to Complete | Notes |
|---|---|---|
| CSP - Transaction Codes | Configure<br>• Transaction Groups<br>• Transaction Subgroups<br>• Transaction Codes | Requires configuration of accommodation transaction code to reference in rate code(s) if used for central leads.<br>Requires configuration of accommodation transaction code for selection in the **Default Transaction Code** OPERA Control for revenues information to display in the Central Lead Block Overview. |
| CSP- Rate Management | Configure<br>• Rate Class<br>• Rate Categories<br>• Rate Codes<br>– Pricing Schedules | Required if using rate code(s) for central leads. |
| CSP-Reservation Types | Configure Reservation Types. For more information, see Reservation Types | |
| CSP - Sales Activity Types | Configure Sales Activity Types | |
| CSP - Activity Auto Traces | Configure activity auto-traces | A CSL Activity Auto Trace code is seeded and populates to leads created in central sales property. |
| OPERA Cloud Foundation (Receiving Properties) | | |
| **Property Lead Block Owner** OPERA Control | Select an owner to assign to property Leads / Opportunities received from Central Sales. | |
| **Property Lead New Block Status** OPERA Control | Select a (Inquiry or Non-deduct Status Type) block status for property leads received when the **Opportunities** OPERA Control is not active. | Sales and Event Management Premium Edition subscribers with the **Opportunities** OPERA Control receive Leads as Opportunities. |

**Table 2-5 (Cont.) OPERA Cloud Central**

| Area | Actions to Complete | Notes |
|---|---|---|
| Configure Exchange Rates | Configure exchange rates per currency for the **Posting** exchange type. | In order for property leads to be created from a Central Sales property with a different currency, ensure exchange rates for the **Posting** exchange type are setup for the Central Sales Property currency. |

# 3
# Bookings

Bookings provides the ability to create and manage reservations across locations and properties. Easily create and manage all types of reservations, such as individual, group or tour series, travel agency, multi segment (multi-legged), multi-rate, and walk ins. You can find additional reservation and event planning tools within Manage Reservation, Reservations Workspace, Blocks, and Events.

Loyalty. With an OPERA Cloud Loyalty Services subscription, you can manage a loyalty program; including award redemption for reservations. For more information, see Membership (Loyalty Cloud Service)

## Prerequisites for Booking

This chapter of the OPERA Cloud User Guide lists the prerequisites for Booking menu.

### Prerequisites for Reservation Turnaways

**OPERA Controls**

**Group**: Look To Book Sales Screen

**Functions**: Turnaway Functionality

**OPERA Cloud Tasks**

**Group**: Bookings

**Tasks**: Reservations Management

- Override Turnaway Statistic Collection

### Prerequisites for Closing Script

**OPERA Controls**

**Group**: Reservations

**Parameters**: Closing Script New and Update Reservation (Hub and/or Property)

**OPERA Cloud Tasks**

**Group**: Enterprise Admin

**Tasks**: Chain and Property Management

- Closing Scripts
  - New/Edit Closing Scripts
  - Delete Closing Scripts

# Prerequisites for Converting a Multi-Room Reservation to a Block

**OPERA Controls**

**Group**: Blocks

**Function**: Business Block

**OPERA Cloud Tasks**

**Group**: Bookings

**Task**: Look To Book Sales Screen

# Prerequisites for Redeeming Loyalty Awards

**Integration**

OPERA Customer Loyalty Tracking Cloud Service

**Subscriptions**

Oracle Hospitality OPERA Cloud Service, Loyalty

**OPERA Controls**

**Group**: Membership

**Functions**: Award Points Redemption

**Parameter**:

- Loyalty Member Room Upgrade - (Optional)
- Auto Upgrade Prompt All Dates - (Optional)
- Loyalty Membership Configuration - (Optional)

**Group**: Reservations

**Parameter**: Room Type to Charge

**OPERA Cloud Tasks**

Reservation Management

- Awards / Certificates

# Prerequisites for Redeeming Promotional e-Certificates

**Integrations**

Oracle Hospitality OPERA Customer Loyalty Tracking Cloud Service

**OPERA Controls**

**Group**: Rate Management

**Functions**: Promotions Module

**Parameters**: Hide Promotion Rates

**OPERA Cloud Tasks**

Reservation Management

- Awards / Certificates

## Prerequisites for Viewing Guestware Preferences and Incidents

**Integrations**

Oracle Hospitality OPERA Exchange Two-Way for Guestware Suite by Guestware.

**OPERA Cloud Tasks**

**Group**: Bookings

**Tasks**: Reservation Management

- Preferences

## Prerequisites for Reinstating Reservations

**OPERA Cloud Tasks**

**Group**: Bookings

**Tasks**: Reservation Management

- Reinstate Reservation

## Prerequisites for Reservation Additional Information

**OPERA Controls**

**Group**: General

**Parameters**: Information Collection

**Settings**: Information Collection Methods

**OPERA Cloud Tasks**

Bookings

- Edit Additional Details

## Prerequisites for Managing Custom Charge Exemption

**OPERA Controls**

**Group**: Cashiering

**Parameters**: Custom Charges

**OPERA Cloud Tasks**

Bookings

- Custom Charge Exemptions

## Prerequisites for Managing Reservation Prepaid (Gift) Cards

**License / Subscriptions**

Stored Value System (SVS)- Oracle Hospitality OPERA Property Level Interface Cloud Service

**OPERA Cloud Tasks**

**Group**: Bookings

**Tasks**: Reservation Management

Prepaid Cards

- Manage Prepaid Cards

## Prerequisites for Managing Reservation eCoupons

**OPERA Controls**

**Group**: Reservations

**Parameters**:

- eCoupons
- Attach eCoupons Prior to Arrival

**OPERA Cloud Tasks**

- Reservation Management
- eCoupons
  - New/Edit eCoupons
  - Delete eCoupons

## Prerequisites for Managing Reservation Upgrade Offers

**OPERA Controls**

**Group**: Reservation

**Functions**:

- Fixed Rates
- Reservation Upgrade
  - Allow Fixed Rate Reservation
  - Allow Reservation Discounts

  - Room Status Setting
  - Maximum Length of Stay
  - Maximum Number of Offers Displayed
  - Transaction Code
  - Occupancy Level Details

**OPERA Cloud Tasks**

**Group**: Bookings

**Tasks**: Reservation Management

Upgrade Reservation

- Reservation Upgrade for New Reservation
- Reservation Upgrade for change Reservation
- Reservation Upgrade for Check In

## Prerequisites for Managing Reservation Scheduled Activities

**Integrations**

Oracle Hospitality Integration Platform

**OPERA Controls**

**Group**: Profiles

**Function**: Scheduled Activities

**OPERA Cloud Tasks**

**Group**: Bookings

**Tasks**: Reservation Management

Reservation Activities

## Prerequisites for Managing Linked Reservations

**OPERA Controls**

**Group**: Reservations

**Parameters**: Unique Confirmation Number for Linked Reservation (optional)

**OPERA Cloud Tasks**

Reservation Management

- Link Reservations
- Copy Credit Card Payment Method

# Prerequisites for Managing Reservations Shares

**OPERA Controls**

**Group**: Reservations

**Functions**: Shares

**Parameters**:

- Enforce Same Stay Dates for Sharing Guests (Reservations)
- Enforce Same Rate Code For Sharing Guests (Reservations)

**OPERA Cloud Tasks**

Reservation Management

- Shares
  - Combine/Break Share Reservations
  - Manage Share Reservation Rates

# Prerequisites for Managing Waitlist Reservation

**OPERA Controls**

**Group**: Reservations

**Functions**: Waitlist

**Parameters**: Show Waitlist for Open Rates

# Prerequisites for Merging Reservations

**OPERA Controls**

**Group**: Reservations

**Functions**: Merge Reservations

**Parameters**: Allow Merge Reservations for Future Arrivals

**Settings**: Cancel Reason for Merge Reservations

**OPERA Cloud Tasks**

**Group**: Bookings

**Tasks**: Reservation Management

Merge Reservations

## Prerequisites for Viewing Reservation Delivery History

**OPERA Cloud Tasks**

**Group**: eXchange Interfaces

Interface Resynchronization

## Prerequisites for Managing Reservation Call History

**OPERA Controls**

**Group**: Reservations

**Functions**: Caller Information

**OPERA Cloud Tasks**

**Group**: Bookings

**Tasks**: Reservation Management

Call History

- New Call History

## Prerequisites for Managing Reservation Tickets

**OPERA Controls**

**Group**: Rate Management

**Parameters**: Tickets

**OPERA Cloud Tasks**

**Group**: Bookings

**Tasks**: Reservation Management

Tickets

- New/Edit Tickets
- Delete Tickets
- Issue Tickets
- Inquiry Tickets
- Reprint Tickets
- Refund Tickets

# Prerequisites for Reservation (Guest) Locators

**OPERA Controls**

**Group**: Reservations

**Functions**: Guest Locators

**OPERA Cloud Tasks**

**Group**: Reservations

**Tasks**: Reservation Management

Guest Locators

- New/Edit Guest Locators
- Delete Guest Locators

# Prerequisites for Managing Reservation Transportation

**OPERA Controls**

**Group**: Reservations

**Parameters**: Transportation

**OPERA Cloud Tasks**

**Group**: Booking

**Tasks**: Reservation Management

Transportation

- Edit Transportation

# Prerequisites for Reservation External References

**OPERA Cloud Tasks**

**Group**: Bookings

**Tasks**: Reservation Management

- External Reference
- New/Edit External Reference
- Delete External Reference

# Prerequisites for Setting a Reservation to Do Not Move Status

**OPERA Controls**

**Group**: Front Desk

**Functions**: Do Not Move Room

**OPERA Cloud Tasks**

**Group**: Reservations

**Tasks**: Do Not Move Room

## Prerequisites for Copying Reservations

**OPERA Controls**

**Group**: Reservations

**Functions**: Copy Reservation

**OPERA Cloud Tasks**

**Group**: Bookings

**Tasks**: Copy Reservation

- Copy Credit Card Payment Methods
- Copy (other) Payment Methods

## Prerequisites for Managing Reservation Traces

**OPERA Controls**

**Group**: Reservation

**Functions**: Reservation Traces

**OPERA Cloud Tasks**

**Group**: Bookings

**Tasks**: Reservation Management

Reservation Traces

- New/Edit Reservation Trace
- Delete Reservation Traces

## Prerequisites for Manage Reservation Routing Instructions

**OPERA Controls**

**Group**: Cashiering

**Functions**: Routing

- Refresh Room Routing
- Allow Routing of Tax Transactions
- Exclude Deposit from Authorization based on Routing
- Exclude Rate from Authorization based on Routing

**Group**: Comp Accounting

**Functions**: Comp Request

**OPERA Cloud Tasks**

**Group**: Bookings

**Tasks**: Reservation Management

Routing Instructions

- New/Edit Routing Instructions
- Delete Routing Instructions

## Prerequisites for Managing Reservation Housekeeping and Task Schedule

**OPERA Controls**

**Group**: Room Management

**Functions**:

- Housekeeping Task Schedule
- Task Sheets
- Turndown

**OPERA Cloud Tasks**

**Group**: Reservation Management

**Tasks**: Reservation Housekeeping

- Manage Housekeeping Options for Reservations
- Manage Housekeeping Schedule for Reservations

## Prerequisites for Managing Reservation Deposit and Cancellation

**OPERA Controls**

**Group**: Cashiering

**Functions**:

- Cancellation Handling
- Deposit Handling

## Prerequisites for Managing Reservation Cancellation

**OPERA Controls**

**Group**: Cashiering

**Functions**: Cancellation Handling

- Cancel with Deposit

**OPERA Cloud Tasks**

**Group**: Bookings

**Tasks**: Reservation Management

- Cancel Reservations

## Prerequisites for No Show and Cancellation Deposits and Charges

**OPERA Controls**

**Group**: Cashiering

**Functions**: No Show and Cancellation Postings

**Parameters**: Post Revenue To No Shows (No Show Posting Rules)

**Settings**: No Show Posting Transaction Code

## Prerequisites for Reservation Fixed Charges

**OPERA Controls**

**Group**: Cashiering

**Functions**: Fixed Charges

**OPERA Cloud Tasks**

**Group**: Bookings

**Tasks**: Reservation Management

Fixed Charges

- New/Edit Fixed Charges
- Delete Fixed Charges

## Prerequisites for Reservation Alerts

**OPERA Controls**

**Group**: Reservations

**Functions**: Alerts

- Popup Alerts

**OPERA Cloud Tasks**

**Group**: Bookings

**Tasks**: Reservation Management

Reservation Alerts

- New/Edit Reservation Alerts

- Delete Reservation Alerts

## Prerequisites for Managing Reservation Linked Profiles

**OPERA Controls**

**Group**: Reservations

**Functions**: Reservation Contact (Optional)

**OPERA Cloud Tasks**

**Group**: Reservation Management

**Tasks**:

- Associated Profiles
  - Edit Profile
  - Select Another Profile
  - Attach Travel Agent
  - Attach Source

## Prerequisites for Managing Accompanying Guests

**OPERA Controls**

**Group**: Reservations

**Functions**: Accompanying Profiles

**OPERA Cloud Tasks**

**Group**: Bookings

**Tasks**: Associated Profiles

- New/Delete Accompanying Guest

## Prerequisites for Reservation Packages

**OPERA Controls**

**Group**: Rate Management

**Functions**: Advanced Packages [Allowances] (Optional)

**OPERA Cloud Tasks**

**Group**: Bookings

**Tasks**: Reservation Management

Packages

- New/Edit Packages
- Delete Packages

# Prerequisites for Reservation Inventory Items

**OPERA Controls**

**Group**: Reservations

**Functions**: Item Inventory

- Item Inventory Pool
- Allow Inventory Items Outside Of Stay Days
- Sell Control Items

**OPERA Cloud Tasks**

**Group**: Bookings

**Tasks**: Reservation Management

Override Item Sell Control

- Item Inventory
- New/Edit Item
- Delete Item

# Prerequisites for Reservation Memberships

**OPERA Cloud Tasks**

**Group**: Bookings

**Tasks**: Reservation Management

Membership

- New/Edit Membership
- Delete Membership
- Link Membership

# Prerequisites for Reservation Attachments

**OPERA Controls**

**Group**: General

**Functions**: File Attachments

**OPERA Cloud Tasks**

**Group**: Bookings

- Attachments
- Download/Preview Attachment
- New Attachment

- Delete Attachment

## Prerequisites for Reservation Transaction Diversion

**OPERA Controls**

**Group**: Cashiering

**Functions**: Transaction Diversions

**OPERA Cloud Tasks**

**Reservation Management**

- Transaction Diversions
  - New/Edit Transaction Diversions
  - Delete Transaction Diversions

## Prerequisites for Managing All Reservation and Block Traces

**OPERA Controls**

**Group**: Reservations

**Functions**: Traces

**Group**: Block

**Functions**: Traces

**OPERA Cloud Tasks**

**Group**: Bookings

**Tasks**: Reservation Management

Reservation Traces

- New/Edit Reservation Traces
- Delete Reservation Traces

**Tasks**: Manage Blocks

Block Traces

- New/Edit Block Traces
- Delete Block Traces

## Prerequisites for Blocks

**OPERA Controls**

**Group**: Blocks

**Functions**: Business Block

**OPERA Cloud Tasks**

**Group**: Bookings

**Tasks**: Manage Tasks

Room Rate Grid

- Override Rate Code Amounts
- New/Edit Room Rate Grid
- Cutoff

Block Status

- Change Block Status

## Prerequisites for Master and Sub Blocks

**OPERA Controls**

**Group**: Blocks

**Functions**: Master Sub Blocks

**Parameters**: Synchronize Master Sub Blocks

## Prerequisites for Master and Sub-Allocations

**OPERA Controls**

**Group**: Blocks

**Functions**: Master Sub Allocations

## Prerequisites for Managing Opportunities

**Licenses / Subscriptions**

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

**OPERA Controls**

**Group**: Blocks

**Functions**: Opportunities

**Settings**:

- Convert Opportunity to Block Status.
- Release Opportunity Status.
- Default Market Code for Opportunity.
- Default Source Code for Opportunity.

**OPERA Clout Tasks**

**Group**: Bookings

**Tasks**: New/Edit Opportunities

## Prerequisites for Simple Events

**Licenses / Subscriptions**

Oracle Hospitality OPERA Cloud Service, Property Management Professional Foundation

Or

Oracle Hospitality OPERA Cloud Service, Property Management Enterprise Foundation

**OPERA Controls**

**Group**: Events

**Functions**: Simple Events

**OPERA Cloud Tasks**

**Group**: Bookings

**Tasks**: Manage Blocks

Simple Events

- New/Edit Simple Events
- Delete Simple Events

## Prerequisites for Creating a Tour Series

**OPERA Controls**

**Group**: Blocks

**Functions**: Tour Series

**Setting**: Tour Series Handling

**Group**: Events

**Functions**: Catering Events

- Event Resources

**OPERA Cloud Tasks**

**Group**: Bookings

**Tasks**: Manage Blocks

- New/Edit Block

## Prerequisites for Shift Block

**OPERA Controls**

**Group**: Blocks

**Parameters**: Shift Block

## Prerequisites for Block Attachments

**OPERA Controls**

**Group**: General

**Functions**: File Attachments

**OPERA Cloud Tasks**

**Group**: Bookings

- Attachments
- Download/Preview Attachment
- New Attachment
- Delete Attachment

## Prerequisites for Managing Block Restrictions

**OPERA Controls**

**Group**: Reservations

**Functions**: Block Restrictions

**OPERA Cloud Tasks**

**Group**: Bookings

**Tasks**: Manage Blocks

Block Restrictions

- New/Edit Block Restrictions
- Delete Block Restrictions

## Prerequisites for Managing Block Inventory Items

**OPERA Controls**

**Group**: Reservations

**Functions**: Item Inventory

**Parameters**:

- Item Inventory Pool
- Allow Inventory Items Outside Of Stay Days
- Sell Control Items

**OPERA Cloud Tasks**

**Group**: Bookings

**Tasks**: Manage Blocks

Packages/Items

- New/Edit Items
- Delete Items

## Prerequisites for Managing Block Wash Schedule

**OPERA Controls**

**Group**: Blocks

**Functions**: Wash Schedule

**OPERA Cloud Tasks**

**Group**: Bookings

**Tasks**: Manage Blocks

Block Wash Schedule

- New/Edit Block Wash Schedule
- Delete Block Wash Schedule

## Prerequisites for Block Sell Message

**OPERA Controls**

**Group**: Reservation

**Functions**: Sell Messages

**OPERA Cloud Tasks**

**Group**: Bookings

**Tasks**: Manage Blocks

Block Sell Messages

- New/Edit Block Traces
- Delete Block Sell Messages

# Prerequisites for Block Traces

**OPERA Controls**

**Group**: Block

**Functions**: Traces

**OPERA Cloud Tasks**

**Group**: Bookings

**Tasks**: Manage Blocks

Block Traces

- New/Edit Block Traces

# Prerequisites for Events

**License / Subscription**

Oracle Hospitality OPERA Cloud Service, Sales and Event Management Essentials Edition

Or

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

Or

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

**OPERA Controls**

**Group**: Events

**Functions**: Catering Event

**OPERA Cloud Tasks**

**Group**: Bookings

**Tasks**: Manage Events

New/Edit Catering Events

- Set Do Not Move
- Override Do Not Move
- Override Space Capacity

# Prerequisites for Creating Events from a Template

**OPERA Controls**

**Group**: Events

**Functions**: Event Templates

**OPERA Cloud Tasks**

**Group**: Bookings

**Tasks**: Manage Events

- New/Edit Catering Events

## Prerequisites for Using Quick Events

**Licenses / Subscriptions**

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

**OPERA Controls**

**Group**: Blocks

**Settings**: Default New Block Status

**Group**: Events

**Functions**: Quick Event

**Settings**:

- Quick Event Booking Type
- Quick Event Market Code
- Quick Event Rate Code
- Quick Event Source Code
- Quick Event Default Res Type (this field is not visible when creating a quick event)

> **Note:**
>
> If the status code selected in the control for Default New Block Status is not configured with a Reservation Type then the control for Default Res Type must be populated in order to create a Quick Event.

**OPERA Cloud Tasks**

**Group**: Bookings

**Tasks**: Manage Blocks

- New/Edit Block

**Tasks**: Manage Events

- New/Edit Catering Events

## Prerequisites for Managing Alternate Space Events

**Licenses / Subscriptions**

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

**OPERA Controls**

**Group**: Events

**Functions**: Alternate Space

**Settings**: Alternate Space Event Name

## Prerequisites for Managing Sub Events

**OPERA Controls**

**Group**: Event

**Functions**: Sub Event

## Prerequisites for Managing Events Revenue Summary

**OPERA Controls**

**Group**: Events

**Functions**: Event Resources

**Parameters**: Resource Cost; Use Forecast Revenue

## Prerequisites for Posting Charges for Events

**Licenses / Subscriptions**

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

Or

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

**OPERA Controls**

**Group**: Events

**Functions**:

- Event Posting
- Event Resources

**Settings**: Event Revenue Actualization

**OPERA Cloud Tasks**

**Group**: Bookings

**Tasks**: Manage Events

- Manage Event Postings
- Event Revenue
  - Edit Event Revenue

# Prerequisites for Managing Catering Package on Blocks

**OPERA Controls**

**Group**: Events

**Functions**: Catering Packages

**OPERA Cloud Tasks**

**Group**: Bookings

**Tasks**: Manage Events

- New/Edit Catering Events

# Prerequisites for Event Resources

**Licenses / Subscriptions**

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

Or

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

**OPERA Controls**

**Group**: Events

**Functions**: Event Resources

**OPERA Cloud Tasks**

**Group**: Bookings

**Manage Events**:

- Manage Resources
  - Edit Event Resources
  - Delete Event Resources

# Prerequisites for Applying Discounts to Event Resources

**Licenses / Subscriptions**

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

**OPERA Controls**

**Group**: Catering

**Parameter**: Resource Discount

# Prerequisites for Managing Event Waitlist

**License/Subscription**

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

Or

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

**OPERA Controls**

**Group**: Event

**Functions**: Event Waitlist

**Settings**: Waitlist Activity Type

**OPERA Cloud Tasks**

**Main Task**: Bookings

**Parent Task**: Manage Event Waitlist

- Prioritize Events
- Force Availability

# Prerequisites for Managing Multiple Events

**Licenses / Subscriptions**

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

**OPERA Controls**

**Group**: Events

**Functions**: Multi Edit Events

# Prerequisites for Managing Custom Menu Items

**Licenses / Subscriptions**

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

**OPERA Controls**

**Group**: Events

**Functions**: Custom Resources

# Prerequisites for Managing Custom Items

**Licenses / Subscriptions**

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

**OPERA Controls**

**Group**: Events

**Functions**: Custom Resources

# Prerequisites for Viewing Reservation Awards

**Subscriptions**

Oracle Hospitality OPERA Cloud Service, Loyalty (optional)

**OPERA Controls**

**Group**: Membership

**Functions**:

- Loyalty Membership Configuration (optional)
- Award Points Redemption

**OPERA Cloud Tasks**

**Group**: Bookings

**Tasks**: View Reservation Awards

# Prerequisites for Property Calendar

**OPERA Controls**

**Group**: Reservations

**Parameters**: Property Calendar

**OPERA Cloud Tasks**

**Group**: Financial Admin

**Tasks**: Rate Management

- Property Calendar
- New/Edit Property Calendar
- Delete Property Calendar

# Prerequisites for Room List Import

**OPERA Controls**

**Group**: Blocks

**Functions**: Import Rooming List

**OPERA Cloud Tasks**

**Group**: Bookings

**Tasks**: Rooming List

- Import Rooming List

# Prerequisites for Managing Block Access Exclusion

**OPERA Controls**

**Group**: General

**Parameters**:  Access Exclusion

**OPERA Cloud Tasks**

**Group**: Bookings

**Tasks**: Block Access Exclusion

- New/Edit Block Access Exclusion
- Delete Block Access Exclusion

# Prerequisites for Using the Room Diary

**OPERA Controls**

**Group**: Reservations

**Function**: Room Diary

**OPERA Cloud Tasks**

**Group**: Bookings

**Task**: Room Diary

# Prerequisites for Managing All Reservation Confirmations

**OPERA Controls**

**Group**: Reservations

**Function**: Confirmation Letters

**Parameters**: Confirmation Letter to Partner Solution

- Confirmation letter for Cancel Reservation

**OPERA Cloud Tasks**

**Group**: Bookings

**Tasks** : Reservation Management

Reservation Workspace

- Generate Confirmation Letters

## Prerequisites for Managing Reservation Confirmations

**OPERA Controls**

**Group**: Reservations

**Function**: Confirmation Letters

**Parameters**: Confirmation Letter to Partner Solution

- Confirmation Letter for Cancel Reservation

**OPERA Cloud Tasks**

**Group**: Bookings

**Tasks**: Reservation Management

- Confirmations
  - Customize Confirmation Letter

## Prerequisites for Managing Central Sales Leads

**Licenses / Subscriptions**

- Oracle Hospitality OPERA Cloud Service, Central Management Services for Single-Data Source
- Oracle Hospitality OPERA Cloud Service, Central Management Services for Multi-Data Source
- Oracle Hospitality OPERA Cloud Service, Central Management Services Third-Party Property Connection

**OPERA Controls**

**Group**: Activity

**Function**:

- Activities
- Activity Traces

**Group**: General

**Function**:

- Central Sales
- Owner

**Group**: Blocks

**Function**: Opportunities

**Group**: Inventory Management

**Function**: Room Pool

**OPERA Cloud Tasks**

**Group**: Bookings

**Tasks**: Manage Blocks

- New/Edit Opportunity

## Prerequisites for Copying Events to Other Spaces

**Licenses / Subscriptions**

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

**OPERA Controls**

**Groups**: Event

**Function**: Copy Event to Other Spaces

**Example 3-1 OPERA Cloud Tasks**

**Group**: Bookings

**Tasks**: Manage Events Task

- New/Edit Catering Events

# Reservations

OPERA Cloud reservations provide a complete set of capabilities for creating, updating, copying, and canceling room reservations.

In single and multiple property operations, you can use Look to Book to view rate and room type availability for multiple properties from a hub location .

> **Note:**
>
> To create Group Block allocations, see Creating a Block.

> **Note:**
>
> Inventory held for unconfirmed reservations is released after 30 minutes.

Within Reservations, you can:

- Handle advance deposits.
- Access guest, company, agent, and source profiles.
- Perform room assignments.
- Communicate with housekeeping.
- Schedule wake-up calls.
- Search for room availability across properties, and move reservations from one room or property to another.
- Generate confirmation letters and registration cards from the reservation.
- Customize certain screen layouts or fields to streamline the reservation processing.
- Search for reservations quickly by guest name, company, group, block, reservation type, travel agency, or confirmation number.
- Perform complex functions such as shared reservations, linked reservations, multiple room and split reservations.
- Add alerts to the reservations for display prior to check in, when guest is in-house, and when posting to bill. the reservation account.
- Add charge routing instructions by reservation or by profile.
- Setup periodical (fixed) charges to reservations.

Reservations require a profile to be linked, typically a guest profile. The profile identifies the guest's name, address, contact information, and other details. It provides information on billing, membership benefits, service preferences, and more. You can create profiles while booking a reservation or using the Manage Profiles function. If a profile already exists, you can look it up and attach it to the reservation during the reservation booking process.

You can access reservations in multiple ways: from the Bookings menu, by accessing tiles on the Home Dashboard, through Quick Launch, or through confirmation number hyperlinks. You can search for reservations from the Navigation Bar by selecting **Bookings**, selecting **Reservations**, and then selecting **Manage Reservation**. This screen is where you will perform basic and advanced searches to locate existing reservations. You can click **Go to Advanced Search** to perform an advanced search or click **Go to Basic Search** for the basic search if you are on the Advanced Search screen. Many other functions are available in the **Reservations Workspace**.

Reservation search is a process that enables you to select a pre-defined search type, such as Arrivals, Departures, In House, Mass Cancellation, Queue, Quick Check Out, Scheduled Check Out, and so on. This enables you to quickly search for and view reservations at your property that are relevant to the selected search type. The reservation search results have several sorting and viewing options. To sort search results, select the **Sort By** drop-down and make a selection from the list. Additionally, there are several options you can access for viewing search results by selecting the appropriate **Views** icon. These options are table, list, card, or console format. In the search results, you can select the **I Want To..** button for a reservation and choose from several options related to the reservation, such as modify/update, create, view, or go to different screens.

### Reservation Terminology

When working with reservations, there are several terms with which you should be familiar. The table below includes some of these terms.

| Term | Definition |
| --- | --- |
| Pseudo Room Reservation | Pseudo rooms are used for accounting purposes. They can be actual rooms, such as meeting rooms, but they do not have to represent a physical location. Pseudo rooms do not affect the property's guest room inventory. Pseudo rooms are used for posting certain charges, including those from POS Interfaces. For example, a POS Cash Card would have all the days postings and payments for cash from the POS system if interfaced. This would bring all revenue into OPERA Cloud for reporting purposes. Physical Rooms are different from Pseudo Rooms. Physical Rooms are the actual physical rooms configured for the property and do affect inventory availability. |
| Transient Reservation | An individual reservation (non-group reservation) that can include shares, day use, walk-ins, Company, and Travel Agent reservations. |
| Block Reservation | A block reservation is a group of rooms held for guests who are attending an event, meeting, or function, such as conferences, catered events, weddings, or conventions. A block reservation can also be used for companies booking rooms for delegates attending a conference or meeting, for travel agents who have groups or a tour series, or for holding room allocations. |
| No Show Reservation | A reservation in which a guest does not check in on the arrival date specified in the reservation. If the reservation is not canceled by the guest and not canceled during the Night Audit process, the Night Audit procedure turns it into a no show. |
| Day Use Reservation | A reservation made for zero nights with no overnight stay. |
| Standard Reservation Types | The reservation policies of the property can be set as required. For example, 6:00 PM Hold, Guaranteed by Credit Card, and Guaranteed by Company. |
| Deduct and Non-Deduct | A reservation type can be marked as Deduct or Non-Deduct. A Non-Deduct reservation type does not deduct the room from availability if you select to view Deduct only. For example, a Non-Deduct reservation type could be used for a 4 PM release, which is not classed as a guaranteed reservation and would normally be cancelled at the specified time if the guest does not arrive. If a property wants to automatically deduct all rooms for reservations from availability, the property would not set up Non-Deduct reservation types.<br>Areas of the application in which Deduct and Non-Deduct appear are the Group Rooms Control screen and the Look To Book Sales Screen. |

| Term | Definition |
|---|---|
| Checked In | A reservation where the guest has checked in. This is a required reservation type and cannot be removed. |
| VIP Level | This indicator appears on the reservation to show the primary guest's VIP level. |
| First or Repeat Guest | This indicator appears on the reservation to show the primary guest is either a first time visitor or a repeat guest at the property. |
| House Posting Account | An account for managing deposits, charges, and other payments that are posted to a pseudo room. You can create a house posting account from the Manage Reservation screen by clicking **I Want To...** and clicking **House Posting Account**. |
| Owner Reservation | Owner reservations are created for the owner of a room, according to the Ownership Record for the selected profile. Owner Reservations are identified by the 'Owner' icon in the Reservation business card. |
| Owner Referral Reservation | Owner Referral reservations are for the designated guests (authorized users) of an owned room. Owner referral relationships are managed in the owner profile and can be viewed from the Owner Referral panel of the owner referral guest profile. Owner Referral reservations are identified by the 'Owner Referral' icon in the Reservation business card. |

# Using Look to Book Sales Screen

When the **Membership Rate Rules** OPERA Control is active and Membership Rate Rules are configured, eligible rate codes for the membership type and level are displayed in the **Membership Rates** display set. When the **Guaranteed Availability for Members** OPERA Control is active and when a membership type/level is defined with a rule code to guarantee the selected rate codes, you can select a rate and complete a reservation even if the selected room/rate code combination is closed due to restriction. A tooltip indicates guaranteed member rates.

> **Note:**
>
> Override User task is not required to create reservation for Guaranteed members even if the selected room/rate code combination is closed due to restriction.

Use the Look to Book Sales Screen to book future date or walk-in arrival reservations. Look to Book provides you with room type and pricing options for the reservation dates entered. Use the search criteria to narrow your search for specific rate categories / code, room types and features or use Room to search property availability for a specific Room. You can use the Look to Book Trip Composer to create multi-leg reservations for guests requiring multi-rate reservations.

When the **Multi-Property** OPERA Control is active, you can search room type and rate availability in multiple properties from a Hub location . You can search property / rate availability by the packages included in a rate code; the search result displays a **Selected Package - Associated to Rate Code** display set listing the applicable rate codes and price per room type.

When the **Multiple Yield Market Type** OPERA Control is active, you can select a single Configuring Yield Market Type for an availability search. The default value selected in the **Yield Market Type** OPERA Control will default in the **Yield Market** field. When the **Yield Market Lookup** OPERA Control is active and the **Membership Type** entered equals the **Yield Market Lookup Membership Type** OPERA Control, the Yield Market Code and associated Guest Value are fetched from an external system integrated with OPERA Cloud.

When the **Award Points Redemption** OPERA Control is active, a **Member Award Upgrade Available for this Reservation** link appears when a member upgrade award is available for the dates and the room type booked. For more information, see Redeeming Loyalty Awards for Upgrade.

When the **Room Rotation** OPERA Control is active you can create owner or owner referral reservations for a room owned by the profile selected in **Name**. For more information, see Managing Profile Ownership Records and Owner Referrals. The selected owner room is assigned to the reservation.

**Watch Video**

### Book a Reservation

> **Note:**
>
> When the **Activate the Sell Message Functionality** OPERA Control is active, date-driven sell messages are displayed at the top of Look to Book. Click **X** to close or click **Sell Messages** to toggle the Sell Message panel.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Look To Book Sales Screen**.
2. Enter the caller/contact information and then click **New Reservation**. (Applicable when the **Caller Information** OPERA Control is active).
3. In the search panel enter search criteria.
    a. **Single Rate**: Click option to create a single leg reservation with no rate code changes (default).
        i. **Property**: Enter or select the property. You can select multiple properties from a hub location.
    b. **Multi-segment**: Click option to create a multi-segment reservation, with rate code changes during the stay.

> **Note:**
>
> Use the Add to Trip Composer action to select the rate code option for each segment (leg).

i. **Property**: Enter or select the property.

ii. Click **Add Leg** to add a segment.

iii. Click **Delete Last Leg** to remove the last segment.

c. **Stay Options**: Enter the details for each segment.

i. **Arrival**: Enter or select the arrival date.

ii. **Nights**: Enter the number of nights; the departure date is updated.

iii. **Departure**: Enter or select the departure date.

iv. **Rooms**: Enter the number of rooms required; a multi-room reservation needs to be split into separate reservations prior to arrival. For more information, see Managing Linked Reservations

> **Note:**
>
> If the number of rooms entered equals or exceeds the **Block Creation Prompt Threshold Rooms** OPERA Control you are prompted to create a reservation or convert the reservation to a block. Converting a Multi-Room Reservation to a Block

v. **Adults**: Enter the number of adults in the room.

vi. **Children**: Enter the number of children in the room.

i. **Age of Children**: Enter children ages (Available when the **Child Rates By Defined Buckets** OPERA Control is active).

d. Profile Options

i. **Name**: Click to search for an existing guest profile.

ii. **New Profile**: Click to create a new guest profile. For more information, see Creating a Guest or Contact Profile.

iii. **Membership Number**: Click to search for guest profile by membership number.

iv. **Company**: Click to search for company profile to link to the reservation.

v. **Travel Agent**: Click to search for Travel Agent profile to link to the reservation.

vi. **Block Code**: Click to search for a Block to link to the reservation (pickup inventory from the Block allocation).

e. Rate and Room Options:

i. **Room Features**: Select one or more room features from the list. Look to Book displays room types with the selected Features. Multiple selection is treated as an "OR" type search. For example, if Bath Tub and Hair Dryer are selected then the search is for room types that have either the Bath Tub or the Hair Dryer as feature.

ii. **Room Types**: Select one or more room types from the list. When the room type **Auto Room Assign** OPERA Control is active, and the selected room type is identified as **Auto Room Assign**, an available room will be automatically assigned to the reservation during creation.

> **Note:**
>
> Only rooms that are not departures on the arrival day of this reservation will be auto-assigned. Only rooms in the highest cleaning status will be auto-assigned if the reservation is for the current business date.

iii. **Room**: Click to select and search availability for a specific room.

iv. **Rate Codes**: Select one or more rate codes from the list.

v. **Yield Market**: Select a yield market from the list. Field defaults according to the **Yield Market Type** OPERA Control. (Available when the **Multiple Yield Types** OPERA Control is active ). For more information, see Configuring Yield Market Type.

vi. **Rate Category**: Select one or more rate categories from the list.

vii. **Owner Rooms**: Select a room to create an Owner or Owner Referral reservation for the profile selected in **Name**. (Available when the **Room Rotation** OPERA Control is active).

> **Note:**
>
> Only rooms available over the selected stay dates are available for selection.

viii. **Promotion**: Select a promotion from the list. Look to Book displays rate codes linked to the promotion. (Available when the **Promotions Module** OPERA Control is active).

ix. **Smoking Preference**: Select a smoking preference from the list. Look to Book displays room types with the selected smoking preference.

x. **Include Closed Rates**: Select to include closed rate in the availability search. For more information, see Overriding a Closed Rate.

f. Click **Search**.

> **Note:**
>
> You can modify the search options at any time, click **Search** to update the Look to Book result.

4. **Minimum Stay Availability** displays each room type and the minimum (including non-deduct) number of available rooms.

> **Note:**
>
> When the **Show Profile Discounted Rates** OPERA Control is active and you select a profile with a discount in Look to Book Sales Screen search, the negotiated rates that appear in search results are adjusted by the profile discount amount. When the control is inactive, Look To Book returns the profile negotiated rate without the profile discount applied.
>
> For example, the company ABC Corporation has a Negotiated Rate NEGRATE1 ( $100 per adult). There is an additional discount of 20% configured for this profile while associating the negotiated rate code. When Show Profile Discounted Rate OPERA Control is active, the Look to Book search results display a rate of $80 for the negotiated rate NEGRATE1 when search with the profile ABC Corporation.
>
> When **Show Profile Discounted Rate** OPERA Control is inactive, the Look To Book search results displays the negotiated rate NEGRATE1 with $100 when search with the profile ABC Corporation.

> **Note:**
>
> Click the **Property Name** to display the Property Brochure.

5. Rates for each room type available are displayed, grouped by Display Set.
6. Click **More Display Sets** to add all other display sets to the result.

> **Note:**
>
> Closed rates are displayed with a red **X** through the price, for more information, see Overriding a Closed Rate. Rate codes setup as Suppress Rate are displayed with price strike through as these rates are confidential and not be quoted to the caller.

7. Click a rate and room type cell to view more information about the rate and room type, including package item inclusions.
   a. Click **View Policies** to view the Deposit and Cancellation Policy per reservation type for the rate.
   b. Click **Select** to select this rate and room type combination for the new reservation or drag the cell to the Trip Composer panel.
8. Book Now page is displayed.
9. **Stay Information** is displayed in the left side panel.
   a. Click the **Rate Amount** to view detailed rate information for the reservation.
   b. Click **Refresh** to update the deposit details
10. Enter the Guest Information.
    a. **Name**: Click to search for an existing guest profile.
    b. **New Profile**: Click to create a new guest profile. For more information, see Creating a Guest or Contact Profile.

11. Enter the booking details:

> **Note:**
>
> The fields displayed are based on your chain or property customization.

a. **Reservation Type**: Select a reservation type from the list to determine if the reservation deducts a room from inventory. For more information, see Reservation Types

b. **Market**: Enter or select the market code for the reservation; used for statistical purposes.

c. **Source**: Enter or select the source code for the reservation; used for statistical purposes.

d. **Origin**: Select a booking origin from the list; used for statistical purposes. For more information, see Configuring Origin Codes

e. **Room Type to Charge**: Select the room type to charge for the reservation; this can be different to the room type allocated for the reservation and used in the event of a complimentary upgrade.

f. **Rate**: The rate amount per night is displayed; update to modify (override) the rate amount.

g. **Fixed Rate**:Select check box to fix the rate to the specified amount. (Available when the **Fixed Rates** OPERA Control is active). Check box is selected by default when the **Always Use Fixed Rates** OPERA Control is active.

h. **Packages**: Select any package items for the reservation. For more information, see Managing Reservation Package Items.

i. **Inventory Items**: Select any inventory items for the reservation. (Available when the Item Inventory OPERA Control is active). For more information, see Managing Reservation Inventory Items.

j. **Discount**: Available when the Reservation Discounts OPERA Control is active and the selected rate code is setup as eligible for discount. Configuring Rate Code Financial Details .

   i. **Discount Amount**: Enter a fixed amount discount to adjust the nightly rate.

   ii. **Discount Percentage**: Enter a percentage discount to adjust the nightly rate.

   iii. **Discount Reason**: Select a discount reason from the list.

   > **Note:**
   >
   > When the **Rate Code** is updated the discount amount/ percentage and reasons values are removed and the fields disabled if the rate code is not eligible for discount.

k. **Purpose of Stay**: Enter or select the purpose of stay from the list. For more information, see Configuring Purpose of Stay .

l. **Room**: Click to search and assign a room to the reservation. For more information, see Available Room Search.

m. **Specials**: Click to select special requests for the reservation.

n. **Room Features**: Click to select room features requested; this field is defaulted with preferences from the selected profile for the reservation.

o. **Smoking Preference**: Click to select the smoking preference of the guest; this field is default with the smoking preferences from the selected profile for the reservation.

p. **Notes**: Click **More Info** to manage profile and reservation notes. For more information, see Managing Reservation Notes and Managing Profile Notes.

q. **Promotion**: Click to search and select a promotion to link to the reservation. For more information, see Configuring Promotion Codes .

12. Enter Payment Information

    a. For more information, see Managing Reservation Payment Instructions.

    b. Click **Add Routing Instructions** to setup charge routing. For more information, see Managing Reservation Routing Instructions.

13. Click **Adding Sharing Guest** to create a sharing reservation. (Available when the **Sharers** OPERA Control is active).

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

    b. Select a profile in the result, click **Select**.

    c. Select a rate share method and enter the number of adults. For more information, see Shared Reservations.

14. Click **Membership** to select a profile membership for the reservation.

    a. For more information, see Managing Reservation Memberships.

15. Once the new reservation details are complete:

    a. If creating a multi-segment reservation, click **Add to Trip Composer** to add the rate selection for the leg and then repeat your rate availability search for the next segment stay dates.

    b. Click **Book Now** to create and confirm the reservation. When the **Closing Script** OPERA Control is active, you are presented a closing script to read to the caller , click **Confirm** to proceed with confirming the new reservation. You are directed to the Reservation Presentation page to further manage the reservation. For more information, see Editing a Reservation.

    c. Click **Waitlist Now** to add the reservation to Waitlist (Available when the **Waitlist** OPERA Control is active). For more information, see Managing Waitlist Reservations.

## Using Turnaways

### Prerequisites for Reservation Turnaways

Use Turnaways to record details as to why a reservation opportunity was lost (regret) or denied. When exiting from Look to Book without confirming the reservation, the Turnaway panel is displayed so you can select the reason the caller or guest did not proceed with the reservation.

- A regret is when the caller/guest declines to confirm a reservation due to price, property features, location and so on.
- A denial is when the property cannot accept the reservation due to inventory sell out, or the request rate code or room type is not available.  .

When exiting from Look to Book without confirming the reservation, the Turnaway panel is displayed so you can select the reason the caller or guest did not proceed with the reservation. Only users with the **Override Turnaway Statistic Collection** task assigned to their role can bypass Turnaway entry.

Turnaway statistics are reported as a daily total on the Managing Definable Manager's Report.

### Recording Turnaways

1. Enter the following details in the Turnaway panel. Fields will default from the values selected as availability search criteria.
2. Turnaway Reason
   a. **Property**: Enter or select the property.
   b. **Turnaway Code**: Select a turnaway reason from the list (identifies a regret or denial according to the Turnaway Type.
   c. **Comment**: Enter additional notes.
3. Reservation Details
   a. **Room Type**: Select a room type from the list.
   b. **Rate Code**: Select a rate code from the list.
   c. **Market Code**: Select a market code from the list.
   d. **Arrival**: Enter or select the reservation arrival date.
   e. **Nights**: Enter the number of nights.
   f. **Departure**: Enter or select the reservation departure date.
   g. **Adult**: Enter the number of adults.
4. Guest Details
   a. **Name**: Search and select a guest
   b. **Country**: Select a country from the list.
   c. **State**: Select a state from the list.
   d. **Postal Code**: Enter a postal code.
   e. Click **Record Turnaway**.
   f. Click **End Call** to exit without recording a turnaway.

## Closing Scripts Reservation Confirmation

Prerequisites for Closing Script.

### Closing Script Confirmation

When the **Closing Script New and Update Reservation** OPERA Control is active for a hub, the closing script appears when you are creating or updating a reservation from the Hub location. When the **Closing Script New and Update Reservation** OPERA Control is active for a property, the closing script appears when you are creating or updating a reservation from a property location.

The closing script assists you to summarize and confirm the reservation details to the caller using a predefined script. The closing script is displayed once the reservation information has been saved, prior to ending the call.

**Language**: Select a language from the list for localize the closing script text.

## Overriding a Closed Rate

A rate code amount (price) can be closed and unavailable to book due to various reasons: room type maximum occupancy, rate restrictions , room type inventory limits, Block allocation limits, or rate hurdles set by an integrated revenue management system. When the **Include Closed Rates** check box is selected in Look to Book Sales Screen, closed rate are displayed with a red **X**.

When the **Include Closed Rates** check box is selected in the Look to Book search criteria, closed rate are displayed with a red **X**

in the Look to Book search result.

When selecting a closed rate for a new reservation:

- If you have been granted the required override task, via your assigned role(s), the reservation creation process will continue.
- If you have not been granted the required override task, a login prompt displays for an authorized user, with the appropriate override task granted, to enter their PIN and override the restriction before the reservation creation process can continue.

The various override tasks applicable are:

- Oversell Room Type for a reservation or block At House Level
- Oversell Room Type for a reservation or block At Room Class Level
- Oversell Room Type for a reservation or block At Room Type Level
- Override Maximum Occupancy
- Override LTB and Edit Reservation
- Override Restricted Profiles for Reservation
- Override Rate Code Restriction
- Override Block Availability
- Override Sell Limits

### Rate Availability Analysis

The Rate Availability Analysis page displays when a closed rate is selected. This page indicates the restriction type(s) set for the reservations dates and the calendar shows others dates with no or alternate restrictions (alternate dates).

Select **Close** to return to the Look to Book Sales page and change the search criteria or select **Continue Booking** to override the restriction and continue to the Book Now page.

## Converting a Multi-Room Reservation to a Block

Prerequisites for Converting a Multi-Room Reservation to a Block

When the number of rooms specified for a reservation is equal or greater than then the Block Creation Prompt Threshold Rooms OPERA Control, you can convert the reservation to a Block. The reservation Rate Code, Market Code, and Source Code are populated to the block

and the room allocation setup based on the room type and number of rooms in the original reservation. In addition to the block created, a block reservation is created for the number of rooms specified, picking up all of the room allocation.

> **Note:**
>
> The initial block status is set according to the first (per sequence) status configured as Allow Pickup and Deduct Inventory. For more information, see Block and Catering Event Statuses

1. Create the reservation
2. Click **Book Now** .
3. The following prompt appears: "There are multiple rooms selected for this property. Do you want to convert these reserved rooms into a block?"
    a. Click **Cancel** to return to Look to Book
    b. Click **Book Now** - to create a reservation for the number of rooms specified.
    c. Click **Convert to Block** to convert the reservation to a Block and enter the following details
        i. **Block Name**: Enter a name for the Block
        ii. **Block Code**: A Block Code auto generates. The Block code must be unique when the Unique Block Code OPERA Control is active. The Block code format is determined by the Block Code Generation Pattern OPERA Control.
        iii. Click **Convert to Block**.
        iv. Update the block details. For more information, see Managing Blocks.

# Redeeming Loyalty Awards

Prerequisites for Redeeming Loyalty Awards

Loyalty

With an Oracle Hospitality OPERA Cloud Service, Loyalty subscription or when the Loyalty Membership Configuration OPERA Control is active and integrated with the OPERA Cloud Customer Loyalty Tracking Cloud Service member award points can be redeemed for awards; offered based on specific validity dates, the member's tier or level, and other factors. Awards are consumed at the time of booking. Award cancellation policies can be applied when reservations are cancelled, nights reduced or awards removed from a reservation.

> **Note:**
>
> Award cancellation policies are not applied if the reservation dates are changed as the award is not cancelled/reissued. For example:
>
> - Reservation booked with a Rate Award for Jan 1 for 3 nights at 100 points per night.
> - Reservation cancelled - Award is cancelled and 300 points returned to the member, less any cancellation penalty.
> - Reservation nights reduced to 2 nights - 1 night's award is cancelled and 100 points are returned to the member, less any cancellation penalty.
> - Rate is changed on reservation to a non award rate for entire stay - Award is cancelled and 300 points are returned to the member, less any cancellation penalty.
> - Reservation arrival date is changed from Jan 1 to Jan 15 (3 nights). Award is not cancelled/reissued. Redeemed points are not affected.

The types of awards available are:

- **Rate**: For more information, see Redeeming Loyalty Awards for Rate
- **Package**: For more information, see Redeeming Loyalty Awards for Package
- **Room Type Upgrade** : (Requires the Room Type to Charge OPERA Control active). For more information, see Redeeming Loyalty Awards for Upgrade
- **Payment (Pay with Points)**: (Available when the Loyalty Payment Award OPERA Control is active). For more information, see Redeeming Loyalty Awards for Payment (Pay with Points)
- **Other**: For more information, see Managing Profile Membership (Loyalty Cloud Service)

## Redeeming Loyalty Awards for Package

**Watch Video**

Loyalty With an Oracle Hospitality OPERA Cloud Service, Loyalty subscription, or when the Loyalty Membership Configuration OPERA Control is active with the OPERA Cloud Customer Loyalty Tracking Cloud Service, members can redeem award points for packages based on validity dates, tier, and other factors.

Once redeemed, the **Points Available** value in profile membership is updated to show the deduction in points (or increase based on updates/cancellations). An Award record is also created for each night on the profile membership panel. For more information, see Managing Profile Membership (Loyalty Cloud Service)

### Adding a Package Award to Reservations

The package offer is based on the available points balance, member level/tier, validity dates, and other criteria. If the member does not have sufficient points, no awards appear.

> **Note:**
>
> Award Packages cannot be added through Look to Book.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservations**.
2. Enter search criteria, click **Search**.
3. Select the reservation in the search result, then click **I Want to . . .**, **Reservation**, or click the confirmation number to open the Manage Reservation page.

> **Note:**
>
> For eligible reservations, a Search available member package awards link appears in the overview, launching Enhance Stay with Packages where **Award Packages** are filtered by default.

4. Click the **Packages** link.
   a. For more information, see Managing Add-on (Sell Separate) Packages .
   b. Select the **Award Packages** check box, the available Award Packages are returned with details on the Calculation Rule, Posting Rhythm and Points required.
   c. Click **Add** on the package item to select it for the reservation and enter the following details:
      i. **Quantity**: Update the quantity, if required
      ii. Click ✔.
   d. Click **Save**.

### Updating Package Award Reservations

- When increasing the calculation rule values (nights, person, adults, or children), additional points are deducted and an additional award appears for each additional night on the profile membership Award List .
- When reducing the calculation rule values (nights, person, adults, or children), the deducted points are credited less any cancellation penalties and the award appears as cancelled on the profile membership Award List
- When increasing the package dates, additional points are deducted and an additional award appears for each additional night on the profile membership Award List
- When reducing the package dates, the deducted points are credited less any cancellation penalties and the award appears as cancelled on the profile membership Award List
- When reducing the package quantity (excluded quantity), the deducted points are credited less any cancellation penalties and the award appears as cancelled on the profile membership Award List
- When deleting the package, the deducted points are credited less any cancellation penalties and the award appears as cancelled on the profile membership Award List

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservations**.

2. Enter search criteria, click **Search**.
3. Select the reservation in the search result, then click **I Want to . . .**, **Reservation**, or click the confirmation number to open the Manage Reservation page.
4. Click the **Packages** link.
5. In the Selected Packages panel, click the to update the package.
6. Click **Save**.
7. For more information, see Managing Add-on (Sell Separate) Packages .

### Cancelling Package Award Reservations

When canceling a reservation with package award or just cancelling a package award for a reservation, the deducted points are credited to the member, less any cancellation penalties, and the award appears as canceled on the profile membership type Award List.

To cancel the Package Award for a reservation:

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservations**.
2. Click the **Packages** link.
3. In the Selected Packages panel, click the to remove and cancel the Award package.
4. Click **Save**.
5. For more information, see Managing Reservation Cancellation.

## Redeeming Loyalty Awards for Payment (Pay with Points)

**Watch Video**

With an Oracle Hospitality OPERA Cloud Service, Loyalty subscription and the **Loyalty Payment Award** OPERA Control active or when the **Loyalty Membership Configuration** and **Loyalty Payment Award** OPERA Controls are active with the OPERA Cloud Customer Loyalty Tracking Cloud Service, member award points can be redeemed for payment towards a reservation account balance; offered based on specific validity dates, the member's tier or level, and other factors.

Loyalty Point redemption is posted as a rebate charge on the reservation account. For more information, see Manage Billing.

Once redeemed, the **Points Available** value in profile membership is updated to show the deduction in points. The global membership exchange rate is used to convert the property currency to the central currency to determine the number of award points deducted. An Award record is also created in the profile membership. For more information, see Managing Profile Membership (Loyalty Cloud Service).

### Posting Payment Award to Reservation Accounts

To redeem a payment award, the billing window must be linked to the profile with the primary loyalty membership and an available points balance sufficient to cover the redeemed amount.

The points/amount entered cannot exceed the Maximum Points to Pay / Maximum Amount Allowed.

1. From the **OPERA Cloud** menu, select **Front Desk**, then select **In House** or **Departures**.
2. Enter search criteria, then click **Search**.
3. Select the reservation in the search results, then click **I Want To . . .** and select **Billing**.
4. Select the billing window (1-8).
5. Click **Award Points** and complete the following:
    a. **Award Type**: Select a value from the list.
    b. The Transaction Code, Maximum Points to Pay, and Maximum Amount Allowed details are updated.
    c. **Redeem**: Select Points or Amount from the list.
        i. Select **Points** to redeem a specified number of points.
            i. **Points**: Enter the number of points to redeem.
        ii. Select **Amount** to enter an amount in the property currency.
            i. **Amount**: Enter a currency amount; the points to redeem are calculated based on the award type and currency conversion.
        iii. Click **Post Redemption**.

**Table 3-1 Redemption / Payment Field Explanations**

| Redemption | Payment Field Explanations |
|---|---|
| **Billing Windows** | Billing windows (sub-accounts) where the Payee has a valid primary loyalty membership are enabled for selection. |
| **Membership Type** | The membership type. View Only. |
| **Level** | The membership level. View Only. |
| **Name On Card** | The name on the membership card. View Only. |
| **Card Number** | The membership card number. View Only. |
| **Points Available** | The available membership points. View Only. |
| **Currency Code** | The property Currency. View Only. |
| | **Note:** If the central currency is different, a conversion for the centrally configured points/amount will take place based on the exchange rates. |
| **Transaction Code** | The financial transaction code used for this award type. Field is auto-populate when an **Award Type** is selected. View Only |

**Table 3-1 (Cont.) Redemption / Payment Field Explanations**

| Redemption | Payment Field Explanations |
|---|---|
| **Maximum Points to Pay** | The maximum amount that can be deducted from the member's points balance. Determined by the configuration of the selected award. View Only. |
| **Max Amount Allowed** | The maximum amount that can be deducted from the member's points balance. Determined by the configuration of the selected award. View Only. |
| **Redeem Points** | • The amount of points to be applied. View Only.<br>– If **Points** is selected in the Redeem field, then this value will be the same as is entered into the **Points Amount** field.<br>– If **Amount** is selected in the Redeem field, then the points are calculated based on the configuration of the award and currency conversion. |
| **Remaining Points** | The member's available points after the point deduction. View Only. |
| **Bill Amount** | The bill amount before the point deduction. View Only. |
| **Eligible Bill Amount** | When Loyalty Payment Award with Eligible Transactions Control is active, Eligible Bill Amount will display the total value of point redemption eligible transactions posted to the member folio. View Only. |
| **Award Amount** | The financial transaction award amount. View Only. |
| **Open Balance** | The balance of the bill after the point deduction is applied. View Only. |

### Reversing Payment Awards Posted to Reservation Accounts

To reverse payment awards posted on reservation accounts, the billing window must be linked to the profile with the Primary Loyalty membership.

> **Note:**
>
> The payment award adjustments can only posted for the full amount of the award redeemed; the Award is cancelled on the member account.

1. From the **OPERA Cloud** menu, select **Front Desk**, then select **In-House** or **Departures**.
2. Enter the search criteria, then click **Search**.
3. Select the reservation in the search results, then click **I Want To . . .** and select **Billing**.
4. Select the billing window (1-8).
5. Select the award redemption posting, then click the vertical ellipsis **Actions** menu and select **Post Adjustment**.
   a. **Reason**: Select a reason from the list
   b. **Reason Text**: Enter additional details.
   c. Click **Process Adjustment**.

# Redeeming Loyalty Awards for Rate

**Watch Video**

With an Oracle Hospitality OPERA Cloud Service, Loyalty subscription or when the **Loyalty Membership Configuration** OPERA Control is active with the OPERA Cloud Customer Loyalty Tracking Cloud Service, member award points can be redeemed for rate awards; offered based on specific validity dates, the member's tier or level, and other factors.

Loyalty Once redeemed, the **Points Available** value in profile membership is updated to show the deduction in points (or increase based on updates/cancellations). An Award record is also created for each night on the profile membership panel. For more information, see Managing Profile Membership (Loyalty Cloud Service).

### Booking Rate Award Redemption Reservations

To redeem a stay, the available points balance must be sufficient to cover all nights of the segment. The rates displayed are based on the available points balance, member level/tier, validity dates, and other criteria. If the member does not have sufficient points for any of the available awards, no Awards appear.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Look To Book Sales Screen**.
2. Enter the caller and contact information (Available when the Caller Information OPERA Control is active).
3. Click **New Reservation**.
4. In the search panel, complete the following:
    a. **Stay Details**:  Enter the reservation stay details.
    b. **Name**: Enter and search for the loyalty member profile.
        i. Select the profile from the search results and click **Select**.
        ii. The **Member Number** field is populated automatically when **Auto Populate from Name** is checked in the membership type.
    c. **Redeem Awards**: Select the check box to indicate an Award reservation.

> **Note:**
>
> The **Rooms** field is set to 1 and disabled.

5. Click **Search**, the Availability panel displays a list of the available Awards rates and the points per night.
6. Click the rate and room type cell to select for the reservation, then click **Select**.
7. Complete the entry of the reservation details. For more information, see Booking a Reservation.

> **Note:**
>
> The **Stay Information** panel displays the Total Points Needed and the Remaining Points Balance.

### Updating Rate Award Redemption Reservations

When increasing the length of stay additional points will be deducted and an additional Award will show for each additional night on the profile membership Award List .

When reducing the length of stay, the deducted points are credited less any cancellation penalties and the award appears as cancelled in the profile membership Award List panel.

When changing the Rate Code, the deducted points are credited less any cancellation penalties and the award appears as cancelled in the profile membership Award List panel.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Look To Book Sales Screen**.
2. Enter the caller and contact information (Available when the Caller Information OPERA Control is active).
3. Select the reservation in the search result, then click **I Want to . . .**, **Reservation**, or click the confirmation number to open the Manage Reservation page.
4. Update the stay details as needed.
5. For more information, see Editing a Reservation

### Cancelling Rate Award Redemption Reservations

When cancelling an Award reservation, the deducted points are credited less any cancellation penalties and the award appears as cancelled on the profile membership type Award List .

1. For more information, see Managing Reservation Cancellation

## Redeeming Loyalty Awards for Upgrade

**Watch Video**

With an Oracle Hospitality OPERA Cloud Service, Loyalty subscription or when OPERA Cloud is with OPERA Customer Loyalty Tracking Cloud Service or another loyalty solution, member award points can be redeemed for a room type upgrade; offered based on specific validity dates, the member's tier or level, and other factors.

For room type upgrade awards, a **Search available member upgrade awards** link appears in reservation Book Now when an upgrade award is available for the dates and the room type booked. The **Search available member upgrade awards** link also appears in reservation presentation for future or arrival reservations based on the Member Upgrade Award Prompt All Dates OPERA Control.

> **Note:**
>
> The **Search available member upgrade awards** link does not display during reservation check in.
> The **Search available member upgrade awards** link appears only for Members of the Primary Loyalty Program.

Loyalty

Once redeemed, the **Points Available** value in profile membership is updated to show the deduction in points (or increase based on updates/cancellations). An Award record is also created for each night on the profile membership panel. For more information, see Managing Profile Membership (Loyalty Cloud Service).

**Booking a Room Type Upgrade Award Redemption Reservation**

> **Note:**
>
> The upgrade offer displayed is based on the available points balance, member level / tier, validity dates and other criteria. If the member doesn't have sufficient points no upgrade award link will be displayed.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Look To Book Sales Screen**.
2. Enter the caller and contact information (Displayed when the Caller Information OPERA Control is active).
3. Click **New Reservation**.
4. In the search panel
   a. Enter the reservation stay details:
   b. **Name**: Enter and search for the loyalty member profile.
      i. Select the profile from the search result and click **Select**.
      ii. The **Member Number** field is populated.
5. Click **Search**.
6. Click the rate and room type cell to select for the reservation, then click **Select**.
7. The Book Now page is displayed to enter the reservation details.
8. Click the **Search available member upgrade awards** link at the top of the page.

> **Note:**
>
> The upgrade offer displayed is based on the available points balance, member level / tier, validity dates and other criteria. If the member doesn't have sufficient points no upgrade award link will be displayed.

   a. The Member Award Upgrade page displays the details of the upgrade available.

b. Click **Select** to confirm and proceed with the upgrade.

> **Note:**
>
> The room type is updated and **Room Type to Charge** (RTC) retains the original room type.

9. Complete the entry of the reservation details; For more information, see Booking a Reservation.
10. Click **Book Now**.

### Adding an Upgrade Award to an Existing Reservation

To redeem an upgrade, the available points balance must be sufficient to cover all nights and the room type to upgrade to must be available for the reservation dates.

> **Note:**
>
> The upgrade offer is based on the available points balance, member level/tier, validity dates, and other criteria. If the member does not have sufficient points, no awards appear.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservations**.
2. Enter search criteria and click **Search**.
3. Select the reservation in the search results, click the **I Want To . . .** and select **Reservation**, or click the confirmation number in the reservation presentation.
4. Click the **Search available member upgrade awards** link at the top of the page.
   a. The Member Award Upgrade page displays the details of the upgrades available.
   b. Select the upgrade you would like to apply.
   c. Click **Select** to confirm and proceed with the upgrade.

> **Note:**
>
> The room type is updated and **Room Type to Charge (RTC)** retains the original room type.

### Updating a Room Type Upgrade Award Redemption Reservation

When increasing the length of stay additional points are deducted and an additional award will show for each additional night on the profile membership Award List panel.

When reducing the length of stay, the deducted points are credited less any cancellation penalties and the award appears as cancelled on the profile membership Award List panel.

When changing the room type, the deducted points are credited less any cancellation penalties and the award appears as cancelled on the profile membership Award List panel.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Look To Book Sales Screen**.
2. Enter search criteria, click **Search**.
3. Select the reservation in the search result, then click **I Want to . . .**, **Reservation**, or click the confirmation number to open the Reservation Presentation page.
4. Update the stay details as needed.
5. For more information, see Editing a Reservation.

### Cancelling a Room Type Upgrade Award Redemption Reservation

When cancelling an Award reservation the deducted points will be credited and the Award will show as cancelled on the profile membership Award List panel.

1. For more information, see Managing Reservation Cancellation.

## Redeeming Promotional e-Certificate

### Prerequisites for Redeeming Promotional e-Certificates

Promotional e-Certificates are available in OPERA Cloud when integrated with Oracle Hospitality OPERA Customer Loyalty Tracking Cloud Service and are used to offer a promotional rate via redemption of an e-Certificate issued to loyalty members.

Promotional e-Certificates are limited to one promotion per reservation. Multiple e-Certificates for the same promotion can be selected for a reservation.

### Applying e-Certificates to New Reservation

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Look To Book** Sales Screen.
2. Enter the caller and/or contact information (if applicable) and then click **New Reservation**.
3. In the search panel enter the criteria for the reservation
   a. In the **Profile** options section
      i. **Name**: Click to search for the guest/member profile by surname.
         - Enter search criteria and click **Search**.
         - Select the profile in the result and click **Select**.
      ii. **Membership Number**: Click to search for guest/member profile by membership number.
      iii. **eCertificate**: Click to view the list of e-Certificates allocated it to the guest profile.
         i. Select certificate(s) from the Available list and use to move the selected certificate to the Selected panel (for the same promotion).
         ii. Click **OK**.
   b. In the **Rate and Room** options section.
      i. **Promotion**: The field will populate with the promotion based on the selected e-Certificates (input disabled).
   c. Click **Search**.

d. Select the promotion rate associate with the e-Certificate promotion in the rate grid.

e. Select the required room type for the reservation.

f. Click **Select**.

> **Note:**
>
> The Stay Information panel in **Book Now** will display the selected e-Certificate number and promotion code.

> **Note:**
>
> In OPERA Customer Loyalty Tracking Cloud Service the selected e-Certificate status is updated to **Reserved**.

For more details on Booking a Reservation See Booking a Reservation.

**Applying e-Certificates to Existing Reservation**

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Enter search criteria, click **Search**.
3. Select the reservation in the search result, click **I Want to . . .** and select **Reservation**, or click the confirmation number to open Reservation Presentation.
4. Select **Stay Details** and then click **Edit**.
   a. **eCertificate**: Click to view the list of e-Certificates allocated it to the guest profile.
      i. Select certificate(s) from the Available list and use to move the selected certificate to the Selected panel (for the same promotion).
      ii. Click **OK**.
   b. **Rate Code**: Select the rate code that is associate with the promotion e-Certificate.
5. Click **Save**.

> **Note:**
>
> If the incorrect rate code is selected you will be prompted to launch Look to Book to select the required rate code for promotion.

For more details on updating a Reservation see Editing a Reservation.

> **Note:**
>
> In OPERA Customer Loyalty Tracking Cloud Service the selected e-Certificate status is updated to **Reserved**.

# Managing Reservations

Using Manage Reservations you can:

- **Search reservations**: Search for future, arrival, in house or historic reservations. You can filter your search by guest name, company or travel agent, arrival or departure dates, room, room type, rate code and other criteria. Multi-property search capability from a hub location is determined by the profile sharing setup for your chain. The search results provide reservation summary information. For more information, see Search Screens.
- **Manage reservations**: Access to reservation stay details, deposits/cancellations, memberships, guest messages, preferences, charge routing, traces, shares and other reservation details. For more information, see Editing a Reservation.
- View and update the Guest, Contact and Sales Accounts linked to the reservation.
- **Assign Room**: Assign a room to a reservation and view room information. For more information, see Assigning a Room to a Reservation
- Generate a registration card or proforma invoice from the I Want to Menu.
- **Copy Reservations**: For more information, see Copying Reservations.
- **Cancel Reservations**: For more information, see Managing Reservation Cancellation.
- **Navigate to Billing**: View billing details for in house and open folio reservations, post or transfer charges or adjustments, post payments, generate folios, and so on. You can also access the Billing details for checked out reservations. For more information, see Manage Billing.

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Choose from the following that correspond to the groups organized as on the Reservation Overview screen for more detail on each panel.

## Credit Card Authorization Reversals

OPERA Cloud allows you to switch the credit or debit card authorized for the reservation to a different credit card or payment method at any time during the guest's stay. For example, the guest uses a Visa card when checking in but decides to use a different card or other payment method at checking out.

If the credit card vendor supports authorization reversal and the card type is configured for Authorization Reversal Allowed in the OPERA Controls Credit Card group, changing a credit card on a reservation triggers OPERA Cloud to send an authorization reversal amount on the card to the credit card vendor for releasing the amount on hold.

### Changing an Authorized Credit Card Payment Method

Guests can switch the credit card authorized for their reservation to another payment type. If the Authorization Reversal Allowed setting is configured for the cardholder's card type in the OPERA Controls Credit Card group, OPERA Cloud will send an authorization reversal request to the cardholder's credit card company. Guests can change their card regardless of whether reversal is configured.

1. From the **OPERA Cloud** menu, open the guest's reservation using either **Quick Launch** or by searching for the guest in Manage Reservations.
2. If switching cards prior to checkout, click **I Want To . . .**and then select **Payment Instructions**.
3. Enter the new payment instructions.
4. If switching cards at checkout, click **I Want To . . .** and then select **Check Out**.

   You can also use **I Want To . . .** to view credit card authorizations history.
5. Click the payment method drop-down and select a new payment type.

   If selecting a different card type, swipe or enter the card number, expiration date, and cardholder name
6. Complete the remaining check out tasks.
7. Click **Check Out Now**.

   At checkout, OPERA Cloud sends the credit card authorization reversal to the vendor only after you select **Check Out Now**. If you perform settlement during checkout but leave the checkout process, authorizations will remain on the card until checkout is finalized.

## Viewing Recently Viewed Reservations

Prerequisites for Viewing Recently Accessed Records

1. From the **OPERA Cloud** menu, select **Reservations**, and then select **Manage Reservation**.
2. Click **I Want to...**
3. Recently viewed activities are listed in the **View** column.
4. Click a **Reservation** link to Edit the Reservation.

## Viewing Reservation Rate Information

You can view a detailed daily breakdown of the rate information for any reservation from the reservation search result or from with the Reservation Overview or Stay Details panels. The rate information summary shows a sum of fixed charges (Available when the **Fixed Charges** OPERA Control is active) for the stay, an estimated total for charges routed to another sub-account or reservation account (Available when the **Routing** OPERA Control is active), and provides a total of deposit payments posted. When the Guest Pay Only Filter within the **Rate Info screen** OPERA Control is active, a **Guest Pay Total (Estimated)** value is provided.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Enter search criteria, click **Search**.
3. Select the reservation in the search result, click the **Price** displayed in the **Rate** column or click **I Want to. . .**, **Reservation** to open the reservation.

   Or
4. Click **I Want to. . .**, **Reservation** to open the reservation.
   a. Click **Stay Details**.

b. Click the Price displayed below **Rate** to display the Rate Information.

c. Click to the right of the **Amount** to view a breakdown of packages and taxes for a specific date.

   i. Click **Back**.

d. Click the vertical ellipsis **Actions** menu and select **View in Currency** to display the reservation pricing in an alternate currency based on the applicable exchange rate. (Available when the **Ability to Quote Rates in Foreign Currencies** OPERA Control is active).

   i. Select a currency from the list and click **Select**.

e. Click **Close**.

## Viewing Guestware Preferences and Incidents

Prerequisites for Viewing Guestware Preferences and Incidents

When integrated with Guestware you can view the guest preferences and incidents reported in Guestware.

1. From the **OPERA Cloud** menu, select **Bookings** , select **Reservations**, then select **Manage Reservation**.
2. Enter search criteria, click **Search**.
3. Select the reservation in search result, click **I Want To. . . . Preferences** or open the reservation presentation and click the **Preferences** details link.
4. Click the vertical ellipsis **Actions** menu and select **Guestware Preferences and Incidents**.
5. Click **+** to expand each card.

## Viewing Reservation Stay Revenue

Reservation (Stay) Revenue summary information is available for checked out reservations.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Enter search criteria, click **Search**.
3. Select the reservation in the search result, click **I Want to . . .**, **Stay Revenue** or open the reservation and select **Stay Revenue**.

## Viewing Reservation Awards

Prerequisites for Viewing Reservation Awards

To view details of redeemed reservation award.

> **Note:**
>
> Awards are cancelled when an award package is deleted, the reservation is cancelled or the rate code updated to a regular rate.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Enter search criteria, then click **Search**.
3. Select the reservation in the search result, then click **I Want to . . .** , **Awards** or open the reservation and select **Awards**.
4. Click **+** to expand and view the details.

## Editing a Reservation

The Reservation Presentation page provides you with access to all reservation details, detail links and actions.

With the **Sell Message** OPERA Control you will receive sell messages at the top of Look to Book, click **X** to close. Click **Sell Messages** to view these messages at a later time.

When the **Room Rotation** OPERA Control is active, owner reservation are identified by the icon and owner referral reservation are identified by the icon in the business card.

When the **Reservation Discounts** OPERA Control is active and the reservation rate code is setup as eligible for discount you can discount the nightly rate by a fixed amount or percentage; discount applies to the nett accommodation portion of a package rate.

An **Additional Reservations** tab is displayed for any linked reservations. For more information, see Linked Reservations.

The Stay Details panel determines the reservation's arrival and departure dates, room type and rate details, and any block associated with the reservation. You can change stay details such as rate codes, room types, and length of stay. When the **Reservation Color Definition** OPERA Control is set to Reservation you can also select a color to display on various reservation pages.

When the **Reservation Upgrade** OPERA Control is active you may see a notification regarding upgrade offers; click the notification to view the offers. For more information, see Managing Reservation Upgrade Offers.

When the **Enrollment** OPERA Control is active, you might receive a notification regarding Enrollment; click link to enroll the guest. For more information, see Enrolling Guests in External Loyalty Programs.

Increasing the nights of an in house reservation may require additional prepayment. For more information, see About Advanced Folio Payment (Prepayment).

### Editing a Reservation

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Enter search criteria, click **Search**.

3. Select the reservation in the search result, click **I Want to . . .**, **Reservation** or open the reservation by clicking the confirmation number.

> **Note:**
>
> Details panels selected in the default or previously selected **Presentation Panel** tab are displayed. For more information, see Presentation Pages.

4. The Guest business card is at the top of the page; click the guest name link to open profile presentation to update the linked profile.

5. Click

to display various actions for this reservation.

6. **Reservation Overview Panel**:

   a. When the **Reservation Upgrade** OPERA Control is active you may see a notification regarding upgrade offers; click the **Room Upgrade Available for this Reservation** link to view the offers. For more information, see Managing Reservation Upgrade Offers.

   b. When the **Enroll** OPERA Control is active you may see a notification regarding Enrollment; click link to enroll the guest. For more information, see Enrolling Guests in External Loyalty Programs.

> **Note:**
>
> The fields displayed are based on your chain or property customization and the OPERA Controls active

   c. Click **Edit** to update the fields available in the Overview panel.

   d. Update the details.

> **Note:**
>
> With the **Fixed Rates** OPERA Control active you can update (override) the rate amount and select the Fixed Rate checkbox to fix the rate to the specified amount.

   e. Click the **Membership Info** link next to the member number to view membership (Award point and Tier) details (Enabled when the **Loyalty Membership Configuration** OPERA Control is active or integration with the OPERA Customer Loyalty Cloud Service is active).

   f. Click **Save**.

> **Note:**
>
> All reservation detail links are available to view and update related reservation detail. See the Reservation Detail Links table below.

7. **Stay Details**

a. Select **Stay Details**.

   When the **Display Reservation Awards** OPERA Control is active the following fields are available to add using Page Composer.

   - **Award Code**: Displays award details provided by your loyalty solution to track reservation awards. Update as needed.
   - **Award Number**: Displays award details provided by your loyalty solution to track reservation awards. Update as needed.
   - **Eligibility Code**: Displays earning eligibility details provided by your loyalty solution to track reservation awards. Update as needed.

b. Select the **Details** tab then click **Edit**.

   i. **Arrival**: Enter or select the arrival date.

   ii. **Nights**: Enter the number of nights; the departure date is updated.

   iii. **Departure**: Enter or select the departure date.

   iv. **Rooms**: Enter the number of rooms required; a multi-room reservation must be split into separate reservations , for room allocation, prior to check in. For more information, see Managing Linked Reservations.

   > **Note:**
   >
   > If the number of rooms entered equals or exceeds the **Block Creation Prompt Threshold Rooms** OPERA Control you are prompted to create a reservation or convert the reservation to a block.

   v. **Adults**: Enter the number of adults.

   vi. **Children**: Enter the children.

      i. If the **Child Rates By Defined Buckets** OPERA Control is active, enter the number of children per age range.

   vii. **Room Type**: Select a room type to book from the list. The selected room type is deducted from inventory.

   viii. **Room Type to Charge**: Enter or select a room type to charge from the list. Use this field for complimentary upgrades, by selecting the room type payable if different to the room type booked. (Available when the **Room Type to Charge** OPERA Control is active).

   ix. **Room**: Click **Assign Room** to launch Available Room Search. and assign a room to the reservation. Once assigned, the room and room status are displayed. Click **Remove** to un-assign the room from the reservation. For more information, see Removing the Assigned Room from a Reservation.

   x. **Rate Code**: Enter or select a rate code from the list.

   xi. **Rate Amount**: Amount populates based on rate code and room type. Enter an amount to override the price. If you entered zero **Adults**, the single-person rate amount defined for the rate code selected is displayed.

      i. **Fixed Rate**: Select check box to fix the rate to the specified amount. (Available when the **Fixed Rates** OPERA Control is active). Check box is selected by default when the **Always Use Fixed Rates** OPERA Control is active.

      ii. Click **Refresh Rates** to update the **Rate Amount** and **Effective Rate Amount** following any changes in the rate code configuration (such as

additional package inclusions). The **Effective Rate Amount** considers any add to rate package items.

iii. Click **Rate Info** to view detailed rate information. For more information, see Viewing Reservation Rate Information

xii. **Block Code**: Click **Assign Block** to associate the reservation to a block. For more information, see section *Assigning a Block to a Reservation*.

xiii. **eCertificates**: Select promotional e-certificates to redeem. For more information, see Redeeming Promotional e-Certificate.

xiv. **Market**: Select a market code from the list

xv. **Source**: Select a source code from the list.

xvi. **Promotion**: Select a promotion code from the list.

xvii. **Update Market Code with Rate Code Change**: Select checkbox to update market code based on the selected rate code.

xviii **Update Source Code with Rate Code Change**: Select checkbox to update source code based on the selected rate code

xix. **Discount**: (Available when the **Reservation Discounts** OPERA Control is active and the selected rate code is setup as eligible for discount. For more information, see Configuring Rate Code Financial Details.

i. **Discount Amount**: Enter a fixed amount discount to adjust the nightly rate.

ii. **Discount Percentage**: Enter a percentage discount to adjust the nightly rate.

iii. **Discount Reason**: Select a discount reason from the list.

> **Note:**
>
> When the **Rate Code** is updated the discount amount/ percentage and code (reason) are removed and the fields disabled if the rate code is not eligible for discount. Discount fields are also disabled when there are rate changes during the stay; a discount can be setup in **Daily Details** tab.

xx. **Reservation Type**: Select a reservation type from the list to determine if the reservation deducts a room from inventory. For more information, see Reservation Types.

xxi. **Origin**: Select a booking origin from the list; used for statistical purposes. For more information, see Configuring Origin Codes.

xxii. **Arrival Time**: Enter the expected arrival time.

xxiii **Departure Time**: Enter the expected departure time.

xxiv **Print Rate**: Select checkbox to output the price (rate amount) on stationery such as the registration card and confirmation. Defaults according to the financial setup of the selected Rate Code.

xxv. **Tax Type**: Select a tax type from the list (Available when the **Tax Type** OPERA Control is active). For more information, see Configuring Tax Types .

xxvi **Display Color**: Select a category from the list to assist in identifying guests with special needs or require special treatment. (Available when the **Reservation Color Definition** OPERA Control is set to Reservation). For more information, see Configuring Reservation Colors.

xxvii. **Purpose of Stay**: Enter or select the purpose of stay from the list. For more information, see Configuring Purpose of Stay .

xxviii. **Visa Number**: Enter travel visa number.

xxix. **Visa Issue Date**: Enter or select the issue date of the visa.

xxx. **Visa Expiry Date**: Enter or select the expiry date of the visa.

xxxi. **Custom Reference Number**: Enter a custom reference number. You can search for reservation using this reference number.

xxxii. **Adults Tax Free**: Select the number of tax free adults.

xxxiii. **Children Tax Free**: Select the number of tax free children.

xxxiv. **Guest Type**: Select a guest type from the list. For more information, see Configuring Guest Types.

xxxv. **Guest Status**: Select a guest status from the list. For more information, see Configuring Guest Status.

xxxvi. **Entry Date**: Enter or select an entry date in country.

xxxvii. **Entry Point**: Select an entry point from the list. For more information, see Configuring Country Entry Points.

xxxviii. **Next Destination**: Enter the next destination for the guest.

xxxix. **Expected Time of Return**: Enter a return time (Available when **Advanced Check in** OPERA Control is active).

    i. **ETR Comments**: Enter any comments related to the guest return.

    ii. **Receive External Notification**: Select checkbox for guest to receive external notifications.

xl. Click **Save**.

### Changing Stay Dates

In order to change stay dates, room type or rate code you are directed to the Look to Book Sales Screen to confirm availability. When the **Enforce Same Stay Dates For Sharing Guests** OPERA Control is active, shared reservations are required to share the same arrival and departure dates. For more information, see Managing Reservations Shares.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Enter search criteria, click **Search**.
3. Select the reservation in the search result, click **I Want to . . .**, **Reservation** or open the reservation by clicking the confirmation number.
4. Select **Stay Details** and then click **Edit with Look to Book** to launch Look to Book.
    a. When the Look To Book Sales screen appears, make changes to stay dates, number of guests, and other details.
    b. If changing the room type/rate, click and drag a different room type/rate to the Trip Composer and then click **Confirm**.

### Assigning a Block to a Reservation

To assign a reservation to an existing block and pickup a room from the block allocation.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Enter search criteria, then click **Search**.
3. Select the reservation in the search result, then click **I Want to . . .**, and then select **Stay Details**.
    a. **Block Code**: Click **Assign Block**.
        i. Select a block from the search result then click **Select**

> **Note:**
>
> Click **Modify Search Criteria** to update the default search criteria and search for other block dates.

    b. Update the reservation details.
    c. Click **Save**.

### Unassigning a Reservation from a Block

To remove (release) a reservation from a block allocation and pickup a room from house availability.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Enter search criteria, then click **Search**.
3. Select the reservation in the search result, click **I Want to . . .**, then select **Stay Details**.
    a. **Block Code**: Click **Remove**.

**Table 3-2 Reservation Detail Links**

| Reservations | Billing |
|---|---|
| Awards | Payment Instructions |
| Call History | Deposit / Cancellation |
| Item Inventory | Fixed Charges |
| Packages | Prepaid Cards |
| Stay Details | Routing Instructions |
| Transportation | Transaction Diversion |
| Confirmation Letters | Stay Revenue |
| eSigned Registration Cards | |
| External References | |
| Linked Reservation | |
| Locators | |
| Reservation Activities | |
| Track It | |
| Shares | |
| Prepaid Cards | |

**Table 3-2 (Cont.) Reservation Detail Links**

| Reservations | Billing |
|---|---|
| Tickets | |
| **Notifications** | **Profile** |
| | **Note:** Links are not available for a purged profile. |
| Alerts | Communication |
| Attachments | Future and Past Stays |
| Guest Messages | Linked Profiles |
| Housekeeping | Preferences |
| Notes | Accompanying Profiles |
| Service Requests | Membership |
| Traces | Matching Reservations |

## Editing Reservation Daily Details

You can modify a subset of stay details for each day of a multi-night reservation; allowing you to change the rate code, rate amount and occupancy details during the stay.

There are two ways to update reservation daily details:

- For a specific date.
  - When the **Profiles Per Day** OPERA Control is active, you can link Sales Account and Group profile on a daily basis.
- All dates displayed in a table for in-line update.

Use the **Apply To Future Nights** check box to apply changes made from a specific date to all future nights of the reservation.

When the **Display Reservation Awards** OPERA Control is active the following fields are available to add using Page Composer.

- **Award Code**: Displays award details provided by your loyalty solution to track reservation awards. Update as needed.
- **Award Number**: Displays award details provided by your loyalty solution to track reservation awards. Update as needed.
- **Eligibility Code**: Displays earning eligibility details provided by your loyalty solution to track reservation awards. Update as needed.

Reservation confirmations can included reservation daily details when the `MULTIPLE_RATE_INFO1` to `MULTIPLE_RATE_INFO8` elements are added to the confirmation template. For more information, see About Stationery Editor .

> **Note:**
>
> The room type booked cannot be changed in daily details.

> **Note:**
>
> The **Effective Rate** amount considers any add to rate package items. For more information, see Reservation Packages.

> **Tip:**
>
> Click **Refresh Rate** to update the pricing following rate code, room type to charge or occupancy changes.

### Editing Specific Date Reservation Details

1. From the **OPERA Cloud** menu, select **Bookings**, select , **Reservations** and then select **Manage Reservation**.
2. Enter search criteria, click **Search**.
3. Select the reservation in the search result, then click **I Want to . . .**, **Stay Details** or open the reservation by clicking the confirmation number and click **Stay Details**.
4. Click **Daily Details** tab.
    a. Select a date during the stay, then click the vertical ellipsis **Actions** menu select **Edit**.
    b. **Adults**: Enter the number of adults.
    c. **Children**: Enter the number of children.
        i. **Ages Of Children**: Enter the child ages. (Available when the **Child Rates By Defined Buckets** OPERA Control is active).
        ii. **Children Bucket 4**: Enter the child age (Available when the **Child Rates By Defined Buckets** OPERA Control is active).
        iii. **Children Bucket 5**: Enter the child age. (Available when the **Child Rates By Defined Buckets** OPERA Control is active).
    d. **Rate Code**: Enter or select a rate code from the list.
    e. **Rate Amount**: The rate amount / price populates based on the rate code and room type selected; enter an amount to override the default price. If you entered zero Adults the single-person rate amount defined for the rate code and room type is displayed.
        i. **Fixed Rate**: Select the check box to fix the **Rate Amount** to the amount entered (Available when the **Fixed Rates** OPERA Control is active).
    f. **Room Type (all nights)**: Select a room type from the list.

g. **Room Type to Charge**: Enter a room type to charge from the list; use this for complimentary upgrades by selecting the room type payable if different to the room type booked. (Available when the**Room Type to Charge** OPERA Control is active)

h. **Market**: Select a market code from the list

i. **Source**: Select a source code from the list.

j. **Discount**: (Available when the **Reservation Discounts** OPERA Control is active and the selected rate code is setup as eligible for discount. For more information, see Configuring Rate Code Financial Details.

   i. **Discount Amount**: Enter a fixed amount discount to adjust the nightly rate.

   ii. **Discount Percentage**: Enter a percentage discount to adjust the nightly rate.

   iii. **Discount Reason**: Select a discount reason from the list.

> **Note:**
>
> When the Rate Code is updated the discount amount/ percentage and reasons values are removed and the fields disabled if the rate code is not eligible for discount.

k. Linked Profiles (Available when the **Profiles Per Day** OPERA Control is active).

   i. **Company / Corp ID**: Click to search and select a company profile.

   ii. **Travel Agent / IATA**: Click to search and select a travel agent profile.

   iii. **Source / Source ID**: Click to search and select a source profile.

   iv. **Group**: Click to search and select a group profile.

l. **(Reservation) Contact**: Click to search and select a contact as the reservation contact. (Available when the **Reservation Contact** OPERA Control is active).

m. **Billing (Contact)**: Click to search and select a contact as the billing contact. (Available when the **Reservation Contact** OPERA Control is active).

n. **Apply To Future Nights**: Select check box to apply the nightly changes to all future nights.

o. Repeat for other nights as required.

p. Click **Save**.

### Editing All Date Reservation Details

> **Note:**
>
> Daily Details is view-only for sharing reservations and for reservations where **Nights** exceeds 100.

1. From the **OPERA Cloud** menu, select **Bookings**, select , **Reservations** and then select **Manage Reservation**.
2. Enter search criteria, click **Search**.
3. Select the reservation in the search result, then click **I Want to . . .**, **Stay Details** or open the reservation by clicking the confirmation number and click **Stay Details**.

4. Click **Edit Daily Details** to display all reservation daily details.
    a. Select a date during the stay.
    b. **Adults**: Enter the number of adults.
    c. **Children**: Enter the number of children.
        i. **Ages Of Children**: Enter the child ages. (Available when the **Child Rates By Defined Buckets** OPERA Control is active).
        ii. **Children Bucket 4**: Enter the child age (Available when the **Child Rates By Defined Buckets** OPERA Control is active).
        iii. **Children Bucket 5**: Enter the child age. (Available when the **Child Rates By Defined Buckets** OPERA Control is active).
    d. **Rate Code**: Enter or select a rate code from the list.
    e. **Rate Amount**: The rate amount / price populates based on the rate code and room type selected; enter an amount to override the default price. If you entered zero Adults the single-person rate amount defined for the rate code and room type is displayed.
        i. **Fixed Rate**: Select the check box to fix the **Rate Amount** to the amount entered (Available when the **Fixed Rates** OPERA Control is active).
    f. **Room Type to Charge**: Enter a room type to charge from the list; use this for complimentary upgrades by selecting the room type payable if different to the room type booked. (Available when the **Room Type to Charge** OPERA Control is active).
    g. **Market**: Select a market code from the list.
    h. **Source**: Select a source code from the list.
    i. **Discount**: (Available when the **Reservation Discounts** OPERA Control is active and the selected rate code is setup as eligible for discount. For more information, see Configuring Rate Code Financial Details
        i. **Discount Amount**: Enter a fixed amount discount to adjust the nightly rate.
        ii. **Discount Percentage**: Enter a percentage discount to adjust the nightly rate.
        iii. **Discount Reason**: Select a discount reason from the list.

        > **Note:**
        >
        > When the **Rate Code** is updated the discount amount/ percentage and reasons values are removed and the fields disabled if the rate code is not eligible for discount.

    j. **Apply To Future Nights**: Select check box to apply the nightly changes to all future nights.
    k. Repeat for other nights as required.
    l. Click **Save**.

## Managing Reservation Confirmations

Prerequisites for Managing Reservation Confirmations

Reservation confirmations can be generated for any profile type linked to the reservation; including the Caller (available when **Caller Info** OPERA Control is active).

When the Confirmation Letter for Cancel Reservation OPERA Control is active, you are prompted to generate a cancellation confirmation letter when cancelling a reservation. Select a suitable cancellation confirmation template from the list.

When the **Multi-language** OPERA Control is active the reservation confirmation / cancellation templates listed are based on the language specified in the selected profile to receive the communication. For more information, see About Stationery Editor (Oracle Business Intelligence (BI) Publisher).

When the **Fiscal Folio Printing** and **Supporting Documents** OPERA Controls are active, a Supporting Documents sequence number is assigned to the Confirmation Letter, and details are sent to the fiscal partner. If the Total Cost of Stay is 0.00, a Supporting Documents sequence number is not assigned to the Confirmation Letter, and details are not sent to the fiscal partner.

Reservation confirmations can be previewed to print, emailed or delivered through SMS (Available when the **Text message** OPERA Control is active and integrated with an SMS service provider). Email and SMS confirmation delivery is configured in Delivery Management. For email delivery, you can choose to embed the confirmation in the email body (HTML) or send as a PDF attachment.

You can setup default confirmation templates for each profile type in OPERA Controls, for more information, see OPERA Controls — Reservations.

You can also customise a confirmation for a specific reservation using the Rich Text Editor.

### Adding a Reservation Confirmation

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Enter search criteria, click **Search**.
3. Select the reservation in the search result, click **I Want to...** then **Confirmations** or click the **Confirmations** link in Reservation Presentation.
4. Click **Email/Print**.
    a. **Send To**: Select the recipient name; all profiles linked to the reservation are listed. When the **Contacts** and **Reservation Contact** OPERA Controls are active, you can select the reservation contact. For more information, see Managing Reservation Linked Profiles
    b. **To Email**: Select the recipient email address if the selected profile has more than one email address.
        i. Click **New/Edit Email** to add an email address.
    c. **Confirmation Letter**: Select the template to generate from the list.
    d. **Secondary letter**
    e. **Send To**: Select the recipient name; all profiles linked to the reservation are listed.
    f. **To Email**: Select the recipient email address if the selected profile has more than one email address.
        i. Click **New/Edit Email** to add an email address.
    g. **Confirmation Letter**. Select the template to generate from the list.
5. Click **Send** to generate.

6. Click **Save** to add to the reservation and transmit at a later time.

### Customizing a Reservation Confirmation

Prior to sending you can customise a confirmation for a specific reservation.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Enter search criteria, click **Search**.
3. Select the reservation in the search result, click **I Want to...** then **Confirmations** or click the **Confirmations** link in Reservation Presentation.
4. Click **Email/Print**.
    a. **Send To**: Select the recipient name; all profiles linked to the reservation are listed.
    b. **To Email**: Select the recipient email address if the selected profile has more than one email address.
    c. **Confirmation Letter**: Select the template to generate from the list.
    d. Click **Customize** to launch the Rich Text Editor.
        i. Update details in the confirmation.
    e. Click **OK** to save changes.
5. Click **Send** to generate.
6. Click **Save** to add to the reservation and transmit at a later time.

### Editing a Reservation Confirmation

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Enter search criteria, click **Search**.
3. Select the reservation in the search result, click **I Want to. . .** then **Confirmations** or click the **Confirmations** link in Reservation Presentation.
4. Select a confirmation from the list, click the vertical ellipsis **Actions** menu, and select **Edit**.
5. Update details.
6. Click **Save**.

### Previewing a Reservation Confirmation

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Enter search criteria, click **Search**.
3. Select the reservation in the search result, click **I Want to. . .** then **Confirmations** or click the **Confirmations** link in Reservation Presentation.
4. Select a confirmation from the list, click the vertical ellipsis **Actions** menu, and select **Preview**.

### Sending (Generating) a Reservation Confirmation

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Enter search criteria, click **Search**.

3. Select the reservation in the search result, click **I Want to. . .** then **Confirmations** or click the **Confirmations** link in Reservation Presentation.
4. Select a confirmation from the list, click the vertical ellipsis **Actions** menu, and select **Send**.

### Adding an SMS Reservation Confirmation

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Enter search criteria, click **Search**.
3. Select the reservation in the search result, click **I Want to. . .** then **Confirmations** or click the **Confirmations** link in Reservation Presentation.
4. Click **Vertical Ellipsis** and select **Text**.
    a. **Send To**: Select the recipient name; all profiles linked to the reservation are listed.
    b. **To Mobile**: Select the recipient mobile number if the selected profile has more than one number.
    c. **Secondary**
    d. **Send To**: Select the recipient name; all profiles linked to the reservation are listed.
    e. **To Mobile**: Select the recipient mobile number if the selected profile has more than one number.
5. Click **Send** to transmit SMS.
6. Click **Save** to add to the reservation and transmit at a later time.

### Editing an SMS Reservation Confirmation

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Enter search criteria, click **Search**.
3. Select the reservation in the search result, click **I Want to. . .** then **Confirmations** or click the **Confirmations** link in Reservation Presentation.
4. Select a confirmation (text) from the list, click the vertical ellipsis **Actions** menu, and select **Edit**.
5. Update details.
6. Click **Save**.

### Sending an SMS Reservation Confirmation

1. From the**OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Enter search criteria, click **Search**.
3. Select the reservation in the search result, click **I Want to. . .** then **Confirmations** or click the **Confirmations** link in Reservation Presentation.
4. Select a confirmation (text) from the list, click the vertical ellipsis **Actions** menu, and select **Send**.

### View Closing Script

Available when the Closing Script OPERA Control is active. See Closing Scripts.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Enter search criteria, click **Search**.
3. Select the reservation in the search result, click **I Want to. . .** then **Confirmations** or click the **Confirmations** link in Reservation Presentation.
4. Click the vertical ellipsis **Actions** menu and select **Closing Script**.

## Reinstating Reservations

### Prerequisites for Reinstating Reservations

Reinstating a reservation deducts the specified room type from inventory, based on selection of a deduct from inventory Reservation type selected in the reservation. You must have the required overbooking tasks assigned to your role(s) to override a closed rate code or overbook the room type or property (house).

Loyalty You cannot reinstate rate, package or upgrade award reservations (Available when the Award Points Redemption OPERA Control is active); these reservations must be re-booked. For more information, see Redeeming Loyalty Awards

#### Reinstating Cancelled Reservations

You can reinstate a cancelled reservation with an arrival date the same as or greater than the current business date. When reinstating a share reservation, a prompt is displayed for each share reservation; select **Yes** to reinstate the share reservation.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Select **Cancelled** from the **Reservation Status** list and enter additional search criteria, then click **Search**.
3. Select the cancelled reservation in the search result, then click **I Want to. . .** and select **Reinstate Reservation** .

#### Reinstating No Show Reservations

You can reinstate a no show reservation with a departure date the same as or greater than the current business date. The arrival date is automatically updated to the business date, and the original departure date remains on the reservation.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Select **No Show** from the **Reservation Status** list and enter additional search criteria, then click **Search**.
3. Select the no show reservation in the search result, then click **I Want to. . .** and select **Reinstate Reservation** .
4. The reservation is reinstated and the assigned room is removed. If the reservation is part of a sharing reservation and one of the share reservations is still assigned this room, then the reservation is reinstated and the room and share are kept.

# Managing Reservation Additional Information

Prerequisites for Reservation Additional Information

The Additional Information panel is available to capture additional, country-specific information required for integration with fiscal partner, eInvoice solutions and other similar requirements. The fields displayed and enabled for update are dependent on OPERA Controls and country-specific integration requirements. For further information please refer to Oracle Hospitality Localization Center for Hotel.

### Editing Reservation Additional Information

1. From the **OPERA Cloud** menu, select **Booking**, select **Reservations**, and select **Manage Reservations**.
2. Enter search criteria and click **Search**.
3. Select a reservation in the search result, then click **I Want to. . .** and select **Additional Information** or open the profile and click **Additional Information** in Profile Presentation.
4. Click **Edit**.
    a. Update details
    b. Click **Save**.

# Assigning a Room to a Reservation

You can assign a room to a reservation from the Manage Reservation screen.

### From Manage Reservation

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**. .
2. Enter search criteria and click **Search**.
3. Locate the reservation in the search results and click **Assign Room** .
4. In the Room Search panel enter search criteria and click **Search** . See Available Room Search.
5. In the search results, select a room then click **Select Room** to assign to the reservation.
6. When the Do Not Move Room OPERA Control is active, select the **Do Not Move** check box, then click **Select Room** to assign to the reservation and to set a Do Not Move lock on the reservation. A lock symbol appears to the right of the room to indicate the Do Not Move status.
7. When the **Room Feature Validation** OPERA Control is active, a message will show when the Room Feature preferences on the reservation/profile are not configured on the assigned room.

# Removing the Assigned Room from a Reservation

You can remove the assigned a room for a reservation from reservation presentation.

### Removing the Assigned Room from a Reservation

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, then select **Manage Reservation**.
2. Enter search criteria, then click **Search**.
3. Select the reservation in the search result, click **I Want to...**, **Reservation** or open the reservation by clicking the **Confirmation Number**.
    a. Click **Stay Details**.
    b. **Room**: Click **Remove** next to the assigned room.

## Managing Reservation Prepaid (Gift) Cards

Prerequisites for Managing Reservation Prepaid (Gift) Cards

### Issuing Reservation Prepaid Card

1. From the **OPERA Cloud** menu, select **Booking**, select **Reservations**, and then select **Manage Reservations**.
2. Enter search criteria and click **Search**.
3. Select the reservation in the results, click **I Want To . . .**, and select **Prepaid Card** or open the reservation presentation, and click **Prepaid Card** details link.
4. Click **Issue Card** and complete the following:
    a. **Interface**: Select the Stored Value System from the list.
    b. **Card Number**: Enter the gift card number.
    c. **Name/First**: Default the primary profile linked to the reservation.
    d. **PIN**: Enter the PIN (Available when the SVS interface is indicated to Show Prepaid Card PIN).
    e. **Amount**: Enter the issue amount.
    f. **Payment Options**:
        i. **Post to Room**: Select the post issue amount to guest folio (reservation account).
        ii. **Post Payment**: Select the post payment.
            i. **Method**: Select a payment method from the list.
            ii. **Card Number**: Enter credit card number.
            iii. **Expiration**: Enter credit card expiry date.
            iv. **Card Holder**: Enter card holder name.
    g. Click **Issue Card**.

### Managing Reservation Prepaid Card

Prepaid (Gift) Cards are managed for reservations on Arrival, Departure, or In house status. The Manage Prepaid link is not available for reservations in Checked Out status. Prepaid cards for No Show or Canceled reservations are managed via Prepaid Cards.Managing Prepaid (Gift) Cards.

> **Note:**
>
> Card details are fetched from the Stored Value system.

1. From the **OPERA Cloud** menu, select **Booking**, select **Reservations**, and then select **Manage Reservations**.
2. Enter search criteria and click **Search**.
3. Select the reservation in the results, click **I Want To . . .** and select **Prepaid Card** or open the reservation presentation, and click **Prepaid Card** details link.
4. Select a card, click the vertical ellipsis, and click **Manage**.
5. For further details, see Managing Prepaid (Gift) Cards.

## Managing Custom Charge Exemption

Prerequisites for Managing Custom Charge Exemption.

Custom Charges are used to post (city) taxes based on number of adults and children occupying the room .The amount of the custom charge is calculated by multiplying a per person price by the number of adults and children in the reservation. For more information, see Configuring Custom Charges

Use the Additional Information panel to record country-specific information required for integration with fiscal partners, e-Invoice solutions, and other similar requirements. The attributes displayed and enabled for update depend on the OPERA Controls and country-specific integration requirements. For further information refer to: Oracle Hospitality Localization Center for Hotel.

If you add a custom charge exemption then the number of persons eligible for a custom charge is reduced by one for each custom charge exemption added. It is not possible to have more custom charge exemptions than persons on a reservation.

> **Note:**
>
> When reservation stay dates and/or number of persons (Adults and/or Children) are updated a warning message will display "The stay dates and/or number of persons changed. Please verify the Custom Charge exemptions for the reservation."

### Editing Custom Charge Exemption

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Enter search criteria, click **Search**
3. Select the reservation in the search result, click **I Want to. . .** and select **Additional Information** or click the **Additional Information** link in Profile Presentation.
4. Click **Edit**.
5. Update the details.
6. Click **Save**.

# Managing Reservation eCoupons

## Prerequisites for Managing Reservation eCoupons

eCoupons are complimentry items such as drinks / meals etc offered and redeemed by a guest in POS outlets (bar, cafe or restaurant).; the charge for which is posted to a specified posting master room reservation. When the Attach eCoupon Prior to the Arrival Date OPERA Control is active, the eCoupon link and panel is available as soon as the reservation is created and eCoupons can be managed immediately. When the OPERA Control is inactive, the eCoupon panel will only be displayed and accessible from the reservation's arrival date.

If specific rate codes entitle guests to an eCoupon the eCoupon is automatically added (with default quantity) to the reservation.  In the event a reservation is updated with different rate code, the eCoupons automatrically added will be removed.; any eCoupons applicable to the new rate code will be automatically added to the reservation. See  Configuring Reservation eCoupons .

A Reservation eCoupon report is available to list Reservation eCoupons.

### Adding a Reservation eCoupon

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, select **Manage Reservation**.
2. Enter search criteria, click **Search**.
3. Select the reservation in search result, click **I Want To. . .**, click **eCoupon** or open the reservation presentation and click **eCoupon** details link.
4. Click **New** and enter the following details:
    a. **Code**: Select an eCoupon from the list
    b. **Quantity**: Enter a quantity of the eCoupon to add to the reservation; a default quantity will populate.
    c. **Reason**:  Enter the reason for adding the eCoupon to the reservation.
5. Click **Save**.

### Editing a Reservation eCoupon

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, select **Manage Reservation**.
2. Enter search criteria, click **Search**.
3. Select the reservation in search result, click **I Want To...**, click **eCoupon** or open the reservation presentation and click **eCoupon** details link.
4. Select the eCoupon and click the vertical ellipsis **Actions** menu, and click **Edit**.
    a. Update quantity
    b. Enter additional reason
5. Click **Save**.

### Deleting a Reservation eCoupon

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, select **Manage Reservation**.

2. Enter search criteria, click **Search**.
3. Select the reservation in search result, click **I Want To...**, click **eCoupon** or open the reservation presentation and click **eCoupon** details link.
4. Select the eCoupon and click the vertical ellipsis **Actions** menu, and click **Delete**.
5. Click **Delete** to confirm.

## Managing Reservation Upgrade Offers

### Prerequisites for Managing Reservation Upgrade Offers

Reservation Upgrade functionality enables the ability to present reservation and guest service agents will room type upgrade opportunities; detailing the available room type(s) and pricing on offer.

Agent upgrade conversion performance is tracked in OPERA Cloud and the details available on the Reservation Upgrade report.

The upgrade charge is posted to a separate transaction code, defined in the upgrade rules. This allows you to route the original room charge separately from the upgrade charge and exclude the upgrade charges from travel agent commission.

An information link appears at the top of the following pages to view upgrade offers available for eligible reservations; based on the selected room type and rate code.

A **Room Upgrade Available for this Reservation** link appears at the top of the following pages to view the upgrade offers available for eligible reservations.

- Look Book , Book now
- Reservation Presentation
- Check-in

Reservation updates via Look to Book (stay dates, room type, rate code amended) will result in the removal of the upgrade offer applied; Look to Book will display new upgrade offers based on the amended stay details.

Reservation updates via Reservation Presentation (Adults etc) will result in you being prompted to manage the upgrade offer accordingly.

Upgrade offers are not available for reservations with following conditions:

- Shared Reservation (Applicable when the Sharers OPERA Control is active).
- Checked In Reservation
- Block Reservation
- Multi leg Reservation
- Multi rate Reservation
- Owner / Owner Referral Reservations (Applicable when the Room Rotation OPERA Control is active).
- Reservations with **<>** Room Type to Charge (RTC) (Applicable when the Room Type to Charge OPERA Control is active).
- Suppress Rate reservation (Applicable when the Suppress Rate OPERA Control is active).

The upgrade charge is posted to a separate transaction code, defined in the upgrade rules; allowing you to route the original accommodation charge separately to the upgrade charge, and exclude the upgrade charges from travel agent commission.

Reservation upgrades are available on the Reservation Upsell report.

> **Note:**
>
> Reservation updates via Look to Book (stay dates, room type, rate code amended) will result in the removal of the applied upgrade and Look to Book will display new upgrade offers based on the amended stay details. Reservation updates via Reservation Presentation (Adults etc) will result in you being prompted to manage the upgrade offer accordingly.

### Viewing and Applying Reservation Upgrade Offer

1. Click the **Room upgrade available for this reservation** link displayed at the top of Reservation Presentation.
2. The upgrade offers are displayed.
3. Click the **< >** to navigate left and right through the offers.

> **Note:**
>
> During mobile check-in you can present the offers to the guest directly on the tablet.

4. Tap to select an offer
5. Click **Apply Upgrade**.

The room type, room rate and fixed rate checkbox will be updated after applying the upgrade

### Viewing Reservation Upgrade Activity

1. From the **OPERA Cloud** menu, select **Booking**, select **Reservations**, and select **Manage Reservations**.
2. Enter search criteria, click **Search**
3. Select the reservation in the result, click **I Want To...** , click **Upgrade** or open the reservation presentation and click **Upgrade** details link.
4. Details of the upgrade as well as the user and date that the upgrade was applied are displayed.

### Removing Reservation Upgrade Offer

1. From the **OPERA Cloud** menu, select **Booking**, select **Reservations**, and select **Manage Reservations**.
2. Enter search criteria, click **Search**
3. Select the reservation in the result, click **I Want To...** , click **Upgrade** or open the reservation presentation and click **Upgrade** details link.
4. Click **Remove Upgrade** to revert the reservation to the original room type reserved.

# Managing Reservation Service Requests

Service Requests are used for incident, complaint or general request tracking and can be associated with a guest profile, reservation or room. You can create service request directly from a reservation or via Miscellaneous menu option.

Each service request opened must be resolved and then followed-up at a later date to be completed and closed.

### Adding Reservation Service Requests

1. From the **OPERA Cloud** menu, select **Bookings** select **Reservations**, then select **Manage Reservation**.
2. Enter search criteria, click **Search**.
3. Select the reservation in the search result, click **I Want to . . .** and select **Service Requests** or open the profile and click the **Service Requests** link in Reservation Presentation.
4. Click **New** and complete the following:
    a. **Name**: Click to search and select a profile. (Defaults to the current profile).
    b. **Code**: Enter or select a service request code from the list.
    c. **Priority**: Enter or select a priority for the request from the list.
    d. **Date Opened**: Enter or select a date. (Defaults to the current calendar date).
    e. **Time**: Enter or select a time. (Defaults to the current system time).
    f. **Remarks**: Enter any remarks / notes for the request or incident/complaint.
    g. Click **Save**.

### Editing Reservation Service Requests

1. From the **OPERA Cloud** menu, select **Bookings** select **Reservations**, then select **Manage Reservation**.
2. Enter search criteria, click **Search**.
3. Select the reservation in the search result, click **I Want to . . .** and select **Service Requests** or open the profile and click the **Service Requests** link in Reservation Presentation.
4. Enter search criteria, click **Search**.
5. Select the card for the service request in the search result, then click the vertical ellipsis **Actions** menu and select **Edit**.
6. Update the service request.
7. Click **Save**.

### Deleting Reservation Service Requests

1. From the **OPERA Cloud** menu, select **Bookings** select **Reservations**, then select **Manage Reservation**.
2. Enter search criteria, click **Search**.

3. Select the reservation in the search result, click **I Want to . . .** and select **Service Requests** or open the profile and click the **Service Requests** link in Reservation Presentation.
4. Enter search criteria, click **Search**.
5. Select the card for the service request in the search result, then click the vertical ellipsis **Actions** menu and select **Delete**.
6. Click **Delete** to confirm.

### Completing Reservation Service Requests

The status is updated to **Pending Follow Up**.

1. From the **OPERA Cloud** menu, select **Bookings** select **Reservations**, then select **Manage Reservation**.
2. Enter search criteria, click **Search**.
3. Select the reservation in the search result, click **I Want to . . .** and select **Service Requests** or open the profile and click the **Service Requests** link in Reservation Presentation.
4. Enter search criteria, click **Search**.
5. Select the card for the service request in the search result, then click the vertical ellipsis **Actions** menu and select **Complete**.
6. Enter the following details:
    a. **Contact Method**: Select a contact method from the list.
    b. **Contacted By**: Enter your name or who contacted the guest to complete the request.
    c. **Action Taken**: Enter details of the action taken.
    d. **Date Completed**: Enter or select a date. (Defaults to the current calendar date).
    e. **Time Completed**: Enter or select a time. (Defaults to the current time).
    f. Click **Save**.

### Closing Pending Follow Up Reservation Service Requests

After completion and follow-up , the service request can be closed.

1. From the **OPERA Cloud** menu, select **Bookings** select **Reservations**, then select **Manage Reservation**.
2. Enter search criteria, click **Search**.
3. Select the reservation in the search result, click **I Want to . . .** and select **Service Requests** or open the profile and click the **Service Requests** link in Reservation Presentation.
4. Enter search criteria, click **Search**.
5. Select the card for the service request in the search result, then click the vertical ellipsis **Actions** menu and select **Follow-up**.
6. Enter the following details:
    a. **Closed By**: Enter your name or who contacted the guest to close the request.
    b. **Action Taken**: Enter details of the action taken.
    c. **Date Completed**: Enter or select a date. (Defaults to the current calendar date).

d. **Time Completed**: Enter or select a time. (Defaults to the current time).

e. Click **Save**.

## Managing Reservation Scheduled Activities (External Leisure)

### Prerequisites for Managing Reservation Scheduled Activities

The Reservation Activities details link is available when OPERA Cloud is integrated with an activity management solution for the management of leisure activity reservations such as golf or spa appointments, horseback riding, tours and so on. Leisure activity reservation details can be associated with guest or contact profiles and, in turn, their room reservations, so you are aware of the guest's leisure activity schedule during their stay.

Similarly, changes to a guests room reservation details that may impact the activities scheduled (for example, when a guest cancels a reservation, changes the dates of a reservation, or makes an early departure) can be sent to the integrated activity solution for appropriate action.

The Reservation Activities panel lists the activities, for the current profile, which have been entered in the external activity management solution. The Scheduled Activities section shows other scheduled activities attached to the profile. The Reservation Activities section shows those activities that are associated with the current reservation. By highlighting activities in the Scheduled Activities panel and moving the activity to the Reservation Activities panel you can associate the activity with the current reservation. Only activities that are scheduled between the reservation arrival and departure dates can be associated with the reservation.

The Scheduled Activities can be included in the room reservation confirmation and registration card. For more information, see About Stationery Editor (Oracle Business Intelligence (BI) Publisher).

> **Note:**
>
> A specific activity may only be associated with a single reservation. Once the activity has been associated with a reservation, it will no longer appear in the Scheduled Activities panel for any other reservations that may be made for the same profile during the time frame of the activity.

#### Selecting Reservation Activities

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Enter search criteria and click **Search**.
3. Select a reservation in the search results, click **I Want to. . .** and then select **Reservation Activities** or click the **Reservation Activities** link in Reservation Presentation.
4. Select one or more activities in the **Scheduled Activity** panel and click to move to the **Reservation Activity** panel.
5. Click **Save**.

### Deselecting Reservation Activities

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Enter search criteria and click **Search**.
3. Select a reservation in the search results, click **I Want to. . .** and then select **Reservation Activities** or click the **Reservation Activities** link in Reservation Presentation.
4. Select one or more activities in the **Reservation Activity** panel and click to move to the **Scheduled Activity** panel.
5. Click **Save**.

### Generating Scheduled Activities Report

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Enter search criteria and click **Search**.
3. Select a reservation in the search results, click **I Want to. . .** and then select **Reservation Activities** or click the **Reservation Activities** link in Reservation Presentation.
4. Click the **Vertical Ellipsis** and select **Report**.
5. Select a destination and click **Process**.

### Canceling a Reservation with Scheduled Activities

When you cancel a reservation that has scheduled activities associated with it, a series of options are presented allowing you to indicate how you want to treat the scheduled activities.

The **Scheduled Activities Exist** screen appears immediately after you receive the reservation cancellation confirmation.

- Leave Activities Scheduled - Remove the activity links from the reservation but leave the scheduled activities unchanged in the External Activity Solution. This is the default.
- Cancel Activities with the Scheduler System - Remove the activity links from the reservation and instruct the External Activity Solution to cancel the activities.
- Scheduler System to Follow Up on Rescheduling - Remove the activity links from the reservation, leave the activities scheduled and notify the External Activity Solution that follow up is required .

### Changing Reservation Dates with Scheduled Activities

When you change the dates for a reservation that has scheduled activities associated with it so that any of the activities no longer fall within the time frame of the reservation, a message advises you that activities fall outside the reservation dates. OPERA Cloud will remove the activity links from the reservation, leave the activities scheduled in the Activity solution and notify the Activity solution that follow-up is required to reschedule the activity.

## Managing Linked Reservations

Prerequisites for Managing Linked Reservations

Linked reservations are a way to identify associated reservations staying at your property. For example, linked reservations could be used if a guest makes reservations for a family celebration or a group of friends traveling on holiday together. Initially, a single multi-room reservation can be created, which is later split into individual reservations, then linked to different guest profiles. The resulting reservations are identical to the original reservation and linked together. When the **Unique Confirmation Number for Linked Reservation** OPERA Control is active or inactive split reservations are assigned a unique confirmation number.

> **Note:**
>
> When searching for linked reservations using the **Linked Reservations** filter option, only linked reservations are displayed in the search result. The results are grouped by Linked Reservations and sorted by Property, First Arrival Date, and Name. Groupings of Linked Reservations are displayed by shades of gray in the **Linked** column.

When two reservations are linked, **Linked Name** is displayed in reservation search, reservation presentation and the Linked Reservations panel. The **Linked Name** value is generated from the **Last name** and **Confirmation Number** of the main reservation being linked..

> **Note:**
>
> If creating multiple reservations for different properties in Look to Book, reservations will become Linked Reservations. Linked Reservations can also be created from a hub location using the **I Want To . . .** menu. Shares are intentionally excluded from the Linked Reservations Panel unless the reservations are both a Linked Reservation and Share.

The following details are copied from the original multi-room reservation to the split reservations:

- Stay Details
- Payment methods (prompt to copy credit card information)
- Sell separate packages
- Inventory items
- Specials
- Preferences
- Reservation Membership
- Traces
- Linked Profiles
- Reservation Notes
- Deposit / Cancellation Policy

You can also link existing reservations together to identify an association between them.

In the Room Diary linked reservations are indicated by .

### Splitting a Multi-Room Reservation

> **Note:**
>
> - **Automatically Generated Item Inventory Traces**: When you select inventory items in a reservation through Item Inventory or when you select a package setup with inventory items, OPERA Cloud checks availability of the items for the reservation dates. A message, "Insufficient quantity for some item(s). Please check Traces" appears if there is insufficient inventory for the selected dates. A system generated trace is created for each day of the reservation when inventory is insufficient. (The department associated with the trace is the department assigned to the inventory item in Item configuration). The trace message reads: "Insufficient quantity available for item <item code>".
> - **Traces on Multi-Room Reservations**: When a multi-room reservation has a trace and the reservation is split into individual reservations, the trace is copied from the original reservation to each of the reservations created. If the trace setup on the original reservation had been resolved prior to the split, the trace will remain unresolved on each of the reservations created to ensure that the required action has been taken for each individual reservation/room.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations** and then select **Manage Reservation**.
2. Enter search criteria, click **Search**.
3. Select the reservation in the search result, click **I Want to. . .**, click **Split Reservations**.
    a. **Split Options**
        i. **Split 1 Reservation**: Select to split 1 reservation from the multi-room reservation.
        ii. **Split All Reservations**: Select to split all reservations from the multi-room reservation.
    b. **Copy Options**
        i. **Copy Credit Card Payment Methods**: Select to copy the Credit Card payment methods existing for Billing Windows 1-to all split reservations.
        ii. **Copy Other Payment Methods**: Select to copy other (non-credit card) methods existing for Billing Windows 1-to all split reservations. For more information, see Copy Credit Card Payment Method.
    c. **Payment Details**
        i. For more information, see Managing Reservation Payment Instructions.
4. Click **Split Reservations**.
5. Click the **Additional Reservations** tab in Reservation Presentation to view the split linked reservations.
    a. Click the confirmation number to open and update a reservation. For more information, see Editing a Reservation.

> **Note:**
>
> When the **Mandatory Method of Payment** OPERA Control is active and you select not to copy the payment methods, you are required to manually enter the payment details before splitting the reservations.

> **Note:**
>
> Split reservations are linked to the original guest profile, to link a different guest profile, for more information, see Managing Reservation Linked Profiles.

### Linking Existing Reservations

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Enter search criteria, click **Search**.
3. Select the reservation in the search result, click **I Want to. . .** then click **Link to a Reservation**.
4. Enter search criteria, click **Search**.
5. Select the reservation to link to and click **Select**.

### Linking New Reservations

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Enter search criteria, click **Search**.
3. Select the reservation in the search result, then click **I Want to. . .**, and select **Linked Reservation**.
4. For more information, see Booking a Reservation.

### Unlinking Reservations

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Enter search criteria, click **Search**.
3. Select the reservation in the search result, click **I Want to. . .** then click **Link Reservation** or click the**Link Reservation** link in Reservation Presentation.
4. Select the reservation, click the **vertical ellipsis** and select **Unlink**.

> **Note:**
>
> You can also unlink reservations in the reservation presentation; select the **Additional Reservations** tab, select the reservation and click the **vertical ellipsis**, and select **Unlink**.

# Managing Reservations Shares

Prerequisites for Managing Reservations Shares

Shared reservations support two or more reservations occupying the same room. Unlike the Accompanying Guests feature, each share reservation has a separate reservation account. You can combine existing reservations into a share reservation, and add a new reservations to an existing reservation to create a share.

When the **Enforce Same Stay Dates For Sharing Guests** OPERA Control is not active, shared reservations are not required to share the same arrival and departure dates, but must share at least one night in common. When the **Enforce Same Rate Code For Sharing Guests** OPERA Control is not active, shared reservation can have different rate codes and package entitlements. Share reservation can be setup so that one reservation has the entire rate or each reservation may share a portion of the rate amount.

### Adding New Share Reservation

> **Note:**
>
> When the **Room Rotation** OPERA Control is active, Owner Reservations and Owner Referrals may be combined to create a share when the appropriate Ownership Record correlates with the date range, room and whether or not the room is Owner Exclusive.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Enter search criteria for the reservation and click **Search**.
3. Select a reservation in the search results, click **I Want to. . .** and then select **Shares** or click the **Shares** link in Reservation Presentation.
4. Click **Create New Share** and enter the following details:
    a. **Name**: Click to search for a profile or create a profile.
        i. Click **Create Guest Profile** to create a new profile. Refer to Creating Guest or Contact Profile.
    b. **Adults**: Enter the number of adults.
    c. **Children**: Enter the number of children.
    d. **Arrival**: Enter or select the arrival date.
    e. **Departure**: Enter or select the departure date.
    f. **Reservation Type**: Select a reservation type from the list.
    g. Enter Payment Information.
        i. For more information, see Managing Reservation Payment Instructions.
5. Click **Save**.
6. Refer to Adjusting Share Rates below.

### Combining Existing Reservations into a Share Reservation

To combine existing reservations there must be at least night of the stay in common.

> **Note:**
>
> When the **Room Rotation** OPERA Control is active, Owner Reservations and Owner Referrals may be combined to create a share when the appropriate Ownership Record correlates with the date range, room and whether or not the room is Owner Exclusive. If no Ownership Record or Owner Referral exist when Combining Existing Share Reservations, you will be presented with an error message and not allow to combine.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Enter search criteria for the reservation and click **Search**.
3. Select a reservation in the search results, click **I Want to. . .** and then select **Shares** or click the **Shares** link in Reservation Presentation.
4. Click **Combine Existing Reservation**.
    a. **Name**: Enter surname of the reservation and click the icon to search.
    b. Select the reservation in the search result and click **Select**.
5. Click **Save**.
6. Refer to Adjusting Share Rates below.

### Separating (Breaking) Share Reservations (Reserved Status)

> **Note:**
>
> When the **Room Rotation** OPERA Control is active and separating shares from the Owner Reservation or Owner Referral Reservation, you will be presented with a warning to convert the share reservation to a Non-Owner Reservation or Non-Owner Referral Reservation.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Enter search criteria for the reservation and click **Search**.
3. Select a reservation in the search results, click **I Want to. . .** and then select **Shares** or click the **Shares** link in Reservation Presentation.
4. Select the reservation(s) to be separated and click the vertical ellipsis and select **Separate Share**.

> **Note:**
>
> When the **Enforce Credit Card Entry for Credit Card Guaranteed During Break Share** OPERA Control is active a list of credit card guaranteed reservations which does not have credit card details will be presented in addition to the payment screen to enter new credit card details to be attached to those reservations.

### Separating (Breaking) Share Reservations (Inhouse Status)

For Inhouse reservations use the Room Move action to separate share reservations.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Enter search criteria for the reservation and click **Search**.
3. Select a reservation in the search results, click **I Want to. . .** and then select **Shares** or click the **Shares** link in Reservation Presentation.
4. Select the reservation(s) to be separated and click the vertical ellipsis **Actions** menu and select **Room Move**. For more information, see Moving an In House Reservation.

### Adjusting Shared Rates

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Enter search criteria for the reservation and click **Search**.
3. Select a reservation in the search results, click **I Want to. . .** and then select **Shares** or click the **Shares** link in Reservation Presentation.
4. Click the **vertical ellipsis** and select on the following options:
    a. **Apply Full Rate**: Select this option to apply the rate in full to each sharing guest.
    b. **Apply Entire Rate**: Select this option to apply the rate in full for the total number of persons to the first share reservation. First select the reservation for which the entire rate is to be applied.
    c. **Apply Split Rate**: Select this option to split the rate evenly between all sharing guests.
    d. **Apply Custom Split Rate**: Select this option to apply a custom split rate between all sharing guests.
        i. For each date and each reservation enter the rate amount
        ii. For eligible rate codes you can also enter a discount amount per night and select a discount reason from the list.
        iii. Click **Save**.
5. Refer to Fixed Rate Share Considerations below.

### Managing Share Guests

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Enter search criteria for the reservation and click **Search**.
3. Select a reservation in the search results, click **I Want to. . .** and then select **Shares** or click the **Shares** link in Reservation Presentation.

4. Click the vertical ellipsis and select **Manage Shared Guests**.
5. Drag and drop the Adults and Children icons to move guests between reservations.
6. Click **Save**.

### Fixed Rate Share Considerations

This section describes OPERA Cloud shares handling for fixed rate reservations.

When the **Share Rate Splitting for Fixed Reservations** OPERA Control is inactive the following conditions apply when a sharer has a fixed rate:

- The sharer cannot be designated to pay the full rate (Full option). The sharer pays the fixed rate, regardless of whether it is more or less than the full rate.
- The sharer cannot be designated to assume the total rate charge using the Entire option. Neither will the rate for the sharer be set to zero if another sharer is chosen to assume the total room rate charge. The rate for this sharer remains at the fixed rate.
- If the Split option is selected, the fixed rate will not change for the sharer. The fixed rate will be used as this sharer's portion of the split, and other sharers will equally divide the remainder of the rate. For example, assume a three-way share, with Guest 1, having a fixed rate of 145. If the total rate for the night is 450, the Guest 1 share is 145, while the other two guests split the remainder (305), paying 152.50 each.

When the **Share Rate Splitting for Fixed Reservations** OPERA Control is active the Entire, Full, and Split options are available and behave the same as for non-fixed rates, provided that:

- All sharer reservations have a fixed rate.
- All sharer reservations have the same rate code.

OPERA Cloud simply adds the fixed rates shown on the reservations. The rate amounts are added together each time Full is selected.

For example, assume that Guest 1, Guest 2 and Guest 3 are sharing, that all three have the same rate code, and all three have a fixed rate.

**Table 3-3 Example of Rate Code and Fixed Rates of Guest 1 Guest 2 and Guest 3**

| Rates | Guest 1 | Guest 2 | Guest 3 |
|---|---|---|---|
| Original Fixed Rate | 99 | 100 | 109 |
| Rate if Split is applied | 102.66 | 102.66 | 102.66 |
| Rate if Full is applied* [1] | 308 | 308 | 308 |
| Rate if Entire is applied to Carson** [2] | 308 | 0 | 0 |

- OPERA Cloud simply adds the fixed rates shown on the reservations. The rate amounts are added together each time Full is selected. For example, if one sharer has a fixed rate of 140 and another has a fixed rate of 145, the rate for each sharer will be 285 when Full is selected. If Full is selected again, the rate for each sharer will be 570. The rate is not refreshed (for example, to account for a 3-adults rate that may be specified on the rate detail).
- OPERA Cloud simply adds the fixed rates shown on the reservations. The rate is not refreshed (for example, to account for a 3-adults rate that may be specified on the rate detail)

# Managing Waitlist Reservations

Prerequisites for Managing Waitlist Reservation

At times it is not possible to create and confirm a reservation for the dates requested by the caller; this may be due to the property may be fully occupied, sell limits applied or the particular room type and/or rate code requested by the caller is not be available. In situations like these, the waitlist feature is available to assign a Waitlist status to a future reservation. A reservation may be moved to Waitlist status at the time it is being created.

When the callers requested room type or rate becomes available for their desired stay dates, the waitlisted reservation can then be accepted and confirmed.

> **Note:**
>
> Wait-listed reservations are deleted during **End-of-Day** processing two days after the reservations departure date.

### Moving Reservation to Waitlist

A reservation can be moved to Waitlist status at the time it is being created, select **Waitlist** from the Look to Book sales screen.

### Viewing Waitlist Reservation Details

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Enter search criteria, select **Waitlist** reservation status from list, click **Search**.
3. Select the reservation in the search result, click **I Want to...** then **Waitlist Details**.

### Accepting (Confirming) Waitlist Reservation

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Enter search criteria, select **Waitlist** reservation status from list, click **Search**.
3. Select the reservation in the search result, click **I Want to...** then **Accept Reservation**.
4. You will be directed to Look to Book to confirm room type and rate availability, click **Continue to Look to Book**.
5. For more information, see Booking a Reservation.

# Merging Matched Reservations

Prerequisites for Merging Reservations

**Watch Video**

A **Matching Reservations** details link is enabled in reservation search and reservation presentation for current day or future date arrival reservations when there are possible

matching reservations identified. The Matching Reservations panel lists the possible matching reservation(s) that have an identical Lastname + Middlename + Firstname match and sequential reservation dates.

When the Allow Merge Reservations For Future Arrivals OPERA Control is inactive, the Matching Reservations details link is enabled only for current day arrivals.

> **Note:**
>
> The Matching Reservations details link is only enabled for reservations reserved for one room.

Reservation details such as Rate Code, Number of Persons, Discount, Linked Profiles, Accompanying Profiles, Linked Reservations, Traces, Guest Messages, Track It, Notes, Locators, Alerts, Routing, Payment Instructions, and Fixed Charges are merged from the matched reservation to the main reservation. If the merged reservation has any deposit payment, the deposit payment is transferred to the main reservation after the merge.

Once the merge of reservations is successful, the original matched reservations are canceled with the cancellation reason code selected in the Cancel Reason Code for Merge Reservations OPERA Control.

The following should be considered when merging reservations:

- If you select reservations that do not have sequential nights, a message prompt is displayed that the merge cannot be completed.
- If you select reservations with multiple nights and room type is different for at least one of the stay nights, a message prompt is displayed that the merge cannot be completed. If the selected multiple night reservation has same room type for all stay nights, but the room type is different than the room type in main reservation, reservations will be merged with the Main Reservation's room type
- If different room types exist on the reservations, a message prompt is displayed as notification that the merge cannot be completed.
- If room numbers have already been assigned to the reservations, the room number assigned to the Main reservation is retained as the room number for the reservation.
- One block reservation can be merged into an individual reservation. When this merge occurs, the block inventory for the room type will only be affected for the dates that the block reservation is for. So any updates to the main reservation will only effect the block reservation if it has a direct effect on the block inventory for those dates. For the selected reservation(s) being merged into the main reservation, they are canceled after the merge has been completed.
- Non-pseudo and pseudo room type reservations cannot be merged.
- Share reservations cannot be merged.
- Day use reservations cannot be merged.
- The deposit and cancellation rule of the main reservation is refreshed with revised deposit / cancellation amount after the reservation is extended due to merge.
- With an Oracle Hospitality OPERA Cloud Service, Loyalty subscription or when the External Loyalty Program OPERA Control is active, and the Award Redemption OPERA Control is active, reservations with Rate, Package, or Upgrade Awards cannot be merged. For more information, see Redeeming Loyalty Awards.

### Merging Reservations

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Enter search criteria, click **Search**.
3. Select and open the reservation in the search result, then click the **Matching Reservations** details link in reservation presentation Note: All matched reservations are listed
4. Select reservations to merge
5. Click **Merge Reservations**.

> **Note:**
>
> Reservation merge activity is recorded in the Change Log under the Cancel action type for merged reservations and Update Reservation action type for the Main reservation.

## Viewing Reservation Delivery History

Prerequisites for Viewing Reservation Delivery History

Reservation Delivery History details the status of reservation (and profile) message delivery to external systems integrated via OPERA eXchange Interface (OXI).

Users with the Interface Re-synchronization task granted to their role can initiate a re-synchronization of messages to all external systems.

The Delivery History panel displays the following details for each message:

1. **Property**: Property Code
2. **Reservation Name**: Internal Reservation ID
3. **Delivery ID**: Sequence ID generated by OXI
4. **Method**: Delivery method of the OXI message
5. **Delivery Date**: Delivery date of the OXI message
6. **Interface ID**: External system ID
7. **Status**: Message status
8. **Error Description**: Error description
9. **Retry**: Retry count

### Viewing Reservation Delivery History

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, then select **Manage Reservation**.
2. Enter search criteria, click **Search**.
3. Select the reservation in search result, click **I Want To. . .** , then click **Delivery History** or open Reservation Presentation and click **I Want To. . .** .then click **Delivery History**.

4. To refresh the panel, click vertical ellipsis and select **Refresh** to update.

### Re-syncing (Resend) Reservation Delivery

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, then select **Manage Reservation**.
2. Enter search criteria, click **Search**.
3. Select the reservation in search result, click **I Want To. . .** , then click **Delivery History** or open Reservation Presentation and click **I Want To. . .** .then click **Delivery History**.
4. Click **Resync**.

> **Note:**
>
> You can also click **I Want To. . .** then **Synchronize to External System** to initiate a re-synchronization.

## Managing Reservation Call History

Prerequisites for Managing Reservation Call History

The Call History screen displays information about the phone calls or other contact received by guest or reservation contacts (such as a travel agent) to set up and make changes to reservations.

### Viewing Call History

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, select **Manage Reservation**.
2. Enter search criteria, click **Search**.
3. Select the reservation in search result, click **I Want To...**, click **Call History** or open the reservation presentation and click **Call History** details link.

### Adding Call History

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, select **Manage Reservation**.
2. Enter search criteria, click **Search**.
3. Select the reservation in search result, click **I Want To...**, click **Call History** or open the reservation presentation and click **Call History** details link.
4. Click **New** and enter the following details:
   a. **Call Date**: Enter the date of the call/contact.
   b. **Name**: Enter caller Surname.
   c. **First Name**: Enter caller First name.
   d. **Email**: Enter caller email address.
   e. **Phone**: Enter caller phone number.
   f. **Fax**: Enter caller fax number.
5. Click **Save**.

# Managing Reservation Tickets

## Prerequisites for Managing Reservation Tickets

The Tickets panel enables you to manage the tickets available and issued for a reservation. This feature utilizes the reservation package functionality and works in conjunction with an integrated ticketing partner solution.

The following details are listed for each ticket.

1. **Package**: Ticket package code.
2. **Description**: Ticket package description.
3. **Price**: Price of the ticket package.
4. **Ticket Number(s)**: Number assigned to the ticket as assigned by the ticket vendor.
5. **Issue Date**: Date the ticket was issued. On the date populated in this column, the Rate Code, Adults, and Child fields are disabled for the reservation as an update to one of these fields would modify the rate code posting. But these fields can be modified for any other date of the stay, except for the date populated in this column.
6. **Status/Description**: Status of the ticket received from the ticket partner.

> **Note:**
>
> Any actions performed in the Tickets panel are recorded in the Changes Log under the Reservation Activity group and Miscellaneous activity type.

### Adding Reservation Tickets

1. From the **OPERA Cloud** menu, select **Bookings** then **Reservations**, and then **Manage Reservation**.
2. Enter search criteria, click **Search**.
3. Select the reservation in the search result, click **I Want to...**, **Tickets** or click the **Tickets** link in Reservation Presentation
4. Click **New**.
   a. Click **Show Available Packages**.
   b. Click **Add** .
      i. **Quantity**: Enter quantity.
5. Click **Save**.

### Editing Reservation Tickets

1. From the **OPERA Cloud** menu, select **Bookings** then **Reservations**, and then **Manage Reservation**.
2. Enter search criteria, click **Search**.
3. Select the reservation in the search result, click **I Want to...**, **Tickets** or click the **Tickets** link in Reservation Presentation
4. Select the ticket in the result, click **Manage**.

5. Update details.
6. Click **Save**.

### Deleting Reservation Tickets

1. From the **OPERA Cloud** menu, select **Bookings** then **Reservations**, and then **Manage Reservation**.
2. Enter search criteria, click **Search**.
3. Select the reservation in the search result, click **I Want to...**, **Tickets** or click the **Tickets** link in Reservation Presentation
4. Select the ticket in the result, click **Delete**.
5. Click **Delete** to confirm.

### Ticket Partner Solution Actions

#### Inquire Tickets

Sends an inquiry to the ticket partner regarding existing tickets attached to the reservation that have already been printed. An Inquiry to the ticket partner must be performed prior to a Reprint or Refund can be completed. This ensures that all of the tickets associated to a reservation are populated in the Tickets screen.

1. From the **OPERA Cloud** menu, select **Bookings** then **Reservations**, and then **Manage Reservation**.
2. Enter search criteria, click **Search**.
3. Select the reservation in the search result, click **I Want to...**, **Tickets** or click the **Tickets** link in Reservation Presentation
4. Enter search criteria, click **Search**.
5. Select the ticket in the list, click **Vertical Ellipsis** and select **Inquiry**.

#### Issue Tickets

Sends a request to the ticket partner for the selected ticket package to be printed. The ticket vendor creates the ticket numbers and a print command is then sent to the property so the tickets can be printed for the guests.

1. From the **OPERA Cloud** menu, select **Bookings** then **Reservations**, and then **Manage Reservation**.
2. Enter search criteria, click **Search**.
3. Select the reservation in the search result, click **I Want to...**, **Tickets** or click the **Tickets** link in Reservation Presentation
4. Enter search criteria, click **Search**.
5. Select the ticket in the list, click **Vertical Ellipsis** and select **Tickets**.

#### Reprint Tickets

Available for tickets that have already been printed. Sends a request to the ticket partner to verify that the tickets can be reprinted. Upon a successful Reprint response the tickets are reprinted.

1. From the **OPERA Cloud** menu, select **Bookings** then **Reservations**, and then **Manage Reservation**.
2. Enter search criteria, click **Search**.

3. Select the reservation in the search result, click **I Want to...**, **Tickets** or click the **Tickets** link in Reservation Presentation
4. Enter search criteria, click **Search**.
5. Select the ticket in the list, click **Vertical Ellipsis** and select **Reprint**.

**Refund Tickets**

Sends a request to the ticket partner to verify that a refund can be given for the tickets. Upon a successful Refund response the refund can be granted to the guest.

1. From the **OPERA Cloud** menu, select **Bookings** then **Reservations**, and then **Manage Reservation**.
2. Enter search criteria, click **Search**.
3. Select the reservation in the search result, click **I Want to...**, **Tickets** or click the **Tickets** link in Reservation Presentation
4. Enter search criteria, click **Search**.
5. Select the ticket in the list, click **Vertical Ellipsis** and select **Refund**.

## Managing Reservation (Guest) Locators

Prerequisites for Reservation (Guest) Locators

Guest Locators inform hotel personnel, particularly front desk staff and telephone operators, of a guest's location and are setup on the future arrival or inhouse reservation. This feature may, for example, be used when guests request that their phone calls or deliveries be temporarily transferred to an alternate location, such as the conference room or fitness center.  A locator can be added to a checked out reservation, but only on the check-out date.

> **Note:**
>
> Reservation Alerts is an alternate method to handle guest location tracking.

**Adding a Reservation (Guest) Locator**

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Enter search criteria and then click **Search**.
3. Select the reservation in the search result, then click **I Want to...**, **Locators** or open the reservation and click **Locators** in Reservation Presentation.
4. Click **New** and complete the following:
    a. **Begin Date**: Enter or select a start date
    b. **End Date**: Enter or select an end date
    c. **From Time**: Enter a start time
    d. **To Time**: Enter an end time
    e. **Location**: Enter details on the guest location
        i. Click **Insert Quick Text** to select from a list of default locator texts, click **Select**.
    f. Click **Save**.

### Viewing / Editing a Reservation (Guest) Locator

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Enter search criteria and then click **Search**.
3. Select the reservation in the search result, then click **I Want to...**, **Locators** or open the reservation and click **Locators** in Reservation Presentation.
4. Select the locator then click **+** to expand the card and view the details.
5. To edit the locator, click the vertical ellipsis **Actions** menu and select **Edit**.
6. Update the details.
7. Click **Save**.

### Deleting a Reservation (Guest) Locator

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Enter search criteria and then click **Search**.
3. Select the reservation in the search result, then click **I Want to...**, **Locators** or open the reservation and click **Locators** in Reservation Presentation.
4. Select the locator, then click the vertical ellipsis **Actions** menu and select **Delete**.
5. Click **Delete** to confirm.

## Managing Reservation Transportation

Prerequisites for Managing Reservation Transportation

Transportation enables you to specify the pick up and drop off transportation information for guests linked to a reservation. These details can be output on the Transport Requirements report.

1. From the Navigation Bar, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Enter search criteria, click **Search**.
3. Select the reservation in the search result, click **I Want to...** then **Transportation** or open the reservation and click **Transportation** in Reservation Presentation.
4. Click **Edit** and update the following
   a. Pickup
      i. **Date**: Enter the pickup date.
      ii. **Station**: Enter the airport, bus station or other location of the guest arrival; for example, JFK International, Penn Station, Port Authority Bus Terminal.
      iii. **Time**.: Enter a pickup time.
      iv. **Carrier**: Enter an airline carrier code.
      v. **Type**: Select the transport type required from list.
      vi. **Transport Number**: Enter the transportation number such as the airline flight number applicable to the guest mode of transportation upon arrival.

vii. **Notes**: Enter any notes related to the pickup.

viii. **Pickup Required**: Check to select a pickup is required for this reservation.

b. Dropoff

i. **Date**: Enter the drop off date.

ii. **Station**: Enter the airport, bus station or other location of the guest departure; for example, JFK International, Penn Station, Port Authority Bus Terminal.

iii. **Time**: Enter the drop off time.

iv. **Carrier**: Enter an airline carrier code.

v. **Type**: Select the transport type required from list.

vi. **Transport Number**: Enter the transportation number such as the airline flight number applicable to the guest mode of transportation for departure.

vii. **Notes**: . Enter any notes related to the drop off.

viii. **Dropoff Required**: Check to select a drop off is required for this reservation.

5. Click **Save**.

## Managing Reservation External References

### Prerequisites for Reservation External References

External References are the unique reference numbers from an external system; used to define the link between OPERA Cloud and the external systems active at your property. You can search for reservations using the external references recorded.

#### Adding Reservation External References

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Enter search criteria for the reservation and click **Search**.
3. Select a reservation in the search results, click **I Want to. . .**, and then select **External References** or click the **External References** link in Reservation Presentation.
4. Click **New** and complete the following:
   a. **Type**: Select the external system from the list.
   b. **ID**: Enter the external reference number.
   c. **Leg**: Enter a leg number.
5. Click **Save**.

#### Editing Reservation External References

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Enter search criteria for the reservation and click **Search**.
3. Select a reservation in the search results, click **I Want to. . .**, and then select **External References** or click the **External References** link in Reservation Presentation.
4. Select the external reference then click the vertical ellipsis **Actions** menu, and select **Edit**.
5. Update details.

6. Click **Save**.

### Deleting Reservation External References

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Enter search criteria for the reservation and click **Search**.
3. Select a reservation in the search results, click **I Want to. . .,** and then select **External References** or click the **External References** link in Reservation Presentation.
4. Select the external reference then click the vertical ellipsis **Actions** menu, and select **Delete**.
5. Click **Delete** to confirm.

## Managing Reservation Do Not Move Room Status

### Prerequisites for Setting a Reservation to Do Not Move Status

Once a room is assigned to a reservation, you can prevent the room from being reassigned by setting a do not move status on the reservation. The do not move status is in effect until the reservation is checked in and only other users with the Do Not Move Room task granted are able to reassign the room for the reservation. Once the reservation is in-house the do not move status is cancelled and room moves may be performed by as usual.

### Setting a Reservation to Do Not Move Room Status

Once the reservation is in-house the Do Not Move status is cancelled and room moves may be performed.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and select **Manage Reservation**.
2. Enter search criteria then click **Search**.
3. Select the reservation in the search result, click **I Want to . . .** then select **Stay Details**, or open the reservation by clicking the confirmation number link.
4. In the **Stay Details** panel, click the **Room** to open Room Details.
    a. Click **Mark as Do Not Move Room**.
    b. A lock symbol appears to the right of the room to indicate the Do Not Move status.

### Setting a Reservation to Allow Room Move Status

To remove a Do Not Move, change the status to Allow Room Move.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and select **Manage Reservation**.
2. Enter search criteria then click **Search**.
3. Select the reservation in the search result, click **I Want to . . .** then select **Stay Details**, or open the reservation by clicking the confirmation number link.
4. In the **Stay Details** panel, click the **Room** to open Room Details.
    a. Click **Mark as Do Not Move Room**.

## Moving Reservations to Other Properties

When profile sharing is active, you can move a reservation to another property from a Hub location to a property associated with the Hub. You cannot move canceled or no-show reservations or reservations that have incurred financial charges such as no-show charges or payments, such as deposit payments. You cannot move reservations in an Advanced Check in the state; applicable when the Advanced Check In OPERA Control is active.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, select **Manage Reservation**., and then search by property for the reservation.
2. Enter search criteria and then click **Search**.
3. Select the reservation in the search result, click **I Want To . . .** then select **Move Reservation**.
    a. Look to Book Sales screen displays. For more information, see Booking a Reservation.
    b. **Property**: Enter or select the destination property from the list, then click **Search**.
    c. Select an room type and rate code in the search result, then click and drag the new room/rate to the Trip Composer.
    d. When the Booking Details screen appears, click **Update Trip Composer**.
    e. Click **Move Reservation**.
        i. **Reason**:  Select a reason for the move from the list. For more information, see Configuring Property Move Reasons.
        ii. Click **Move Reservation**.

## Copying Reservations

### Prerequisites for Copying Reservations

Copying a reservation creates a clone of an existing reservation in any status. Using Look to Book you can change certain details for the new reservation, including the linked guest profile and stay details. If you copy a block reservation, you will pick up a room from the block allocation. If all available rooms in the block allocation have already been picked up, you can only copy a reservation if the block is designated as elastic; in this case, the new reservation will increase the allocation of the block.

> **Note:**
>
> When the **Award Points Redemption** OPERA Control is active, the **Redeem Awards** check box is not available in Look to Book search when copying a reservation.

The following list identifies the details that can be copied to a new reservation created using Copy Reservation. Payment Information can be copied when the Copy Credit Card Payment Methods and Copy (other) Payment Methods tasks are assigned to your role(s).

**Table 3-4 Details**

| Copied | Not Copied |
|---|---|
| Transportation | Attachments |
| Reservation Memberships | Room Assignment |
| Items | Reservation Discount |
| Comp (101-108) Routing Instructions | eCertificates |
| Packages | External References |
| Reservation Notes | Housekeeping / Task Schedule |
| Payment Information | Service Requests |
| Linked Profiles | Locators |
| Reservation Preferences | Accompanying Guests |
| Specials | Alerts |
| | Custom Charge Exemption |
| | Tickets |
| | Traces |
| | Transaction Diversion |
| | Fixed Charges |
| | eCoupons |

Gaming

The following Comp routing attributes are copied to the new reservation:

- Dates
- Authorizer
- Account Number
- Membership Number
- Limit
- Percent
- Comments
- Comp Type

> **Note:**
>
> If a transaction code is removed from the authorizer but is s still on the source reservation and now copied, you will receive an error “Transaction Code is not attached with the authorizer” and copy reservation process stops. You can go back to “Select Reservation Information to be copied” pop up screen and uncheck “Comp Routing’” check box to complete the Copy Reservation.

> **Note:**
>
> If the Authorizer selected in the source reservation is inactive during the Copy Reservation process, an error “Authorizer is Inactive” is displayed, and the copy reservation process stops. You can go back to the “Select Reservation Information to be Copied” pop-up screen and uncheck the **Comp Routing** check box to complete the Copy Reservation process.

**Copying a Reservation**

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Enter search criteria then click **Search**.
3. Select the reservation in the search result, click **I Want To...** , and then select **Copy Reservation**.
4. Select the reservation information to be copied.
    a. **Credit Card**: Select checkbox to copy the credit card payment details.
    b. **Other Payment Methods**: Select checkbox to copy other payment details.
    c. **Routing**: Select checkbox to copy routing instructions. (Available when the Routing OPERA Control is active).
    d. **Notes**: Select checkbox to copy reservation notes.
    e. **Item Inventory**: Select checkbox to copy item inventory. (Available when the Item Inventory OPERA Control is active).
    f. **Specials**: Select checkbox to copy specials.
    g. **Package**: Select checkbox to copy sell separate packages.
    h. Click **Copy Reservation**.
5. See Booking a Reservation.

## Copy Credit Card Payment Method

You can copy credit card payment methods from one reservation to another when copying a source reservation that has a credit card payment method. To reduce the potential error of copying a guest’s payment method to the wrong reservation, this feature is controlled by the **Copy Credit Card Payment Method** task in Role Manager.

To use the copy payment method feature, the following requirements must be met:

- The **Reservation Management** task in the Bookings group in Role Manager must be granted to the user. When this task is granted, the Copy Credit Card Payment Method task becomes available.
- The **Copy Credit Card Payment Method** task under the Bookings group in Role Manager must be granted to the user.
- The payment method on the source reservation (that is, the reservation to be copied) must be a credit card.

### Use Case Scenarios

This section describes the various scenarios and differences that occur when copying a credit card payment method to a reservation with the Copy Credit Card Payment Method task granted or with it revoked.

When the Copy Credit Card Payment Method task is granted, you can copy a credit card payment method in these scenarios:

- Copying a reservation
- Creating a share reservation
- Splitting a reservation with multiple rooms
- Checking in a reservation with multiple rooms
- Creating a new reservation within a block via the Rooming List option
- Updating the payment method on a block reservation
- Adding a reservation via the Trip Composer

**Table 3-5 Tasks / Scenarios**

| Tasks / Scenarios | Related Screens | Copy Credit Card Payment Method task granted = YES | Copy Credit Card Payment Method task granted = NO |
|---|---|---|---|
| Copying a reservation | Reservation screen | You can select the reservation attributes to copy from the source reservation into the new reservation (that is, the target reservation). The Payment Methods section provides two options (Credit Cards and Non Credit Cards) which are selected by default. When you click **Copy Reservation**, any selected reservation attributes are automatically copied to the new reservation. All payment methods from all windows of the source reservation are copied to the new reservation. | The credit card payment method under Payment Methods is disabled by default. You are not permitted to copy the payment method of the source reservation into the new reservation when the payment type of the source reservation is a Credit Card. The credit card payment method of the source reservation is not copied into the windows of the new reservation.<br>When you copy the reservation, you must manually add payment information into any window of the new reservation that had a credit card payment method. |

**Table 3-5 (Cont.) Tasks / Scenarios**

| Tasks / Scenarios | Related Screens | Copy Credit Card Payment Method task granted = YES | Copy Credit Card Payment Method task granted = NO |
|---|---|---|---|
| Creating a share reservation | Shares screen | When the **Create New Share** option is selected, the payment methods selected in the Payment Methods section are automatically copied from the payment windows of the source reservation to the windows of the target reservation. You can still change these payment method details before saving the share reservation.<br>If you select the **Combine Existing Reservation** option, the payment methods from each of the reservations remains unchanged and the Copy Credit Card Payment Method task is not considered in this scenario. | The Payment Methods information is automatically removed from any windows where the payment type of the source reservation is a credit card. You must populate new Payment Method information for the windows of the new share reservation. |
| Splitting a reservation with multiple rooms | Split Reservation screen | When splitting a reservation, you are presented with the split options for the reservation. In the Copy Options panel on the Split Reservation screen, the **Credit Cards** and **Non-Credit Cards** options are selected by default. You can deselect these options before splitting the reservation. | The **Credit Cards** option is disabled when you open the Split Reservation screen. The **Non-Credit Cards** option is enabled and selected by default. The reservations are split according to the split option you defined, and the split reservations have the credit card payment methods removed from all windows. You can enter new payment information for each split reservation via the Payment Instructions panel on the Reservation screen. |
| Checking in a reservation with multiple rooms | Split Reservation screen and Check In Reservation screen | When checking in a reservation with multiple rooms, the Verify Payment panel is automatically populated with the payment method from the source reservation. No further action is required for this panel. Other payment windows can be access via the vertical ellipsis button. | The credit card payment methods are removed from all windows and the Verify Payment panel is not populated with payment method information. An “Attention Required” message appears indicating that further information is needed before check-in can be completed. Entering new payment method information for other windows is available via the vertical ellipsis button. |

**Table 3-5 (Cont.) Tasks / Scenarios**

| Tasks / Scenarios | Related Screens | Copy Credit Card Payment Method task granted = YES | Copy Credit Card Payment Method task granted = NO |
|---|---|---|---|
| Creating a new reservation within a block via the Rooming List option | Rooming List screen | When you add an additional reservation(s) into a block and payment methods are already defined on the PM Reservation, the payment methods are automatically copied into the new reservation(s). | When you select the **Add Rows** link from the Rooming List screen to create a new reservation(s) within the block, the credit card payment methods of the windows on the source reservation/PM reservation are not copied to the new reservation. You must add new payment methods using the **Payment Information** link for the new reservation(s)<br>If the **Mandatory Method of Payment** parameter is active in OPERA Controls, a payment method is required for each new reservation. The confirmation number is not assigned to the new reservation(s) until their method of payments are entered. |
| Updating the payment method on a block reservation | Block Reservation screen | When you update the payment method on a block reservation, you are prompted to apply changes to other reservations in the group. Selecting **Yes** to this prompt enables you to define the criteria for applying changes to these other reservations. | When you update the method of payment on a block reservation to a credit card, the “apply changes to other reservations in the group” prompt does not appear. Updates to the payment method only apply to the selected reservation and do not affect other reservations. If you update another payment method (Cash, Check, or Direct Bill), the prompt appears.<br>If you update the method of payment to a credit card and also update other areas of the reservation (for example, creating routing instructions, adding reservation notes, adding preferences), an "Apply Changes to All" prompt appears. Additionally, a warning message also appears and informs you that the method of payment update cannot be applied to the other reservations. |

**Table 3-5 (Cont.) Tasks / Scenarios**

| Tasks / Scenarios | Related Screens | Copy Credit Card Payment Method task granted = YES | Copy Credit Card Payment Method task granted = NO |
|---|---|---|---|
| Adding a reservation via the Trip Composer | Trip Composer | When you add additional reservations into Trip Composer, the payment method on the first reservation is copied to the other reservations placed in Trip Composer. You maintain the ability to click the room/rate combination to access the Book Now screen where you can change the method of payment for the additional reservations. However, if you select a different property (that is, a second leg) for the other reservations, the payment details are not copied. | When you add additional reservations into Trip Composer, the credit card payment method on the first reservation is not copied into the additional reservations placed in Trip Composer. The Book Now screen appears, enabling you to enter the payment method for each additional reservation added to Trip Composer. If the payment method on the first reservation is not a credit card, it is automatically copied into the reservations added to Trip Composer. |

## Searching for Reservations Identified for External Guest Notifications

To search for only those reservations that are identified to receive external notifications, follow one of these procedures.

**From the Manage Reservations Advanced Search**

You must be in the default (blank) or the Manage Reservation Search Type.

1. From the **OPERA Cloud** menu, select **Bookings**, **Reservations**, and then **Manage Reservation**.
2. In the **Search** panel, select the Property and Arrival Date, and then check the **Receive External Notifications** check box, and then click **Search**.

**From the Room Assignment Search**

1. From the **OPERA Cloud** menu, select **Bookings**, **Reservations**, and then **Room Assignment**.
2. In the **Search** panel, select the **Receive External Notifications** check box, and then click **Search**.

   Since this is a predefined search, you might need to show the full search panel by selecting **Modify Search Criteria**.

## Managing Reservation Notes

Multiple reservation notes can be added to a reservation; each note is categorized by note type Configuring Note Types and set to appear in a specific notification area/condition. Reservation notes can be added to a reservation in any reservation status.

When the Copy Profile Reservation Notes To Reservation OPERA Control is active, reservation notes on the profile will copy to new reservations for the selected profile. If travel agent, company, source, group or contact profiles are attached to the reservation, and these profiles have their own Reservation Notes, the system will prompt the reservation agent with

the following message, *"Reservation comments exist for this <Company/Travel Agent/Source/Group> profile"*. If you wish to copy them to the reservation, select **Yes** or else select **No**.

### Adding Reservation Notes

1. From the **OPERA Cloud** menu, select **Bookings** , **Reservations**, and then **Manage Reservation**.
2. Enter search criteria, click **Search**.
3. Select the reservation in the search result, click **I Want To. . .**, **Notes** or click the **Notes** link in Reservation Presentation.
4. Select **Reservation Notes** tab.
5. Click **New**.
    a. **Type**: Select a note type. For more information, see Configuring Note Types.
    b. **Internal**: Select this check box if the comment is to be treated as internal.

> **Note:**
>
> Internal notes are not output on stationery or on reports unless the report explicitly allows display of Internal Notes. You can uncheck this check box when Override Internal is selected in the note type configuration.

    c. **Title**: Enter a summary title for the note (is default based on the note type but it can be updated).
    d. **Notification Area**: Select an area where note should appear.
        i. **Reservation**: Display prior to check in.
        ii. **Inhouse**: Display after check in.
        iii. **Cashier**: Displayed on Billing Screen.
        iv. **General**: Displayed on Billing Screen, After Check In, Prior to check in.
    e. **Comment**: Enter or paste the note details; a maximum of 2000 characters (single byte) is supported.
    f. Click **Save**.

### Viewing and Updating Reservation Notes

1. From the **OPERA Cloud** menu, select **Bookings** , **Reservations**, and then **Manage Reservation**.
2. Enter search criteria, click **Search**.
3. Select the reservation in the search result, click **I Want To. . .**, **Notes** or click the **Notes** link in Reservation Presentation.
4. Select **Reservation Notes** tab.
5. Select the note, click **±** to expand the card and read the note comments.
6. Select the vertical ellipsis **Actions** menu, and click **Edit**.
7. Update details.
8. Click **Save**.

### Deleting Reservation Notes

1. From the **OPERA Cloud** menu, select **Bookings** , **Reservations** , and then **Manage Reservation**.
2. Enter search criteria, click **Search**.
3. Select the reservation in the search result, click **I Want To. . .**, **Notes** or click the **Notes** link in Reservation Presentation.
4. Select **Reservation Notes** tab.
5. Select the vertical ellipsis **Actions** menu, and click **Delete**.
6. Click **Delete** to confirm.

## Managing Reservation Traces

Prerequisites for Managing Reservation Traces

Traces are actionable instructions for a selected department for a specific date and time; once actioned the trace is updated as resolved. You can view and manage all reservation traces using Reservation Workspace  or generate a reservation trace report .

Traces for departments selected in the **Housekeeping Traces** OPERA Control can be viewed in the Housekeeping Task Companion , , Mobile Task Companion, and on task sheet report Style 9.

When you select inventory items for a reservation through Item Inventory or when you select a package setup with inventory items, OPERA Cloud checks availability of the items for the reservation dates. A message, "Insufficient quantity for some item(s). Please check Traces¿ appears if there is insufficient inventory for the selected dates. A system generated trace is created for each day of the reservation when inventory is insufficient. (The department associated with the trace is the department assigned to the inventory item in Item configuration). The trace message reads: "Insufficient quantity available for item <item code>".

When a multi-room reservation has traces added and the reservation is split to individual reservations, traces are copied from the original reservation to each of the new linked reservations. If a trace on the original reservation had been resolved before the split, the trace will remain unresolved on each of the linked reservations to ensure that the required action has been taken for each individual room. See Managing Linked Reservations

> **Note:**
>
> Reservation traces are purged 30 days after the reservation check out date.

### Adding Reservation Traces

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and select **Manage Reservation**.
2. Enter search criteria, click **Search**.
3. Select the reservation in the search result, click **I Want To. . .**, **Traces** or click the **Traces** link in Reservation Presentation.
4. Click **New** and complete the following.
    a. **Department**: Select a department(s) to receive the trace.

b. **From Date**: Enter a start date for the trace.

c. **To Date**: Enter an end date for the trace; one trace per day is created.

d. **Time**: Enter a trace time.

e. **Trace Text**: Enter the trace text.

f. **Quick Insert**: Click to select from pre-configured trace text for the selected department. For more information, see Configuring Trace Texts.

5. Click **Save**.

### Viewing and Updating Reservation Traces

> **Note:**
>
> Only open traces are displayed by default, to view completed traces click **Vertical Ellipsis**, **Show Completed**.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and select **Manage Reservation**.
2. Enter search criteria, click **Search**.
3. Select the reservation in the search result, click **I Want To. . .**, **Traces** or click the **Traces** link in Reservation Presentation.
4. Click **+** to expand the card and view trace details
5. Select vertical ellipsis **Actions** menu, and click **Edit**.
6. Update details.
7. Click **Save**.

### Completing (Resolving) Reservation Traces

To mark a trace as completed, once it has been actioned:

1. From the**OPERA Cloud** menu, select **Bookings**, select **Reservations**, and select **Manage Reservation**.
2. Enter search criteria, click **Search**.
3. Select the reservation in the search result, click **I Want To. . .**, **Traces** or click the **Traces** link in Reservation Presentation.
4. Select vertical ellipsis **Actions** menu, and click **Complete**.

### Deleting Reservation Traces

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and select **Manage Reservation**.
2. Enter search criteria, click **Search**.
3. Select the reservation in the search result, click **I Want To. . .**, **Traces** or click the **Traces** link in Reservation Presentation.
4. Select vertical ellipsis **Actions** menu, and click **Delete**.
5. Click **Delete** to confirm.

# Reservation Routing Instructions

Prerequisites for Manage Reservation Routing Instructions

Charge routing enables the automatic transfer of charges to a selected billing folio within the same reservation account or to another reservation account entirely, based on the selection of individual charge codes or routing codes, pre-defined groupings of charge codes.

OPERA Cloud has a total of 8 billing folios for guest settlement; you can route charges to folio windows 2 through to 8; all non-routed charges are posted to billing folio #1, which is associated with the primary profile linked to the reservation.

> **Note:**
>
> Routing Instructions are purged 30 days after the reservation check out date.

When the **Routing Limits** OPERA Control is active you can also set a limit to the amount that can be routed. Refer Routing Limits.

When the **Post Stay Charges** and **Open Folio** OPERA Controls are active, room and folio routing instructions can be set/edited for Open Folio reservations.

When the **Allow Routing Of Tax** OPERA Control is active you can route tax posting independent of the originating charge.

Default Routing can be setup in various ways to avoid billing errors:

- On Company, Agent, Source and Contact profiles so that when the profile is linked to a reservation you are prompted to apply the charge routing to the reservation, for more information, see Managing Default Profile.

  On rate codes for a specific profile type; when a profile of that type is linked to the reservation, you can use the default routing for the reservation. Refer Default Rate Code.
- On a promotion. Refer Managing Promotion codes.

## Managing Reservation Routing Instructions

Routing instructions are auto-created for a reservation when a Company, Agent, Source, or Contact profile, with the **Auto Populate Routing** check box selected, is linked to the reservation. Routing is auto-created on reservations received through an OXI integration when one sales account (Company, Travel Agent, or Source ) with the selected Auto Populate Routing check box is linked to the reservation.

### Adding Routing Instructions

Routing Instructions are managed via the Routing Instructions details link on the reservation.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations** select **Manage Reservation**.
2. Enter search criteria, click **Search**.
3. Select the reservation in search result, click **I Want To. . .**, click **Routing Instructions** or open the reservation presentation and click **Routing Instructions** details link.

> **Note:**
>
> You can click **Show All** to display all detail links.

4. Click **New** and add Folio Window Routing Instructions (Same Reservation).
    a. **Type**: Select Folio.
    b. **Folio**: Select the folio window to route charges to : 2 through to 8 available.
    c. **Payee**: Select the payee for the billing window; the list displays all profiles linked to the reservation.
    d. Click **Profile Search**: to search and select another profile for the folio window.
    e. **Address**: Select the address for payee - the primary address is selected by default.

> **Note:**
>
> Select an **AR Address** to select a specific AR Account; this applies when the company or agent profile selected has multiple AR accounts.

    f. **Date Range**
        i. **Entire Stay**: Select when routing applies throughout the reservation dates.
        ii. **Specific Dates**: Select when routing apply for specific dates only.
            i. **Begin Date**: Enter or select the start date.
            ii. **End Date**: Enter or select the end date.
    g. **Days of Week**: Select days of the week the routing applies to; by default all days are selected.
    h. Charge Code Selection.
        i. **Routing Codes**: Select checkbox to view a list of routing codes.
        ii. **Transaction Codes**: Select checkbox to view a list of charge codes.
        iii. Use the filter to enter a partial description of routing / charge code and click **Go** to search.
        iv. Select one or more codes in the **Available** panel and click **>** to move the selected codes to the **Selected** panel.
            i. To select all codes listed in **Available** panel use **>>**.
    i. Refer **Routing Limits**.
    j. Click **Save** or **Save and Refresh** to update the reservation billing and route charges accordingly.
5. Click **New** and add Other Room Reservation Routing Instructions (Other Reservation)
    a. **Type**: Select Room.
    b. **Room**: Enter or search and select the room reservation to route charges to.
    c. **Payee**: The payee will populate based on the reservation selected; you can also search for room reservation by name using this field.
    d. **Date Range**

i. **Entire Stay**: Select when routing applies throughout the reservation dates.

ii. **Specific Dates**: Select when routing apply for specific dates only.

i. **Begin Date**: Enter or select the start date.

ii. **End Date**: Enter or select the end date.

e. **Days of Week**: Select days of the week the routing applies to; by default all days are selected.

f. Charge Code Selection.

i. **Routing Codes**: Select checkbox to view a list of routing codes.

ii. **Transaction Codes**: Select checkbox to view a list of charge codes.

iii. Use the filter to enter a partial description of routing / charge code and click **Go** to search.

iv. Select one or more codes in the **Available** panel and click **>** to move the selected codes to the **Selected** panel.

i. To select all codes listed in **Available** panel use **>>**.

g. Refer Routing Limits.

h. Click **Save** or **Save and Refresh** to update the reservation billing and route charges accordingly.

### Viewing and Updating Routing

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations** select **Manage Reservation**.
2. Enter search criteria, click **Search**.
3. Select the reservation in search result, click **I Want To. . .**, click **Routing Instructions** or open the reservation presentation and click **Routing Instructions** details link.

> **Note:**
>
> You can click **Show All** to display all detail links.

4. Click the vertical ellipsis **Actions** menu, and click **Edit** and update details.
5. Click **Save** or **Save and Refresh** to update the reservation billing and route charges accordingly.

### Deleting Routing

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations** select **Manage Reservation**.
2. Enter search criteria, click **Search**.
3. Select the reservation in search result, click **I Want To. . .**, click **Routing Instructions** or open the reservation presentation and click **Routing Instructions** details link.
4. Click the vertical ellipsis **Actions** menu, and click **Delete**.
5. Click **Delete** to confirm.

## Routing Limits

Setting a routing limit enables you to impose a limit on the total value of transactions that can be routed to a folio window. For example, a guest's company might only agree to pay a certain amount or percentage of the bill or only pay certain expenses for their employee. This agreed amount or percentage of the guest's bill can be routed to a specific folio window so that payment is made by the company's credit card and the remaining balance paid by the guest.

Routing limits are defined on the routing instructions as either an amount or a percentage of the guest folio. With percentage, you can route a percentage of the transactions associated with the routing instruction. For example, if 10 is defined for the routing instruction percentage, 10% of each transaction would be routed. Generates such as taxes and service charges are also split by the designated percentage.

With an amount limit, you can specify a maximum amount for the routing instruction. For example, if you set a limit of 200 on a window routing instruction for transaction code 1001, the first 200 charged by the guest to transaction code 1001 would be routed per the instruction to window 2 of the Billing screen. Any overage would automatically be split off and transferred to window 1. If the routing instruction was set up for room routing, the first 200 would go to window 1 of the target room and any overage would automatically be split off and transferred to window 1 on the originating guest's Billing screen.

The following rules govern the behavior of routing limits:

- Package wrapper transaction codes cannot be selected.
- When the routing instruction is set up for multiple routing codes (or multiple transaction codes or a mix of transaction codes plus routing codes), the routing limit applies to the sum of charges against all transaction codes included in the routing instruction.
- When routing a charge for an inclusive transaction code, the value is routed. This includes the generates (taxes and service charges).
- When routing a charge for an exclusive transaction code, the value of any generates is not routed.
- If the limit is changed after a transaction has been routed, a folio refresh shows an increase or decrease in the routed amount, if appropriate.
- When transferring postings to a target room, the routing limit for the routing instruction is observed. Only an amount up to the routing limit can be transferred to the target folio.
- When moving postings between folio windows, the routing limit for the target window is observed. Only an amount up to the routing limit can be moved to the target window.
- Routing limits and splitting behavior are observed by End of Day and Point of Sale (POS) postings.
- Routing limits can be set up for selected dates of a multi-night stay.
- Routing limits for multi-night stays are based on the business date when the revenue is realized. A pro forma folio or advance bill for a multi-night stay with routing applied separately to each date of the stay reflects routed charges and routing limits by business date. For example, assume a 4-night reservation has a rate code of 100 per night. Routing instructions are configured such that each night's room charge is routed to a separate window with a 50 limit for each routing instruction. When an advance bill for the entire stay is generated, routing limits are applied by date.

# Reservation Housekeeping and Task Schedule

Prerequisites for Managing Reservation Housekeeping and Task Schedule

To access the housekeeping options for a room reservation click the Housekeeping Details link in I Want To. . . or from the reservation presentation page. In the Housekeeping panel, you can add the time the guest would like the room serviced each day, which is printed output on the housekeeping task sheet reports and displayed in the housekeeping task companion. Instructions to the housekeeping room attendant can also be added. For example, if you mention a pet is in the room, these instructions are included on the task sheet reports and task companion.

**Room instructions** will auto-populate from the reservation profile notes according to the note type selected for the **Housekeeping Profile Note Type** OPERA Control. Subsequent changes to the profile notes will not update the **Room Instructions** for existing reservations. If **Room Instructions** exist and a different profile (with housekeeping notes) is selected for the reservation, the housekeeping notes in the new profile are appended to the existing room instructions, separated with a pipe **|**. For properties with the **Share** OPERA Control active, **Room Instructions** are copied to share reservations. Should a share be separated, the **Room Instructions** remain and can be manually updated.

When the **Turndown** OPERA Control is active the Housekeeping panel displays a **Turndown** check box to indicate if a turndown service is required for the room. You can also change the Turndown status and include or exclude the room from the Turndown task by selecting or deselecting the check box.

When the **Guest Service Status** OPERA Control is active, the Housekeeping panel displays the three options for the Guest Service Status (Do Not Disturb, Make Up Room, No Status Selected). The status can be changed and reflect on the Housekeeping Board for further auctioning.

When the **Prioritize** check box is selected the room is prioritized in the Housekeeping Task Companion. For more information, see Task Companion Auto-Priority

When the **Housekeeping Task Schedule** OPERA Control is active, use the calendar to view and manage the housekeeping task(s) and supplies that are scheduled for each day the reservation is in house. You can add, change or remove a task along with their supplies. For example, if the guest is requesting no service on a particular day, the task can be removed from the calendar and the room is not included in that day's task sheet generation process. Or if the guest only requests light service, the full service task can be removed and the light service task (if configured) can be added instead.

> **Note:**
>
> The departure task does not display in the housekeeping task schedule.

## Managing Reservation Housekeeping and Task Schedule

### Editing Reservation Housekeeping Details

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Enter search criteria, click **Search**.
3. Select the reservation in the search result, click **I Want to. . .**, select **Housekeeping** or click the **Housekeeping** link in Reservation Presentation.
4. Click **Edit** on the housekeeping panel and enter the following details:

a. **Service Time**: Enter the requested service time.

b. **Turndown**: Click to include this reservation in the Turndown task.

c. **Guest Service Request**: Select a status if applicable (Available when the Guest Service Status OPERA Control is active).

d. **Prioritize**: Select check box to prioritize the room in the housekeeping task companion .

e. **Room Instructions**: Enter any room instructions to display in the task companion or output on task sheet reports. (Defaults from notes on the primary profile based on the Housekeeping Profile Note Type OPERA Control).

5. Click **Save**.

### Creating Reservation Housekeeping Task Schedule

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Enter search criteria, click **Search**.
3. Select the reservation in the search result, click **I Want to. . .**, select **Housekeeping** or click the **Housekeeping** link in Reservation Presentation.
4. Click **New** to add a new schedule, enter the following details:

   a. **Task**: Select a task from the list.

   b. **Entire Stay**: Select to perform the task for the entire stay. This check box works with the Every XX Days and the **Starting on Day** fields.

   c. **Every**: Specify how frequently, in days, the task is to be completed.

   d. **Day to Start**: Select the day of stay to start the schedule.

5. **Supplies**: Click **New** to add supplies for the task.

   a. **Code**: Select the supply item.

   b. **Quantity**: Enter a quantity.

6. Repeat to add additional items.
7. To delete a supply item, highlight the item and click the vertical ellipsis**Actions** menu, and click **Delete**.
8. Click **Save**.

### Editing Reservation Housekeeping Task Schedule

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Enter search criteria, click **Search**.
3. Select the reservation in the search result, click **I Want to. . .**, select **Housekeeping** or click the **Housekeeping** link in Reservation Presentation.
4. Select a date in the calendar then click **Edit** to update the scheduled task.
5. Update the scheduled task and supplies.
6. Click **Save**.

### Deleting Reservation Housekeeping Task Schedule

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Enter search criteria, click **Search**.
3. Select the reservation in the search result, click **I Want to. . .**, select **Housekeeping** or click the **Housekeeping** link in Reservation Presentation.
4. Click the vertical ellipsis**Actions** menu, and click **Delete**.
5. Click **Delete** to confirm.

### Resetting Reservation Housekeeping Task Schedule to Defaults

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Enter search criteria, click **Search**.
3. Select the reservation in the search result, click **I Want to. . .**, select **Housekeeping** or click the **Housekeeping** link in Reservation Presentation.
4. Click **Vertical Ellipsis** and click **Reset**.
5. Click **Reset** to confirm.

### Extending the Stay Dates with Customized Task Schedule

When the stay dates for a reservation having a customized task schedule are amended / extended, OPERA Cloud prompts you to indicate how you want to proceed. Choose one of the options and select the **OK** button:

- **Remove Customized Schedule and recreate Default Schedule**: Choose this option if you want to cancel the existing customized task schedule and replace it with the default task schedule for all days (or all remaining days if the guest has checked in) of the stay. The default facility schedule consists of the tasks configured for the room type. The **New** action is available if you later decide to customize the default task schedule.
- **Keep Customized Schedule and Update Additional Nights**: Choose this option if you want to retain the existing customized task schedule and automatically apply the default tasks to the extra stay dates being added. (The reservation arrival date is used as the basis for determining task frequency scheduling for the added dates.)
- **Keep Customized Schedule and Do Not Update Additional Nights**: Choose this option if you want to retain the existing customized task schedule without automatically setting default facility tasks for the stay dates being added. (This is the default option.) You can manually add, edit and delete tasks for the schedule.

## Managing Reservation Payment Instructions

Reservation payment instructions enable you to define the payment method and payment details for each Billing window (folio); used in conjunction with charge routing instructions.

Payment instructions is also used to manage credit card pre-authorizations, credit card transaction history and privileges such a pre and post stay charging authority, video checkout and folio auto-settlement.

When integrated with a payment partner, the credit card details are captured through an EMV device and pre-auths automated through to the payment partner. When the **Credit Card Wallet** OPERA Control is set to PROFILE, a **Store Credit Card Token to the Wallet** check box is available to save new credit card details in a wallet. A **Select a Credit Card** action is available to retrieve the credit card details in the wallet.

### New/Edit Payment Instructions

1. From the **OPERA Cloud** menu, select **Bookings** , select **Reservations**, then select **Manage Reservation**.
2. Enter search criteria, click **Search**.
3. Select the reservation in search result, click **I Want To...**, click **Payment Instructions** or open the reservation presentation and click **Payment Instructions** details link.
4. Click **New/Edit Payment Instructions** to add or edit the payment details for a Billing window.
5. Enter the following details:
    a. **No Post**: Select check box to prevent interface charges posting to this reservation account. Users manually posting charges are presented a warning.
    b. **Always Checked In**:Select check box to auto-create an add on reservation when a user (or the end of day procedure) checks out the reservation. An End of Day process creates an add-on reservation, with duplicate reservation details, and checks in the new reservation. This is commonly used for 'permanent house accounts' reservations for a pseudo room type. (Available when the **Auto Check In Pseudo Rooms after Check Out** OPERA Control is active and the **Always Checked In** check box is selected in room type configuration.
    c. **Pre-Stay Charging**: Select check box to allow charges and payments to be posted to this reservation account (guest ledger) prior to check in. (Available when the **Pre Stay Charges** OPERA Control is active). Defaults to selected when the **Default Pre Stay Charges on Reservation** OPERA Control is active. For more information, see About Pre-Stay Charging.
    d. **Post Stay Charging**: Select check box to allow charges to be posted to this reservation account after check out and prior to the End of Day. (Available when the **Post Stay Charges** OPERA Control is active). Defaults to selected then the **Default Post Stay Charges on Reservation** OPERA Control is active. When the **Open Folio** and the **Auto Open Folio During EOD** OPERA Controls are active, checked out reservations with a balance due and this check box selected are converted to Open Folio status during End of Day. For more information, see Checking Out Reservations with Open Folio.
    e. **Auto-settle (folio)**: Select checkbox to enable periodic auto-settlement of the reservation account balance. For more information, see Auto Folio Settlement. (Available when the **Auto Settlement Rules** OPERA Control is active).
        i. **Type**: Displays the Auto Folio Settlement Type selected in the primary profile of the primary profile linked to the reservation.
        ii. **Days**: Enter a periodic number of days for auto-settlement to occur. OPERA Cloud refers this value when the **Use Days on Reservation** check box is selected on the Auto folio Settlement screen.
    f. **Video Checkout**: Select check box to indicate the guest is authorized to use the video check out method. (Available when the **Video Check Out** OPERA Control is active).

g. **Credit Limit Auto Pay**: Select check box to auto-settle the account balance exceeds the payment type credit limit. Available when the **Credit Limit Overage Payments** OPERA Control is active. For more information, see Using Credit Limit Overage

h. **Reservation Type**: Select a reservation type from the list to update the reservation type (for future arrival reservation) based on an update to the payment details.

i. **Payment Details**: Select a **Billing window (1-8)** to add or update the payment details accordingly.

   i. **Payment Method**: Select a payment method from the list.

   ii. **Card Number**: Enter the PAN on credit card.

   iii. **Expiry**: Enter the expiry date of credit card.

> **Note:**
>
> When the **OPI Credit Card Processing** OPERA Control is active click **Get Token** to read the card details from an EMV terminal. To view the unmasked PAN and expiry date click the icon. You must have the **View Credit Card Details** task assigned to your role(s).

> **Note:**
>
> Use the **Add/Modify** button to manually enter a credit card number and expiry date. An OPERA Pay page is launched for input of card details. Once saved a token is returned and displayed in OPERA Cloud. (Available when the **OPI Credit Card Processing** OPERA Control is active and you are granted the CCTRANS role).

   iv. **Card Present**: (Available when the **Payment Services Directive** OPERA Control is active) This check box is deselected by default and remains deselected if you manually enter a credit card number. A **Credit Card Was Entered Manually** message appears when you manually enter a credit card. This check box is automatically selected if you insert or swipe a credit card in a credit card terminal.

   v. **Card Holder Name**: Enter the cardholder name on credit card.

   vi. **Authorisation Rule**: Select a credit card pre-auth calculation rule. For more information, see About Credit Card Authorization Rules.

   vii. **Amount/Percentage**: Enter a value based on the pre-auth rule selected.

j. **Opt In Email Folio**: Select check box to opt-it for email delivery of folios on checkout or when generating Batch Folios or when auto-settling folios. The email address of the linked profile is displayed.

   i. Click the email address to select a different email address or add a new email address.

   ii. If no email address is available, click **Add Email** to add an email address for profile linked to the Billing window.

k. Repeat payment details entry for other Billing windows.

6. Click **Save**.

### Moving Payment Method

To move the payment details for a Billing window to another Billing window.

1. From the **OPERA Cloud** menu, select **Bookings** , select **Reservations**, then select **Manage Reservation**.
2. Enter search criteria, click **Search**.
3. Select the reservation in search result, click **I Want To. . .**, click **Payment Instructions** or open the reservation presentation and click **Payment Instructions** details link.
4. Click the vertical ellipsis **Action**s menu and select **Move Payment Method**.
    a. Select the **From Window** from the list.
    b. Select the to **Window** from the list.
5. Click **Save**.

### Credit Card Authorization

To initiate a pre-authorization of the credit card:

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, then select **Manage Reservation**.
2. Enter search criteria, click **Search**.
3. Select the reservation in search result, click **I Want To. . .**, click **Payment Instructions** or open the reservation presentation and click **Payment Instructions** details link.
4. Click the vertical ellipsis **Actions** menu and select **Credit Card Authorization**.
    a. Click **Additional** to obtain additional authorization amount.
        i. Enter an **Authorization Amount** and click **Run Additional Authorization**.
        ii. Select an EMV terminal (select a device areas to view list of terminals assigned to the area), click **Select Terminal**.
    b. Click **Manual** to add an offline authorization and enter the following details:
        i. **Authorization Amount**: Enter the amount authorized.
        ii. **Approval Code**: Enter the approval code received.
        iii. Click **Run Manual Authorization**.

### Viewing Credit Card Authorization History

1. From the **OPERA Cloud** menu, select **Bookings** , select **Reservations**, then select **Manage Reservation**.
2. Enter search criteria, click **Search**.
3. Select the reservation in search result, click **I Want To. . .**, click **Payment Instructions** or open the reservation presentation and click **Payment Instructions** details link.
4. Click the vertical ellipsis **Actions** menu and click **Credit Card History**.
5. Select search options for Authorizations, Payments, Refunds and Failures, and click **Search**.
6. Click **Report** to generate the **CC_Auth_History** report with this information.

### Viewing Routing Instructions

To view and manage the reservation routing instructions. Available when the **Routing** OPERA Control is active.

1. From the **OPERA Cloud** menu, select **Bookings** , select **Reservations**, then select **Manage Reservation**.
2. Enter search criteria, click **Search**.
3. Select the reservation in search result, click **I Want To. . .**, click **Payment Instructions** or open the reservation presentation and click **Payment Instructions** details link.
4. Click the vertical ellipsis **Actions** menu and select **View Routing Instruction**.

   For more information, see Reservation Routing Instructions.

## Managing Reservation Deposit Payments

Reservation deposit payments may be applied against deposit request or posted as an unallocated payment. When the **Auto Deposit Collection** OPERA Control is active, the deposit payment page is automatically opened with **Amount** pre-populated. To post deposit payments, your role must be granted the **Post Deposit Payment** task. For pre-paid commission-able travel agent reservations, use the payment transaction code selected in the **Default Transaction Code for Prepaid Commissions** OPERA Control to post the difference between the nett deposit payment posted and the commission-able rate amount; OPERA Cloud then tracks the reservation commission as prepaid in the commissions module. To refund a deposit payment, post a negative amount and provide details in the **Reference** field, which is mandatory when the **Mandatory Reference Negative Payments** OPERA Control is active. When the **Credit Card Rebate Validation** OPERA Control is active, a check is performed to ensure the refund amount does not exceed the amount of the original deposit payment.

You are prompted to enter your PIN when the **Force Cashier Login** OPERA Control is active.

### Posting Unallocated Deposit

An unallocated deposit payment  is not applied to a specific deposit request rule.

1. From the **OPERA Cloud**  menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Enter search criteria, click **Search**.
3. Select the reservation in the search result, click **I Want to...** then **Deposit / Cancellation** or open the reservation and click **Deposit / Cancellation** in Reservation Presentation.
4. In the Deposit section, click the vertical ellipsis **Actions** menu and select **Post Unallocated Deposit** and enter the following details:
   a. **Payment Method**: Select a payment method from the list.
   b. **Card Number**: Enter card number if payment method is a credit card.
   c. **Expiration**: Enter expiry date if the payment method is a credit card.
   d. **Card Present**: (Available when the **Payment Services Directive** OPERA Control is active) This check box is deselected by default and remains deselected if you

manually enter a credit card number. A 'Credit Card Was Entered Manually' message appears when you manually enter a credit card. This check box is automatically selected if you insert or swipe a credit card in a credit card terminal.

e. **Card Holder**: Enter cardholder name details.

f. **Change Payment Method on Reservation**: Select to update the payment method in the reservation.

g. **Amount**: Enter the deposit amount.

h. **Comments**: Enter any comments.

i. **Reference**: Enter any reference details.

j. **Reservation Type**: Select a reservation type to update the reservation type based on deposit payment.

5. Click **Post Payment**.
6. Click **Print Receipt** to generate a receipt.
   a. Select a destination, then click **Process**.

### Posting Allocated Deposits

To post a deposit payment against a specific deposit request rule.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Enter search criteria, click **Search**.
3. Select the reservation in the search result, click **I Want to...** then **Deposit / Cancellation** or open the reservation and click **Deposit / Cancellation** in Reservation Presentation.
4. In the Deposit section, click the vertical ellipsis **Actions** menu and select **Post Unallocated Deposit** and enter the following details:
   a. **Payment Method**: Select a payment method from the list.
   b. **Card Number**: Enter card number if payment method is a credit card.
   c. **Expiration**: Enter expiry date if the payment method is a credit card.
   d. **Card Present**: (Available when the **Payment Services Directive** OPERA Control is active). This check box is deselected by default and remains deselected if you manually enter a credit card number. A 'Credit Card Was Entered Manually' message appears when you manually enter a credit card. This check box is automatically selected if you insert or swipe a credit card in a credit card terminal.
   e. **Card Holder**: Enter cardholder name details.
   f. **Change Payment Method on Reservation**: Select to update the payment method in the reservation.
   g. **Amount**: Enter the deposit amount.
   h. **Comments**: Enter any comments.
   i. **Reference**: Enter any reference details.
   j. **Reservation Type**: Select a reservation type to update the reservation type based on deposit payment.
5. Click **Post Payment**.
6. Click **Print Receipt** to generate a receipt.

a. Select a destination, then click **Process**.

### Detaching Deposit Payments from Deposit Requests

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Enter search criteria, click **Search**.
3. Select the reservation in the search result, click **I Want to...**, and then select **Deposit / Cancellation** or open the reservation and click **Deposit / Cancellation** link in Reservation Presentation.
4. In the Deposit section, select the deposit rule, then click **+** to expand and view the deposit payments.
5. Select a payment then click the vertical ellipsis **Actions** menu and select **Detach Payment from this Rule**.
6. The deposit payment will be listed as an unallocated payment.

### Applying Unallocated Deposit Payments to Deposit Requests

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Enter search criteria, click **Search**.
3. Select the reservation in the search result, click **I Want to...**, and then select **Deposit / Cancellation** or open the reservation and click **Deposit / Cancellation** link in Reservation Presentation.
4. Select a payment then click the vertical ellipsis **Actions** menu and select **Attach Payment To....**.
   a. The action(s) will display the name and amount of the deposit request; select the required action for the rule.

### Reprinting Deposit Receipts

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Enter search criteria, click **Search**.
3. Select the reservation in the search result, click **I Want to...** then **Deposit / Cancellation** or open the reservation and click **Deposit / Cancellation** in Reservation Presentation.
4. In the Deposit section, select the deposit rule, then click **+** to expand and view the deposit payments.
5. Select the payment, then click the vertical ellipsis **Actions** menu and select **Receipt**.
6. Select a destination, then click **Process**.

### Viewing Deposit Information

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Enter search criteria, click **Search**.

3. Select the reservation in the search result, click **I Want to...** then **Deposit / Cancellation** or open the reservation and click **Deposit / Cancellation** in Reservation Presentation.
4. In the Deposit section, select the unallocated deposit rule, then click **+** to expand and view the deposit payments.
5. Select the payment, then click the vertical ellipsis **Actions** menu and select **View Deposit Information**.
    a. **Comments**: Enter any comments.
    b. **Reference**: Enter any reference details.
    c. Click **Save**.

### Refunding Deposit Payments

A deposit refund receipt can be generated when the **Deposit Refund Receipt** OPERA Control is active. A deposit receipt must be setup in the Deposit Refund Receipt stationery report group.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Enter search criteria, click **Search**.
3. Select the reservation in the search result, click **I Want to...** then **Deposit / Cancellation** or open the reservation and click **Deposit / Cancellation** in Reservation Presentation.
4. In the Deposit section, select the unallocated deposit rule, then click **+** to expand and view the deposit payments
5. Select the payment, then click the vertical ellipsis **Actions** menu and select **Reverse Payment** enter the following details:
    a. **Payment Method**: Select a payment method from the list.
    b. **Card Number**: Enter card number if payment method is a credit card.
    c. **Expiration**: Enter expiry date if the payment method is a credit card.
    d. **Card Present**: (Available when the **Payment Services Directive** OPERA Control is active) This check box is deselected by default and remains deselected if you manually enter a credit card number. A 'Credit Card Was Entered Manually' message appears when you manually enter a credit card. This check box is automatically selected if you insert or swipe a credit card in a credit card terminal.
    e. **Card Holder**: Enter cardholder name details.
    f. **Change Payment Method on Reservation**: Select to update the payment method in the reservation.
    g. **Amount**: Enter the deposit refund amount .
    h. **Comments**: Enter any comments.
    i. **Reference**: Enter any reference details (Mandatory when the **Mandatory Reference Negative Payments** OPERA Control is active)
    j. **Reservation Type**: Select a reservation type to update the reservation type based on deposit payment.
    k. Click **Post Payment**.
    l. Click **Print Receipt** to generate a receipt.

i. Select a destination, then click **Process**.

**Transferring Deposit Payments**

To transfer deposits, your role must be granted the **Transfer Deposit** task. Negative amounts cannot be transferred. The **Transfer** action is not available for deposit payments created with a deposit folio when the **Advanced Deposit Handling** OPERA Control is set to any of the following: 3, 4, 5, 6, 8, 9, 10, 11, 12, 13, 14, or 15. For more information, see About Reservation Advanced Deposit Handling.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Enter search criteria, click **Search**.
3. Select the reservation in the search result, click **I Want to...** then **Deposit / Cancellation** or open the reservation and click **Deposit / Cancellation** in Reservation Presentation.
4. Click the vertical ellipsis **Actions** menu and select **Transfer Deposit** and complete the following in the Distribution section.
   a. **Comments**: Enter any information related to the transfer.
   b. **Room. / Guest Name**: Enter or select a room reservation from the list.
   c. **Amount**: Enter the amount to transfer (amount can be a portion of the total transferable). If left blank use the Distribute action to divide equally across all reservations.
   d. Click the vertical ellipsis **Actions** menu and select **Add** to add another reservation to the distribution; search and select additional reservations as required
   e. To delete a reservation row, select the reservation, then click the vertical ellipsis **Actions** menu and select **Delete**.
   f. Click **Transfer** to transfer the deposit amounts specified or click **Distribute** to divide the total transferable amount equally between the reservations selected.

## About Reservation Advanced Deposit Handling

The Advanced Deposit Handling OPERA Control determines how deposit payments are processed.

The following advanced deposit handling options are available:

**Mode 0** - Print Deposit Receipt. This option automatically generates a deposit receipt.

- When the Post Deposit action is selected from the Deposit and Cancellation screen, the Reservation Deposit Payment screen appears with the Print check box selected and disabled (cannot be unchecked). A deposit receipt will always be printed. This is the default setting.

**Mode 1** - Print Deposit Receipt Optional. This option allows you to choose whether or not to generate a deposit receipt.

- When the Post Deposit action is selected from the Deposit and Cancellation screen, the Reservation Deposit Payment screen appears with the Print check box enabled and checked. Unselect the check box if you do not want to print a deposit receipt.

**Mode 2** - Print Tax on Deposit Receipt. This option allows you to identify a tax invoice number that will appear on the deposit receipt.

- Sample_payment_tax must be defined as the deposit receipt template. For more information, see Stationery Report Groups
- When the Post Deposit action is selected from the Deposit and Cancellation screen, the Reservation Deposit Payment screen appears with the Print check box enabled but unchecked. Select the check box to print a deposit receipt. A separate field (Manual Tax Invoice Number) is available for manual entry of the tax invoice number if you want to print tax on the deposit receipt.

**Mode 3** - Print Folio for Deposit Receipt. This option allows you to generate a folio as well as a deposit receipt. It also allows you to pre-post transactions to the reservation account (Billing) as Deposit Transfers.

> **Note:**
>
> Folio tax is not updated with consumption changes for the first bill after check in.

- To use this option, activate the Folio No Reprint OPERA Control.
- When the Post Deposit action is selected from the Deposit and Cancellation screen, an list listing the profiles associated with the reservation appears. You can select the profile name you want to appear on the folio for pre- posted transactions.
- When you have selected a profile from the list, the Transaction Posting screen appears; this screen allows you to pre-post transactions. (These transactions will appear on the reservation account (Billing) as Deposit Transfers.)
- When you close the Transaction Posting screen, the Reservation Deposit Payment screen appears with the Print check box enabled but unchecked. Select the check box to print a deposit receipt. A folio will print automatically, with or without the deposit receipt, when you select the OK action form the Reservation Deposit Payment screen.

**Mode 4** - Print Folio for Deposit Receipt, Calculate Tax at Bill Generation. . This option allows you to generate a folio as well as a deposit receipt. It also allows you to pre-post transactions to the guest's Billing screen as Deposit Transfers.

> **Note:**
>
> The first bill after check-in will update the folio tax based on consumption.

- To use this option, activate the Folio No Reprint OPERA Control.
- When the Post Deposit action is selected from the Deposit and Cancellation screen, a list of the profiles linked with the reservation appears. You can select the profile name you want to appear on the folio for pre-posted transactions.
- When you have selected a profile from the list, the Transaction Posting screen appears; this screen allows you to pre-post transactions. (These transactions will appear on the reservation account (Billing) as Deposit Transfers.)
- When you close the Transaction Posting screen, the Reservation Deposit Payment screen appears with the Print check box enabled but unchecked. Select the check box to print a deposit receipt. A folio will print automatically, with or without the deposit receipt, when you select **OK** form the Reservation Deposit Payment screen.

**Mode 5** - Print Folio for Deposit Receipt, Apply Country Condition for Printing of Folio. This option allows you to generate a folio as well as a deposit receipt. It also allows you to pre-post transactions to the reservation account (Billing) as Deposit Transfers.

> **Note:**
>
> Folio tax is not updated with consumption changes for the first bill after check in. Folio Type selection (Fattura/Ricevuta) will display for Italy country mode.

- To use this option, activate the Folio No Reprint OPERA Control.
- When the Post Deposit action is selected from the Deposit and Cancellation screen, an list listing the profiles associated with the reservation appears. You can select the profile name you want to appear on the folio for pre- posted transactions.
- When you have selected a profile from the list, the Transaction Posting screen appears; this screen allows you to pre-post transactions. (These transactions will appear on the reservation account (Billing) as Deposit Transfers.)
- When you close the Transaction Posting screen, the Reservation Deposit Payment screen appears with the Print check box enabled but unchecked. Select the check box to print a deposit receipt. A folio will print automatically, with or without the deposit receipt, when you select the OK action form the Reservation Deposit Payment screen.

**Mode 6** - Print Folio for Deposit Receipt, Calculate Tax at Bill Generation, Apply Country Condition for Pre-posting. This option allows you to generate a folio as well as a deposit receipt. It also allows you to pre-post transactions to the guest's Billing screen as Deposit Transfers.

> **Note:**
>
> The first bill after check-in will update the folio tax based on consumption.

- To use this option, activate the Folio No Reprint OPERA Control.
- When the Post Deposit action is selected from the Deposit and Cancellation screen, an list listing the profiles associated with the reservation appears. You can select the profile name you want to appear on the folio for pre- posted transactions.
- When you have selected a profile from the list, the Transaction Posting screen appears; this screen allows you to pre-post transactions. (These transactions will appear on the reservation account (Billing) as Deposit Transfers.)

  > **Note:**
  >
  > The country mode value is checked and if it is CO, PE, or GT, pre-posting is not allowed if the deposit is being made in the same month as the arrival date.

- When you close the Transaction Posting screen, the Reservation Deposit Payment screen appears with the Print check box enabled but unchecked. Select the check box to print a deposit receipt. A folio will print automatically, with or without the deposit receipt, when you select the OK action form the Reservation Deposit Payment screen.

**Mode 7** - Print Deposit Receipt, Print Tax on Deposit Receipt. This option allows you to identify a tax invoice number that will appear on the deposit receipt.

- Sample_payment_tax must be defined as the deposit receipt templates. For more information, see Stationery Report Groups
- When the Post Deposit action is selected from the Deposit and Cancellation screen, the Reservation Deposit Payment screen appears with the Print check box selected and enabled. Unselect the check box if you do not want to print a deposit receipt. A separate field (Manual Tax Invoice Number) is available for manual entry of the tax invoice number if you want to print tax on the deposit receipt.

**Mode 8** - Print Deposit Receipt, Print Folio for Deposit Receipt. This option allows you to generate a folio as well as a deposit receipt. It also allows you to pre-post transactions to the reservation account (Billing) as Deposit Transfers.

> **Note:**
>
> Folio tax is not updated with consumption changes for the first bill after check in.

- To use this option, activate the Folio No Reprint OPERA Control.
- When the Post Deposit action is selected from the Deposit and Cancellation screen, an list listing the profiles associated with the reservation appears. You can select the profile name you want to appear on the folio for pre- posted transactions.
- When you have selected a profile from the list, the Transaction Posting screen appears; this screen allows you to pre-post transactions. (These transactions will appear on the reservation account (Billing) as Deposit Transfers.)
- When you close the Transaction Posting screen, the Reservation Deposit Payment screen appears with the Print check box selected and enabled. Unselect the check box if you do not want to print a deposit receipt. A folio will print automatically, with or without the deposit receipt, when you select the OK action form the Reservation Deposit Payment screen.

**Mode 9** - Print Deposit Receipt, Print Folio for Deposit Receipt, Calculate Tax at Bill Generation. This option allows you to generate a folio as well as a deposit receipt. It also allows you to pre-post transactions to the guest's Billing screen as Deposit Transfers.

> **Note:**
>
> The first bill after check-in will update the folio tax based on consumption.

- To use this option, activate the Folio No Reprint OPERA Control.
- When the Post Deposit action is selected from the Deposit and Cancellation screen, an list listing the profiles associated with the reservation appears. You can select the profile name you want to appear on the folio for pre- posted transactions.
- When you have selected a profile from the list, the Transaction Posting screen appears; this screen allows you to pre-post transactions. (These transactions will appear on the reservation account (Billing) as Deposit Transfers.)
- When you close the Transaction Posting screen, the Reservation Deposit Payment screen appears with the Print check box selected and enabled. Unselect the check box if you do not want to print a deposit receipt. A folio will print automatically, with or without the

deposit receipt, when you select the OK action form the Reservation Deposit Payment screen.

**Mode 10** - Print Deposit Receipt, Print Folio for Deposit Receipt, Apply Country Condition for Printing of Folio. This option allows you to generate a folio as well as a deposit receipt. It also allows you to pre-post transactions to the guest's Billing screen as Deposit Transfers.

> **Note:**
>
> Folio tax is not updated with consumption changes for the first bill after check in. Folio Type selection (Fattura/Ricevuta) will display for Italy country mode.

- To use this option, activate the Folio No Reprint OPERA Control.
- When the Post Deposit action is selected from the Deposit and Cancellation screen, an list listing the profiles associated with the reservation appears. You can select the profile name you want to appear on the folio for pre- posted transactions.
- When you have selected a profile from the list, the Transaction Posting screen appears; this screen allows you to pre-post transactions. (These transactions will appear on the reservation account (Billing) as Deposit Transfers.)
- When you close the Transaction Posting screen, the Reservation Deposit Payment screen appears with the Print check box selected. Unselect the check box if you do not want to print a deposit receipt. A folio will print automatically, with or without the deposit receipt, when you select the OK action form the Reservation Deposit Payment screen.

**Mode 11** - Print Deposit Receipt, Print Folio for Deposit Receipt, Calculate Tax at Bill Generation, Apply Country Condition for Pre- posting. This option allows you to generate a folio as well as a deposit receipt. It also allows you to pre-post transactions to the guest's Billing screen as Deposit Transfers.

> **Note:**
>
> The first bill after check-in will update the folio tax based on consumption.

- To use this option, activate the Folio No Reprint OPERA Control.
- When the Post Deposit action is selected from the Deposit and Cancellation screen, an list listing the profiles associated with the reservation appears. You can select the profile name you want to appear on the folio for pre- posted transactions.
- When you have selected a profile from the list, the Transaction Posting screen appears; this screen allows you to pre-post transactions. (These transactions will appear on the reservation account (Billing) as Deposit Transfers.)

  > **Note:**
  >
  > The country mode value is checked and if it is CO, PE, or GT, pre-posting is not allowed if the deposit is being made in the same month as the arrival date.

- When you close the Transaction Posting screen, the Reservation Deposit Payment screen appears with the Print check box selected. Unselect the check box if you do not want to

print a deposit receipt. A folio will print automatically, with or without the deposit receipt, when you select the OK action form the Reservation Deposit Payment screen.

**Mode 12** - Print Tax on Deposit Receipt, Print Folio for Deposit Receipt. This option allows you to generate a folio as well as a deposit receipt. It also allows you to pre-post transactions to the reservation account (Billing) as Deposit Transfers. In addition, you can identify a tax invoice number that will appear on the deposit receipt.

> **Note:**
>
> Folio tax is not updated with consumption changes for the first bill after check in.

- To use this option, activate the Folio No Reprint OPERA Control.
- When the Post Deposit action is selected from the Deposit and Cancellation screen, an list listing the profiles associated with the reservation appears. You can select the profile name you want to appear on the folio for pre- posted transactions.
- When you have selected a profile from the list, the Transaction Posting screen appears; this screen allows you to pre-post transactions. (These transactions will appear on the reservation account (Billing) as Deposit Transfers.)
- When you close the Transaction Posting screen, the Reservation Deposit Payment screen appears with the Print check box enabled but unchecked. Select the check box to print a deposit receipt. A separate field (Manual Tax Invoice Number) is available for manual entry of the tax invoice number if you want to print tax on the deposit receipt.
- A folio will print automatically, with or without the deposit receipt, when you select the OK action form the Reservation Deposit Payment screen.

**Mode 13** - Print Tax on Deposit Receipt, Print Folio for Deposit Receipt, Calculate Tax at Bill Generation. . This option allows you to generate a folio as well as a deposit receipt. It also allows you to pre-post transactions to the guest's Billing screen as Deposit Transfers. In addition, you can identify a tax invoice number that will appear on the deposit receipt.

> **Note:**
>
> The first bill after check-in will update the folio tax based on consumption.

- To use this option, activate the Folio No Reprint OPERA Control.
- When the Post Deposit action is selected from the Deposit and Cancellation screen, an list listing the profiles associated with the reservation appears. You can select the profile name you want to appear on the folio for pre- posted transactions.
- When you have selected a profile from the list, the Transaction Posting screen appears; this screen allows you to pre-post transactions. (These transactions will appear on the reservation account (Billing) as Deposit Transfers.)
- When you close the Transaction Posting screen, the Reservation Deposit Payment screen appears with the Print check box enabled but unchecked. Select the check box to print a deposit receipt. A separate field (Manual Tax Invoice Number) is available for manual entry of the tax invoice number if you want to print tax on the deposit receipt.
- A folio will print automatically, with or without the deposit receipt, when you select the OK action form the Reservation Deposit Payment screen.

**Mode 14** - Print Tax on Deposit Receipt, Print Folio for Deposit Receipt, Apply Country Condition for Printing of Folio. This option allows you to generate a folio as well as a deposit receipt. It also allows you to pre-post transactions to the guest's Billing screen as Deposit Transfers. In addition, you can identify a tax invoice number that will appear on the deposit receipt.

> **Note:**
>
> Folio tax is not updated with consumption changes for the first bill after check in. Folio Type selection (Fattura/Ricevuta) will display for Italy country mode.

- To use this option, activate the Folio No Reprint OPERA Control.
- When the Post Deposit action is selected from the Deposit and Cancellation screen, an list listing the profiles associated with the reservation appears. You can select the profile name you want to appear on the folio for pre- posted transactions.
- When you have selected a profile from the list, the Transaction Posting screen appears; this screen allows you to pre-post transactions. (These transactions will appear on the reservation account (Billing) as Deposit Transfers.)
- When you close the Transaction Posting screen, the Reservation Deposit Payment screen appears with the Print check box enabled but unchecked. Select the check box to print a deposit receipt. A separate field (Manual Tax Invoice Number) is available for manual entry of the tax invoice number if you want to print tax on the deposit receipt.
- A folio will print automatically, with or without the deposit receipt, when you select the OK action form the Reservation Deposit Payment screen.

**Mode 15** - Print Tax on Deposit Receipt, Print Folio for Deposit Receipt, Calculate Tax at Bill Generation, Apply Country Condition for Pre- posting. This option allows you to generate a folio as well as a deposit receipt. It also allows you to pre-post transactions to the guest's Billing screen as Deposit Transfers. In addition, you can identify a tax invoice number that will appear on the deposit receipt.

> **Note:**
>
> The first bill after check-in will update the folio tax based on consumption.

- To use this option, activate the Folio No Reprint OPERA Control.
- When the Post Deposit action is selected from the Deposit and Cancellation screen, an list listing the profiles associated with the reservation appears. You can select the profile name you want to appear on the folio for pre- posted transactions.
- When you have selected a profile from the list, the Transaction Posting screen appears; this screen allows you to pre-post transactions. (These transactions will appear on the reservation account (Billing) as Deposit Transfers.)

> **Note:**
>
> The country mode value is checked and if it is CO, PE, or GT, pre-posting is not allowed if the deposit is being made in the same month as the arrival date.

- When you close the Transaction Posting screen, the Reservation Deposit Payment screen appears with the Print check box selected and enabled. A separate field (Manual Tax Invoice Number) is available for manual entry of the tax invoice number if you want to print tax on the deposit receipt.
- A folio and a deposit receipt will print automatically when you select the OK action form the Reservation Deposit Payment screen.

## Managing Reservation Deposit Request and Cancellation Policy

Prerequisites for Managing Reservation Deposit / Cancellation

**Watch Video**

Use the Deposit / Cancellation panel to manage a deposit requests and payments and any cancellation penalty for a reservation:

- Reservation deposit deals with managing the deposit requirements and payment that guests make prior to their stay.
- Reservation cancellation covers the handling of cancellation penalty charges that might involve forfeiture of deposits paid.

You can define and schedule Deposit / Cancellation rules from Booking Rules and Schedules allowing you to automatically apply the Deposit / Cancellation rules for reservations with a specific rate codes or reservation types. You can also manually add deposit requests and cancellation policies directly to a reservation.

> **Note:**
>
> Only one deposit rule and one cancellation rule is in effect at a time - the rate code rule takes precedence, followed by the reservation type rule, and finally by any rule manually set up on the reservation.

When the Generate Advance Bill/Folio for Deposit OPERA Control is active, an **Advance Folio Generated** field indicates whether an Advance Folio for Deposit is generated.

### Add Reservation Deposit / Cancellation Details

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Enter search criteria and click **Search**.
3. Select the reservation in the search results, click **I Want To . . .** and select **Deposit / Cancellation** or open the reservation and click **Deposit / Cancellation** in Reservation Presentation.

> **Note:**
>
> Deposit / Cancellation details appear if the rate code or reservation type selected for the reservation has a deposit and/or cancellation rule.

4. **Add Deposit Request**: Click **New** and enter the following details:
    a. **Deposit Rule**: Select a deposit rule from the list to setup the deposit requirements or manually enter details. For more information see: Configuring Deposit Rules.
    b. **Percentage**: If a deposit rule was selected, a percentage of the rate will populate the field. Update the field as required.
    c. **Deposit Amount**: If a deposit rule was selected, a deposit amount will populate the field. Update the deposit amount as required.
    d. **Due Date**: If a deposit rule was selected, a due date will populate the field. Update the deposit amount as required.
    e. **Comments**: Enter any comments applicable.
5. Click **Save**.
6. **Add Cancellation Penalty**: Click **New** and enter the following details:
    a. **Cancel Rule**: Select a cancel rule from the list to set up the cancellation policy or manually enter the details. For more information see: Cancel Penalties (Cancellation Penalty Rules).
    b. **% Cancel**: Enter the percent of the total charge for the number of room nights specified in Room Nights that is to be charged as a cancellation penalty (if the Percentage method is used to compute the penalty).
    c. **Room Nights**: The number of room nights for this reservation.
    d. **% Due**: Enter the percentage of the cancellation amount due.
    e. **Cancel Amount**: The amount of the cancellation charge.
    f. **Cancel Date**: Enter the date on or before the cancellation must take place to avoid application of the cancellation penalty.
    g. **Comments**: Enter any applicable comments.
7. Click **Save**.

### Edit Reservation Deposit / Cancellation Details

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Enter search criteria, click **Search**.
3. Select the reservation in the search results, click **I Want To . . .** and select **Deposit / Cancellation** or open the reservation and click **Deposit / Cancellation** in Reservation Presentation.
4. Select the **Deposit Rule** or **Cancellation Penalty**.
5. Click the vertical ellipsis **Actions** menu, and then click **Edit**
6. Update the details.
7. Click **Save**.

### Delete Reservation Deposit / Cancellation Details

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Enter search criteria and click **Search**.

3. Select the reservation in the search result, click **I Want To . . .** and select **Deposit / Cancellation** or open the reservation and click **Deposit / Cancellation** in Reservation Presentation.
4. Select the **Deposit Rule** or **Cancellation Penalty**.
5. Click the vertical ellipsis **Actions** menu, and then click **Delete**.
6. Click **Delete** to confirm.

## Managing Reservation Cancellation

### Prerequisites for Managing Reservation Cancellation

You can cancel a reservation at any time prior to the reservation check-in. Cancelling a reservation returns the reserved room type back to inventory.

**Watch Video**.

When the **Cancellation Handling** OPERA Control is active there may be a cancellation policy (rule) on the reservation; informing you of the cancellation penalty. For more information, see Managing Reservation Deposit and Cancellation.

If required, you can generate a cancellation confirmation detailing the cancellation number. When the **Confirmation Letter for Cancel Reservation** OPERA Control is active, you are prompted to generate a cancellation confirmation letter.

> **Note:**
>
> You cannot cancel an auto-created event reservation for a guest room reserved as an event space in OPERA Cloud Sales and Event Management Premium.

> **Note:**
>
> Any vouchers generated are removed, or voided if printed. For more information, see Managing Vouchers.

#### Cancelling Reservations with Deposit Payments

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Enter search criteria, click **Search**.
3. Select the reservation in the search result, click **I Want to...** then **Cancel Reservation**.
4. Enter the following details:
   a. **Cancel Reason**: Select a Cancellation reason.
   b. **Description**: Field defaults based on the reason selected; you can enter more details
   c. **Delete All Traces**: Select the delete reservation traces on the cancelled reservation.
5. Click **Cancel Reservation**:

6. The cancellation number is displayed in the confirmation panel .
7. To generate a cancellation confirmation click **Email/Print**.
    a. **Send To**: Select a linked profile from the list.
    b. **Email To**: Select an email address from the list
    c. **Confirmation Letter**: Select a cancellation template from the list.
8. Click **Send**.

> **Note:**
>
> If cancelling a share reservation, a message prompts you to indicate whether you want to cancel each of the sharing reservations as well. If you proceed to cancel share reservations, an individual cancellation number is provided for each canceled sharer.

### Cancelling Reservations with Deposit Payment

When the **Cancel with Deposit** OPERA Control is active, reservations with deposit payments posted can be canceled; the deposit refund or retention can be managed at a later time. When the **Cancel with Deposit** OPERA Controls is inactive you are prompted to manage refund or retention of the deposit payment. For more information, see Managing Reservation Deposit Payments.

When the **No Show and Cancellation Postings** OPERA Control is active, the cancelled reservations can be accessed in Billing to post a cancellation fee and refund any remaining deposit. For more information, see Managing No Show and Cancellation Deposits and Charges.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Enter search criteria, click **Search**.
3. Select the reservation in the search result, then click **I Want to...** and select **Cancel Reservation**.
4. Complete the following:
    a. **Cancel Reason**: Select a Cancellation reason.
    b. **Description**: Field defaults based on the reason selected; you can enter more details.
    c. **Delete All Traces**: Select the delete reservation traces on the cancelled reservation.
5. Click **Cancel Reservation**.

### Reinstating Cancelled Reservations

For more information, see Reinstating Reservations.

### Viewing Cancellation History

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Enter search criteria, click **Search**.
3. Select the reservation in the search result, click **I Want to...** then **Cancel Reason**.

# Managing No Show and Cancellation Deposits and Charges

## Prerequisites for No Show and Cancellation Deposits and Charges

When the **No Show and Cancellation Postings** OPERA Control is active, you can access No Show or Cancelled status reservations in Billing to post charges and payments as you would for any inhouse reservation. This enables you to process the refund of deposit payment(s) or the posting of a cancellation fee or no show charge and then generate an interim folio to settle the balance and generate a folio.

If deposit payments have been posted to reservations, you are prompted to transfer the total deposit when accessing the reservation account in Billing. Selecting **No** to the prompt results in the deposit payments remaining on the deposit ledger; you can transfer the deposit balance to the guest ledger at a later time.

When the **Post Revenue To No Shows** OPERA Control is active, you can configure rules to automate the transfer of all deposit payments and posting of a no show charge during End of Day on the arrival date of the no show.
See, Configuring No Show Posting Rules.

### Manually Transferring Deposit Balances

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Select **No Show** or **Cancelled** Reservation Status, enter any other search criteria, and click **Search**.
3. Select the reservation in the search results, click the **I Want To . . .** link, and select **Billing**.
4. Click the **I Want To . . .** link and select **Transfer Deposit**.

### Posting No Show or Cancellation Charges

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Select **No Show** or **Cancelled** Reservation Status, enter any other search criteria, and click **Search**.
3. Select the reservation in the search results, then click the **I Want To . . .** link, and select **Billing**.
4. Select the billing window.
5. Click **Post Charge**.

   For more information, see Posting Charges to Guest Folios.

### Posting Settlements (Payment)

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Select **No Show** or **Cancelled** Reservation Status, enter any other search criteria, and click **Search**.
3. Select the reservation in the search results, then click **I Want To . . .** , and select **Billing**.
4. Select the **Billing Window** to settle.
5. Click the vertical ellipsis **Actions** menu and select **Interim Folio**.

For more information, see Settling a Reservation Account Balance.

### Posting Deposit Refunds (Payment)

A refund payment requires entry of a negative payment amount.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Select **No Show** or **Cancelled** Reservation Status, enter any other search criteria, and click **Search**.
3. Select the reservation in the search results, then click **I Want To . . .** , and select **Billing**.
4. Select the billing window with a deposit balance to refund.
5. Click **Post Payment**.

   Refer to: Applying Payments to Guest Folios.

## Managing Reservation Fixed Charges

Prerequisites for Reservation Fixed Charges

Use Fixed Charges to schedule a re-occurring charge to be posted to a reservation periodically and automatically during the End of Day process. Fixed Charges also offers a convenient way to automatically post a one-time charge on a specific date in the future.

> **Note:**
>
> If charge routing is active on the reservation, the fixed charge will route to the billing window or room based on these instructions.

When the **Transaction Discount** OPERA Control is active, charges may be automatically discounted for specific members. For more information, see About Membership Auto Discounting

### Adding Reservation Fixed Charges

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Enter search criteria for the reservation and click **Search**.
3. Select a reservation in the search result then click **I Want To. . .** and select **Fixed Charges** or click the **Fixed Charges** link in Reservation Presentation.
4. Click **New** and enter the following details:
   a. **Frequency**: Select the frequency with which the fixed charge should be posted.
      i. **Once**: Post the charge one time. When this option is selected, the **End Date** field becomes unavailable.
      ii. **Daily**: Post the charge every day.
      iii. **Weekly**: Post the charge once a week. When this option is selected, the **Day to Execute** field appears. Select the down arrow to choose the day of the week (1 = Sunday, 2 = Monday, 3 = Tuesday, and so on) to have the fixed charge posted.
      iv. **Monthly**: Post the charge once a month. When this option is selected, the **Day to Execute** field becomes available. Select any number from 1 to 31 or **End**.

Numbers 1 through 31 trigger a posting on that date each month. If the date does not fall in that month (for example, some months have fewer than 31 days), no posting occurs for the month. Selecting **End** always posts the fixed charge on the last day of the month.

v. **Quarterly**: Post the charge once a quarter. When this option is selected, the **Day to Execute** field becomes available. Fixed charges are posted every quarter, that is, every three months. Select the down arrow to choose the date during the last month in the quarter to have the fixed charge posted. For example, if you select 15, the fixed charges are posted on the 15th of March, the 15th of June, the 15th of September, and the 15th of December. To post the charge on the last day of the quarter, regardless of the date, select **END**.

vi. **Yearly**: Post the charge once a year. When this option is selected, the **Date to Execute** field becomes available. Fixed charges always post every year on the month and day you select. The year portion of the date is ignored.

b. **Begin Date /End Date**: Select the **Begin Date** and **End Date** to determine the period when the fixed charge will be posted to the reservation.

c. **Amount**: Select to post a flat amount.

i. **Amount (Price)**: Enter the unit price of the charge. A negative amount can be entered.

d. **Percentage of Room Rate**: Select to post a percentage of the effective room rate (inclusive of add to rate packages).

i. **Percentage**: Enter a % value. For example, 10 for 10%.

e. **Transaction Code**: Enter or select the charge from the list.

f. **Quantity**: Enter the number of units to be charged.

> **Note:**
>
> Fixed charges are always posted in the local/base currency for the property. The posted amount will be the price x quantity.

5. Click **Save**.

### Editing Reservation Fixed Charges

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Enter search criteria and then click **Search**.
3. Select a reservation in the search result then click **I Want To...** and select **Fixed Charges** or click the **Fixed Charges** link in Reservation Presentation.
4. Select the fixed charge, then click the vertical ellipsis **Actions** menu and select **Edit**.
5. Update the details.
6. Click **Save**.

### Deleting Reservation Fixed Charges

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.

2. Enter search criteria and then click **Search**.
3. Select a reservation in the search result then click **I Want To...** and select **Fixed Charges** or click the **Fixed Charges** link in Reservation Presentation.
4. Select the fixed charge, then click the vertical ellipsis **Actions** menu and select **Delete**.
5. Click **Delete** to confirm.

## Managing Reservation Alerts

### Prerequisites for Reservation Alerts

Alerts are messages for hotel staff that are displayed as a notification when the reservation is accessed at a specific time (status) in the reservation life cycle. When the **Popup Alerts** OPERA Control is active, alerts appear as a pop-up page, which the user must close to continue. When the **Popup Alerts** OPERA Control is inactive, alerts are indicated as a notifications link.

Reservation alerts can also be setup to print to an (email addressable) printer, such a printer in In-room Dining or Concierge and generating a "chit" in the selected alert template format.

#### Adding Reservation Alerts

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Enter search criteria, then click **Search**.
3. Select the reservation in the search result, click **I Want to. . .**, then **Alert** or open the reservation and click **Alert** in Reservation Presentation.
4. Click **New** and enter the following details:
    a. **Code**: Select the Alert message.
    b. **Area**: Select the area (event) when the alert is to be generated.
        i. **Reservation**: Alert is triggered when opening reservation presentation (manage reservation) for future date reservation.
        ii. **Inhouse**: Alert is triggered when opening reservation presentation (manage reservation) for in house reservation.
        iii. **Check- In**: Alert is triggered at the time the reservation checks in, prior to opening Check in Reservation.
        iv. **Check- Out**: Alert is triggered at the time the reservation checks out, prior to opening Billing.
    c. **Description**: The text of the alert. Based on the alert code selected , default text is populated and can be edited if required.
    d. **Display Alert**: Select this check box to display alert as an on-screen notification when the alert is triggered. This check box is selected by default
    e. **Print Alert**: Select this check box to print the alert notification using a selected alert template to the selected printer.
        i. **Printer**: Select the printer from list. This printer must be configured as belonging to the alert printing group and be email addressable. See Configuring Printers for details.

ii. **Report**: Select the alert template to be printed . If no alert report is selected, the alphabetically first alert template auto-populates to the field. For more information, see Stationery Report Groups for details.

5. Click **Save**.

### Editing Reservation Alerts

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Enter search criteria, then click **Search**.
3. Select the reservation in the search result, click **I Want to. . .**, then Alert or open the reservation and click **Alert** in Reservation Presentation.
4. Select the alert, then click the vertical ellipsis **Actions** menu and select **Edit**.
5. Update the alert details.
6. Click **Save**.

### Deleting Reservation Alerts

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Enter search criteria, then click **Search**.
3. Select the reservation in the search result, click **I Want to. . .**, then Alert or open the reservation and click **Alert** in Reservation Presentation.
4. Select the alert, then click the vertical ellipsis **Actions** menu and select **Delete**.
5. Click **Delete** to confirm.

## Managing Reservation Preferences

### Adding Reservation Preferences

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, then select **Manage Reservation**.
2. Enter search criteria, click **Search**.
3. Select the reservation in search result, click **I Want To...** click **Preferences** or open the reservation presentation and click **Preferences** details link.
4. Click **New**.
   a. Click the preference group **[+]** to expand the list.
   b. Select one or preferences in the **Available** column, click **>** to move selection to the **Selected** panel.
5. Click **Save** to save on reservation.
6. Click **Save to Reservation and Profile** to save the preferences on reservation and also update the preferences on the linked profile.

### Deleting Reservation Preferences

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, then select **Manage Reservation**.

2. Enter search criteria, click **Search**.
3. Select the reservation in search result, click **I Want To...** click **Preferences** or open the reservation presentation and click **Preferences** details link.
4. Enter search criteria and click **Search**.
5. Select the preference, click the vertical ellipsis**Actions** menu, and select **Delete**.
6. Click **Delete** to confirm.

## Managing Reservation Linked Profiles

Prerequisites for Managing Reservation Linked Profiles

Use the Linked Profile panel to associate a Company, Travel Agent, Contact, Group and Source profile to a future or in house reservation. When the **Reservation Contact** OPERA Control is active you can also select a profile as the reservation contact and the billing contact. Also use the Linked Profile panel to select a different guest profile for future reservations (i.e. name change); your role must be granted the Select Another Profile task to access this action.

**Selecting Another Profile for a Reservation**

> **Note:**
>
> You cannot select another profile for an Owner or Owner Referral reservation. (Applicable when the **Room Rotation** OPERA Control is active).

To link a different profile as the primary profile for a reservation:

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, then select **Manage Reservation**.
2. Enter search criteria, click **Search**.
3. Select the reservation in search result, click **I Want To. . .** click **Linked Profiles** or open the reservation presentation and click the **Linked Profiles** details link.
4. Click **Select Another Profile**.

> **Note:**
>
> Click **Create Guest Profile** to create a new profile. See Creating Profiles.

5. Enter search criteria and click **Search**.
6. Select a profile in the search result, click **Select**.
7. The **Linked Profiles** panel will update to show the new profile linked to reservation.

> **Note:**
>
> Please be sure to check the reservation preferences based on new profile linked to the reservation.

### Managing Associated Profiles

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, then select **Manage Reservation**.
2. Enter search criteria, click **Search**.
3. Select the reservation in search result, click **I Want To. . .** click **Linked Profiles** or open the reservation presentation and click the **Linked Profiles** details link.
    a. Select the **Associated Profiles** tab.
    b. Click **Edit**.
    c. **Company**: Search and select a company profile.
    d. **Agent**: Search and select a travel agent profile. Booking commission can be calculated for this agent.
    e. **Group**: Search and select a group profile if the reservation is related to a block.
    f. **Source**: Search and select a booking source . Booking commission can be calculated for this source.
    g. **Reservation Contact**: Search and select a contact profile. (Available when the **Contacts and Reservation Contact** OPERA Controls are active).
    h. **Billing Contact**: Search and select a contact profile. (Available when the **Contacts and Reservation Contact** OPERA Controls are active).
    i. Click **Save**.

## Managing Accompanying Guests

### Prerequisites for Managing Accompanying Guests

When the **Accompanying Profile** OPERA Control is active you can also link additional guest profiles as accompanying guests; identifying someone who is also occupying the room but does not require a separate reservation account or has independent stay dates. When the **Print Registration Cards for Accompanying Guests** OPERA Control is active you can generate a registration card for accompanying profiles linked to the reservation. You can also search for reservations by accompanying guest names in Manage Reservations search. If the guest requires a separate folio or has staggered arrival or departure dates use the Shares option instead. For more information, see Managing Reservations Shares

### Adding Accompanying Guests

1. From the **OPERA Cloud** menu, select **Bookings** , select **Manage Reservation**.
2. Enter search criteria, click **Search**.
3. Select the reservation in search result, then click **I Want To . . .** and select **Accompanying Profile** or open the reservation presentation and click **Accompanying Profile**.
4. Click **Edit**.
5. Click **New** to link a profile.
    a. Enter search criteria and click **Search**.

> **Note:**
>
> Click **Create Guest Profile** to create a new profile. For more information, see Creating a Guest or Contact Profile.

b. Select a profile in the search result, then click **Select**.

c. Click **Save**.

6. Click **Save** or click **Save and Edit Stay Details** to launch Manage Reservation.

### Updating Accompanying Guest Details

> **Tip:**
>
> Click **Show Masked Information** to unmask the **Birth Date** and **ID Number** details; this action requires the **View Identification Details** task.

> **Tip:**
>
> Click **Refresh** to update details displayed after updating an accompanying profile.

1. From the **OPERA Cloud** menu, select **Bookings** , select **Manage Reservation**.
2. Enter search criteria, click **Search**.
3. Select the reservation in search result, then click **I Want To . . .** and select **Accompanying Profile** or open the reservation presentation and click **Accompanying Profile**.
4. Select a profile listed in the **Accompanying Profile** section.
   a. Click a guest profile link to update the profile. For more information, see Managing a Guest or Contact Profile.
   b. Click **Add Relationship** to add a relationship with the primary profile. For more information, see Managing Profile Relationships.

### Deleting Accompanying Guests

1. From the **OPERA Cloud** menu, select **Bookings** , select **Manage Reservation**.
2. Enter search criteria, click **Search**.
3. Select the reservation in search result, then click **I Want To . . .** and select **Accompanying Profile** or open the reservation presentation and click **Accompanying Profile**.
4. Click **Edit**.
5. Select the accompanying guest, then click the vertical ellipsis **Actions** menu and select **Delete**.
6. Click **Delete** to confirm.

## Reservation Packages

Prerequisites for Reservation Packages .

Package items enable you to provide guests with amenities and services as part of their reservation stay. You can link package items to a rate code to create a package rate, sell package items directly on a reservation, or both link them to a rate code and sell them on a reservation.

A "Bed and Breakfast" package rate code is an example of a package item that includes both accommodation and breakfast in the rate amount. A "Honeymoon" package rate code might include items such as champagne, chocolates, dinner, and breakfast in addition to the accommodation.

An extra bed or crib might be required for a specific reservation and sold separately as a package item. A package item can be configured with an item price, which adds it to the rate, thereby increasing the total room rate. When the Item Inventory OPERA Control is active package items can also be configured to deduct inventory items when the package item is added to a reservation.

Other examples of reservation-specific package items are transportation (airport pickup / drop off) and tours sold "on the fly" that must be added to the reservation and posted to the reservation in order for a sales charge to be posted to the reservation account.

The Packages details screen allows you to view a list of all package items that are included in the rate code or manually added (sold) directly on the reservation  When package items are added to the reservation, you may later delete them entirely from the reservation or edit the quantity of the item.

When package items are configured on the reservation rate code, you are unable to delete the package item or change the quantity of package elements. The quantity value shown in the **Quantity** field refers to the number of packages associated with the reservation. This number is determined based on the calculation rules for the package — per person, per adult, per room, per flat rate, and so on. For example, if the Breakfast package is per-person, and two guests are covered by the reservation, the quantity would be 2. However, you can exclude the package item.

With the Override Package Amount task granted, you can also amend the pricing and/or allowance amount of the package item for a specific reservation.

## Managing Reservation Packages

### Viewing Reservation Packages

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Enter search criteria and click **Search**.
3. Select the reservation in the search results, click **I Want To…** and then select **Packages** or click the **Packages** link in Reservation Presentation.

> **Note:**
>
> The number that appears with the Packages link indicates the number of package items linked to the rate code / reservation.

### Packages Tab

1. The **Selected Packages** panel displays a list of the included package items:
   a. **Price**: Shows the package price.

b. **Quantity**: Shows the quantity how often the package element was added to the reservation. (also see Quantity vs Calculated Quantity details).

c. **Calculated Quantity**: Considers the calculation rule such as per person, per adult to indicate the total quantity. When the calculated quantity is changing during the package timeframe, the calculated quantity value is displayed with a change indicator that shows the count of the different quantity values.

d. **Excluded Quantity**: Quantity Excluded (refer Exclude Package Items topic below).

e. **Start Date / End Date**: Dates that define the period during which this package is available.

**Daily View Tab**

1. The Daily View panel displays a breakdown on package elements and inventory items per date for the reservation, occurring each date based on the posting rhythm set in the item.
2. All reservation dates are shown vertically with the option to scroll.
3. Package details are collapsed by default ; click **Expand** to show additional details for each package item.
4. To update the package price click the package code, see **Edit Package Item Pricing** below.

### Excluding Packages Included in Rate Code

Package items are often linked to the reservation as part of the rate code selected for the reservation. (Package items that are attached to the reservation by the rate code display the rate code in the Rate Code column.) You may, however, decide that you do not want to include the package item in the rate code for a specific reservation. For example, an (add to rate) airport pickup package item may be linked to a rate code and certain guests might not require the transportation and can request this package item to be excluded for their reservation. Excluding a package item does not reduce the reservation rate amount; rather the internal revenue split is adjusted accordingly.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Enter search criteria and click **Search**.
3. Select the reservation in the search results, click **I Want To…** and then select **Packages** or click the **Packages** link in Reservation Presentation.
4. In the **Selected Packages** panel, click for the selected package element and update details.

   a. **Excluded Quantity**: Enter the number of the package elements to exclude. The Excluded Quantity cannot exceed the Calculated Quantity displayed.

   > **Note:**
   >
   > The Excluded Quantity flag is applied to the entire stay. Once the reservation has checked in and **End of Day** processing has been run, the **Excluded Quantity** field can no longer be edited.

5. Click .
6. Click **Save**.

> **Note:**
>
> Excluding a package item included in the rate does not reduce the reservation rate amount;  rather the internal revenue split is adjusted , increasing the room revenue based on the item price of the excluded package item.

#### Editing Package Pricing

If you have the **Override Package Amount** task granted, you can amend the pricing of a package item for a specific reservation.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Enter search criteria and click **Search**.
3. Select the reservation in the search results, click **I Want To…** and then select **Packages** or click the **Packages** link in Reservation Presentation.
4. Click the **Daily View** tab.
5. Click a package code link and update pricing:
    a. **Price**: Enter a new item price - this is the amount split from the rate or added to the rate depending on the rate rule of the package item.
    b. **Allowance**: Enter a new allowance amount - this is the amount the guest is allowed to consume in the outlet before incurring an overage on their account. Available when the Advanced Package OPERA Control is active and the package item is configured as an allowance.
6. Click **Save**.

## Managing Add-on (Sell Separate) Packages

In addition to any package items that are attached to the reservation by the reservation rate code, you can manually add additional package items or package item groups to a reservation and edit certain package features.

This is typically used for “on-the-fly” requests from guests for items (to be supplied and charged), such as transportation, extra bed, crib, or a tour.

> **Note:**
>
> The package item must be configured as Sell Separately to be able to add directly to a reservation.

#### Adding Add-on Packages

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Enter search criteria and click **Search**.
3. Select the reservation in the search results, click **I Want To. . .** and then select **Packages** or click the **Packages** link in Reservation Presentation.
4. Uncheck **Show Selected Only** to view all package items.

5. A list of package items and groups is displayed; use the **Filter by Keyword** search field to refine the search:

   a. **Code**: Package Item Code. Multi-item package groups are indicated with and displays as a link. Click the link to view the details of items included in the package group.

   b. **Description**: Package item description (hover over field to view the full description).

   c. **Calculation Rule**: How the package amount is calculated:

      i. **Flat Rate**: The price posted as a flat rate, regardless of the number of guests. The flat rate is per guest sharing the room, that is, each share-with in the room is charged the flat rate amount.

      ii. **Per Person**: The price times the number of adults plus the number of children.

      iii. **Per Adult**: The price times the number of adults.

      iv. **Per Child**: The price times the number of children. With the selection of this calculation rule and the Rates > Rates By Defined Buckets is set to Y, packages can be setup with different amounts per child bucket on the Package Details tab.

      v. **Per Room**: The price times the number of rooms. The Per Room calculation is applied to the room. If a reservation is shared, instead of applying the package per reservation, it considers the package for that room.

   d. **Posting Rhythm**: Posting frequency of the package.

   e. **Price**: Shows the package item price.

   f. **Incl Rate**: Indicates if package item is included in the rate code.

   g. **Item**: Indicates if there is item inventory linked to the package item (hover mouse over to view full details).

   > **Note:**
   >
   > Only package items with a pricing schedule configured for dates matching the reservation dates are listed.

6. Click **Add** on the package item or group to select it for the reservation and enter the following details:

   a. **Quantity**: Number of package elements to be attached to the reservation. The default value is 1.

   > **Note:**
   >
   > For Ticket Packages, the Quantity field is the only field that can be edited.

   b. **Begin/End Dates**: Dates that define the period during which this package is to be available. Enter dates manually or use the calendar tool to select dates. The default Begin Date and End Date for a package being attached to a reservation prior to check-in are the reservation arrival date and departure date. Once the reservation is checked in, the default Begin Date is the current business date and the default End Date is the reservation departure date. Dates cannot be earlier than the arrival date or later than the departure date.

7. Click .
    a. You will be informed if package cannot be applied due to restrictions on package element, or due to unavailability of linked item inventory .
    b. If there is an inventory item attached to the package that is not available. will be considered:
        i. If you have the **Override item sell control** user task granted to your role(s) you will be able to override the item availability and proceed with adding the package including items.
        ii. If you do not have the **Override item sell control** user task granted to your role(s), when you click on override, an override login screen is displayed, allowing another user that has the **Override item sell control** task granted to override the item availability .

    Once the package element has been confirmed, the calculated quantity for the package is displayed on the package element and the Package element displays**Pending Save**.
    c. Repeat steps to select more package items for the reservation.
8. Click **Save**.

> **Note:**
>
> When a package item that includes inventory items has been manually added to a reservation, the inventory items cannot be edited or deleted via the Item Inventory screen. To remove these inventory items, the manually attached package item must be deleted from the reservation.

### Editing Add-on Packages

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Enter search criteria and click **Search**.
3. Select the reservation in the search results, click **I Want To. . .** and then select **Packages** or click the **Packages** link in Reservation Presentation.
4. Click the **Packages** tab.
5. Click for the selected package element or package group and update details.
    a. **Start Date / End Date**: Dates that define the period during which this package is to be available. Change dates manually or use the calendar tool to select dates.
    a. Prior to check-in you can change the package dates within the reservation time frame.
    b. Once the package element has been confirmed, the calculated quantity for the package is displayed on the package element and the Package element displays **Pending Save**. When the calculated quantity is changing during the package timeframe, the calculated quantity value is displayed with a change indicator that shows the count of the different quantity values.
6. Click .
7. Click **Save**.

### Deleting Add-on Packages

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Enter search criteria and click **Search**.
3. Select the reservation in the search results, click **I Want To. . .** and then select **Packages** or click the **Packages** link in Reservation Presentation.
4. Click the **Packages** tab.
5. Click the ✖ icon on the package item or package group to remove from the reservation.
6. Click **Delete** to confirm.
7. Click **Save**.

> **Note:**
>
> When you proceed with deletion any inventory items that are configured for the package item are also removed.

## Reservation Item Inventory

Prerequisites for Reservation Inventory Items

The item inventory feature enables you to manage items required for a reservation; such as extra beds or cribs where a finite number is available on a given day

Other uses for reservation inventory items could be the tracking of limited seating for a special event, limited capacity for a daily tour, boat tickets, or parking spaces at your property.

Once an item is selected for a reservation the availability of the item is reduced for the applicable dates. When the **Allow Inventory Items Outside Of Stay Days** OPERA Control is active, items can be selected for dates outside of the reservation dates, so long as there is at least one overlapping date with the reservation dates.

When the Sell Control Items OPERA Control is active the sale (selection) of the item will be restricted if there is no inventory available for the selected dates. Users with the **Override Item Sell Control** task granted will be able to book items when there is no inventory available for the selected dates. Users without the **Override Item Sell Control** task granted can request a PIN override; other users with the **Override Item Sell Control** task granted can authorize the override of the sell control via input of their PIN

When the Item Inventory Pool OPERA Control is active items can be grouped into item pools that have a single shared inventory level. The items that are part of the pool must be from the same Item Inventory Class and when sold, all of the items included in the pool are deducted from a single quantity, the maximum quantity of the Item Inventory Pool. When any of the items that are associated to an Item Inventory Pool are sold, the number available will be updated with the new quantity at the pool-level only. Validation for each item booked from the pool will occur when the item itself is reserved. Item Pools are indicated in bold.

An example of the availability of an Item Inventory Pool.

- Item: Adult Tickets - Quantity in Stock 10
- Item: Child Tickets - Quantity in Stock 2

These two items are associated with the Item Inventory Pool called Boat Tickets.

The availability of the Boat Tickets Pool is 10, or the maximum quantity of the items associated with the pool. This means that:

- 10 Adult Tickets can be sold OR
- 2 Child Tickets and 8 Adult Tickets can be sold OR
- 1 Child Ticket and 9 Adult Tickets can be sold

The above scenarios are possible without overselling any Item or the Item Inventory Pool itself. Should the Sell Control attribute be defined for the items then overbooking of the items and thus the pool itself can be overbooked.

When used in conjunction with reservation package items a sales charge for an inventory item can be auto-posted to the reservation account during end of day; this is useful for items such as cribs and extra beds for which a charge is incurred.

In the event that reservation dates are amended an automated process will identify and apply the required changes to the dates for selected reservation items. When the Allow Inventory Items Outside Of Stay Days OPERA Control is inactive or the **Outside of Stay Days** check box is not selected for the item, the inventory item will be automatically removed from the updated reservation when it is saved. You will be informed if any item had to be removed due to no item availability, or item dates falling outside of the new reservation stay dates. The same applies to items added via a package item selected for the reservation.

## Managing Reservation Inventory Items

### Viewing Reservation Inventory Items

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Enter search criteria and click **Search**.
3. Select the reservation in the search results, click **I Want To . . .** and then select **Item Inventory** or click the **Item Inventory** link in Reservation Presentation.

> **Note:**
>
> A number displayed on the **Item Inventory** link indicates the number of inventory items selected for the reservation.

4. The Selected Inventory Item panel appears a list of the items for each item the following is indicated:
    a. **Image**: Click to view an image of the item.
    b. **Code**:The item code for the inventory item.
    c. **Description**: The name of the inventory item.
    d. **Quantity**: Number of items selected for the reservation. When the quantity is changing during the item timeframe, the quantity value is displayed with a change indicator that shows the count of the different quantity values. When the calculated quantity changes during the package timeframe, the calculated quantity value is displayed with a change indicator that shows the count of the different quantity values.
    e. **Start Date / End Date**: Date range for which the item is selected for the reservation.

The **Daily View** tab shows a breakdown of inventory items per reservation date.

### Adding an Inventory Item to a Reservation

> **Note:**
>
> When the Allow Inventory Items Outside Of Stay Days OPERA Control is active, eligible items that are selected for dates outside of the reservation stay dates have to overlap at least one night of the reservation stay dates.

> **Note:**
>
> When the Sell Control OPERA Control is active.
>
> 1. If your role(s) are granted the Override Item Sell Control task, you can override items that are not available.
> 2. If your roles(s) are not granted the Override Item Sell Control, you can request other users with the Override Item Sell Control task granted to authorize the override through input of their PIN.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Enter search criteria and click **Search**.
3. Select the reservation in the search results, click **I Want To . . .** and then select **Item Inventory** or click the **Item Inventory** link in Reservation Presentation.
4. From the Item Inventory screen, click **New**.
   a. Enter search criteria and click **Search**.
   b. Items and their availability are listed in the Available Inventory Items section.
   c. To select an item, click the **(Availability) Number** link for the item and applicable start date.
   d. The item appears in the **Selected Inventory Items** panel. Enter the following details:
      i. **Quantity**: Enter or select the quantity of items required.
      ii. **Begin Date**: Enter the date for which the item should be linked to the reservation (defaults to arrival).
      iii. **End Date**: Enter the end date for the item (if left empty, OPERA Cloud assumes the departure date).
      iv. Click ✔.
      v. Click ✖ to remove an item.
5. Click **Save**.

### Editing an Inventory Item on a Reservation

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.

2. Enter search criteria and click **Search**.
3. Select the reservation in the search results, click **I Want To . . .** and then select **Item Inventory** or click the **Item Inventory** link in Reservation Presentation.
4. In the **Selected Inventory Items** panel, select the inventory item, click
5. Update details.
6. Click .
7. Click **Save**.

### Deleting an Inventory Item from a Reservation

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Enter search criteria and click **Search**.
3. Select the reservation in the search results, click **I Want To . . .** and then select **Item Inventory** or click the **Item Inventory** link in Reservation Presentation.
4. In the **Selected Inventory Items** panel, select the inventory item, click .
5. Confirm by clicking **Yes**.
6. Click **Save**.

## Managing Reservation Memberships

Prerequisites for Reservation Memberships.

You can associate an unlimited number of memberships with a guest's profile. Similarly, you can select multiple memberships, one per membership type and membership class, for a reservation. Loyalty points can then be calculated for the memberships selected for the reservation.

### Viewing a Reservation Membership

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Enter search criteria and click **Search**.
3. Select the reservation in the search results, click **I Want To…** and then select **Membership** or click the **Membership** link in Reservation Presentation.

> **Note:**
>
> You might need to click **Show All** to view all detail links.

4. To Manage Profile Memberships, click **Manage**. For more information, see Managing Profile Memberships.

### Selecting Memberships for a Reservations

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.

2. Enter search criteria and click **Search**.
3. Select the reservation in the search results, click **I Want To…** and then select **Membership** or click the **Membership** link in Reservation Presentation.
4. Select a profile membership and then click the down arrow to move the selected membership to the reservation membership panel.
5. Click **Save**.

### Deselecting Memberships for a Reservation

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Enter search criteria and click **Search**.
3. Select the reservation in the search results, click **I Want To…** and then select **Membership** or click the **Membership** link in Reservation Presentation.
4. Select a membership in the reservation membership panel and then click the up arrow to move the selected membership back to the profile membership panel.
5. Click **Save**.

## Managing Reservation Attachments

Prerequisites for Reservation Attachments

You can upload and save file attachments to reservations. Files must be less than 10MB.

> **Note:**
>
> Reservation attachments are purged 30 days after the departure date.

### Adding Reservation Attachments

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Enter search criteria and click **Search**.
3. Select the reservation in search result, click **I Want To. . .**, click **Attachments** or open the reservation and click the **Attachments** details link.
4. Click **New** to attach a new file.
   a. Click **Browse** and select a file on your workstation.
   b. **Filename**. Enter a filename using only alphanumeric characters; no spaces or special characters are accepted.
   c. **Description** Enter a description for the attachment.
5. Click **Save**.

### Downloading Reservation Attachments

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Enter search criteria and click **Search**.

3. Select the Reservation in search result, click **I Want To. . .**, click **Attachments** or open the reservation and click the **Attachments** details link.
4. On the Attachments screen, click the vertical ellipsis **Actions** menu.
5. Click **Download** and choose to either **Open** or **Save File**.

#### Deleting Reservation Attachments

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Enter search criteria and click **Search**.
3. Select the Reservation in search result, click **I Want To. . .**, click **Attachments** or open the reservation and click the **Attachments** details link.
4. On the Attachments screen, click the vertical ellipsis **Actions** menu.
5. Click **Delete** and confirm the deletion.

## About Reservation Transaction Diversion

Prerequisites for Reservation Transaction Diversion

Transaction diversion is a process whereby charges for selected transaction codes are automatically "diverted" to a pseudo room reservation based on the membership type and level, or the VIP level of the primary profile linked to a reservation.

Transaction diversion rules determine the conditions under which the posting will be diverted. For example, a transaction diversion rule could state that charges for Internet access are to be diverted to pseudo room 9020 for reservations that have a Platinum level Priority Club membership attached.

The transaction diversion panel indicates if the threshold rule is property-level or reservation-level and if it is based on Count, Quantity, or Minutes. You can manage reservation-level diversion rules.

> **Note:**
>
> If a reservation has two threshold rules attached, either Property or Reservation lebel or a combination of the two , that both contain the same transaction code; the sequence associated with the rule will determine how the charge is processed and which PM room it is diverted to. The rule with the lowest sequence number has the highest priority.

#### User Activity Logging of Transaction Diversions

A record is entered into the Viewing Changes Log Details under the Posting Activity Group : DIVERTED TRN. CODE <transaction code> FOR <amount> <local currency> FROM <guest name> OF ROOM #<room no> CONF. #<confirmation no> TO <guest name> OF ROOM #<room no> CONF. #<confirmation no>.

## Managing Reservation Transaction Diversion

### Adding Reservation Transaction Diversion Rules

Reservation type Threshold rules can be attached to an active reservation on the day of arrival, after check in, or that is arriving in the future.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, then select **Manage Reservation**.
2. Enter search criteria, click **Search**.
3. Select the reservation in search result, click **I Want To. . . .**, click **Transaction Diversion** or open Reservation Presentation and click the **Transaction Diversion** details link.
4. Click **New** and complete the following
    a. **Code**: Select a transaction diversion code from the list; selection depends on the VIP or Membership details of the primary profile linked to the reservation.
    b. **Notes**: Enter any notes
5. Click **Save**.

### Editing Reservation Transaction Diversion Rules

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, then select **Manage Reservation**.
2. Enter search criteria, click **Search**.
3. Select the reservation in search result, click **I Want To** , click **Transaction Diversion** or open Reservation Presentation and click the **Transaction Diversion** details link.
4. Select the diversion rule, click the vertical ellipsis **Actions** menu and select **Edit**.
    a. Update details.
    b. **Inactive**: Click to inactive the rule.
5. Click **Save**.

### Deleting Reservation Transaction Diversion Rules

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, then select **Manage Reservation**.
2. Enter search criteria, click **Search**.
3. Select the reservation in search result, click **I Want To. . .**, click **Transaction Diversion** or open Reservation Presentation and click the **Transaction Diversion** details link.
4. Select the diversion rule, click the vertical ellipsis **Actions** menu, and select **Delete**.
5. Click **Delete** to confirm.

### Viewing Transaction Diversion Summary

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, then select **Manage Reservation**.
2. Enter search criteria, click **Search**.
3. Select the reservation in search result, click **I Want To. . .** , click **Transaction Diversion** or open Reservation Presentation and click the **Transaction Diversion** details link.
4. Select the diversion rule, click **+** to expand.

### Viewing Transaction Diversion Daily Details

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, then select **Manage Reservation**.
2. Enter search criteria, click **Search**.
3. Select the reservation in search result, click **I Want To. . .**, click **Transaction Diversion** or open Reservation Presentation and click the **Transaction Diversion** details link.
4. Select the diversion rule, click the vertical ellipsis **Actions**, and select **View Daily Details**.

### Viewing Transaction Diversion Rule Configuration

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, then select **Manage Reservation**.
2. Enter search criteria, click **Search**.
3. Select the reservation in search result, click **I Want To. . .**, click **Transaction Diversion** or open Reservation Presentation and click the **Transaction Diversion** details link.
4. Select the diversion rule, click the vertical ellipsis **Actions** menu, and select **View Configuration**.
5. See Configuring Transaction Diversion.

## Creating House Posting Accounts

House accounts are a pseudo (non-inventory) room type reservation used for managing billing charges of non-residential guest, adjust checked out reservation accounts or internal administration purposes such as hotel staff accounts. You can nominate that a house account reservation must "always be checked in" (a permanent house account) by selecting the **Always Checked In** checkbox in payment details .

### Creating a House Account

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and select **House Posting Account**.
2. Enter the following details:
   a. **Property**: Select or confirm the property.
   b. **Arrival Date**: Enter or select a start date for the account.
   c. **Nights**: Enter the duration.
   d. **Departure Date**: Enter or select an end date for the account.
   e. **Adults**: Enter number of adults; if applicable.
   f. **Name**: Search for an existing profile; select Create Guest Profile from the search page to add a new profile. For more information, see Creating a Guest or Contact Profile
   g. **Room Type**: Select a room type for this account. Room types designated as Pseudo are available in the list.
   h. **Room**: Select a room from the list. The Available Rooms Search screen appears, showing rooms of the selected room type.
   i. **Rate Code**: Select a rate code for the reservation from the list. This field is mandatory if when the Rate Code Mandatory OPERA Control is active.

j. **Reservation Type**: Select a reservation type from the list.

k. **Market Code**: Select a market code from the list. This is required for revenue statistics.

l. **Source Code**: Select a source code from the list. This is required for revenue statistics.

3. Enter the payment details:

   a. **Method**: Select a payment method from the list.

   b. **Card Number**: Enter the credit card PAN.

   c. **Expiration**: Enter the credit card expiry date.

   d. **Card Holder**: Enter the name on the credit card..

4. Click **Save** or **Save and Add More Details** to open Editing a Reservation or check in the house account reservation.

# About the Room Diary

The Room Diary provides a chart view of Inventory rooms and the reservations assigned for a selected date range in the past or future. The Room Diary also indicates rooms scheduled for Out of Order or Out of Service status (Available when the **Out of Order** and/or **Out of Service** OPERA Controls are active).

Room, room (housekeeping) status and room type are displayed in columns on the left side of the Room Diary chart. Icons display pertinent information about rooms listed; click **Legend** to display an explanation of the icons. Click a **Room** or **Room Type** link to view details such as room description, room attributes, room features, connecting room(s) and images.

Subsequent columns in the chart reflect a date in a daily sequence. Double clicking on the reservation overlays the reservation overview with I Want to action links available to further manage the reservation.

By using drag-n-drop it is possible to also manage a reservation, amending the stay dates or moving (assigning) the reservation to another room. You can change view dates and the range of view days.

From the Room Diary you can:

- Select the start date to view chart.
- View Reservations for a period of 1 day, 7 days, 14 days, 21 days, 28 days.
- Open and edit a reservation overview.
- View and edit the profile business card and other details about the reservation.
- Launch the **I Want To . .** menu and select **Create Reservation, Create Walk-in** or **Manage Out of Order** or **Manage Out of Service**.
- Select the **Legend** link to display a legend of the indicators displayed on the Room Diary.
- Select a value from the **Views** list to increase or decrease the number of days (columns) displayed in the chart. You can view reservation by a range of days spanning periods of 1, 7, 14, 21 and 28 days, depending on your browser resolution.
- Select the **Sort-by** list to change the order of the rooms displayed in the chart.
- Select the **Filter Results** link to further filter rooms by room status , connecting rooms or rooms with a room condition. Select **Apply Filter** to save changes.
- Select the **Statistics** link to overlay occupancy statistics for the selected date.
- Select **Property Calendar** to launch the Property Calendar. For more information, see property calendar.
- Scroll to the bottom of the Room Diary and select **Load More Results** to display more results.

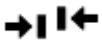
## Using the Room Diary

Prerequisites for Using the Room Diary

**Watch Video**

### Searching for Room Diary Reservations and Rooms

The Room Diary search panel enables you to search for unassigned rooms and/or reservations assigned to rooms by Property, Start Date, and other optional search criteria. Unassigned rooms or reservations with a room assigned matching the search criteria appear on the Room Diary.

Enter a past date to view the Room Diary for past reservations; a 'CO' indicator is displayed for Checked Out reservations. Select the **Include Room Move History** check box to display room moves in the Room Diary; these are indicated by  icons.

When the Component Suite OPERA Control active, an **Include (Show) Component Room Block Out Dates** check box is available. When selected, if one of the component rooms is assigned to a reservation or Out of Order, the component suite displays 'Component Suite Blocked (Unavailable)' for the corresponding dates.

Premium When the **Guest Room As Meeting Room** OPERA Control is active, catering events booked in guest rooms as the event space are indicated.

When the **Room Rotation** OPERA Control is active, **Owner Rooms Only** and **Owner Exclusive Rooms Only** check boxes are available to limit search to owned rooms.

1. From the **OPERA Cloud** menu, select **Bookings**, and then select **Room Diary**.
2. Enter search criteria, then click **Search**.

3. Rooms and reservations matching your search criteria appear by date on the Room Diary.
4. Hover your cursor over a Reservation for a brief summary of information.

**Applying Filters to Search Result**

1. From the **OPERA Cloud** menu, select **Bookings**, and then select **Room Diary**.
2. Click **Filter Results** to expand the filter panel and select from the following options:
3. **Assigned Status** :
    a. **Assigned Rooms**: Select this check box to display rooms that are assigned to guests. This check box is selected by default.
    b. **Unassigned Rooms**: Select this check box to display rooms that are not assigned to guests. This check box will be selected by default if the Room Plan is called from the Detailed Availability screen with the **Available** option button selected.

> **Note:**
>
> Unassigned rooms do not include rooms that are due out. Select the **Include Departure** check box to display rooms that are due out.

    c. **Partially Assigned Rooms**: This option is available when the Component Rooms OPERA Control is active. Select this check box to display component rooms that have not been assigned to reservations but which have at least one of their individual room elements assigned to a reservation.
4. **Room Status**: Select one or more room status options.
5. **More Options**:
    a. **Component Suite/Rooms Only**: This option is available when the Component Rooms OPERA Control is active. Select this check box to display component-room room followed by an indented breakout of the individual room numbers in the component room.
    b. **Connecting Rooms**: Select this check box to display rooms that interconnect with other rooms
    c. **Include Departures**: Select this check box to display due out rooms. When this check box is not selected, due out rooms are included in the display along with rooms that meet your other filter criteria. When the **Unassigned Rooms** check box is also selected, unassigned rooms and due out rooms are shown on the grid.
    d. **Room Conditions Only**: This option is available when the Room Conditions control is active. Select this check box to list only rooms having a room condition assigned (including those with a room condition that is indicated "Do Not Display in Room Assignment"). When this check box is not selected, rooms having a room condition assigned are included in the display along with rooms that meet your other filter criteria.
    e. **Advanced Check-in Only**: Available when the Advanced Check-in control is enabled. Select this check box to list only rooms have a reservation in Advanced Check-in status.
    f. **Owner Rooms Only**: Select check box to only display owner rooms. (Available when the Room Rotation OPERA Control is active)
    g. **Owner Exclusive Rooms Only**: Select check box to only display owner exclusive rooms (Available when the Room Rotation OPERA Control is active)

h. Click **Reset Filter** to reset these filter options.

i. Click **Apply Filter** to update the Room Diary chart.

### Modifying Reservations from Room Diary

1. From the **OPERA Cloud** menu, select **Bookings**, and then select **Room Diary**.
2. Enter search criteria, then click **Search**.
3. Double click an **Reservation** to view or edit Reservation Overview and Profile details.
   a. Click on the **Edit** button to make changes to reservation. For more information, see Editing a Reservation.
   b. Click on the **Profile Name** to launch and edit the profile linked to the reservation. For more information, see Managing a Guest or Contact Profile
   c. Click **I Want To . . .** to display various actions for this reservation.

### Using Click, Drag and Drop

Reservations displayed in the Room Diary support click and drag for update. The following are some of the most commonly used drag and drop activities:

1. **Room Move**: Click the block representing the reservation and drag it to a vacant room on the chart. OPERA Cloud performs the same availability checks and updates that apply for reservation updates made via Manage Reservations. You cannot move a reservation to a room in Out of Order status. If the reservation is checked in, you are prompted to update the departing room status. When the Room Rotation OPERA Control is active and you move (re-assign) a reservation to a room that is not the next in the room rotation sequence, you are prompted to enter an Override Reason. Room moves that would result in a change of the ownership status of the reservation are not allowed. For example, if the guest profile is the owner of the present room, you can move the reservation to a room that this profile is also the owner of. The following ownership changes are not allowed for the checked-in reservation:
   - Owner to Non-Owner
   - Non-Owner to the Owner
   - Owner Referral to Non-Owner Referral
   - Non-Owner Referral to Owner Referral
   - Owner Referral to Owner
   - Owner to Owner Referral. (Applicable when the Room Rotation OPERA Control is active).

   For more information, see Moving an In House Reservation

> **Note:**
>
> When a reservation has a Do Not Move (DNM) restriction applied, the assigned room cannot be changed. In addition, you cannot change the room type, as this would unassign the room. The Do Not Move restriction is in-effect until the reservation is checked in. Once the reservation has checked in the Do Not Move restriction is canceled and room moves may be performed for the reservation as usual. A reservation with a Do Not Move restriction applied displays a Do Not Move indicator in the reservation block. The drag and drop feature cannot be used to change the room for reservations with a Do Not Move restriction. (Available when the Do Not Move Room OPERA Control is active). For more information, see Managing Reservation Do Not Move Room Status

2. **Reservation Date Changes**: To change the stay dates for a reservation, click the block representing the guest's reservation and drag it to a vacant block representing a future date (and different room, if desired). Availability checks are performed that also apply for reservation changes made via Manage Reservations. You cannot move a reservation to a room out-of-order in Out of Order status. You can also select the left or right edge of a block to extend or shorten stay dates. You cannot change the arrival date for already checked in reservations; you cannot change the arrival date to a date earlier than the current business date. A prompt asks you to confirm the date change: "Do you want to change the arrival date or departure date from date to date? for guest name?" If fixed charges apply to the reservation, a prompt asks you to "Please verify reservation's fixed charges.". When updating the dates of a reservation that has a specific Routing Instruction attached with a specific Begin and End date for the reservation, the "Reservation Dates have been changed, please verify existing Routing Instructions." message prompt is displayed for verification. When modifying stay dates for a pseudo room type reservation the Stay Detail panel is displayed, allowing you to update other reservation details as required. You may also select the left or right edge of a block to extend or shorten stay dates. You cannot change the arrival date for already checked in reservations; you cannot change the arrival date to a date earlier than the current business date. A prompt asks you to confirm the date change: "Do you want to change the arrival date or departure date from date to date? for guest name?" If fixed charges apply to the reservation, a prompt asks you to "Please verify reservation's fixed charges.". When updating the dates of a reservation that has a specific Routing Instruction attached with a specific Begin and End date for the reservation, the "Reservation Dates have been changed, please verify existing Routing Instructions." message prompt is displayed for verification.

### Breaking Sharer Reservations using Drag and Drop

You can drag and drop share reservations from one room to another to break share. You are prompted with a list of all sharing reservations , allowing you to select none, one or multiple share reservations. When dragging a sharing reservation from the original room to new room, any shares not selected in the sharing reservation popup remain allocated to the original room. Break Share can be done for:

- Arrival Reservations,
- Arrival & Checked In Reservations,
- Checked In / In House Reservations

### Creating Room Reservations From Room Diary

It is possible to make a new reservation for a specific room from the Room Diary.

1. From the **OPERA Cloud** menu, select **Bookings**, and then select **Room Diary**.

2. Enter search criteria and then click **Search**.
3. Rooms matching your search criteria appear by date on the Room Diary.
4. Navigate to the required room and click the **Arrival Date** and then click the **Departure Date**.
5. From the **I Want to. . .** panel select **Create Reservation**. For more information, see Booking a Reservation.

### Creating Walk-in a Reservation From Room Diary

1. From the **OPERA Cloud** menu, select **Bookings**, and then select **Room Diary**.
2. Enter search criteria and then click **Search**.
3. Rooms matching your search criteria appear by date on the Room Diary.
4. Navigate to the required room and click the **Arrival Date** (current date) and then click the **Departure Date**.
5. From the **I Want to. . .** panel. For more information, see Creating a Walk In Reservation

### Creating Out of Service or Out Of Order From Room Diary

1. From the **OPERA Cloud** menu, select **Bookings**, and then select **Room Diary**.
2. Enter search criteria and then click **Search**.
3. Rooms matching your search criteria appears by date on the Room Diary. You can view reservation by a range of days spanning periods of 1, 7, 14, 21 and 28 days.
4. Navigate to the required room and click the **Arrival Date** and then click the **Departure Date**.
5. From **I Want to. . .**, select **Create Out of Service** or **Create Out of Order**.

### Viewing Calendar Events in Room Diary

The Room Diary provides a visual indication of property calendar events such as holidays, city celebrations taking place at or near your property. Refer to: Property Calendar Setup

An indicator appears above the dates/days of the special event. A **Day Details** panel appears on the  right side of Room Diary providing details about the special events.

1. From the **OPERA Cloud** menu, select **Bookings**, and then select **Room Diary**.
2. Enter search criteria, then click **Search**.
3. Dates with Calendar Events are highlighted with color band above the date.
4. Click **Day Details** to slide open the panel showing details about the calendar events.

### Viewing Out of Order / Out of Service Room Indicators on Room Diary

The Room Diary marks rooms scheduled for Out of Order or Out of Service with a visual indicator that the room is blocked.

1. From the **OPERA Cloud** menu, select **Bookings**, and then select **Room Diary**.
2. Enter search criteria, then click **Search**.
3. Rooms scheduled as out of order or out of service rooms are visually marked for the applicable dates in the Room Diary chart.

# Reservations Workspace

Reservations Workspace contains options for generating batch confirmation letters; cancelling reservations en-masse; managing events in the property calendar.

## Using Reservation Mass Cancellation

Use Mass Cancellation to cancel multiple reservations in a single process. For example, this feature could be used to cancel non-guaranteed reservations with 6 PM-hold reservation-type that have not arrived by the agreed time.

**Watch Video**

To cancel multiple reservations:

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations Workspace**, select **Mass Cancellation**.
2. Enter search criteria, click **Search**.
3. Select one or more reservations in search result.

> **Note:**
>
> Change to table view for multiple selection.

4. Click **Mass Cancellation** and complete the following.
    a. **Cancel Reason**: Select a Cancellation reason .
    b. **Description**: Field defaults based on the reason selected; you can enter more details
    c. **Delete All Traces**: Select the delete reservation traces on the cancelled reservation.
    d. **Ignore Cancel Penalty**: Select to ignore the cancellation penalty based on cancellation rule.
    e. **Cancel Sharers**: Select to also cancel sharing reservations.
5. Click **Cancel Now**.

## Using the Property Calendar

### Prerequisites for Using Property Calendar

The Property Calendar provides a quick overview of the local area events and day types setup for specific dates.

- Calendar events identify local area events which may have an impact on your property operations and occupancy levels. For more information, see Configuring (Calendar) Event Codes. Property events are indicated on the Room Diary and available via the calendar icon in the Look to Book Sales Screen.
- Day Types are used to adjust (increase or decrease) the price (rate amount) for selected rate codes on selected dates. (Available when the Day Type OPERA Control is active).

For current and future dates the Maximum Availability figure is displayed in the top left corner of each date in the monthly and list views of the calendar. Double-click the **Maximum Available** figure to launch Property Availability for the selected date.

You can select various view icons to change the Property Calendar view:

- **Day**: Show only one day at a time
- **Week**: Show only one week at a time
- **Month**: Show one month at a time (this is the default view)
- **List**: Show the calendar events as separate lines in a list

### Adding Events to the Calendar

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations Workspace**, and then select **Property Calendar**.
2. Click **New** and complete the following:
    a. **Start Date**: Enter or select a start date- this defaults to the date selected on the calendar.
    b. **End Date**: Enter or select an end date.
    c. **Event**: Select an event from the list.
    d. **Days of the Week**: Select Days of the Week to specify on which days the selected event applies within the date range.
    e. Click **Save**.

### Adding Day Types to the Calendar

(Available when the Day Type OPERA Control is active.)

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations Workspace**, and then select **Property Calendar**.
2. Click **New** and complete the following:
    a. **Start Date**: Enter or select a start date- this defaults to the date selected on the calendar.
    b. **End Date**: Enter or select an end date.
    c. **Day Type**: Select a day type from the list.
    d. **Days of the Week**: Select Days of the Week to specify on which days the selected event applies within the date range.
    e. Click **Save**.

### Deleting Events from the Calendar

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations Workspace**, and then select **Property Calendar**.
2. Enter search criteria and click **Search**.
3. Select the Event in the calendar, click the vertical ellipsis **Actions** menu, and select **Delete**.
4. Confirm the date range for deletion.
5. Click **Delete** to confirm.

### Deleting Day Types from the Calendar

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations Workspace**, and then select **Property Calendar**.
2. Enter search criteria and click **Search**.
3. Select the Day Type in the calendar, click the vertical ellipsis **Actions** menu, and select **Delete**.
4. Confirm the date range for deletion.
5. Click **Delete** to confirm.

## Managing All Reservation and Block Traces

Prerequisites for Managing All Reservation and Block Traces

Traces are actionable instructions for a selected department for a specific date and time; once in action the trace is updated as resolved.

This reservation workspace option provides access to all reservation and block traces for selected departments and date range.

### Adding a Reservation Trace

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservation Workspace**, and then select **Traces**.
2. Click **New** and enter the following details:
    a. **Trace Type**: Select Reservation.
    b. **Name**: Enter reservation name and search for reservation. Default search is for inhouse reservations.
    c. **Department**: Select the department(s) for the trace.
    d. **From Date**: Enter a start date for the trace.
    e. **To Date**: Enter an end date for the trace (field defaults to same as start date).
    f. **Time**: Enter a time.
    g. **Trace text**: Enter the trace text.
        i. **Quick Insert Text**: Click to select from pre-configured trace text for the selected department.
3. Click **Save**.

### Adding a Block Trace

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservation Workspace**, and then select **Traces**.
2. Click **New** and enter the following details:
    a. **Trace Type**: Select  Block
    b. **Block**: Enter block name and search for block.
    c. **Department**: Select the department(s) for the trace.

d. **From Date**: Enter a start date for the trace.

e. **To Date**: Enter an end date for the trace (field defaults to same as start date).

f. **Time**: Enter a time.

g. **Trace text**: Enter the trace text.

i. **Quick Insert Text**: Click to select from pre-configured trace text for the selected department.

3. Click **Save**.

### Viewing /Updating a Trace

> **Note:**
>
> Only open traces are displayed by default; to view completed traces click the **Vertical Ellipsis** then, **Show Completed**.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservation Workspace**, and then select **Traces**.
2. Enter search criteria, click **Search**.
3. Select a trace in the search result, click **±** to expand the card and view trace details.
4. Click the vertical ellipsis **Actions** menu and select **Edit**.
5. Update details.
6. Click **Save**.

### Completing a Trace

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservation Workspace**, and then select **Traces**.
2. Enter search criteria, click **Search**.
3. Select a trace in the search result, then click the vertical ellipsis **Actions** menu and select **Complete**.

### Deleting a Trace

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservation Workspace**, and then select **Traces**.
2. Enter search criteria, click **Search**.
3. Select a trace in the search result, then click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

## Managing All Reservation Confirmations

Prerequisites for Managing All Reservation Confirmations

Use this option to display a list of reservations for which confirmation letters have not been generated. By default, reservations created from the current business date, with a pending confirmation, are displayed.

You can also setup a confirmation for reservations without a pending confirmation by searching for 'No Letter Attached' reservations and using the **Manage** link to add a confirmation. When the Text Message Handling OPERA Control is active and Delivery Management is configured with an SMS gateway, confirmations can be sent via SMS to a mobile phone.

### Generating Pending Reservation Confirmations

> **Note:**
>
> Pending is selected by default  in the search criteria.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservation Workspace**,  then select **Confirmation Letters**.
2. Enter search criteria, then click **Search**.
3. Select reservations in the search result.
4. Click **Process Selected**.
5. Select **Leave Destination as Selected** on the Batch Reports page.
6. Click **Process**.

### Updating Reservation Confirmation Delivery Details

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservation Workspace**,  then select **Confirmation Letters**.
2. Enter search criteria, then click **Search**.
3. Select a reservation in the search result, then click the delivery method link displayed **Print, Email, Text, Manage**.
    a. Select a confirmation from the list, then click the vertical ellipsis **Actions** menu and select **Edit**.
    b. Update details.
    c. Click **Save**.

### Adding a Reservation Confirmation

You may setup new or additional confirmation for a reservation.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservation Workspace**,  then select **Confirmation Letters**.
2. Enter search criteria, then click **Search**.
3. Select a reservation in the search result, then click the delivery method link displayed **Print, Email, Text, Manage**.
4. Click **Email/Print** to add a confirmation.
    a. **Send To**: Select the recipient name; all profiles linked to the reservation are listed.
    b. **To Email**: Select the recipient email address if the selected profile has more than one email address.

i. Click **New/Edit Email** to add an email address.

c. **Confirmation Letter**: Select the template to generate from the list.

d. Secondary letter.

e. **Send To**: Select the recipient name; all profiles linked to the reservation are listed.

f. Click **Send** to generate.

g. Click **Save** to add to the reservation and send at a later time.

### Adding an SMS (Text Message) Reservation Confirmation

You may setup new or additional confirmation for a reservation. (Available when the Text Message Handling OPERA Control is active).

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservation Workspace**, then select **Confirmation Letters**.
2. Enter search criteria, then click **Search**.
3. Select a reservation in the search result, then click the delivery method link displayed **Print, Email, Text, Manage**.
4. Click vertical ellipsis **Actions** menu and select **Text** and complete the following:
   a. **Send To**: Select the recipient name; all profiles linked to the reservation are listed.
   b. **To Mobile**: Select the recipient mobile number if the selected profile has more than one number.
   c. Secondary letter.
   d. **Send To**: Select the recipient name; all profiles linked to the reservation are listed.
   e. **To Mobile**: Select the recipient mobile number if the selected profile has more than one number.
   f. Click **Send** to transmit SMS.
   g. Click **Save** to add to the reservation and transmit at a later time.

# Blocks

## Prerequisites for Blocks

A block is an allocation of rooms for multiple room types, reserved for a specific date period, that does not require you to create individually named reservations. Blocks are used to reserve multiple rooms for events such as weddings or conferences, inbound tour groups or airline crews, or for long-term allocations such as airline allotments.

You can set blocks to not deduct rooms from inventory (non-deduct status) or to deduct rooms from inventory (deduct status) as needed. If the block is canceled or lost, the block status is updated to a value that returns the inventory held back to house availability. You can quickly create recurring blocks, such as inbound tour groups, using the Group Tour Series functionality. Once a block is confirmed, individual named reservations are created closer to the arrival date, deducting inventory from the block allocation rather from the house availability. Reservation pickup can be either through entry or import of a Group Rooming Lists, through individual reservation pickup from the Look To Book sales screen or from a web booking engine (website) or other third-party reservation system. As reservations have their own reservation status (reservation type), this allows you to have a non-deduct block in pickup-status (for example, airline allotment) that only deducts rooms from inventory after a deduct reservation is

created. With the Simple Diary OPERA Control or Sales and Event Management Cloud Service active, you can link catering events to a block with the block then indicating projected revenue for rooms and catering. See Simple Events (PMS). Events and Function Diary for further details.

# About Master and Sub Blocks

Prerequisites for Master and Sub Blocks

Master Blocks and Sub Blocks have a variety of uses.

- You can split sleeping rooms of one group across different properties within a hub using a master and sub block booking structure.
- You could use sub blocks when a room type has different rate amounts for different quantities of rooms (Example: 10 King rooms at the staff rate of $99.00 and 100 king rooms at convention rate of $200.00).
- Indicates a master block.
- Indicates a sub block.
- Click **Calculate** on a master block to see Room and Revenue details for all of the sub blocks.

When the **Synchronize Master Sub Blocks** OPERA Control is active, the Synchronize check box is selected by default when creating a Master Block.

When the **Synchronize** check box is selected, and a change is made to a master block, the following sub block details are updated automatically and cannot be modified independently.

- Overview
- Block Details
- Block Status

When the **Synchronize** check box is selected and a change is made to a master block, the following sub block details are updated automatically and can be modified.

- Linked Profiles

When the **Synchronize** check box is unchecked on the master block, the check box is disabled on the sub blocks, and the status of master and sub blocks are managed independently. When updating the status of a master block, you are prompted to select whether to apply to the status change to one or more sub blocks. See Managing Non-synchronized Master and Sub Block Status

> **Note:**
>
> Room Grid (allocation) and Catering Events cannot be associated to a Master Block.

**Master / Sub Block tab**

The Master/Sub Block tab on the Block Presentation screen provides the following details:

**Master Block**

1. **Master Block icon** You can hover your mouse over the icon to view a description.

2. **Block Name**: The block name.
3. **Block ID**: The block ID.
4. **Block Code**: The block code.
5. **Block Dates**: The dates for the block.
6. **Property**: The property for the master block.
7. **Room Status**: The current room status (appears when the **Catering Events** OPERA Control is active and the **Use Single Block Status** OPERA Control is set to No).
8. **Catering Status**: The current catering status (appears when the **Catering Events** OPERA Control is active and the **Use Single Block Status** OPERA Control is set to No).
9. **Block Status**: The current status of the block.
10. **Total Room Nights Booked**: The total number of nights booked from all of the sub blocks.
11. **Total Room Nights Picked Up**: The total number of nights picked up from all of the sub blocks.

**Sub Blocks**

**Sort By**: Click to select a sort order for the sub block listed.

1. **Property**. . The property for the sub block.
2. **Mode**: Displays an icon to indicate a sub block. You can hover your mouse over the icon to view a description.
3. **Block Code**: The sub-block code. Select the link to manage the sub block. For more information, see: Managing Blocks
4. **Start and End Dates**: The start and end dates for the sub block or sub allocation.
5. **Block Name**: The block name.
6. **Block Status**: The current status of the block.
7. **Catering Status**: The current catering status (appears when the OPERA Cloud Sales and Event Management Standard Cloud Service subscription is active and **Catering Events** is active in OPERA Controls).
8. **Room Nights Booked**: Displays the number of room nights booked for the specific sub block or sub allocation.
9. **Room Nights Picked Up**: Displays the number of room nights picked up for the specific sub block or sub allocation.

> **Note:**
>
> From a property location, the Total Room Nights Booked and Total Room Nights Picked Up values are calculated based on all sub blocks in the hub, however, only the sub blocks created for the property appear in the sub-block listing.

## Managing Non-synchronized Master and Sub Block Status

When changing the Room or Catering Status of a master block, you are prompted to select whether to apply the status change to one or more sub blocks. If the sub block 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 remains unchanged.

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

When updating the Catering Status of a sub block, 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, then the master and selected sub blocks are updated, and the event where there is a conflict is waitlisted.

You can manage the status of sub block across multiple properties from a hub location.

### Managing Non-synchronized Block Status

1. From the **OPERA Cloud** menu, select **Bookings**, select **Blocks**, and then select **Manage Block**.
2. Enter search criteria for the master block and click **Search**.
3. Select the **master block** in the search results, click **I Want To**, select **Change Block Status** or click the **Block Status** link in Block presentation, and click **Change Block Status**.
4. Select one of the following options:
   a. **Rooms**: Update the status for accommodation rooms allocated to the block.
   b. **Catering (Events)**: Update the status for Events linked to the Block.
5. **Status**: Select a status from the options available. The statuses available are based on the block status flow configured at your property. For more information, see Managing Block Status.
6. Click **Save** to update the Master Block or click **Save and Apply to Sub Blocks** to update status on selected sub blocks.
   a. Select the **sub blocks** to update.
7. Click **Save**.

## Creating Master and Sub Blocks

### Creating a Master Block

Master blocks are indicated by this icon:

1. From the **OPERA Cloud** menu, select **Bookings**, select **Blocks**, and then select **Manage Block**.
2. Click **I Want To . . .**and select **(Create) Master Block**.
3. Complete the details for the master block. For more information, see: Creating a Block
4. After saving the master block, an initial sub block is auto-created.
5. Click **Save** or click **Save and Go to Presentation** to view the Master Block. For more information, see: Managing Blocks

6. Select the **Master/Sub Block** tab in Block Presentation to view the sub block.
7. You can now allocate rooms and set up catering events.

### Creating a Sub Block

Sub blocks are indicated by this icon:

1. From the **OPERA Cloud** menu, select **Bookings**, select **Blocks**, and then select **Manage Block**.
2. Enter search criteria for the master block and click **Search**.
3. Select the master block in the search result, click **I Want To . . .** , and select **(Create) Sub Block**.
4. On the sub block page, enter the following details:
    a. **Property**. Enter or select the property.
    b. **Block Name**. Enter the name of the sub-block.
    c. **Start Date**. Enter the sub block start (arrival) date.
    d. **Night**. Enter the number of nights.
    e. **End Date**. Enter the sub block end (departure) date.
    f. **Block Code**. Enter a block code. Click **Get Default Block Code** to generate a block code.
5. Click **Save** or click **Save and Go to Presentation** to view the sub block.

## Master and Sub-Allocations

### Prerequisites for Master and Sub-Allocations

Master and Sub-Allocations provide a way for hotels to hold room inventory for wholesale reservations throughout the year based on past demand.

- The Master Allocation holds inventory that the property wants to protect for certain customers such as tour operators and other groups.
- The Sub Allocation takes rooms from the Master Allocation and marks them for reservations.

**EXAMPLE:** Based on experience, a property decides to set aside 50 rooms a night for tour groups. The property creates a Master Allocation and sets aside 50 rooms a night. When a tour company requests 20 rooms for a tour stay, the property creates a Sub Allocation and takes 20 of the 50 rooms from the Master Allocation. When a second tour company requests 10 rooms, the property creates another Sub Allocation and takes the 10 rooms from the Sub Allocation. The property can create additional Sub Allocations until the Master Allocation inventory is empty.

**Master / Sub Allocation Rules:**

- The Elastic flag on a Master Allocation allows you to borrow room inventory from the House.
- The Elastic flag on a Sub Allocation allows you to borrow room inventory from the Master Allocation (Sub Allocations cannot borrow inventory from each other).
- If the Master Allocation inventory status is set to Definite, set all Sub Allocations to Definite.

- If the Master Allocation inventory status is set to Tentative, set the Sub Allocations to either Tentative or Definite.
- You can apply Sell limits to the Master Allocation or Sub Allocation. For the Master Allocation, the Sell Limit indicates the maximum number of rooms that can be part of the Master Allocation. For Sub Allocations, the Sell Limit indicates the maximum number of reservations that can be made on the Sub Allocation.
- Shoulder Dates on a Sub Allocation must fall within the Master Allocation dates. Reservations against a Sub Allocation can extend to the Shoulder Dates on the Sub Allocation.
- Wash Schedules on Sub Allocations return the rooms to the Master Allocation. Wash Schedules on Master Allocations return the rooms to house availability.

## Creating Master and Sub Allocations

### Creating Master Block Allocation

1. From the **OPERA Cloud** menu, select **Bookings**, select **Blocks**, and then select **Manage Block**.
2. Click **I Want To . . .** and select **(Create) Master Allocation**.
3. Complete the details. For more information, see Creating Blocks.
4. Click **Save and go to Presentation** to view the Master Allocation. For more information, see Managing Blocks.

### Creating Sub Block Allocation

1. From the **OPERA Cloud** menu, select **Bookings**, select **Blocks**, and then select **Manage Block**.
2. Enter search criteria for the master allocation, and then click **Search**.
3. Select the master allocation in the search results, click **I Want To . . .** ,and select (Create) **Master Allocation**.
4. Complete the details. For more information, see Creating Blocks.
5. Click **Save and go to Presentation** to view the Master Allocation. For more information, see Managing Blocks.
6. Click the **Master/Sub**tab to view the Sub-Allocation.

# Creating a Block

When creating a block, you are presented with two or three panels to complete: Block Definition, Room Details, and Catering Details.

> **Note:**
>
> The Catering Details panel is available when the **Simple Events** or **Catering Events** OPERA Control is active.

After entering the preliminary information in these panels and saving the block, you can proceed to add more details through Block Presentation.

**Watch Video**

### Creating a Block

1. From the **OPERA Cloud** menu, select **Bookings**, select **Blocks**, and then select **Manage Block**.
2. Click **Create Block** and enter the following details:

> **Note:**
>
> Click **I Want to . . .** to create a Master Block or Master Allocation.

   a. **Block Definition Panel**
      i. **Property**: Enter or select the property.
      ii. **Account**: Select a sales account (company, travel agent, or source) to link to the block.
         i. The Account magnifier opens the **Quick Profile Search** screen where you can search for a **Company**, **Travel Agent**, and related Contact Profiles to associate with the Block. Or, you can select **I Want to . . .** and create a new profile. See Creating a Sales Account Profile.
         ii. Search results display account profiles and account contacts. After selecting an account, click **Select Account Only** or click **Select Account and Contact**. If you select Account and Contact, the system auto fills the Account field and the Contact field on the Create Block screen.
         iii. While on the Quick Profile Search screen, you can add a contact to an account by clicking the **Account Actions** ellipsis and selecting **Create Linked Contact**. Click **Save and Select** on the Create Linked Profile screen to auto populate the selected account and the newly created contact in the relevant fields on the Create Block screen.
      iii. **Synchronize:** Enabled for a Master Block. Select the check box to update sub blocks details automatically when a change is made to the master block details. When the **Synchronize Master Sub Blocks** OPERA Control is active, this is selected by default, available when the **Master Sub Blocks** OPERA Control is active.
      iv. **Start Date**: Enter or select the start date for the Block; this may vary from reservation arrival date if Events occur on the day prior. Field is blank when the **Blank Business Block Start Date** OPERA Control is active.
      v. **Nights**: Enter the number of nights for the block. The Maximum Number of Block Days OPERA Control determines the maximum value that can be entered.
      vi. **End Date**: If you enter a number of nights in the Nights field, OPERA Cloud automatically updates the End Date.
      vii. **Block Name**: Enter a block name; field auto fills from your Account field selection.
      viii. **Sub Block Code**: Enter a sub block code. Enabled for a Master Block (available when the **Master Sub Blocks** OPERA Control is active).

ix. **Block Code**: Enter a Block Code. After Block Name and Block Dates fields are populated, the Block Code field auto generates. The Block code must be unique when the **Unique Block Code** OPERA Control is active. Block code format is determined by the **Block Code Generation Pattern** OPERA Control.

x. **Block Status**: Select a Block Status from the list. Field defaults based on **Default New Block Status** OPERA Control.

xi. **Market**: Select a market from the list; used for statistical purposes.

xii. **Source**: Select a source code from the list; used for statistical purposes.

xiii. **Reservation Type**: Select the Reservation Type from the list. The Res Type affects how the individual reservations are made.

    i. If the selected Block Status is Non-Deduct, only Non-Deduct Reservation Types are available.

    ii. If the selected Block Status is Deduct, only Deduct Reservation Types are available.

    iii. If the Block Status is configured with a default Res Type, the default Res Type is automatically populated when you select the Status Code.

xiv. **Inventory Control**: Select an Inventory Control value from the list. Options available are determined by the **Elastic Block** OPERA Control; a default value can be set using the **Default Value for Inventory Control** OPERA Control.

    i. Non Elastic prohibits you from extending a guest from the Allotment for a room type within the Block or selecting another room type outside the block.

    ii. Elastic allows you to extend a guest who is a part of the block room allotment to a future date even if rooms are not available in the Allotment for a future date.

    iii. Sell Limit enables you to define a set number of rooms per room type that can be borrowed from house availability after the total rooms within the block are picked up.

    iv. Refer to Non-Elastic, Elastic, Sell Limits, and Shoulder Dates.

xv. **Block Owner**: Select a sales owner. You can search for blocks assigned to a specific sales owner. Available when the **Owner** OPERA Control is active.

xvi. **Decision Date**: Enter or select a date when the group organizer must make a decision to proceed with booking.

xvii. **Follow-up Date**: Enter or select a follow-up date for this block. This date could be used to confirm room requirements or confirm block status.

xviii. **Trace Code**: Select an Activity Trace Code o specify the standard Activities to be created for this block. (Available when the **Auto Traces** OPERA Control is active). For more information, see About Sales Activities Auto Traces

xix. **Catering Only**: Select the check box if the Block is for Events only (no guest room allotment is required).

    i. When the **Catering Only** OPERA Control is active and this check box is selected the Room Details section is hidden on the Create Block screen and the Save and Go To Grid button is disabled. The check box is used in reports to identify Events-only blocks.

    ii. When the **Catering Only** OPERA Control is inactive and the check box is checked the **Room Details** panel and **Save and Go To Grid** button remain available.

xx. **Origin**: Select a booking origin from the list to identify where this block originated; used for statistical purposes.

xxi. **Originating Application**: Defaulted based on the values selected in **Act As** and **At** for your user. When the value selected matches a value selected in the **Block Origin for Sales Allowance** OPERA Control, the block room allocation deducts from the sales allowance. Available when the **Sales Allowance** OPERA Control is active.

xxii. **Type**: Select a block type from the list to categorize the block for reporting purposes. Available when the **Business Block Type** OPERA Control is active.

b. **Room Details Panel**

i. **Room Owner**: Select a sales owner responsible for the Rooms (accommodation) portion of the block. Available when the **Owner** OPERA Control is active .

ii. **Rate Code**: Select a rate code from the list. You can select multiple rate codes when the **Multi Block Rates** OPERA Controls is active. The field is mandatory when the **Rate Code Mandatory Block Header** OPERA Control is activate. When profiles linked to the block have negotiated rates selected or there are inherited negotiated rates from a related profile, these rate codes are listed by default. Available when the **Relationships** and **Relationships Rate Inherit** OPERA Controls are active. Select the **All Rates Codes** option to display all rate codes.

iii. **Payment**: Select a payment method from the list. Posting master reservation(s) created for this block inherit the payment method selected if there is not a credit card validation required. For more information, see Creating Additional Posting Master Reservation.

iv. **Currency**: Displays the rate code currency. Available when the **Ability to Quote Rates in Foreign Currencies** OPERA Control is active.

v. **Print Rate**: Defaults from the rate code select for the block; this becomes the default Print Rate setting for all reservations created for the block. For more information, see Group Rooming Lists.

vi. **Suppress Rate**: Defaults from the rate code select for the block when selected the rate will displayed strike-through to indicate the price should not be quoted to any caller. Available when the **Suppress Rate** OPERA Control is active.

vii. **Cutoff Date**: Enter or select a cutoff date. Rooms not picked up by this date are returned to inventory . This field is enabled if the **Cutoff Days** and **Cutoff Schedule** fields are empty or zero. Available when the **Cutoff** OPERA Control is active.

viii. **Cutoff Days**: Enter a value indicating a "rolling" cutoff days cycle. Instead of fixing one date to release all available rooms for the block, the value in Cutoff Days is used to release one night at a time. This field is enabled if the **Cutoff Date** and **Cutoff Schedule** fields are empty. (Available when the **Cutoff** OPERA Control is active).

ix. **Cutoff Schedule**: Select a cutoff schedule to apply a predefined schedule rule for various stay dates and/or room types. This field is enabled if the **Cutoff Date** and **Cutoff Days** fields are empty or zero. (Available when the **Cutoff** and **Cutoff Schedule** OPERA Controls are active).

x. **Persons Per Room**: Enter the average number of persons per room.

xi. Premium

When the **Quick Room Grid** OPERA Control is active you will see additional fields to populate the initial room grid:

i. **Room Type/Room Pool**: Select a room type or room pool from the list. (Room Pool is available when the **Room Pool** OPERA Control is active) .

> **Note:**
>
> When Rate Code is selected for block:
>
> i. The Room Pools that have at least one Room Type with rate details for the selected rate code, appear in Room Pool list.
>
> ii. When the Room Pools are not configured, only the room types that have rate details for the selected rate code appear in the Room Type list.

ii. **Number of Rooms**: Enter the number of rooms for the selected room type or room pool.

iii. **Rate Amount**: Enter price per night for the selected room type or room pool, this field is enabled when no rate code has been selected for the block.

> **Note:**
>
> When the **Occupancy Split Per Room Type** OPERA Control is active you will see fields for Occupancy 1, Rate 1. Occupancy 2, Rate 2, Occupancy 3, Rate 3, Occupancy 4, Rate 4 to enter the number of rooms and rate amount for each occupancy level. The rate fields are disabled when a rate code is selected for the block.

c. **Catering (Events) Details Panel**

> **Note:**
>
> The Catering Details Panel is available when the **Simple Events** or **Catering Events** OPERA Control is active.

i. **Catering Owner**: Select a sales owner responsible for the Events. Available when the **Owner** OPERA Control is active

ii. **Catering Status**: Select an initial status for catering events associated with the block. Field is enabled when the Use single Block status for **Rooms and Catering** OPERA Control is inactive.

iii. **Event Attendees**: Enter the expected number of attendees. Each time a new event is created for this Block, the value in this field will be the default in the Attendees field. The field becomes mandatory after you populate the Catering Status field. Updating the Event Attendees field activates the Save and Create Event, the Save and Add Template, and the Save and Add Catering Package buttons.

iv. **Onsite Name**: Enter the client's in-house representative name or contact who will be at the event.

v. **Function Type**: Enter the type of event. For example, Trade Show, Meeting, or Annual Convention.

vi. **Post As**: Enter name/information about the event for posting outside the function space or on a reader board.

3. Click **Save** or

   a. Click **Save and Manage Block** to open Block Presentation and add more details.

   b. Click **Save and Go To Room Grid** to open the Room & Rate Grid where you can allocate rooms and rates for the block dates.

   These additional actions are available when the **Catering Events** OPERA Control is active

   a. **Save and Create Event** – opens the Create Event screen where you can attach events and sub events to the block.

   b. **Save and Add Template** – opens the Select Catering Templates screen where you can select templates containing Item and Menu resources configured for events.

   c. **Save and Add Catering Package** – opens the Select Catering Packages screen where you can select packages containing Items and Menu resources for events. Packages also provide pricing.

# Managing Blocks

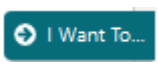
The Block Presentation page provides you with access to all block details, detail links, and actions.

> **Note:**
>
> When the Activate the **Sell Message Functionality** OPERA Control is active, date-driven sell messages are displayed at the top of page. Click **X** to close or click **Sell Messages** to toggle the Sell Message panel.

### Editing Blocks

1. From the **OPERA Cloud** menu, select **Bookings**, select **Blocks**, and then select **Manage Block**.
2. Enter search criteria, click **Search**.
3. Select the block in the search result, click **I Want To . . .**, click **Block** or open the Block by clicking the **Block ID** or **Block Code**.
4. The Block Presentation page opens.

> **Note:**
>
> Details panels selected in the default or previously selected Presentation Panel Tab are displayed. For more information, see Presentation Pages.

5. The Block business card is at the top of the page. Click the **Block Name** link to open the Profile Presentation and update the linked profile.
6. Click 

to view various actions available for this Block.
7. **Block Overview/Note**

> **Note:**
>
> This panel can be customized; the fields available for update might vary. Room and revenue details will not be automatically calculated and displayed for blocks with nights exceeding the **Calculate Block Statistics** OPERA Control. Click **Calculate** to display the Room and Revenue details in the panel. The **Originating Application** field displays value according to the **Act As** and **At** options selected for the user who created the block. For more information, see Managing Users.

a. Click **Edit**.
   i. Update details.
   ii. **Synchronize**: Enabled for a Master Block. Select the check box to update sub block details automatically when a change is made to the master block details. When the **Synchronize Master Sub Blocks** OPERA Control is active, this is selected by default (available when the **Master Sub Blocks** OPERA Control is active).

b. Click **Save**.

8. **Block Details**

> **Note:**
>
> You can customize this panel, so the fields available for update may vary.

a. Click **Edit** and update the following:
   i. **Block Name**: Enter a name for the Block and related events.
   ii. **Start Date**: Enter or select the start date for the Block; this might vary from the reservation arrival date if Events occur on the day prior.
   iii. **Nights**: Enter the number of nights.
   iv. **End Date**: The End Date is calculated based on the Nights entered.
   v. **Inventory Control**
      i. **Non-elastic**: Prevents you from extending Block reservations for a room type within the Block or selecting another room type outside the block.
      ii. **Elastic**: Allows you to extend a Block reservation to a future date even if rooms are not available in the Allotment for a future date.
      iii. **Sell Limit**: Enables you to define a set number of rooms per room type that can be borrowed from house availability after the total rooms within the block are picked up.
      iv. For more information, see: Non-Elastic, Elastic, Sell Limits, and Shoulder Dates.
   vi. **Shoulder Start/ End**: Once the block is saved and marked as Elastic or Sell Limit in the Inventory Control field, you can use these fields define a shoulder period start date and shoulder period end date. The start shoulder period will run from the shoulder start date until the start date of the business block. The shoulder end period runs from the end date of the business block to the shoulder end date.

The **Max Shoulder Days** OPERA Control allows you to restrict the number of shoulder days to a maximum number before the booking arrival date and after the booking departure date. You cannot make reservations or events for dates outside of the shoulder start and shoulder end dates (available when the **Shoulder Dates** OPERA Control is active).

vii. **Catering Only**: Select this to indicate the block is for catering events only. The room grid will not be accessible.

viii. **Decision Date**: Enter the date when the group must make a decision and confirm the block.

ix. **Follow-up Date**: Enter a follow-up date for reminder purposes.

x. **Reservation Type**: Select a value from the list. If the Block Status is configured with a default Res Type, the default value is populated when you select a status code.

xi. **Market**: Select a market from the list used for statistical purposes.

xii. **Source.**: Select a source of booking from the list for statistical purposes.

xiii. **Type**: Select a block type from the list. (Available when the **Business Block Type** OPERA Control is active). For more information, see: Configuring Booking Types.

xiv. **Origin**: Select an origin from the list for statistical purposes.

xv. **Trace Code**: Select an Activity Trace Code to specify the standard Activities to be created for this block. (Available when the Auto Traces OPERA Control is active). For more information, see About Sales Activities Auto Traces.

xvi. **Conversion**: Select a conversion rating from the list (available when the **Conversion** OPERA Control is active). For more information, see: Configuring Block Conversions.

xvii. **Ranking**: Select a priority ranking from the list (available when the **Block Ranking** OPERA Control is active). For more information, see: Configuring Block Rankings.

xviii **Block Owner**: Defaults to the Sales Manager (Owner) who is the primary owner of the Sales Account profile linked to the block. Select to add additional owners and change the primary owner of the block (available when the Owner OPERA Control is active).

xix. **Travel Agent Record Locator**: Travel Agent reservation identifier number.

xx. **Originating Application**: Defaulted based on the values selected in **Act As** and **At** for your user. When the value selected matches a value selected in the **Block Origin for Sales Allowance** OPERA Control, the block room allocation deducts from the sales allowance (Available when the **Sales Allowance** OPERA Control is active).

xxi. **Wholesale Block**: Select the check box to identify this block as a wholesale block.

xxii. **Block Type**: Select a block type value from the list. The block type is used categorize the block for reporting/statistical purposes (available when the **Business Block Type** OPERA Control is active).

xxiii **Rate Protect**: Rate protect is an indicator that no other groups should be booked using rates lower than those assigned to the block that is identified as rate protect. You can apply the rate protect flag to all or selected dates of the indicated block (OPERA Cloud does not enforce this restriction). The Group Rooms Control screen and the Function Diary display an indicator for any date that has a rate protect booking (available when the **Lowest Rate Guaranteed** OPERA Control is active).

xxiv. **Non Compete**: Use the Non Compete flag on a business block to indicate that no competing accounts (accounts having the designated NC Industry code) should be booked at the same time as this block. You can apply the non compete flag to all or selected dates on the indicated block (OPERA Cloud does not enforce this restriction). The Group Rooms Control screen and the Function Diary display an indicator for any date that has a non compete booking (available when the **Lowest Rate Guaranteed** OPERA Control is active).

xxv. **Quote Reference Number**: Displays the quote reference number on the SC Quote Report. For more information, see Quote Report (sample_sc_quote). The quote reference number is generated using the first three characters of the block name + the creation date. The quote reference number is updated with .01 increment when the **Increase Quote Reference Number** check box is select on the SC Quote Report parameters. (Available when the **Use Quote Reference Number** OPERA Control is active).

xxvi. **Tax Type**: Select the tax type to be applied to the posting master reservation associated to the block and utilized when generating the Proforma Invoice to determine the tax and service charge calculations (Available when the **Tax Type** OPERA Control is active).

b. The following fields can be added to the Room Details section of the Block Details panel using Page Composer.

In customization mode, click the **Customize** gear icon, and then click **Add Field**.

> **Note:**
>
> These fields have no specific functionality in OPERA Cloud but can be exchanged with external systems through Oracle Hospitality Integration Platform (OHIP).
>
> - Days Deposit Required
> - Advance Cancel Days
> - Return One Day at Time
> - Commissionable
> - Secured from DI Display
> - All Description DD Secured
> - Rates Secured from GNR
> - Rates Secured from All Displays
> - Housing Information Secured

9. **Room Details**

a. **Room Owner**: Select an Owner from the list (available when the **Owner** OPERA Control is active).

b. **Rate Code**: Select a rate code from the list. You can select multiple rate codes if the **Multi Block Rates** OPERA Controls is active. The rate code field is mandatory when the **Rate Code Mandatory Block Header** OPERA Controls is active. When profiles linked to the block have negotiated rates selected, these rate codes are listed by default. Select the **All Rates Codes** option to display all rate codes.

c. **Shoulder Start/ End**: Once the block is saved and marked as Elastic or Sell Limit in the Inventory Control field, you can use these fields to define a shoulder period start date and shoulder period end date. The start shoulder period runs from the shoulder start date until the start date of the business block. The shoulder end period runs from the end date of the business block to the shoulder end date. The Max Shoulder Days OPERA Control allows you to restrict the number of shoulder days to a maximum number before the booking arrival date and after the booking departure date. Reservations or events cannot be made for dates outside of the shoulder start and shoulder end dates (available when the **Shoulder Dates** OPERA Control is active).

d. **Payment**: Select a method of payment for this business block's charges from the list.

e. **Reservation Method**: Select a method to indicate how the individual reservations will be handled (for example, Individual Call In, Rooming List, and so on).

f. **Rooming List Due**: Enter the due date of the rooming list. Field is enabled when the value selected for Reservation Method matches the Rooming List Reservation Methods OPERA Control.

g. **Currency**: Select a currency from the list.

h. **Arrival Time**: Enter the approximate check-in time for the group.

i. **Departure Time**: Enter the approximate checkout time for the group.

j. **Cutoff Date**: Enter or select a cutoff date. Rooms not picked up by this date are returned to inventory . This field is enabled if the **Cutoff Days** and **Cutoff Schedule** fields are empty or zero. (Available when the **Cutoff** OPERA Control is active).

k. **Cutoff Days**: Enter a value indicating a "rolling" cutoff days cycle. Instead of fixing one date to release all available rooms for the block, the value in Cutoff Days is used to release one night at a time. This field is enabled if the **Cutoff Date** and **Cutoff Schedule** fields are empty. (Available when the **Cutoff** OPERA Control is active).

l. **Cutoff Schedule**: Select a cutoff schedule to apply a predefined schedule rule for various stay dates and/or room types. This field is enabled if the **Cutoff Date** and **Cutoff Days** fields are empty or zero. (Available when the **Cutoff** and **Cutoff Schedule** OPERA Controls are active).

m. **Print Rate**: Select check box to default the **Print Rate** check box in all picked up block reservations. Defaults according to the financial setup of the selected Rate Code.

n. **Suppress Rate**: Select check box to display the rate amount with strike-through text to indicate it should not be quoted to the caller. Defaults according to the financial setup of the selected Rate Code. Used for confidential rates that must not be quoted to a caller. Only users with the View Suppressed Rate Details task assigned are able to view the rate amount details. (Available when the **Suppress Rate** OPERA Control is active).

o. **Breakfast Included**: Select this check box if the room rate quoted includes breakfast. If you select the check box, the following **Price** field becomes disabled (enabled with **Simple Diary** or **Catering Events** OPERA Control active).

   - **Breakfast Description**
   - **Breakfast Price**

p. **Porterage Included**: Select this box if the room rate quoted includes any porterage cost. If you select the check box, the **Porterage Price** field becomes disabled (enabled with **Simple Diary** or **Catering Events** OPERA Control active).

q. **Persons Per Room**: Enter the persons per room (enabled with **Occupancy Split Per Room Type** OPERA Control active).

r. **Room Revenue Transaction Code**: Select the room revenue charge code (Enabled when the **Room Transaction Code On Block** OPERA Control is active).

10. **Catering Details**:

> **Note:**
>
> Enabled when **Simple Diary** or **Catering Events** OPERA Control is active.

a. **Catering Owner**: Select a catering owner from the list (available when the **Owner** OPERA Control is active).

b. **Catering Status**: Select an initial event status from the list.

c. **Event Attendees**: Enter the maximum number of attendees for catering events. Each time a new event is created for this Block, the value in this field is the default in the Attendees field. When this field is updated, you are prompted if the attendees on each event should also be updated.

d. **Resource Discount (%)**: Enter a discount percentage for event resources. You will be prompted to apply the discount. (Available when the **Resource Discount** OPERA Control is active). For more information, Applying Discounts to Event Resources.

e. **Attendees Guaranteed**: Select the check box to note that the number in the Event Attendees field is the minimum guaranteed by the client. When this field is selected and saved, you are prompted if the Min. Guaranteed number on the events should also be updated.

f. **Function Type**: Enter the type of event, for example, Trade Show, Meeting, or Annual Convention.

g. **Onsite Name**: Enter the name of the client's in-house representative or contact on the day of the event. The name entered will generate on the Banquet Event Order.

h. **Post As**: Enter name/information about the event for posting outside the function space or on a reader board.

i. **Distributed**: Select this check box to indicate if the Banquet Event Orders have been distributed.

11. Click **Save**.

### Canceling a Block

To cancel a block, update the block status to return the block room allocation to house availability. For more information, see: Managing Block Status.

**Table 3-6 Block Detail Links**

| Block Main | Rooms | Events |
|---|---|---|
| Block Status | Access Exclusion | Events |
| Linked Profiles | Block Restrictions | Event Resources |
| Attachments | Items | Manage Catering Packages |
| Block Notes | Packages | |
| Deposits Cancellation | Room and Rate Grid | |
| Sell Messages | Wash Schedule | |

**Table 3-6 (Cont.) Block Detail Links**

| Block Main | Rooms | Events |
|---|---|---|
| Traces | | |

# Managing Opportunities

Prerequisites for Managing Opportunities

Premium

**Watch Video**

You can use Opportunities to track qualified sales leads. You can create Opportunities from the I Want To menu in Manage Profiles, Manage Blocks, Function Diary, or the Group Room Control. A Created as Opportunity field is available in the Reporting and Analytics Bookings - Block Subject Area for custom reporting.

> **Note:**
>
> Ensure the OPP block status code is updated with a default reservation type and display color.

### Creating Opportunities

You can create Opportunities using the following steps:

1. From the **OPERA Cloud** menu, select **Client Relations**, select **Profiles**, and then select **Manage Profiles** or
2. From the **OPERA Cloud** menu, select **Bookings**, select **Blocks**, and then select **Manage Blocks** or
3. From the **OPERA Cloud** menu, select **Bookings**, select **Blocks**, and then select **Group Rooms Control** or
4. From the **OPERA Cloud** menu, select **Bookings**, select **Events**, and then select **Function Diary**.
5. Click **I Want To . . .** , select **Create Opportunity**, and complete the following:
6. **Block Definition Panel**
   a. **Property**: Enter or select the property.
   b. **Account**: Select a sales account (company, travel agent, or source) to link to the opportunity.
      - The Account magnifier opens the Quick Profile Search screen where you can search for a Company, Travel Agent, and related Contact Profiles to associate with the Block. Or, you can select **I Want To . . .** and create a new profile. For more information, see: Creating a Sales Account Profile.

- Search results display account profiles and account contacts. After selecting an account, click **Select Account Only** or click **Select Account and Contact**. If you select **Account and Contact**, the system auto fills the Account field and the Contact field on the Create Opportunity screen.
- While on the Quick Profile Search screen, you can add a contact to an account by clicking the **Account Actions** ellipsis and selecting **Create Linked Contact**. Click **Save** and select the **Create Linked Profile** screen to auto populate the selected account and the newly created contact in the relevant fields on the Create Opportunity screen.

c. **Start Date**: Enter or select the start date for the Block. The date might vary from the reservation arrival date if events occur on the day prior. The field is blank when the **Blank Business Block Start Date** OPERA Control is active.

d. **Nights**: Enter the number of nights for the block. The Maximum Number of Block Days OPERA Control determines the maximum value you can enter.

e. **End Date**: If you enter a number of nights in the Nights field, OPERA Cloud automatically updates the End Date.

f. **Block Name**: Enter a block name. The field auto fills from your Account field selection.

g. **Block Code**: Enter a Block Code. The Block code must be unique when the **Unique Block Code** OPERA Control is active. The Block code format is determined by the Block Code Generation Pattern OPERA Control.

   i. Click **Get Default Block Code** to generate a block code

h. **Market**: Select a market from the list for statistical purposes (defaults to the **Default Market Code for Opportunity** OPERA Control). Enable this field using Page Composer.

i. **Source**: Select a source code from the list for statistical purposes (defaults to the **Default Source Code for Opportunity** OPERA Control). Enable this field using Page Composer.

j. **Reservation Type**: Select the Reservation Type from the list.

k. **Decision Date**: Enter or select a date when the group organizer must make a decision to proceed with the booking.

l. **Follow-up Date**: Enter or select a follow-up date for this block. This date could be used to confirm room requirements or confirm the opportunity.

m. **Trace Code**: Select an Activity Trace Code to be associated with this block. This specifies standard Sales Activities to be created for this opportunity.

n. **Catering Only**: Select the check box if the Opportunity is for events only (no guest room allotment is required).

   - When the **Catering Only** OPERA Control is active and you select its check box, the Room Details section is hidden on the Create Block screen and the Save and Go To Grid button is disabled. The check box is used in reports to identify events-only blocks.
   - When the **Catering Only** OPERA Control is inactive and you select its check box, the Room Details panel and Save and Go To Grid button remain available.

7. **Room Details Panel**

   a. **Rate Code**. Select a rate code from the list.

   b. **Room Type/Room Pool**. Select a room type or room pool from the list (Room Pool is available when the Room Pool OPERA Control is active).

c. When the Occupancy Split OPERA Control is active:

   i. **Occupancy 1**: Enter number of single occupancy rooms.

   ii. **Rate 1**: Enter a nightly rate amount.

   iii. **Occupancy 2**: Enter number of double occupancy rooms.

   iv. **Rate 2**: Enter a nightly rate amount.

   v. **Occupancy 3**: Enter the number of triple occupancy rooms.

   vi. **Rate 3**: Enter a nightly rate amount.

   vii. **Occupancy 4**: Enter the number of quad occupancy rooms.

   viii. **Rate 4**: Enter a nightly rate amount.

> **Note:**
>
> The rate fields are disabled when a rate code is selected for the opportunity.

d. **Number of Rooms**. Enter the number of rooms required.

e. **Rate**. Enter a nightly rate amount.

8. **Catering Details Panel**

   a. **Attendees**: Enter the number of attendees. This will populate to **Attendees** on the block as well as **Attendees** on each event created.

   b. Click **Add Rows** to add additional events.

   c. **Event Type** : Select an event type from the list.

   d. **Day**: Enter comma separated values to indicate the day or days the event should be created on. For example, entering 1,2,3 for an Opportunity with a start date of March 8 will create the events on March 8, March 9, and March 10.

   e. **Quantity**: Enter the number of events.

   f. **Start Time**: If the selected event type has a default start time it will populate automatically. If there is no default value a start time must be entered.

   g. **End Time** : If the selected event type has a default end time it will populate automatically. If there is no default value an end time must be entered.

   h. **Event Notes**: Click the vertical ellipsis **Actions** menu and select **Add Note**.

   i. To delete an event, click the vertical ellipsis **Actions** menu and select **Delete**.

      i. Click **Delete** to confirm.

9. Click **Save** .

   or

   a. Click **Save and Manage Block** to open the Block Presentation and add more details to the opportunity.

   b. Click **Save and Go To Room Grid** to open the Room & Rate Grid where you can allocate rooms and rates for the opportunity.

   c. Click **Save and Create Event** - to create the Opportunity open Create event.

   d. Click **Save and Add Template** -to create the Opportunity and open Create Event from Templates .

e. Click **Save and Add Package** - to create the Opportunity and open Catering Packages .

### Updating Opportunities

1. From the **OPERA Cloud** menu, select **Bookings**, select **Blocks**, and then select **Manage Block**.
2. Select the **Opportunity** check box, enter additional search criteria, and click **Search**.
3. Select the **Opportunity block** in the search result and then click **I Want To . . .** and select **Block** or open the block by clicking the **Block ID** or **Block Code**.
4. See Creating Opportunities.
5. Click **Save**.

### Confirming Opportunities

To convert an opportunity to a confirmed block:

1. From the **OPERA Cloud** menu, select **Bookings**, select **Blocks**, and then select **Manage Block**.
2. Select the **Opportunity** check box, enter additional search criteria, and click **Search**.
3. Select the **Opportunity block** in the search results, click **I Want To . . .** , and select **Convert To Block**.

> **Note:**
>
> The Convert Opportunity to Block Status OPERA Control determines the default status of the block. Events associated with the block automatically update to the same status.

### Releasing Opportunities

To update the status of an opportunity to lost, based on the Release Opportunity Status OPERA Control:

1. From the **OPERA Cloud** menu, select **Bookings**, select **Blocks**, and then select **Manage Block**.
2. Select the **Opportunity** check box, enter additional search criteria, and click **Search**.
3. Select the opportunity block in the search result, click **I Want To . . .** , and select **Release Opportunity**.
4. Complete the following Cancellation Details:
   a. **Block Cancel/Lost Reason**: Select a cancellation/ lost reason from the list.
   b. **Destination**: Select a destination from the list if the opportunity is booked elsewhere.
   c. **Property**: Enter the property name if the opportunity is booked elsewhere.
   d. **Description**: Enter a description.
   e. **Cancel PM Resv**: Click to cancel any pseudo room reservations created for the block.

> **Note:**
>
> The cancellation number is recorded in the Viewing Changes Log Details.

5. Click **Save**.

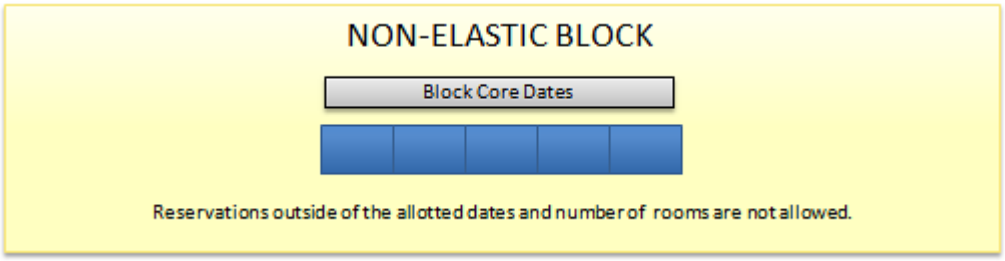
> **Note:**
>
> The **Release Opportunity Status** OPERA Control determines the lost status.

## Non-Elastic, Elastic, Sell Limits, and Shoulder Dates

Non-Elastic, Elastic, Sell Limits, and Shoulder Dates settings allow you to control if block reservations can be made beyond the allotted number of rooms and/or beyond the number of days outside of the block's core (start and end) dates.

**Non-Elastic Block**

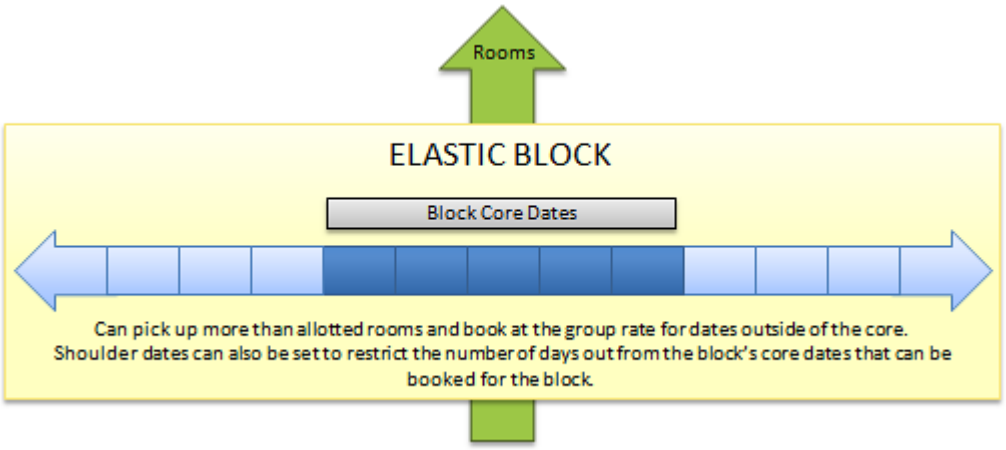
Reservations outside of the allotted dates and number of rooms are not allowed.




**Elastic Block**

(In the Blocks group, the Elastic Block controls must be active.)

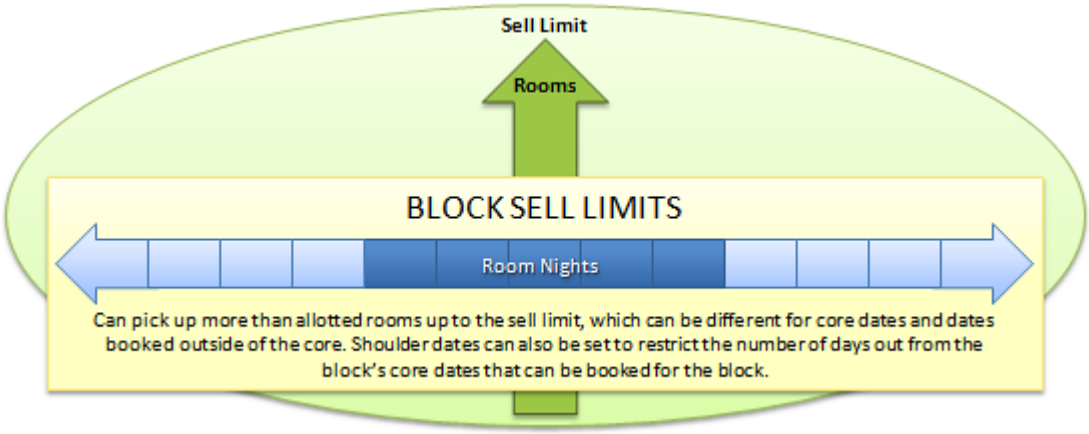
Elastic means that the block can be stretched to accommodate reservation demand, having the ability to pick up more than the block's allotted rooms and to book outside of the block's core dates. You can use shoulder dates in conjunction with Elastic to set restrictions on how many days outside of the block's core dates that reservations can be booked (see Shoulder Dates).




### Sell Limits

(In the Blocks group, the Sell Limits controls must be active.)

With Sell Limits, you can specify a maximum number of rooms that can be borrowed from house availability for the block beyond the allotted number of rooms or room types. You can use Shoulder Dates in conjunction with Sell Limits to set restrictions on how many days outside of the block's core dates that reservations can be booked (see Shoulder Dates). You can set Sell limits separately for core dates and for shoulder periods.

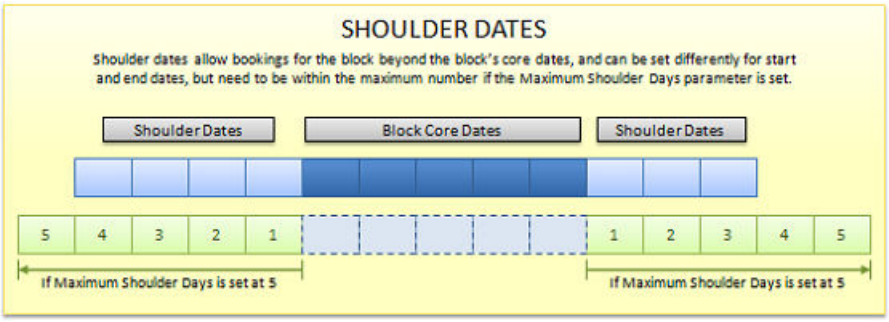



### Shoulder Dates

(In the Blocks group, the Shoulder Dates controls and the Maximum Shoulder Days controls must be active.)

Shoulder Dates are available with both Elastic and Sell Limit options. Shoulder Dates define a period of time before and/or after the block core dates where reservations can be made against the block during the reservation pickup process. You can set different rates for the shoulder start period and the shoulder end period.

The Maximum Shoulder Days group level setting allows you to restrict the number of shoulder days to a maximum number before and after the block's core dates.




# Simple Events

Prerequisites for Simple Events

The Simple Events feature enables you to create and manage basic catering events on blocks. You can schedule an event for a specific date, time period, and number of attendees, assign an Event space and specify the Event Type and Setup Style. For more information, see Managing Simple Events. You can also add event notes to track various resource requirements for the event. For more information, see Managing Simple Event Notes. These events then appear on the Function Diary.

The contract merge template Contract Merge Report (Based on Sample_Cont_Merge.RTF with Rep_Cont_Merge.FMX) can be customized to generate a pseudo Banquet Event Order for the events.

## Managing Simple Events

You can add basic events to blocks if your property has activated the Simple Events functionality. To create events ensure the Event Attendees field has a value set.

Events are then displayed in the Function Diary.

### Adding Simple Events

1. From the **OPERA Cloud** menu, select **Bookings**, select **Blocks** and then select **Manage Block**.
2. Enter search criteria and click **Search**.
3. Select the block in the search result, click **I Want to. . .** then select **Events** or click the **Events** link in Block Presentation .
4. Click **New** and enter the following information in the Events panel.
    a. **Event Type**: Select the Event Type, such as wedding, lunch buffet, or so on. Completing this field automatically populates the Event Name field.
    b. **Status**: Select the Event Status, such as inquiry, definite, or so on. The field defaults to the current block status.
    c. **Attendees**: This is the number of expected attendees for the event. The field defaults from the Event Attendees from Block Details, Catering Details.
    d. **Set Attendees**: Specifies the set number of attendees for the event.
    e. **Event Name**: Add or update the name of the event.

f. **Start Date / Time**: Enter the event start date and time.

g. **End Date / Time**: Enter the event End Date and Time.

h. **Space**: Select the Event Space.

i. **Setup Style**: Select a setup style for the event space.

j. **Rental**: Enter a price for the event space rental.

k. **Setup Time/Tear Down Time**: Enter the amount of time allotted for staff to set up the room or return it to normal.

l. **Do Not Move**: Select the check box to prevent other from moving the event to a different space.

5. Click **Save**. Or click **Save and Continue** to add more events.

### Editing Simple Events

1. From the **OPERA Cloud** menu, select **Bookings**, select **Blocks**, and then select **Manage Block**.
2. Enter search criteria and click **Search**.
3. Select the block in the search result, click **I Want to. . .** then select **Events** or click the **Events** link in Block Presentation .
4. Enter search criteria and click **Search**.
5. Select the event in the search result, then click the vertical ellipsis **Actions** menu and select **Edit**.
6. Update the event. details.
7. Click **Save**.

### Cancelling Simple Events

> **Note:**
>
> Statuses available in the list of values depend on the block status flow configured for your property. For more information, see Block and Catering Event Statuses

1. From the **OPERA Cloud** menu, select **Bookings**, select **Blocks**, and then select **Manage Block**.
2. Enter search criteria and click **Search**.
3. Select the block in the search result, click **I Want to. . .** then select **Events** or click the **Events** link in Block Presentation .
4. Enter search criteria and click **Search**.
5. Select the event in the search result, then click the vertical ellipsis **Actions** menu and select **Edit**.
6. **Status**: Select Cancelled from the list.
7. Click **Save**.

### Deleting Simple Events

1. From the **OPERA Cloud** menu, select **Bookings**, select **Blocks**, and then select **Manage Block**.
2. Enter search criteria and click **Search**.
3. Select the block in the search result, click **I Want to. . .** then select **Events** or click the **Events** link in Block Presentation .
4. Enter search criteria and click **Search**.
5. Select the event in the search result, then click the vertical ellipsis **Actions** menu and select **Delete**.
6. Click **Delete** to confirm.

## Managing Simple Event Notes

### Adding Simple Event Notes

1. From the **OPERA Cloud** menu, select **Bookings**, select **Block**, and then select **Manage Blocks**.
2. Enter search criteria, then click **Search**.
3. Select the block in the search results, then click the **I Want To . . .** menu and select **Events**.
4. Enter search criteria, then click **Search**.
5. Select the event in the search result, then click the vertical ellipsis **Actions** menu and select **Add Notes**.
    a. **Note Type**: Select a note type from the list.
    b. **Note Title**: Enter a title for the note. Default from the **Note Type** selected.
    c. **Internal**: Select check box if the note is to be treated as internal.
    d. **Sequence**: Enter a Sequence number to rank the order of appearance of the note in lists.
    e. **Comments**: Enter or paste the note details; a maximum of 2000 characters are permitted.
    f. Click **Save**.

### Editing Simple Event Notes

1. From the **OPERA Cloud** menu, select **Bookings**, select **Block**, and then select **Manage Blocks**.
2. Enter search criteria, then click **Search**.
3. Select the block in the search results, then click the **I Want To . . .** menu and select **Events**.
4. Enter search criteria, then click **Search**.
5. Select the event in the search result, then click the **Notes** icon.
    a. Select the note to edit, then click the vertical ellipsis **Actions** and select **Edit**.
    b. Update the notes.

c. Click **Save**.

### Deleting Simple Event Notes

1. From the **OPERA Cloud** menu, select **Bookings**, select **Block**, and then select **Manage Blocks**.
2. Enter search criteria, then click **Search**.
3. Select the block in the search results, then click the **I Want To . . .** menu and select **Events**.
4. Enter search criteria, then click **Search**.
5. Select the event in the search result, then click the **Notes** icon.
   a. Select the note to edit, then click the vertical ellipsis **Actions** and select **Delete**.
   b. Click **Delete** to confirm.

## Using the Simple Function Diary

Use the Function Diary to view the availability of event spaces and view the events scheduled to occur in each space on a selected date / time. The diary displays events by date, function space, and time of day.

The events displayed on the diary are colored coded according to the block status they are linked to. Refer to: Configuring Block Status.

A function space that is out of order or out of service for a period is indicated by an icon in the chart for the respective dates.

### Viewing the Function Diary

1. From the **OPERA Cloud** menu, select **Bookings**, select **Events**, and select **Function Diary**.
2. Enter or select the **Property**, enter a **Start date**, and enter any other search criteria.
   a. **View**: Select the number of days to display on the Diary from the list.
   b. **Sort By**: Select a sort order from the list.
3. Click **Search**.

> **Note:**
>
> Click **Include Hidden** to show function spaces configured not to appear in the Function Diary. Click **Legend** to view a legend.

### Changing Event Label Display

By default, each event displays the Booking Name as the event label that appears in the chart. Other choice include:

1. **Booking Name**: displays the business block name to which the event is linked.
2. **Event Type**: displays the type of event that it is.
3. **Set Up Style**: displays the style of setup to be used for the event.
4. **Attendees**: displays the number of attendees for the event.

5. **Attendees and Setup Style**: displays the number of attendees and the setup style for the event.
6. **Event Name**: displays the name of the event.

To change the event label display:

1. From the Function Diary, click **Modify Search Criteria** to open the Search panel.
2. Click the **Event Label** list and select an option.
3. Click **Search**.

#### Viewing Guest Room Availability

To view a summary of property availability above the Function Diary, click **Show Rooms**.

The panel displays a summary of deduct and non-deduct blocks and reservations and the Maximum Available Rooms per date.

> **Note:**
>
> Select a multi-day view to display room availability.

#### Viewing Function Space Information

1. From the **OPERA Cloud** menu, select **Bookings**, select **Events**, and select **Function Diary**.
2. Select the **Property**, **Start date**, and **Number of Days** to view; enter any other search criteria, and then click **Search**.
3. To view the details of a function space, click the **Function Space** name on the far left of the chart. The details of function space appear across the following three tabs:
    a. **Overview tab**: displays details of the space, the setup styles, and capacities supported per style.
    b. **Image Gallery tab**: displays images of the function space.
    c. **Dimensions tab**: displays the room dimensions in imperial and metric measurements.

#### Viewing Event Information

1. From the **OPERA Cloud** menu, select **Bookings**, select **Events**, and then select **Function Diary**.
2. Select the **Property**, **Start date**, and **Number of Days** to view; enter any other search criteria, and then click **Search**.
3. Hover your mouse over the event in the chart to view the details.

## Copying Blocks

Use Block Copy to clone a block and associated room allocation and catering events to new dates. In multi-property operations, you can copy a block to another property from a hub location.
The original block serves as a template for the new block, and you are provided with options to select which attributes to copy to the new block. The status of the new block defaults according to the Copy Booking Status OPERA Control. The status of events created default according to

the Catering Status when Copying an Event OPERA Control. When the Allow Rate Editing with Rate Code OPERA Control is active, rate override amounts are not copied; the rate code pricing schedule is applied to the copied block.

> **Note:**
>
> The following items will not be copied from the business block:
>
> - Cutoff Date
> - Rate Guaranteed
> - Item Discount
> - Rate Protect
> - Non Compete
> - NC Industry
> - Ranking
> - Conversion
> - CXL Penalty
> - Lost to Destination
> - Lost to Property

**Copying a Block and Events (Current Property)**

1. From the **OPERA Cloud** menu, select **Bookings**, select **Blocks**, and then select **Manage Block**.
2. Enter search criteria, then click **Search**.
3. Select a block in the search results, click **I Want To . . .**, and then select **Copy Block**.
4. Complete the following on the Copy Block page:
    a. **(New Block) Start Date**: Enter an arrival date for the block.
    b. **(New Block) End Date**: Enter a departure date for the block.
    c. **Copy Date Range From**: Enter a date from within the Start and End dates of the source block to limit copy range.
    d. **Copy Date Range To**: Enter a date from within the Start and End dates of the source block to limit copy range.
    e. **Block Code**: Enter a block code.
        i. Click **Get Default Block Code** to generate the block code.
    f. **Include Booking Note**: Select the check box to copy block notes to the new block.
    g. **Keep Same Group Profile**: Select check box to link a new block to the same group profile.
    h. **Adjust Decision and Follow-up Dates**: Select check box to adjust the decision and follow-up dates for the new block by the same number of days before or after the New Start Date as applied to the source block. The value of the new dependent dates will not be less than the current business date. If no date was specified for any of these fields on the source block, the field will remain null (empty) on the new block. If this

check box is not selected, the dependent dates from the source block will be copied to the new block

i. **Room Block**: Select check box to copy room block allocation to the new block. If the source block has a room allocation set up, this option will be selected by default.

j. **Grid Type**: Select a grid type from the list to copy.

k. **Contract Grid**: Select to copy the contract grid to the new block. .

l. **Events and Space**: Select the check box to copy events and function space allocation to the new block.

   i. **Include Event Notes**: Select check box to copy event notes to the new events.

      i. **Include Change Notes**: Select check box to copy event change notes to the new events

   ii. **Other Event Resources**: Select the check box to copy the menu and item resources to the new block. Available when events are set up on the source block:

      i. **Resource Prices**: Select the check box to copy the price and discount percentage from the source event resources to the new events

      ii. **Include Resource Notes**: Select the check box to copy resource notes to the new events.

   iii. **Keep Same Number of Attendees**: Select the check box to copy the same number of attendees to the new business block. All of the new events will be copied with the same number of attendees as the source events. If not selected, enter the number of attendees.

   iv. **Number of Attendees**: Enter a number of attendees.

5. Click **Copy Block**.

### Copying a Block to Another Property

You can copy a block to another property from a hub location.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Blocks**, and then select **Manage Block**.
2. Enter search criteria, then click **Search**.
3. Select a **Block** in the search results, click **I Want To . . .** , and then select **Copy Block**.
4. Complete the following on the Copy Block page for the new block:

   a. **Copy to Property**: Select the check box to copy the block to another property.

   b. **Property**: Enter or select the property from the list.

   c. **(New Block) Start Date**: Enter an arrival date for the block.

   d. **(New Block) End Date**: Enter a departure date for the block.

   e. **(New Block) Block Code**: Enter a block code.

      i. Click **Get Default Block Code** to generate the block code.

   f. **Include Booking Note**: Select the check box to copy block notes to the new block.

   g. **Keep Same Group Profile**: Select the check box to link the new block to the same group profile.

   h. **Adjust Decision and Follow-up Dates**. Select the check box to adjust the decision and follow-up dates for the new block by the same number of days before or after the New Start Date as applied to the source block. The value of the new dependent dates

will not be less than the current business date. If no date was specified for any of these fields on the source block, the field will remain null (empty) on the new block. If this check box is not selected, the dependent dates from the source block will be copied to the new block.

i. **Market Code**: Select a market code from the list.

j. **Source Code**: Select a source code from the list.

k. **Rate Code**: Select a rate code from the list.

5. Click **Copy Block**.
6. Click **Go to the New Block** to manage the new block for the destination property. For more information, see: Managing Blocks.

# Creating Additional Posting Master Reservation

Additional posting master (PM room type) reservations can be created for a block as needed.

The reservation payment method defaults to the payment method selected in the block if there is not a credit card validation required. For more information, see Managing Blocks.

Posting Master reservations linked to a block are used for two purposes:

1. **Billing** : where various sales charges need to be routed or transferred from individual block room reservation accounts to a 'Block master account' for settlement.
2. **Rooming List**: where the selected Posting Master reservation is used as a template for reservations created via rooming list. Reservations created inherit their attributes from the selected post master reservation You can create multiple PM templates reservations according to your needs.

When the Always Used Fixed Rate OPERA Control is active, a posting master reservation is created with the **Fixed Rate** check box checked, else the **Fixed Rate** check box is unchecked.

> **Note:**
>
> The rate code(s) selected for the block require a 0.00 price schedule for the PM room type.

### Creating Block Posting Master Reservation

1. From the **OPERA Cloud** menu, select **Bookings**, select **Blocks**, and then select **Manage Block**.
2. Enter search criteria, click **Search**.
3. Select a block in the search result, then click **I Want To . . .**, and select **Posting Master**.
4. The message **You are about to create an additional PM reservation. Do you wish to continue?** is displayed.
5. Click **Yes**.
6. Click **Go to Posting Master** to launch Reservation Presentation and update the posting master reservation details.

# Creating a Tour Series

## Prerequisites for Creating a Tour Series

A Tour Series is a reoccurring block, enabling you to easily copy and repeat an original block for the future dates the group plan to revisit your property. For example, you might create a Tour Series for an inbound tour group that requires 30 rooms Monday through Wednesday, every two weeks during the season.

When the **Tour Series Handling** OPERA Control is set to Master Sub Relations, a master block will be created, enabling updates to the master block to be applied to the linked sub-tour series blocks. A **Calculate** link is available on the master block; click to display a summed total for **Room** and **Revenue** details for all of the sub blocks. When the **Tour Series Handling** OPERA Control is set as Simple Copy, a copy of the source block is created for each date selected.

When the **Catering Events** and **Resources** OPERA Controls are active you can use Tour Series to create a series of blocks with events and resources.

You can create three types of Tour Series:

1. **Custom Tour Series**: Use for blocks returning at varied arrival dates.
2. **Periodic Tour Series**: Use for blocks returning at regular date intervals and arriving on the same day of the week (such as every Wednesday through Friday every 4 weeks). (Available when the **Auto Assign Sub Block Codes** OPERA Control is active).
3. **Itinerary Tour Series**: Use for blocks that will travel from one property to another, arriving on varied dates.

### Creating Custom Tour Series

1. From the **OPERA Cloud** menu, select **Bookings**, select **Blocks**, and then select **Manage Block**.
2. Enter search criteria and click **Search**
3. From the search result select the block and click **I Want To. . .**, then click **Tour Series**.
4. Complete the following:
    a. **Types and Codes**
        i. **Type**: Select **Custom** to create a custom schedule.
        ii. **Tour Code**: Enter a tour code - this field is available in Block search.
        iii. **Master Block Code**: Enter a master block code (Available when **Tour Series Handling** OPERA Control is to Master Sub Relations).
        iv. Click **Initiate**.
    b. **Tour Blocks**
        i. **Arrival**: Enter the arrival date.
        ii. **Start Status**: Select a block status from the list.
        iii. **Block Name**: Enter a block name.
        iv. **Block Code**: Enter a block code. When the **Unique Block Code** OPERA Control is active the same block code cannot be used for multiple blocks.
        v. Click **New** to add another block to the series.

vi. To delete a block, click the vertical ellipsis **Actions** menu and select **Delete** click **Delete** to confirm.

vii. Click **Next** to continue.

c. **Attributes**

i. **Keep Same Group Profile**: Select to retain the group profile linked on the source block on the new blocks created

ii. **Copy Block Rooms**:Select check box to copy block room allocation to the new blocks created.

iii. **Include Booking Notes**: Select check box to copy booking (block) notes from the source block to the new blocks created.

iv. **Copy Events and Space**: Select check box to copy events and space from the source block to the new block. Enabled when the source block has events. (Available when the **Catering Events** OPERA Control is active).

i. **Keep Same Number of Attendees**: Select check box to copy the attendees on the source block to the new block events. This option is checked by default.

i. **Number of Attendees**: Enter the number of attendees to the new block.

ii. **Include Event Notes**: Select check box to copy event notes.

i. **Include Change Notes**: Select check box to include event change notes (note type = Change).

iii. **Event Forecast Figures**: Select to copy forecast figures. When not selected, forecast figures are not copied and will reference Event Forecast Maintenance .

iv. **Resources**: Select check box to copy event resources on the source events to new events. (Available when the **Resources**OPERA Control is active).

i. **Include Resource Notes**: Select check box to copy resource notes.

ii. **Copy Resource Pricing**: Select check box to copy resource pricing.

v. **Adjust the Decision and Follow-up Dates to the New Arrival Date**:Select check box to adjust the **Decision** and **Follow-up** dates for the new blocks created by the same number of days before or after the New Start Date, as applied to the source block. The value of the new dependent dates will not be less than the current date. If no date was specified for either of these fields on the source block, the field will remain null (empty) on the new blocks. If this check box is not selected, the dependent dates from the source block will be copied to the new blocks.

vi. **New Catering Status**: Displays the default Catering Status.

vii. Click **Next**.

d. Review the details.

e. Click **Save**.

### Creating Periodic Tour Series

Use to create tour series with a periodically occurring dates. (Available when the **Auto Assign Sub Block Codes** OPERA Control is active).

1. From the **OPERA Cloud** menu, select **Bookings**, select **Blocks**, and then select **Manage Block**.
2. Enter search criteria and click **Search**

3. From the search result select the block and click **I Want To. . .**, then click **Tour Series**.
4. Complete the following:
    a. **Types and Codes**
        i. **Type**: Select **Periodic**create a periodic schedule.
        ii. **Tour Code**: Enter a tour code - this field is available in Block search.
        iii. **Master Block Code**:  Enter a master block code (Available when **Tour Series Handling** OPERA Control is to Master Sub Relations).
        iv. **Tour Start Date**: Enter first arrival date of tour series.
        v. **Tour Frequency**: Enter the frequency (interval).
        vi. **Number of Blocks**: Enter the quantity of blocks to create.
        vii. Click **Initiate**.
    b. **Tour Blocks**
        i. **Arrival**: Enter the arrival date.
        ii. **Start Status**: Select a block status from the list.
        iii. **Block Name**: Enter a block name.
        iv. **Block Code**: Enter a block code. When the **Unique Block Code** OPERA Control is active the same block code cannot be used for multiple blocks.
        v. Click **New** to add another block to the series.
        vi. To delete a block, click the vertical ellipsis **Actions** menu and select **Delete**, click **Delete** to confirm.
        vii. Click **Next** to continue
    c. **Attributes**
        i. **Keep Same Group Profile**: Select check box to retain the group profile linked on the source block on the new blocks created. This option is checked by default.
        ii. **Copy Block Rooms**: Select check box to copy block room allocation to the new blocks created. If the source block has a room allocation, this option is checked by default.
        iii. **Include Booking Notes**: Select check box to copy booking (block) notes from the source block to the new blocks created.
        iv. **Copy Events and Space**: Select check box to copy events and space from the source block to the new block. Enabled when the source block has events. (Available when the  **Catering Events** OPERA Control is active).
            i. **Keep Same Number of Attendees**: Select check box to copy the attendees on the source block to the new block events.  This option is checked by default.
                i. **Number of Attendees**: Enter the number of attendees to the new block.
            ii. **Include Event Notes**: Select check box to copy event notes.
                i. **Include Change Notes**: Select check box to include event change notes (note type = Change).
            iii. **Event Forecast Figures**: Select check box to copy forecast figures. When not selected, forecast figures are not copied and will reference Event Forecast Maintenance.

iv. **Resources**: Select check box to copy event resources on the source events to new events. (Available when the **Resources** OPERA Control is active).

i. **Include Resource Notes**: Select check box to copy resource notes.

ii. **Copy Resource Pricing**: Select check box to copy resource pricing.

v. **Adjust the Decision and Followup Dates to the New Arrival Date**: Select check box to adjust the **Decision** and **Follow-up** dates for the new blocks created by the same number of days before or after the New Start Date, as applied to the source block. The value of the new dependent dates will not be less than the current date. If no date was specified for either of these fields on the source block, the field will remain null (empty) on the new blocks. If this check box is not selected, the dependent dates from the source block will be copied to the new blocks.

vi. **New Catering Status**: Displays the default Catering Status.

vii. Click **Next**.

d. Review the details.

e. Click **Save**.

### Creating Itinerary Tour Series

Use to create tour series across multiple properties. The **Market Code, Source Code,** and **Reservation Type** is inherited from the source block and available for updating.

1. Change to a hub location.
2. From the **OPERA Cloud** menu, select **Bookings**, select **Blocks**, and then select **Manage Block**.
3. Enter search criteria and click **Search**
4. From the search result select the block and click **I Want To. . .**, then click **Tour Series**.
5. Complete the following:

a. **Types and Codes**

i. Select **Itinerary** check box.

ii. **Type**: Defaults to Custom

iii. **Tour Code**: Enter a tour code - this field is available in Block search .

iv. **Master Block Code**: Enter a master block code (Available when **Tour Series Handling** OPERA Control is set to Master Sub Relations).

v. Click **Initiate**.

b. **Tour Blocks**

i. **Property**: Enter or select a property.

ii. **Arrival**: Enter the arrival date.

iii. **Start Status**: Select a block status from the list.

iv. **Block Name**: Enter a block name.

v. **Block Code**: Enter a block code. When the **Unique Block Code** OPERA Control is active the same block code cannot be used for multiple blocks.

vi. **Market Code**: Enter or select a market code. Field defaults from the source block if value exists in the selected property.

vii. **Source Code**: Enter or select a source code. Field defaults from the source block if value exists in the selected property.

viii. **Reservation Type**: Enter or select a reservation type. Field defaults from the source block if value exists in the selected property.

ix. Click **New** to add another block to the tour series.

x. To delete a block, click the vertical ellipsis **Actions** menu and select **Delete**, click **Delete** to confirm.

xi. Click **Next** to continue.

c. **Attributes**

i. **Keep Same Group Profile**: Select check box to retain the group profile linked on the source block on the new blocks created.

ii. **Include Booking Notes**: Select check box to copy booking (block) notes from the source block to the new blocks created.

iii. **Keep Same Number of Attendees**: Select check box to copy the attendees on the source block to the new block events. This option is checked by default.

i. **Number of Attendees**: Enter the number of attendees to the new block.

iv. **Adjust the Decision and Follow-up Dates to the New Arrival Date**: Select check box to adjust the **Decision** and **Follow-up** dates for the new blocks created by the same number of days before or after the New Start Date, as applied to the source block. The value of the new dependent dates will not be less than the current date. If no date was specified for either of these fields on the source block, the field will remain null (empty) on the new blocks. If this check box is not selected, the dependent dates from the source block will be copied to the new blocks.

v. Click **Next**.

d. Review the details.

e. Click **Save**.

### Creating Additional Tours for Existing Master Sub or Itinerary Tour Series

Once a Master Sub tour series has been created, additional tour blocks can be added at any point in time and linked to the master block. To add additional sub blocks to an existing Master Sub Tour series, select the **I Want To. . .**.

1. **Master Sub Tour Series**

a. From the **OPERA Cloud** menu, select **Bookings**, select **Blocks**, and then select **Manage Block**.

b. Enter search criteria for the sub block you want to use to create additional tour series and click **Search**.

c. From the search result select the block and click **I Want To. . .**, then click **Tour Series**.

d. The **Master Block Code** and **Tour Code** fields will populate automatically based on the selected sub block.

e. Complete the required information to create the additional sub tour blocks.

2. **Itinerary Tour Series**

a. From the **OPERA Cloud** menu, select **Bookings**, select **Blocks**, and then select **Manage Block**.

b. Enter search criteria for the sub block you want to use to create additional tour series and click **Search**.

c. From the search result select the block and click **I Want To. . .**, then click **Tour Series**.

d. The **Itinerary** check box, **Master Block Code** and **Tour Code** fields will populate automatically based on the selected block.

e. Complete the required information to create the additional sub tour blocks.

## Viewing Recently Viewed Blocks

Prerequisites for Viewing Recently Accessed Records

1. From the **OPERA Cloud** menu, select **Bookings**, select **Blocks** and then select **Manage Blocks**.
2. Click **I Want to...**
3. A list of recently viewed blocks appears under the **View** section.
4. Click a **Block** link to Edit the Block.

## Viewing Stay Statistics

The View Stay Statistics screen shows detailed stay information for the block for the date range selected. It is an overview of the rooms and revenue of the block.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Blocks**, and select **Manage Block**.
2. Enter search criteria and click **Search**.
3. Select the block in the search result, then click **I Want To...** then **Stay Statistics** or open the block and click **I Want To...** then **Stay Statistics**.
4. Click **Potential vs Actual** tab to view the Room and Revenue statistics. A graphical representation shows the statistics for Potential Rooms, Actual Rooms, Potential Revenue, and Actual Revenue.
5. Click **Daily Block Summary** tab. The Daily Block Summary displays consolidated information of the entire Business Block.
   a. Enter the **Date** and **Range** and click **Search**.
   b. Click **View Options** to select values to display. Select or Deselect the Statistics Types and click **Apply**.

## Viewing Production Changes

The Production Changes display a view only Search screen that will take you to the revenue and status changes screens.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Blocks**, and select **Manage Block**.
2. Enter search criteria and click **Search**.
3. Select the block in the search result, click **I Want to...** then **Production Changes** or open the block and click **I Want to...** then **Production Changes**.
4. Click **Status Changes** tab.

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

b. The Block number is there by default. Search for the **Current Status**.

c. If looking for changes that have been made from one specific date onwards, select the dates in **Change Date From** and **Change Date To** in the calendar button, and then click **Search**. You can view the following Revenue Changes:

**Table 3-7 Status Changes**

| View Options | Description |
|---|---|
| Change Date | Change of date that took place. |
| Prior Status | Status of the event before the change. |
| Current Status | Status of the event after the change. |
| Rooms | Number of rooms blocked at time of status change. |
| Avg. Rate | The average room rate for blocked and picked-up room nights. |
| Room Revenue | The net Rooms revenue calculated at the moment of status change. |
| FB Revenue | The net F&B revenue calculated at the moment of status change. |
| Other Revenue | The net Other revenue calculated at the moment of status change. |
| Non-Revenue | Non-revenue generating figures calculated at the moment of status change. |

5. Click **Revenue Changes** tab.

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

b. The Block number is there by default. Search for the **Status**.

c. If looking for changes that have been made from one specific date onwards, select the dates in **Change Date From** and **Change Date To** in the calendar button, and then click **Search**. You can view the following Revenue Changes:

**Table 3-8 Revenue Changes**

| View Options | Description |
|---|---|
| Change Date | Change of date that took place. |
| Stay Date | The stay date for the booking. The Stay Date is any date between the Arrival and Departure Date of the Block. |
| Room Nights | The number room nights, added or removed, for the business block stay date. |
| Room Revenue | The revenue type that was affected by the change and the amount the revenue for the specified type was changed by. This can be either positive or negative amounts. |
| Status | Displays the status of the business event (Inquiry, Definite, Tentative, Cancelled). |

# About Rooming Lists

Use the **Rooming List** action to create block reservations en-masse. You can manually enter the profile and reservation details or import the rooming list details from a spreadsheet file when the Group Rooming List Import OPERA Control is active, or use a combination of the two methods. You can also create share reservation while entering the rooming list details by specifying the row number of the share reservation in the **Shares** column (Available when the Shares OPERA Control is active).

Prior to processing a rooming list, ensure the block allocation has sufficient rooms available and that the room status of the block allows for pickup; click Managing Block Room and Rate Grid to view the available rooms in the block. Reservations created are linked to the block and will deduct inventory from the rooms available in the block allocation.

**Watch Video**

The following profile and reservation fields are available for the Block Rooming List entry and Import Rooming List.

> **Note:**
>
> Fields available are based on the OPERA Controls active at your property.

**Table 3-9 Profile and Reservation Fields**

| Entity | Field | Note | Mandatory |
|---|---|---|---|
| Profile | Name | Lastname, Firstname | Yes |
| Profile | Title | Select from list. | |
| Resv | Arrival | Arrival Date. | Yes |
| Resv | Departure | Departure Date | Yes |
| Resv | Room Type | Select from list. | Yes |
| Resv | Room | Room Assigned. When the **Room Rotation** OPERA Control is active, Owner Exclusive Rooms with active Ownership Records or Owner Referral Records are not available for selection. | |
| Resv | Adults | Number of Adults. | |
| Resv | Child | Number of Child. | |
| Resv | Rooms | Number of Rooms. | |
| Resv | Rate Code | Select from list. | Determined by the **Rate Code Mandatory for Block Pickup** OPERA Control. |
| Resv | Specials | Select from list. | |
| Resv | Room Feature Preference | Select from list. | |
| Resv | Smoking Preference | Select from list. | |
| Resv | Notes | Click **View** to view existing notes on profile. | |

**Table 3-9 (Cont.) Profile and Reservation Fields**

| Entity | Field | Note | Mandatory |
|---|---|---|---|
| Resv | Payment | Click **Add Payment Information** to add payment details per folio window. | Yes |
| Resv | Accompanying Guests | Enter names with pipe \| delimiter. Example AccLastname1, AccFirstname1 \| AccLastname2, AccFirstname2 \| AccLastname3, AccFirstname3 | |
| Resv | TA Record Locator | Available when the TA Record Locator OPERA Control is active. | |
| Profile | Email Type | Select from list. | Required if Email Address is not null |
| Profile | Email Address | | Required if Email Type is not null |
| Profile | Phone Type | Select from list. | Required if Phone Number is not null |
| Profile | Phone Number | | Required if Phone Type is not null |
| Profile | ID Type | Select from list. | Required if ID Number is not null |
| Profile | ID Number | | Required if ID Type is not null |
| Profile | ID Expiration Date | | |
| Profile | ID Issued Place | Select from list. | |
| Profile | ID Issued Country | Select from list. | |
| Profile | ID Issued Date | | |
| Profile | ID Primary | Check box. | |
| Profile | VIP | Select from list. | |
| Profile | Language | Select from list. | |
| Profile | Alt Name | Lastname, Firstname (non-western characters). | |
| Profile | Alt Name Language | Select from list. | |
| Profile | Membership Type | Select from list. | Required if Membership Type is not null |
| Profile | Membership Number | | Required if Membership Number is not null |
| Profile | Membership Level | Select from list. | May be required based on the membership type |

**Table 3-9 (Cont.) Profile and Reservation Fields**

| Entity | Field | Note | Mandatory |
|---|---|---|---|
| Profile | Birth Date | | |
| Profile | County or Country/ Region | Select from list. | When the **Activate Country/Region Label** OPERA Control is active, **Country/ Region** label is displayed. When **Activate Country/Region Label** OPERA Control is inactive **Country** label is displayed. |
| Profile | Nationality | Select from list. | |
| Profile | Specials | Select from list. | |
| Profile | Gender | Select from list. | |

## Creating Reservation Using the Rooming List

Prior to processing a rooming list, ensure the block allocation has sufficient rooms available and that the room status of the block allows for pickup; click **View Room/Rate Grid** to view the available rooms in the block.

The PM reservation created for the block is used as a template; the reservations entered will inherit attributes from the PM reservation. You can create multiple PM reservations (templates) for a Block. See Creating Additional Posting Master Reservation. Use the **Change Template** action link to select a different PM/template reservation for the rooming list. See Changing Template.

When the **Rate Code Mandatory for Block Pickup** OPERA Control is active a rate code must selected for each reservation (value will default from the template reservation).

Click **View Options** to select the rooming list columns and their display order.

Use the search icon next to the **Name** field to search for an existing profile. Alternatively you can enter all rooming list details and search for existing profiles in a batch process; if no match is found for the **Name** entered, a new profile is created using the details provided in the rooming list row.

### Entering Rooming List Reservations

> **Note:**
>
> To combine reservations into a share, reference the line number of the primary reservation in the **Shares** field of the reservation(s) you want to combine. Available when the **Shares** OPERA Control is active.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Blocks**, and then select **Manage Block**.

2. Enter search criteria and click **Search**.
3. Select the block in the search result, click **I Want To. . .** and then click **Rooming List**.
4. Enter the number of rows to add to the rooming list page and click **Add Rows**.
5. Enter the profile and reservation details in each row - mandatory values:
    a. **Name**: Enter a guest name to create a new profile or click to search for an existing profile.
    b. **Arrival Date**: Enter or select the arrival date.
    c. **Departure Date**: Enter or select the departure date.
    d. **Shares**: Enter the line number of the first (primary) reservation in this field of the secondary reservations. Available when the **Shares** OPERA Control is active.
    e. **Room Type**: Enter or select the room type (from block allocation).
    f. **Rate Code**: Enter or select the rate code.
    g. **Payment Method**: Click **Add Payment Information** to enter payment details.
    h. See Table 3-9 Profile and Reservation Fields for full field list.

### Importing Rooming List Reservations

When the **Import Rooming List** OPERA Control is active, you can use Excel to produce a **.xls** or **.xlsx** data file containing profile and reservation details for import as a Block rooming list. See Using Room List Import.

> **Note:**
>
> It is recommended to limit rooming list entry or import to a maximum of 1000 reservations per batch.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Blocks**, and then select **Manage Block**.
2. Enter search criteria and click **Search**.
3. Select the block in the search result, click **I Want To. . .** and then click **Rooming List**.
4. Click **Import Rooming List**.
    a. Select and upload the rooming list file, then map the fields to columns in the file. See Using the Rooming List Import.
    b. Click **Add Reservations**.
5. Review and update reservations with any additional details.

### Validating Rooming List Reservations

Your OPERA Cloud session is not available while the rooming list validation processes; you can choose to launch OPERA Cloud in a new browser session by selecting **Yes** when prompted.

To validate all reservation details prior to processing the rooming list.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Blocks**, and then select **Manage Block**.

2. Enter search criteria and click **Search**.
3. Select the block in the search result, click **I Want To. . .** and then click **Rooming List**.
4. Click **Validate Rooming List**.
5. Review the Rooming List Validation Status result.
    a. Select **Sort-by** to change the sort order.
    b. Click **Report** to generate a report of the validation result.

### Processing Rooming List Reservations

Your OPERA Cloud session is not available while the rooming list processes; you can choose to launch OPERA Cloud in a new browser session by selecting **Yes** when prompted.

A confirmation number is assigned to each reservation created.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Blocks**, and then select **Manage Block**.
2. Enter search criteria and click **Search**.
3. Select the block in the search result, click **I Want To. . .** and then click **Rooming List**.
4. Click **Submit** to process or click **Search for Existing Profiles and Submit** to launch a batch process to search and select an existing profile for each reservation. See **Searching for Existing Profiles in Batch**.
5. On the Shared Room Rate prompt select a Rate Share Type to specify the rate share method:
    a. **Split**: Splits the rate evenly between all sharing reservations.
    b. **Entire**: Applies the rate in full to one sharing reservations.
    c. **Full**: Applies the rate in full to each sharing reservations.
    d. Click **Save** to process.
6. Select **Yes** on the confirmation prompt to launch OPERA Cloud in a new browser session; selecting **No** will require you to wait while the rooming list is processed.
7. Reservation processing commences; the **Status** column indicates the result of each reservation processed
    a. A Success icon indicates successful processing of the reservation. Confirmation number is displayed for the successful reservation.
    b. A Failed icon indicates processing failed for the reservation
        i. Hover your mouse over the icon to display the details.
        ii. When there is insufficient quantity of a room type allocated, a **Borrow** action is displayed to deduct a room from an alternate room type in the allocation or deduct a room from house inventory when the Block is setup as elastic. Available when the **Elastic Block** OPERA Control is active.
        iii. To delete any failed reservation, select the reservation(s) then click **Delete**.
            i. Click **Delete** to confirm.
    c. Once corrections to reservations with errors is complete, select **Submit** to process.

### Searching for Existing Profiles in Batch

Use the **Searching for Existing Profiles and Submit** action to launch a batch process where the profile details entered in the rooming list are used to search for possible profile matches based on:

- Last Name
- First Name
- Communication (Email or Phone Number)
- Membership Type
- Membership Number

For each rooming list reservation / profile presented, choose from the following actions :

- **Skip Profile Search and Create Guest Profile**: Skips the current reservation when no matching profile is found; a new profile is created according to the details entered in the rooming list.
- **Select**: Select the profile selected in the search result for the reservation.

When profile matching for all rooming list reservations is complete, click **Submit** to confirm and complete the process.

### Generating the Group Rooming List Report

1. From the **OPERA Cloud** menu, select **Bookings**, select **Blocks**, and then select **Manage Block**.
2. Enter search criteria and click **Search**.
3. Select the block in the search result, click **I Want To. . .** and then click **Rooming List**.
4. Click **Generate Report**.
    a. Update the report parameters.
    b. Select a report destination.
        i. Click **Select Printer** and select a printer from the list.
        ii. Click **Preview /Download**: A PDF file is generated and displayed in a separate browser window.
            i. To Print the PDF, select the **print icon** or press **[CNTRL] [P]** to launch the print dialogue for your browser.
            ii. To download the PDF to your workstation click the **Download** option in your browser.
        iii. Click **Download As**.
            i. Select a file format from the list. File formats available are HTML, RTF, XML,
            ii. Click **Download**.
        iv. Click **Email** and then enter the email address or addresses of the recipient(s). You can enter separate email addresses for multiple recipients with a comma (,) or semi-colon (;).
            i. Select a file format from the list. File formats available are HTML, RTF, PDF, XML.
            ii. Click **Email**.

### Attributes Inherited from Template

When new reservations are made via the Block Rooming List screen, the following attributes in the template posting master reservation (or the reservation that is currently selected as the template) and the group profile are carried over to new reservations and new profiles created via rooming list:

| Template (PM) Reservation | Template (PM) Reservation Details | Template (Group) Profile |
|---|---|---|
| • Purpose of Stay<br>• Reservation Type<br>• Print Rate Status<br>• Rate Code(s)<br>• Specials<br>• Room Features<br>• Commission Flag Status<br>• Tax Type<br>• Flex Fields (UDFs)<br>• Market Code<br>• Source Code | • Linked Profiles<br>– Company<br>– Agent<br>– Source<br>• Alerts<br>• Routing Instructions<br>• Payment Instructions<br>– No Post YN<br>• Housekeeping<br>– Turn-down YN<br>– Room Instructions<br>• Packages<br>• Notes<br>• Deposit Rules | • Country Code |

## Using Room List Import

### Prerequisites for Room List Import

An **xls** or **xlsx** spreadsheet file can be setup and used to import profile and reservation details as a rooming list.

> **Note:**
>
> For optimal performance it is recommended to limit an XLS / XLSX file to a maximum of 1,000 records.

Consider the following when setting up the group rooming list import file:

- Files must be in Microsoft Excel .xls or .xlsx formats.
- Begin each column with headings at cell A1. Upon import, the spreadsheet's column headings map to corresponding rooming list field names.
- Only columns with data import.
- Only mapped columns import.
- Create columns for **Line** and **Sharer** and reference the line number of the row for the first (primary) reservation in the **Sharer** column of the secondary reservation(s).

**Figure 3-1 Rooming List Spreadsheet**

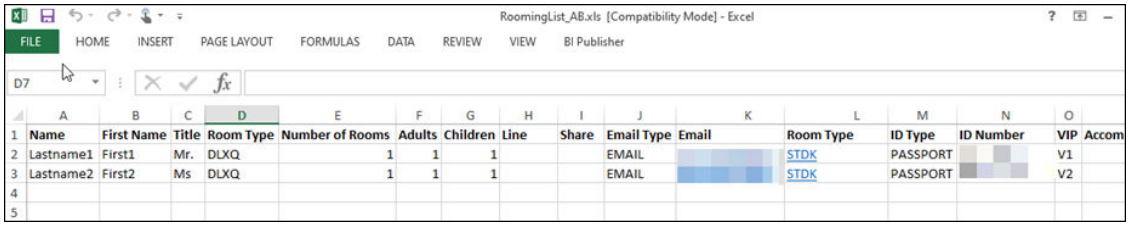
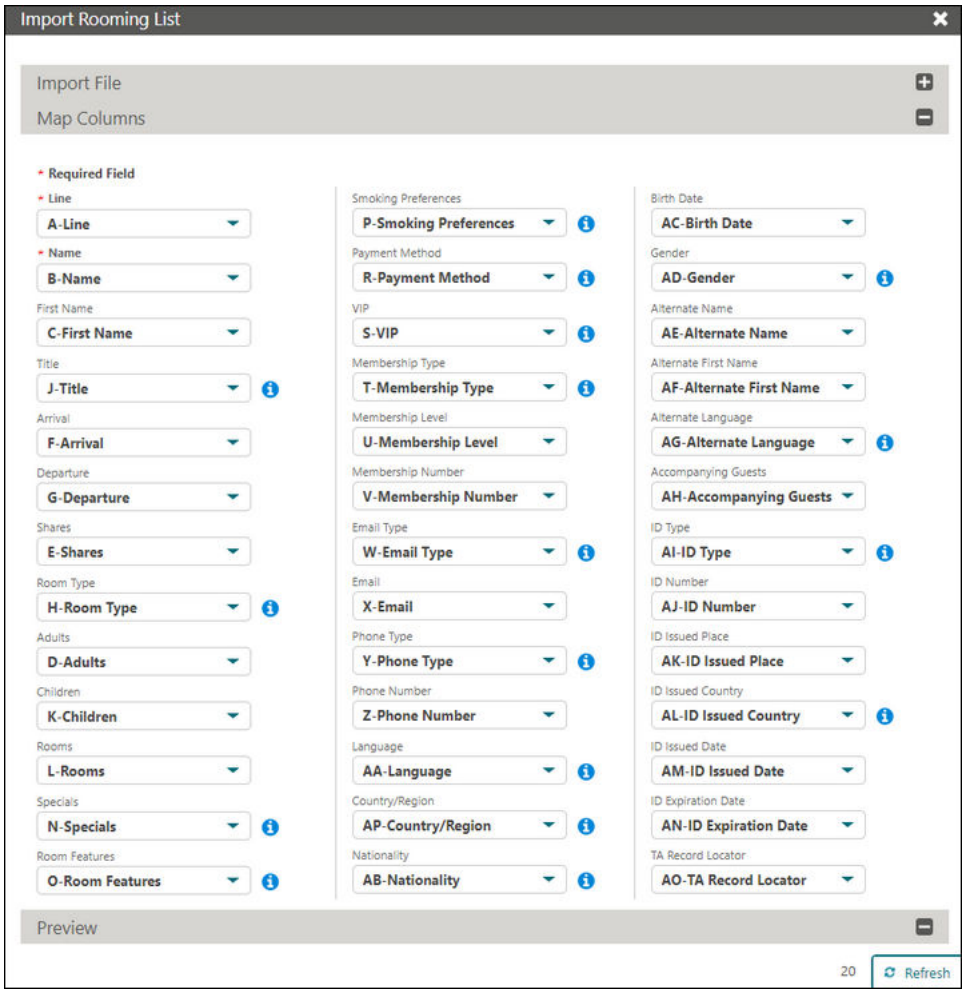



**Figure 3-2 Field Mapping**




### Importing and Mapping a Rooming List File

When importing a rooming list, OPERA Cloud attempts to map the spreadsheet columns to their corresponding rooming list fields. You can manually map the column if a column does not map automatically.

> **Note:**
>
> **Room** cannot be mapped for import. Once reservations are imported a **Room** can be assigned to each reservation. For more information, see Creating Reservation Using the Rooming List.

When mapping rooming list columns:

- The Map Columns section shows the Rooming List fields.
  - The drop-down lists next to the fields show the column headers from the spreadsheet.
- The Preview pane shows the columns ready to import.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Blocks**, and then select **Manage Block**.
2. Enter search criteria and click **Search**.
3. Select the block in the search result, click **I Want To...** and then click **Rooming List**.
4. Click **Import Rooming List**.
5. Click **Choose File** and browse folders and select the Microsoft Excel .xls or .xlsx file, and click **Open**.
6. Click **Import File**.

> **Note:**
>
> If you need to re-import a corrected data file, click **Clear** and repeat the Choose File and Import File steps.

7. The Map Columns panel expand:
   a. If there are data errors to be corrected in the data file an X displays in the column with the error in the preview panel. The rooming list import process is halted until errors are corrected.
   b. Click next to a field in the Mapping panel to view a list of values for a specific field - ensure values in data file match the configuration.
   c. Click the list button below a field to select the column name from the **xls** or **xlsx** file that corresponds to rooming list field.
8. In the Preview panel click **Refresh**.
   a. The spreadsheet data populates the columns in the preview panel.
   b. Review the mapped columns and make any adjustments.
9. Click **Add Reservations** to import the reservations from the file.
10. The imported reservations are added to the Rooming List page.
11. Update reservations with any additional details. For more information, see Creating Reservation Using the Rooming List.

## Changing Rooming List Template

To change the reservation to be used as template for a rooming list:

1. From the **OPERA Cloud** menu, select **Bookings**, select **Blocks**, and then select **Manage Block**.
2. Enter search criteria and click **Search** .
3. From your search results, click **I Want To...** and select **Rooming List**.
   - On the Rooming List screen, click **Change Template**.
     i. On the Manage Reservations screen, enter search criteria and click **Search**.
     ii. Select the reservation from the search results and then click **Select**

# Applying Changes to Multiple Block Reservations

You can apply the changes made to one block reservation to other reservations in the block under certain circumstances. When a change to one reservation can be copied to other reservations, the Apply Changes screen guides you through the steps for applying the changes.

### Applying Changes

1. From the **OPERA Cloud** menu, click **Booking**, select **Blocks**, and select **Manage Blocks**.
2. Enter search criteria and click **Search**.
3. Select a block in the search results, click **I Want To. . .**, and select **Manage Reservations**.
4. Select a reservation in the search results.
5. Update the reservation. For more information, see: Editing a Reservation.
6. Click **Back to Manage Block Reservation**.
7. If the change you made on the reservation can be applied to other reservations in the block, you are prompted by "Do you want to apply changes made to this reservation to other reservations in the group?"
   a. Click **Yes**.
   b. **Apply Changes To**:
      i. **All Reservations in the Group**. Select to update all reservation in the block.
      ii. **Selected Reservations**. Select to update only selected reservations.
      iii. **Only Reservations with Same Arrival Date**. Select to update reservations with the same arrival date only.
      iv. **All Checked in Reservations**. Select to update all checked in reservations.
      v. **Reservations In House Between**. Select to update inhouse reservations between specified dates:
         i. **From Date**. Enter a from-date.
         ii. **To Date**. Enter a to-date.

      Click **Next**.
8. **Reservations**.
   a. The applicable reservations are listed.
   b. Click **Select**.

9. **Actual**.
    a. The results of the update to other reservations appear.

# Creating (Encoding) Room Keys for Block Reservations

Once rooms are assigned to reservations you can encode room keys in advance of the arrival.

1. From the **OPERA Cloud** menu, select **Booking**, select **Blocks**, then select **Manage Blocks**.
2. Enter search criteria, then click **Search**.
3. Select a block from the search results and then click **I Want To . . .** and select **(Create) Room Keys**.
4. For more information, see Managing a Room Key/Door Lock Property Interface.

# Generating Key Packet Labels for Block Reservations

Prerequisites for Key Packet Labels

When the Generate Key Packets OPERA Control is active, you can print key package labels for arrival reservations. A sample_key_packet.rtf template can be customized to suit the label size and layout, and multiple labels templates can be set up per property. You can generate room key packet labels for block reservations from the block or from the Front Desk Workspace menu.

1. From the **OPERA Cloud** menu, select **Booking**, select **Blocks**, then select **Manage Blocks**.
2. Enter search criteria, then click **Search**.
3. Select a **block** in the search result, then click **I Want To . . .** and select **(Create) Key Packet Labels**.
4. In the Generate Key Packet Labels window:
    a. Enter search criteria, then click **Search**.
    b. Select the required reservations in the search result.
    c. Click **Process Key Packet Labels**.
        i. **Template**: Select the label format template from the list.
        ii. **Starting Row Position**: Enter the row of first label on sheet.
        iii. **Starting Column Position**: Enter the column of the first label on sheet.
        iv. Select **Destination**.
            i. **Preview**: Select to generate as PDF document (preview to print).
            ii. **Email to Print**: Select to email the PDF to the printer.
                i. Select a printer from the list.
            iii. **Email**: Select to email to recipient.
                i. Enter the recipient's email address.
    d. Click **Process**.

# Using Group Rooms Control

The Group Rooms Control (GRC) page provides a daily summary of rooms set aside for blocks, including the number of blocked, contracted, picked up, and available rooms. The **Origin** search field is used to limit display of blocks according to the **Originating Application** in Block Overview.

**Watch Video**

The summary section shows **Status** and **Block Inventory**.

In the **Status** section, you can view the summary for all statuses that apply to blocks during the date range being viewed and listed here.

In the **Block Inventory** section, you can view the summary for the following:

> **Note:**
>
> When the **Include Inquiry in Non Deduct Inventory Calculation** OPERA Control is active, non-deduct calculations will include status code configured as non-deduct and inquiry for the Room Status Type.

1. **Deduct Inventory**: Blocked rooms are deducted from inventory.
2. **Non Deduct Inventory**: Blocked rooms not deducted from inventory.
3. **Available Rooms**: Total current house availability.
4. **Available Rooms with Non-Deduct**: Available rooms and not deducted from the inventory.
5. **Pick Up** tells you the day by day total of pickup rooms.

---

Premium

When the **Activate the Sell Message Functionality** OPERA Control is active, date-driven sell messages are displayed at the top of page. Click **X** to close or click **Sell Messages** to toggle the Sell Message panel.

1. Click **X** to close the sell message panel.

   OR

2. Click **Sell Messages** to toggle the Sell Message panel.

RP - Rate Protect (Red) and NC - Non Compete (Yellow) color indicators appear on applicable date columns.

- Rate Protect indicates that no other groups should be booked using rates lower than those assigned to the block that is identified as rate protect (available when the **Lowest Rate Guaranteed** OPERA Control is active).
- Non-compete indicates that no competing accounts (accounts with the designated NC industry code) should be booked for same dates as the block identified as non-compete (available when **Non Compete** OPERA Control is active).

---

### Viewing Group Rooms Control

1. From the **OPERA Cloud** menu, select **Bookings**, select **Blocks**, and then select **Group Rooms Control**.
2. Enter or select a **Property** and **Date** along with any other selection criteria, then click **Search**.

> **Note:**
>
> The values selected for Block Status, Origin, Room Owner and Block Owner are remembered. To reset your search preferences, for more information, see Deleting Page Composer Customization.

   a. Premium Select the **Include Opportunities** check box to view opportunities associated with search results. The check box is available if you have the New/Edit Opportunity task assigned to your role (available when the **Opportunities** OPERA Control is Active).

3. Review the summary information and more details about each block in the search results.
4. Navigate to previous and future dates using the arrow buttons on the left and right sides of the horizontal date panel.
5. Click **View Options** to customize the information that appears in Group Room Control. Select or deselect options to specify what information to display in the **Summary**, **Detail level**, and **Block summary** sections, then click **Apply**. Premium The **Block Classification** view option is available to display Lowest Rate Guarantee, Conversion, and Non Compete.
6. Click **Collapse** or **Expand** details for each block listed.
7. Depending on the View Options selected, the screen shows details of the rooms allocated to the block, including the number of blocked, contracted, picked up, and available.

### Viewing Day Details on the Group Rooms Control

The GRC screen visually indicates dates with special events such as holidays or festivals taking place at or near your property. Refer to Using the Property Calendar.

Color indicators appear above the dates/day columns with special calendar events or Day Types setup.

Premium RP - Rate Protect and NC - Non Compete color indicators are also displayed on applicable dates

To view the details open the Day Details drawer:

1. From the **OPERA Cloud** menu, select **Bookings**, select **Blocks**, and then select **Group Rooms Control**.
2. Enter a **Property** and **Date** and any other search criteria and click **Search**.
   a. Select the **Include Opportunities** check box to view opportunities associated with search results. The check box is available if you have the New/Edit Opportunity task assigned to your role.

i. In the Summary area, the Status section will show daily room totals for Opportunity status.

ii. In Block Inventory, the Non-Deduct Inventory totals will include Opportunities if the OPERA Control for **Include Inquiry in Non-Deduct Inventory Calculations** is active.

3. Click the **Day Details** tab on the right side of the GRC to slide open the panel showing details about the Calendar events, Day Types, Rate Protect and Non Compete

### Viewing Block Details from the Group Rooms Control

1. From the **OPERA Cloud** menu, select **Blocks** and then select **Group Rooms Control**.
2. Enter a **Property** and **Date** and any other search criteria and click **Search**.
3. Click a **Block Code** or **Block Name** link to open a new window to view the Block Presentation page and make any changes to the block. For more information, see Managing Blocks.

### Viewing Account Profile from Group Rooms Control

1. From the **OPERA Cloud** menu, select **Blocks** and then select **Group Rooms Control**.
2. Enter a **Property** and **Date** and any other search criteria and click **Search**.
3. Click the **Account** link for a Block to open a new window to view the Profile Presentation page and make any changes to the sales account profile. For more information, see Managing a Sales Account Profile.

### Creating Blocks from Group Rooms Control

1. From the **OPERA Cloud** menu, select **Blocks** and then select **Group Rooms Control**.
2. Enter a **Property** and **Date** and any other search criteria and click **Search**.
3. Click the vertical ellipsis **Actions** menu and select Create Block or select Create Master Block or Create Master Allocation or Create Opportunity.

## Modify/Update Block — Shift Block Date

### Prerequisites for Shift Block

When the **Shift Block** OPERA Control is active, you can update a block and associated catering events to a new arrival/start date. When a shift date is initiated, the room allocation and all events associated with the block are updated. To ensure that the date change does not create availability conflicts, OPERA Cloud checks to ensure that room type inventory, function spaces, and event resources are available on the new dates.

When the **Tour Series** OPERA Control is active and the **Tour Series Handling** OPERA Control is set to **Master Sub Relations** and the dates of a sub-tour are shifted, the dates of the master tour are also updated.

When the **Event Waitlist** OPERA Control is active, and the status change/shift dates would result in a wait-list situation, a processing screen appears with the option to wait-list or cancel the event. When the **Event Waitlist** OPERA Control is not active, and status change/shift dates would cause an over book situation (with another block/event), a processing screen appears with the appropriate message, and you must cancel the current action.

Other block dates (Cutoff Date, Follow-up Date, Decision Date, Shoulder Dates, Catering Follow-Up Date, Catering Decision Date, and Rooming List Due Date) are automatically adjusted by the same number of days that the block dates have shifted.

### Shift Block and Event Start Date

1. From the **OPERA Cloud** menu, select **Bookings**, select **Blocks**, and select **Manage Block**.
2. Enter search criteria and click **Search**.
3. Select a block in the search results, click **I Want To . . . ,** and select **Shift Block Date**.
    a. **Start Date**: Enter or select a new start date.
    b. Click **Save**.

## Modify/Update Block — Cutoff Block

Use the block cutoff option to manually release all non-picked rooms held in a block allocation on or before the specified cutoff date (or days) as set up in the block. You cannot undo a cutoff and would need to update the block allocation in order to add or increase the rooms in the block allocation. For more information, see Using Block Room and Rate Grid.

### Block Cutoff Behavior

The following examples show how the cutoff feature behaves in certain scenarios.

- When you create a block and enter a cutoff date, all room types for all dates receive the cutoff date entered in the block details. If the cutoff date is modified on the block header, a prompt appears: "Apply New Cutoff Dates to the Block Details for All Date and Room Types?" If you select Yes, the new cutoff date is applied to all the room types for all the dates in the room grid details. If you select No, the cutoff date on the block header will be different than the cutoff date in the room grid details. If you change the date to a future date, any canceled reservations will be returned to the block and not to the house until the cutoff date is reached. Afterwards, the process functions as usual.
- When you create a block without entering a cutoff date, all room types for all dates receive the arrival date as the cutoff date.
- When borrowing from a room type within a block that does not have any inventory or the block is elastic and the block dates are extended, the cutoff date in the block header is used and the cutoff dates are populated based on the following two rules:
    - If the cutoff date on the block details is present, the cutoff date for all the room types and dates will be populated with the date in the primary details.
    - If the cutoff date on the block details is not set, the cutoff date for all the room types and dates will equal the arrival date for the room type.
- When borrowing from a room type within a block that does have an inventory, the cutoff date from the block header for the new room type will be populated.
- When updating the cutoff date directly in the Business Block Search Grid details, the User Activity Log entry displays only an entry of "Updated Block Grid - Summary," not the details of what has changed on the grid.
- When a manual cutoff is completed on a block and a room is canceled on the same business date, the room is returned to the original block. However, if you run the night audit, then canceling a reservation for the block returns the room to either the house or to the block depending on the value selected in the Return Block to House OPERA Control.

### Cutoff (Release) Block Rooms

1. From the **OPERA Cloud** menu, select **Booking**, select **Blocks**, and then select **Manage Blocks**.
2. Enter search criteria and click **Search**.
3. Select a block in the search results, click **I Want To . . . ,** and select **Cutoff Block**.
4. Click **Yes** to confirm cutoff.

## Modify/Update Block — Delete Block

Deleting a block removes all reference to the block, which is useful for any data entry or duplication errors. Only users with the Delete Block task assigned to their roles can delete blocks. You will not be able to delete the block if there are active reservations associated with the block; cancel these reservations or remove the block code from the reservations. For more information, see: Editing a Reservation.

### Deleting a Block

1. From the **OPERA Cloud** menu, select **Booking**, select **Blocks**, and then select **Manage Blocks**.
2. Enter search criteria and click **Search**.
3. Select a block in the search results, click **I Want To . . .** and select **Delete Block**.
4. Click **Yes** to confirm.

## Managing Block Attachments

Prerequisites for Block Attachments

You can attach files (less than 10MB) to Blocks using the Attachments feature.

### Adding Block Attachments

1. From the **OPERA Cloud** menu, select **Bookings**, select **Blocks**, and then select **Manage Blocks**.
2. Enter search criteria and click **Search**.
3. Select the Block in search result, click **I Want To. . .**, click **Attachments** or open the block and click the **Attachments** details link.
4. Click **New** to attach a new file.
   a. Click **Browse** and select a file on your workstation.
   b. **Filename**: Enter a filename using only alphanumeric characters, no spaces or special characters are accepted.
   c. **Description** Enter a description for the attachment.
5. Click **Save**.

### Downloading Block Attachments

1. From the **OPERA Cloud** menu, select **Bookings**, select **Blocks**, and then select **Manage Blocks**.

2. Enter search criteria and click **Search**.
3. Select the Block in search result, click **I Want To. . .**, click **Attachments** or open the block and click the **Attachments** details link.
4. On the Attachments screen, click the vertical ellipsis **Actions** menu and click **Download**.
5. Select either **Open** or **Save File**.

#### Deleting Block Attachments

> **Note:**
>
> Attachments are automatically deleted when a block is deleted or purged.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Blocks**, and then select **Manage Blocks**.
2. Enter search criteria and click **Search**.
3. Select the Block in search result, click **I Want To. . .**, click **Attachments** or open the block and click the **Attachments** details link.
4. On the Attachments screen, click the vertical ellipsis **Actions** menu and click **Delete**.
5. Click **Delete** to confirm.

## Managing Block Status

To change the status of a block, including canceling a block.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Blocks**, and then select **Manage Block**.
2. Enter search criteria and click **Search**.
3. Select the block in the search result, click **I Want to..** then **Change Block Status** or click the **Block Status** link in Block Presentation and click **Change Block Status**.
4. Select an option:
   a. **Rooms**: Update the status for accommodation rooms allocated to the block.
   b. **Catering (Events)**: Update the status for Events linked to the Block.
5. **Status**: Select a status from the options available. The statuses available are based on the block status flow configured at your property. For more information, see Block Status.
6. Click **Save**.

#### Canceling Blocks

Cancel a block to return the block room allocation to house availability. Cancellation can also be for an inquiry or a tentative block that is either lost or declined (refusal) . It is not possible to cancel a block with active picked-up reservations; ensure these reservations are cancelled prior to cancelling the block. For more information, see Applying Changes to Multiple Block Reservations.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Blocks**, and then select **Manage Block**.

2. Enter search criteria and click **Search**.
3. Select the block in the search result, click **I Want to..** then **Change Block Status** or click the **Block Status** link in Block Presentation and click **Change Block Status**.
4. Select an option:
    a. **Rooms**: Update the status for accommodation rooms allocated to the block.
    b. **Catering (Events)**: Update the status for Events linked to the Block.
5. **Status**: Select a status from the options available. The statuses available are based on the block status flow configured at your property. For more information, see Block and Catering Event Statuses.
6. Enter cancellation details:
    a. **Block Cancel / Lost Reason**: Select a cancellation reason from the list.
    b. **Destination**: Select a destination from list if the opportunity booked elsewhere.
    c. **Property**: Enter property name if the opportunity booked elsewhere.
    d. **Description**: Enter the cancellation details (maximum 2000 characters).
    e. **Cancel PM Resv**: Click to cancel any pseudo room reservations created for the block.

    > **Note:**
    >
    > The cancellation number is recorded in the Changes Log.

    f. Click **Save**.

# Managing Block Reservation Deposits and Cancellations

Use the Deposit / Cancellation feature to manage a blocks reservation deposit requirements, deposit payments and block cancellation penalties.

Block Reservation Deposit / Cancellation covers two separate but related features:

- Reservation Deposit deals with managing the advance deposit pre-payments that guests make prior to their stays.
- Reservation Cancellation covers the handling of cancellation charges or penalties, which might involve forfeiture of deposits already applied to the reservation.

On the Deposit / Cancellation screen, the Projected Catering Revenue in the Reservation panel shows the events revenue on the books as calculated on the Block Overview Statistics panel. The Projected Total Revenue calculation includes events revenue on the books.

If a Posting Master reservation does not already exist, you will be prompted to create a Posting Master reservation for the block. A zero-amount pricing schedule for the PM room type and dates must exist for the rate code selected in the block

### Adding Block Deposit / Cancellation Details

1. From the **OPERA Cloud** menu, select **Bookings**, select **Blocks**, and then select **Manage Block**.
2. Enter search criteria and click **Search**.

3. Select the block in the search result, click **I Want To...**, then **Deposit and Cancellation** or open the Block and click the **Deposit and Cancellation** link in Block Presentation.
4. To Add Deposit Request, expand the Deposit panel:
    a. Click **New** and complete the following:
        i. **Deposit Rule**: Select a deposit rule from the list to setup the deposit requirements or manually enter details. For more information, see Configuring Deposit Rules.
        ii. **Percentage**: If a deposit rule was selected a percentage of the rate will populate the field; update as required.
        iii. **Deposit Amount**: If a deposit rule was selected a deposit amount will populate to the field; update the deposit amount as required.
        iv. **Due Date**: If a deposit rule was selected a due date will populate to the field; update the deposit amount as required.
        v. **Comments**: Enter any comments applicable.
    b. Click **Save**.
5. To Add Cancellation Penalty, expand the Cancellation panel:
    a. Click **New** and complete the following:
        i. **Cancel Rule**: Select a cancel rule from the list to setup the cancellation policy or manually enter the details. For more information, see: Cancel Penalties (Cancellation Penalty Rules).
        ii. **% Cancel**: Enter the percent of the total charge for the number of room nights specified in Room Nights that is to be charged as a cancellation penalty (if the Percentage method is used to compute the penalty).
        iii. **Room Nights**: The number of room nights for this reservation.
        iv. **% Due**: Enter the percentage of the cancellation amount that is due.
        v. **Cancel Amount**: The amount of the cancellation charge.
        vi. **Cancel Date**: Enter the date on or before which the cancellation must take place to avoid application of the cancellation penalty.
        vii. **Comments**: Enter any comments applicable.
    b. Click **Save**.

### Editing Block Deposit and Cancellation Details

1. From the **OPERA Cloud** menu, select **Bookings**, select **Blocks**, and then select **Manage Block**.
2. Enter search criteria and click **Search**.
3. Select the block in the search result, click **I Want To...**, then **Deposit and Cancellation** or open the Block and click the **Deposit and Cancellation** link in Block Presentation.
4. Select the deposit rule or cancellation penalty, then click the vertical ellipsis **Actions** menu and select **Edit**.
5. Update the details.
6. Click **Save**.

### Deleting Block Deposit and Cancellation Details

1. From the **OPERA Cloud** menu, select **Bookings**, select **Blocks**, and then select **Manage Block**.
2. Enter search criteria and click **Search**.
3. Select the block in the search result, click **I Want To...**, then **Deposit and Cancellation** or open the Block and click the **Deposit and Cancellation** link in Block Presentation.
4. Select the deposit rule or cancellation penalty, then click the vertical ellipsis **Actions** menu and select **Delete**.
5. Click **Delete** to confirm.

### Posting Block Deposit Payments

Deposits are posted to the PM pseudo room reservation for the block.

> **Note:**
>
> Country-specific OPERA Controls may impact the functionality available.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Blocks**, and then select **Manage Block**.
2. Enter search criteria and click **Search**.
3. Select the block in the search result, then click **I Want To...**, and select **Deposit and Cancellation** or open the Block and click the **Deposit and Cancellation** link in Block Presentation.
4. For more information, see Managing Reservation Deposit Payments.

## Managing Block Linked Profiles

The Linked Profiles panel displays all sales accounts and contacts linked to a block. The profiles are presented in a business card format showing the profile name, address, and communication details.

Profile names are displayed as links, allowing you to access Profile Presentation when clicked.

> **Note:**
>
> You can access the profile details only after saving all changes on the Linked Profiles panel.

### Adding Sales Account and Contact Links to Block

1. From the **OPERA Cloud** menu, select **Blocks**, and then select **Manage Block** to search for the block.
2. Enter search criteria, and then click **Search**.
3. Select the block in the search result, click **I Want To...** then **Linked Profiles** or click the **Linked Profiles** link in Block Presentation.

4. Click **Add Account** to link a Company, Agent or Source profile to the block.
    a. On the Quick Profile Search screen, enter search criteria and click **Search**.
    b. Select the profile (sales account) in the result and click **Select Account Only**.
    c. If the sales account has a contact, select the contact and click **Select Account and Contact** to link both to the block.
5. Click **Add Contact** to link a contact to the block.
    a. On the Quick Profile Search screen, enter search criteria and click **Search**.
    b. Select the contact in the search result and click **Select Contact Only**.
    c. If the contact is linked to a sales account, select the contact and click **Select Account and Contact** to link both to the block.

> **Note:**
>
> If you cannot find the Sales Account or Contact, you can create new profiles and attach them to the block.

6. Click **I Want To...** in the top right. For more information, seeManaging Profiles.

### Selecting Print and Primary Profiles

1. Each profile type must have at least one profile with the **Primary** check box selected for the block.
2. You can select the **Print** check box for one account and one contact to nominate these profiles to print on customer stationery, such as the contract or the banquet event order.

### Remove Accounts and Contact Links from Block

1. From the **OPERA Cloud** menu, select **Blocks**, and then select **Manage Block** to search for the block.
2. Enter search criteria, and then click **Search**.
3. Select the block in the search result, click **I Want To...** then **Linked Profiles** or click the **Linked Profiles** link in Block Presentation.
4. Select the **Sales Account** or **Contact**, click vertical ellipsis, select **Remove**.
5. Click **Remove** to confirm.

## Managing Block Access Exclusion

Prerequisites for Managing Block Access Exclusion

Use Block Access Exclusion to exclude the block from selected Hubs in multi-property operations. When access exclusion is setup for a business block, the selected Hub(s) will not be able to manage block reservations.

### Adding Block Access Exclusion

1. From the **OPERA Cloud** menu, select **Bookings**, select **Blocks**, and then select **Manage Block**.
2. Enter search criteria and click **Search**.

3. Select the block in the search result, then click **I Want To...** then **Access Exclusion** or open the block then click **Access Exclusion**.
4. Click **New** and complete the following:
    a. **Message**: Enter a message. This message is global and will be displayed for the selected Hubs.
    b. **Hub**: Select one or more hubs from the list
    c. **Hide from Availability Screen**: Select checkbox to hide block allocation from Hub users
    d. **Prevent Reservation Creation**: Select checkbox to prevent Hub users from creating reservations for the block
    e. **Prevent Reservation Modification**: Select checkbox to prevent Hub users from updating reservations for the block
    f. **Allow Cancel Reservation**: Select checkbox to allow Hub users to cancel reservations
    g. **Inactive**: Select checkbox to inactivate the access exclusion rule.
    h. Click **Save**.

### Editing Block Access Exclusion

1. From the **OPERA Cloud** menu, select **Bookings**, select **Blocks**, and then select **Manage Block**.
2. Enter search criteria and click **Search**.
3. Select the block in the search result, then click **I Want To...** then **Access Exclusion** or open the block then click **Access Exclusion**.
4. Select the hub, click the vertical ellipsis**Actions** menu, and select **Edit**.
5. Update details.
6. Click **Save**.

### Deleting Block Access Exclusion

1. From the **OPERA Cloud** menu, select **Bookings**, select **Blocks**, and then select **Manage Block**.
2. Enter search criteria and click **Search**.
3. Select the block in the search result, then click **I Want To...** then **Access Exclusion** or open the block then click **Access Exclusion**.
4. Select the hub, click the vertical ellipsis**Actions** menu, and select **Delete**.
5. Click **Delete** to confirm.

## Managing Block Restrictions

### Prerequisites for Managing Block Restrictions

You can setup block-level restrictions as needed; these could be length of stay restrictions or other restriction types enabled at your property. Restrictions can be set for specific room class or room type as needed. For more details see Restrictions.

> **Note:**
>
> Restriction dates must be within the block dates, no matter if the block reservation is elastic or non-elastic.

### Adding Block Restrictions

1. From the **OPERA Cloud** menu, select **Bookings**, select **Blocks**, and then select **Manage Block**.
2. Enter search criteria and click **Search**.
3. Select the block in the search result, click **I Want To. . .**, click **Block Restrictions** or click the Block Restrictions link in Block Presentation.
4. Click **New** and enter the following details:
    a. **Start Date**: The restriction start date.
    b. **End Date**: The restriction end date.
    c. **Restriction Days**: All check boxes are preselected by default. Click to remove the check mark for days you do not want the restriction to be applied. For example, if a date range is for the entire month, but you do not want it to apply on Saturdays and Sundays, you would remove the check marks from the Saturday and Sunday check box.
    d. **Restriction Type**: Select the down arrow to choose the restriction type you want to apply. For more information, see Restrictions.
    e. **Inventory**:
        i. **House**: Select to indicate that the restriction applies at the house (property) level.
        ii. **Room Class**: Select the room classes from list to which this restriction applies (Available when the Room Class OPERA Control is enabled).
        iii. **Room Types**: Select the room types from list to which this restriction applies.
5. Click **Save** or **Save and Continue** to save and add another restriction.

### Editing Block Restrictions

1. From the **OPERA Cloud** menu, select **Bookings**, select **Blocks**, and then select **Manage Block**.
2. Enter search criteria and click **Search**.
3. Select the block in the search result, click **I Want To. . .**, click **Block Restrictions** or click the Block Restrictions link in Block Presentation.
4. Select the restriction in the calendar.
5. Click the vertical ellipsis **Actions** menu, and select **View**.
6. Update restrictions details.
7. Click **Save**.

### Deleting Block Restrictions

1. From the **OPERA Cloud** menu, select **Bookings**, select **Blocks**, and then select **Manage Block**.
2. Enter search criteria and click **Search**.

3. Select the block in the search result, click **I Want To. . .**, click **Block Restrictions** or click the Block Restrictions link in Block Presentation.
4. Select the restriction in the calendar, click the vertical ellipsis **Actions** menu, and select **Delete**.
5. Click **Delete** to confirm.

### Clear All Restrictions for Selected Date

1. From the **OPERA Cloud** menu, select **Bookings**, select **Blocks**, and then select **Manage Block**.
2. Enter search criteria and click **Search**.
3. Select the block in the search result, click **I Want To. . .**, click **Block Restrictions** or click the Block Restrictions link in Block Presentation.
4. Select a date in the calendar
5. Click the vertical ellipsis **Actions** menu, and select **Clear All.**
6. Click **Clear All** again to confirm.

# Managing Block Item Inventory

## Prerequisites for Managing Block Inventory Items

Items or Inventory Items include any equipment, products, supplies, or services that can be rented or sold to a guest, or to a catering customer as part of a catering function or block add-on.

### Adding Inventory Item to Block

1. From the **OPERA Cloud** menu, select **Bookings** , select **Blocks** , and select **Manage Block**.
2. Enter search criteria, click **Search**.
3. Select **Block** in search result, click **I Want to...**, select **Items** or click the **Items** link in Block Presentation.
4. Click **New** and enter the following details:
   a. Enter search criteria and click **Search**.
   b. Items and their availability are listed in the Available Inventory Items section.
   c. To select an item click the (availability) number link for the item and start date applicable
   d. Enter the following details:
      i. **Quantity**: Enter or select the quantity of items required.
      ii. **Begin Date**: Enter the date for which the item should be linked to the reservation (defaults to arrival).
      iii. **End Date**: Enter the end date for the item (if left null OPERA Cloud assumes the departure date).
      iv. Click **Select Item**.
   e. The item is listed in the Selected Inventory Items panel.
      i. Click **Remove** to remove an item .

5. Click **Save**.

### Editing Inventory Item on Block

1. From the **OPERA Cloud** menu, select **Bookings** , select **Blocks** , and select **Manage Block**.
2. Enter search criteria, click **Search**.
3. Select **Block** in search result, click **I Want to...**, select **Items** or click the **Items** link in Block Presentation.
4. From the Item Inventory screen
5. Select the inventory item, click **Vertical Ellipsis**, click **Edit**.
6. Update details.
7. Click **Save**.

### Deleting Inventory Item from Block

1. From the **OPERA Cloud** menu, select **Bookings** , select **Blocks** , and select **Manage Block**.
2. Enter search criteria, click **Search**.
3. Select **Block** in search result, click **I Want to...**, select **Items** or click the **Items** link in Block Presentation.
4. From the Item Inventory screen.
5. Select the inventory item, click **Vertical Ellipsis**, click **Delete**.
6. Confirm by clicking **Delete**.

## Managing Block Wash Schedule

Prerequisites for Managing Block Wash Schedule

Block Wash Schedule makes it possible to reduce the block allocation by a percentage or fixed number of rooms on a preset schedule for any number of days or room types. Block wash is often used by properties that do not routinely hold the same number of rooms out of inventory as are contracted, based on past experience, the type of business, or industry trends. The Block Wash Schedule allows you to determine when to reduce the number of rooms held in the block and by how much: either a percentage or a fixed number of rooms, then automates the process for you prior to the block cutoff date. You can setup a schedule manually or apply a predefined block wash template, for more information, see Configuring Block Wash Schedules

> **Note:**
>
> A Cutoff Date must be set in order to access Wash Schedule.

### Adding Template Block Wash Schedule

To add a wash schedule using a wash template:

1. From the **OPERA Cloud** menu, select **Bookings**, select **Blocks**, and then select **Manage Block**.
2. Enter search criteria and click **Search**.

3. Select the block in search result, click **I Want to .. Wash Schedule** or open the block and click **Wash Schedule** from the Block Presentation page.
4. In the Wash Schedule panel, click the vertical ellipsis **Actions** menu and select **Apply Template**.
    a. **Standard Wash Schedule**. Select a wash template from list; a wash schedule will be generated for update.
    b. For each date listed; update
        i. **Wash Date**. Enter a wash date
        ii. **Room Type**. Select a room type from the list
        iii. **Wash By%**. Enter a wash %
        iv. **Wash by Rooms**. or enter a number of rooms to wash
    c. Click **Save**.

### Adding Custom Block Wash Schedule

1. From the **OPERA Cloud** menu, select **Bookings**, select **Blocks**, and then select **Manage Block**.
2. Enter search criteria and click **Search**.
3. Select the block in search result, click **I Want to .. Wash Schedule** or open the block and click **Wash Schedule** from the Block Presentation page.
4. Click **New** to complete the following.
    a. **Wash Date**. Enter a wash date
    b. **Wash By%**. Select the wash a percentage of rooms
    c. **Wash by Rooms**. Select to wash a fixed number of rooms
    d. **%/Rooms**. Enter a wash value
    e. **Room Type**. Select a room type from the list.
5. Click **Save**.

### Editing Block Wash Schedule

1. From the **OPERA Cloud** menu, select **Bookings**, select **Blocks**, and then select **Manage Block**.
2. Enter search criteria and click **Search**.
3. Select the block in search result, click **I Want to .. Wash Schedule** or open the block and click **Wash Schedule** from the Block Presentation page.
4. Select the schedule , then click the vertical ellipsis **Actions** menu and select **Edit**.
5. Update the wash schedule.
6. Click **Save**.

### Deleting Block Wash Schedule

1. From the **OPERA Cloud** menu, select **Bookings**, select **Blocks**, and then select **Manage Block**.
2. Enter search criteria and click **Search**.

3. Select the block in search result, click **I Want to .. Wash Schedule** or open the block and click **Wash Schedule** from the Block Presentation page.
4. Select the schedule , then click the vertical ellipsis **Actions** menu and select **Delete**.
5. Click **Delete** to confirm.

# Managing Block Sell Messages

Prerequisites for Block Sell Message

The sell messages can contain important selling features that the agent can read to the customer or motivational messages intended for the sales agent themselves. Sell messages can be configured in multiple languages. By default, sell messages appear in the language you select when you log in.

### Adding Block Sell Message

1. From the **OPERA Cloud** menu, select **Bookings**, select **Blocks**, and select **Manage Block**.
2. Enter search criteria and click **Search**.
3. Select the block in the search result, click **I Want To...** then **Sell Messages** or click the **Sell Messages** link in Block Presentation.
4. Click **New** and complete the following:
    a. **Language**: Select the Language in which you want the sell message to be displayed.
    b. **Sell Message**: Enter the Sell Message text in the language selected.
    c. **Begin Date**: Enter a begin date to display the sell message.
    d. **End Date**: End an end date to display the sell message.
5. Click **Save** or **Save and Continue** to add another sell message.

### Editing Block Sell Message

1. From the **OPERA Cloud** menu, select **Bookings**, select **Blocks**, and select **Manage Block**.
2. Enter search criteria and click **Search**.
3. Select the block in the search result, click **I Want To...** then **Sell Messages** or click the Sell Messages link in Block Presentation.
4. Select the Sell Message, click the vertical ellipsis**Actions** menu, and select **Edit**.
5. Update the details.
6. Click **Save**.

### Deleting Block Sell Message

1. From the **OPERA Cloud** menu, select **Bookings**, select **Blocks**, and select **Manage Block**.
2. Enter search criteria and click **Search**.
3. Select the block in the search result, click **I Want To...** then **Sell Messages** or click the Sell Messages link in Block Presentation.
4. Select the Sell Message, click the vertical ellipsis**Actions** menu, and select **Delete**.

5. Click **Delete** to confirm.

# Managing Blocks Traces

Traces are actionable instructions for a selected department for a specific date and time; once actioned, the trace is updated as resolved.

Prerequisites for Block Traces

### Adding Block Traces

1. From the **OPERA Cloud** menu, select **Bookings**, select **Blocks**, and then select **Manage Block**.
2. Enter search criteria and click **Search**.
3. Select the block in the search result, click **I Want To...**, **Traces** or click the **Traces** link in Block Presentation.
4. Click **New** and complete the following:
    a. **Department**. Select the department(s) for trace.
    b. **From Date**: Enter a From date.
    c. **To Date**: Enter a To date.
    d. **Time**: Enter time.
    e. **Trace text**: Enter the trace text.
    f. **Quick Insert**: Click to select from pre-configured trace text for the selected department. Configuring Trace Texts.
5. Click **Save**.

### Updating Block Traces

> **Note:**
>
> Only open traces are displayed by default, to view completed traces click **Vertical Ellipsis**, **Show Completed**.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Blocks**, and then select **Manage Block**.
2. Enter block criteria, click **Search**.
3. Select the block in the search result, click **I Want To...**, **Traces** or click the **Traces** link in Block Presentation.
4. Click **+** to expand the card and view trace details.
5. Click and select **Edit**.
6. Update details.
7. Click **Save**.

### Resolving / Completing Block Traces

1. From the **OPERA Cloud** menu, select **Bookings**, select **Blocks**, and then select **Manage Block**.
2. Enter search criteria, click **Search**.
3. Select the block in the search result, click **I Want To...**, **Traces** or click the **Traces** link in Block Presentation.
4. Click the vertical ellipsis **Actions** menu and select **Complete**.

### Deleting Block Traces

1. From the **OPERA Cloud** menu, select **Bookings**, select **Blocks**, and then select **Manage Block**.
2. Enter search criteria, click **Search**.
3. Select the block in the search result, click **I Want To...**, **Traces** or click the **Traces** link in Block Presentation.
4. Click the vertical ellipsis **Actions** menu, and select **Delete**.
5. Click **Delete** to confirm.

## Managing Block Notes

You can add multiple notes of different note types to a block. Depending on whether block notes are marked as internal or external they can be output on documents such as the Quote, Contract and Banquet Event Orders and reports.

> **Note:**
>
> Reservation notes added to a business block are carried over to reservations created for the block, provided the reservation is made after the note is added to the block. If a reservation note exits on the PM reservation for the block, then the PM reservation note is carried over to any new reservations instead of the block note.

### Adding Block Notes

1. From the **OPERA Cloud** menu, select **Bookings** , select **Blocks** , and then select **Manage Block**.
2. Enter search criteria, click **Search**.
3. Select Block in search result, click **I Want to. . .**, **Notes** or click the **Notes** link in Block Presentation.
4. Click **New**.
   a. **Type**: Select a note type from the list.
   b. **Internal**: Select this check box if the note is to be treated as internal.

> **Note:**
>
> Internal notes are not output on stationery or on reports unless the report explicitly allows display of Internal Notes. You can deselect this check box when Override Internal is selected in the note type configuration.

c. **Title**: Enter a summary title for the note. Defaults according to the note type.

d. **Comment**: Enter or paste the note details; a maximum of 2000 characters are permitted.

5. Click **Save**.

### Viewing and Updating Block Notes

1. From the **OPERA Cloud** menu, select **Bookings** , select **Blocks** , and then select **Manage Block**.
2. Enter search criteria, click **Search**.
3. Select the Block in the search result, click **I Want to...**, **Notes** or click the **Notes** link in Block Presentation.
4. Select the note, click **±** to expand the card to read the note comments.
5. Click the vertical ellipsis **Actions** menu and click **Edit**.
6. Update details.
7. Click **Save**.

### Deleting Block Notes

1. From the **OPERA Cloud** menu, select **Bookings** , select **Blocks** , and then select **Manage Block**.
2. Enter search criteria, click **Search**.
3. Select the Block in the search result, click **I Want to...**, **Notes** or click the **Notes** link in Block Presentation.
4. Click the vertical ellipsis **Actions** menu and click **Delete**.
5. Click **Delete** to confirm.

## Managing Block Room and Rate Grid

Use the Room & Rate Grid to manage the original and current room allocation and associated rates (pricing) for a block; you can also view the pickup, pickup percentage and available rooms in the block allocation.

When the **Block Contract Grid** OPERA Control is active you can manage a separate Contract grid for output on the Sales Contract.

When the **Block Forecast Grid** OPERA Control is active, you can manage a separate Forecast Rooms and Forecast Rates grids for forecast reporting in R&A. The OPERA Cloud forecast reports do not consider the **Forecast Room** and **Forecast Rate** entries.

When the **Allow Rate Editing with Rate Code** OPERA Control is active, you can adjust the pricing per date and room type.

When the **Cutoff** OPERA Control is active, **Cutoff Date** or **Cutoff Days** can be entered for each room type / room pool. When the **Cutoff Schedule** OPERA Control is active, **Cutoff Days** are defined for the various room types in the block allocation according to the cutoff schedule selected in the block details. For more information, see Configuring Block Cutoff Schedules.

### Room & Rate Grid Types

There are various block grid types available, depending on the status of the Block.

1. **House Availability**: Displays general house availability.
2. **Original**: Default value, and only available when the block is not in an Open-for-Pickup status. Displays the original room allocation, prior to status change.
3. **Current**: Default value when the block is in an Open-for-Pickup status . Displays the current room allocation.
4. **Contract**: Is for informational purposes and does not deduct rooms from inventory. The Contract grid is used in conjunction with the sales contract and can be manipulated without affecting any other grid. (Available when the **Block Contract Grid** OPERA Control is active).
5. **Forecast Rooms**:  Displays the Forecast Rooms. Defaults with the **Original** grid when the **Autoload Forecast Grid** OPERA Control is active. (Available when the **Block Forecast Grid** OPERA Control is active).
6. **Forecast Rates**: Displays the Forecast Rates. Defaults with **Original** grid net room revenue, transaction code generates & packages when the **Autoload Forecast Grid** OPERA Control is active. (Available when the **Block Forecast Grid** OPERA Control is active).
7. **Pickup Rooms**: Displays the rooms picked up (reservations exists) in the room allocation.
8. **Pickup Percentage**: Displays room picked up as a percentage.
9. **Available**: Displays the Available Rooms remaining in the block allocation. (Current - Picked up) Available when the block is in an Open-for-Pickup status.
10. **Changes to Original**: Display a comparison between original and current room allocation.
11. **Rates**: Displays the rate amounts for the primary rate code of the block. When the **Occupancy Split Per Room Type** OPERA Control is active, rates are managed per occupancy level.
12. **Released Rooms**: Displays the room released from room allocation back to general house availability.

The Block Business card displays at the top of the Room & Rate Grid and indicates block name, block code, block ID, start and end dates, room and catering status , owners and the property code. Click **+** to expand and collapse the business card.

The Room & Rate Grid shows you a summary of the rooms allocated per room type by dates and the associate rate amount (price).

### Changing the Grid View Options

1. From the **OPERA Cloud** menu, select **Bookings**, select **Blocks** and then **Manage Block**.
2. Enter search criteria, click **Search**.
3. Select the block in the search result, click **I Want to . . . Room & Rate Grid** or open the Block and click **Room & Rate Grid**.
4. Click **View Options**.

a. **Manage Grid By**.
   i. **Room Type**: Select to display each room type.
   ii. **Room Pool**: Select to display room pools. (Available when the Room Pools OPERA Control is active).
b. **Show**
   i. **All Room Types**: Select to display all room types.
   ii. **Used Room Types**: Select to display allocated room types only.
c. **Grid Type**
   i. Select check boxes to display various room and rate grid types.
   ii. Select **Cutoff** check box to display the cutoff date for each room type.
d. **View Occupancy**: Select check boxes to display various occupancy
e. **Room Type Order**: Use the navigation buttons to change the display sequence of room types in the grid; position allocated room types at top of the list.

5. Click **Apply**.

### Loading Block Room Allocation

Use the Load Room Grid action to load the entire block room allocation; that is, the number of rooms per room type and (optionally) rates if rates are the same each night. Even if the rates are not the same, it is recommended that you use this functionality to load the grid and then edit each Date and Room Type combination as required.

When the **Contract Grid** and **Autoload Contract Grid** OPERA Controls are active, the **Original Grid** is copied to the **Contract** grid; select **Stop Auto Load Contract** action from the **Actions** link to prevent this from occurring.

When the **Block Forecast Grid** and **Autoload Forecast Grid** OPERA Controls are active, the **Original Grid** is copied to the **Forecast Rooms** grid; the **Forecast Rates** grid is populated based on the room revenue, configured generates & packages selected in the block; select **Stop Autoload Forecast** action from the **Actions** link to prevent this from occurring.

> **Note:**
>
> The **Maximum Occupancy** attribute of each room type is not referenced when loading a block allocation.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Blocks** and then **Manage Block**.
2. Enter search criteria, click **Search**.
3. Select the block in the search result, click **I Want to . . . Room & Rate Grid** or open the Block and click **Room & Rate Grid**.
4. Click **Actions** then select **Load Room Grid**, complete the following:
   a. **From**: Enter or select a start date.
   b. **To**: Enter or select an end date.
   c. **Grid Type**: Select the grid type from the list.
      i. **Original**: Default value, and only available, when the business block is not in an Open-for-Pickup status.

ii. **Current**: Default value, and only available, when the business block is in an Open-for-Pickup status.

iii. **Contract**: Display the contract grid for use in conjunction with the Sales Contract and can be manipulated without affecting any other grid. (Available when the **Contract Grid** OPERA Control is active).

iv. **Available**: Display the Available Rooms grid. These are the rooms remaining in the allocation; not picked up. Available when the business block is in an Open-for-Pickup status.

v. **Forecast Rooms**: Display the forecast grid. (Available when the **Block Forecast Grid** OPERA Control is active).

vi. **Available**: Display the Available Rooms grid. These are the rooms remaining in the allocation; not picked up. Available when the business block is in an Open-for-Pickup status.

d. **Day of the Week**: Select check boxes for each day of the week. By default all the check boxes for the days within the From/To date range are marked. You can select or deselect the check boxes to make changes to only a specific day or days of the week.

e. **Shoulder**: Select to allow selection of Shoulder Start or Shoulder End Date Range (when Shoulder Dates are defined for block) to load rates for these dates. No Inventory can be loaded for Shoulder Dates. (Available when the **Shoulder Date** OPERA control is active).

f. **Room Types / Room Pools**: Select one or more room types or room pools.

g. **Increase/Decrease Rooms**: Select check box to indicate that you want to add or subtract rooms from the existing allocation in the grid. To increase the number of room nights on the grid, select this check box and insert in Occupancy fields the number of rooms by which to increase the block. To decrease the number of room nights on the grid, select this check box and insert a negative number, a number preceded by a minus sign (-), in Occupancy fields. To change (replace) the number outright, do not select this check box and insert a positive number in the appropriate Occupancy field.

> **Note:**
>
> The Increase/Decrease check box flag only applies to the Number of Rooms; this excludes sell limits and booking positions. The values entered into those fields are always considered to be absolute values.

h. **No of Rooms**.

i. **Occupancy 1, 2, 3, 4, Total**: Specify number of rooms per occupancy. (Available when the **Occupancy Split Per Room Type** OPERA Control is active).

ii. **Rate 1, 2, 3, 4, Additional**: Available if a rate code has not been selected for the business block. Specify the rate for each occupancy. Rate amounts are shown in the currency selected on the Rooms Grid.

> **Note:**
>
> The rate fields will not display if there is a rate code selected for the block.

iii. **Block Sell Limits**: Allows you to set a maximum number of available rooms per room type for elastic block (Available when the **Sell Limits** OPERA Control is active).

i. **Cutoff Date**: Every block can have a specific cutoff date, a rolling cutoff date, a fixed number of days before every arrival date or no cutoff date at all. If you enter a cutoff date, the OPERA Cloud will release the not-yet-picked-up rooms from the block on the night of the cutoff date. OPERA Cloud releases the rooms by reducing the number of allotted rooms until it equals the number of picked-up rooms, thereby leaving zero rooms Available in the block. The original block does not change so you can see how many rooms were originally blocked even after the cutoff date. The picked-up grid does not change and the actual blocked grid now equals the picked-up grid. Because the Rooms Available grid is only the difference between actual and picked-up, the rooms available are all zeros after the cutoff date. The rooms are returned to house availability and can be picked up by non- block guests. It is still possible, if desired, to increase the block after the cutoff date has passed. (Available when the **Cutoff** OPERA Control is active).

j. **Override Cutoff Schedule**: Select check box to override the cutoff schedule and enter a **Cutoff Date** or **Cutoff Days**: Selecting this check box is recorded in the changes log as Override Cutoff Schedule Checked. (Available when the **Cutoff** OPERA Control is active).

k. **Cutoff Days**: Cutoff days is basically the same as cutoff date with one important difference. If you use a cutoff date, the entire block will be released on the same night. If you use cutoff days, OPERA Cloud will release only one day of the block at a time. If you enter a 7 in the Cutoff Days field, rooms will be cutoff one week before each date within the block. This is useful for travel agent allotments, where the travel agent has, for example, up to 14 days before arrival to pick up the reservations, after which they are returned to the property availability. (Available when the **Cutoff** OPERA Control is active).

5. Click **Save** or **Save and Continue** to load more rooms.

### Editing Block Room Allocations

1. From the **OPERA Cloud** menu, select **Bookings**, select **Blocks** and then select **Manage Block**.
2. Enter search criteria, click **Search**.
3. Select the block in the search result, click **I Want to . . . Room & Rate Grid** or open the Block and click **Room & Rate Grid**.
4. On the Room & Rate Grid complete the following:
   a. Enter search criteria, then click **Search**.
   b. Click **Edit** to update the rooms in the grid.
   c. Enter the number of rooms for each date and room type into the grid. When the Occupancy Split Per Room Type OPERA Control is active you can enter the number of rooms per occupancy level.
   d. Enter the rate amount for each date, room type and occupancy level into the grid. (Available when no rate code is selected for the block).
   e. Use **<<** and **>>** to scroll left and right through the room types.
   f. Click **Save**.

### Overriding Rates for Block Room Allocation

Use this option to change rate amounts when a rate code is selected for the block. (Available when the **Allow Rate Editing with Rate Code** OPERA Control is active and your role is granted the **Override Rate Code Amounts** task).

When the **Occupancy Split Per Room Type** OPERA Control is active, rates are managed per occupancy level.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Blocks** and then **Manage Block**.
2. Enter search criteria, click **Search**.
3. Select the block in the search result, then click **I Want to . . .** and select **Room & Rate Grid** or open the Block and click **Room & Rate Grid**.
4. Click **Actions** then select **Override Rates**.
    a. **Override Rates Reason**: Select a reason from the list. For more information, see Configuring Rate Override Reasons.

### Removing Rate Override from Block Room Allocations

Use this option to remove rate amounts entered in the room and rate grid and revert to the rate code pricing.

1. From the**OPERA Cloud** menu, select **Bookings**, select **Blocks** and then **Manage Block**.
2. Enter search criteria, click **Search**.
3. Select the block in the search result, click **I Want to . . . Room & Rate Grid** or open the Block and click **Room & Rate Grid**.
4. Click **Actions** then select **Remove Rate Override**.

### Washing Block Room Allocations

Using Block Wash, you can quickly remove either a percentage or a fixed number of rooms from the room allocation for any number of days and room types.

You may also setup a wash schedule to automate the block wash process. For more information, see: Managing Block Wash Schedule.

> **Note:**
>
> If you wash an Original room allocation (not yet open for pickup status) and the Autoload Contract Grid OPERA Control is active, the wash also affects the Contract grid room allocation.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Blocks** and then select **Manage Block**.
2. Enter search criteria, click **Search**.
3. Select the block in the search result, click **I Want to . . . Room & Rate Grid** or open the Block and click **Room & Rate Grid**.
4. Click **Actions** then select **Wash**.
    a. **From**: Enter or select a start date.
    b. **To**: Enter or select an end date.
    c. **Day of the Week**: Select check boxes for each day of the week. By default all the check boxes for the days within the From/To date range are marked. You may You can

select or deselect the check boxes to make changes to only a specific day or days of the week.

d. **Room Types / Room Pools**: Select one or more room types or room pools used within the block.

e. **Value**: Select this option when you would like to wash the block by a specific number of rooms.

   i. **Number of Rooms**: Enter the number of rooms to reduce by.

f. **Percentage**: Select this option when you would like to wash the block by a percentage of the number of rooms of each room type.

   i. **Percentage**: Enter a percentage amount.

g. **Percentage by Day**: Select this option when you would like to wash the block by a percentage of the number of rooms of each room type by Day of the Week.

   i. **Days of the Week**: Enter a percentage amount for each day of the week.

h. Click **Save**.

# Managing Central Sales Leads

Prerequisites for Managing Central Sales Leads

Central You can create and manage leads for group and event business from a central sales property and add notes and other details to the lead as needed. Once a central lead is created, you can generate property leads. The receiving properties available for selection is based on the Cloud Services and OPERA Controls active at the property and whether the lead is for rooms only, events only, or rooms and events.

For Sales and Event Management Standard Edition or Sales and Event Management Premium Edition subscribers with the Activity Traces OPERA Control active, a CSL (central sales lead) sales lead activity is generated, and notifies the sales owner selected in the Property Lead Block Owner OPERA Control of the lead received.

For Sales and Event Management Premium Edition subscribers with the Opportunities OPERA Control active, the property lead is created as an Opportunity. For all other properties the property lead is created as a block with the inquiry or non-deduct inventory block Status selected in the Property Lead New Block Status OPERA Control.

| Central Sales Lead | Property Lead | | | | | | |
|---|---|---|---|---|---|---|---|
| | Foundation (PMS) | SEM Essentials<br>SEM Standard<br>SEM Premium | SEM Essentials<br>SEM Standard<br>SEM Premium | SEM Standard<br>SEM Premium | SEM Premium | SEM Premium | SEM Premium |

| | Business Block | Business Block + Simple Events | Business Blocks | Business Blocks + Catering Events | Business Blocks + Catering Events + Activity Traces | Business Blocks + Opportunities | Business Blocks + Opportunities + Catering Events | Business Blocks + Opportunities + Catering Events + Activity Traces |
|---|---|---|---|---|---|---|---|---|
| Rooms Only | Block | Block | Block | Block | Block + CSL Activity | Opportunity | Opportunity | Opportunity + Activity |
| Events Only | | Block | | Block | Block + CSL Activity | | Opportunity | Opportunity + Activity |
| Rooms and Events | | Block | | Block | Block + CSL Activity | | Opportunity | Opportunity + Activity |

To create a lead in the Central Sales pseudo-property:

### Creating Central Leads

1. From the **OPERA Cloud** menu, select **Bookings**, select **Blocks**, and then select **Manage Blocks**.
2. Click Create Central Lead.
    a. **Block Definition Panel**
    b. **Property**: Defaults to Central Sales property.
    c. **Account**: Select a sales account (company, travel agent, or source) to link to the Central Lead.
        i. The Account magnifier opens **Quick Profile Search** where you can search for a Company, Travel Agent, and related Contact Profiles to associate with the Block. Or, you can select **I Want To . . .** and create a new profile. See Creating a Sales Account Profile.
        ii. Search results display account profiles and account contacts. After selecting an account, click **Select Account Only** or click **Select Account and Contact** to select both the Sales Account and the contact.
        iii. While on Quick Profile Search you can add a contact to an account by clicking the Account vertical ellipsis **Actions** menu and selecting **Create Linked Contact**.
            i. Click **Save and Select** on Create Linked Profile to auto populate the selected account and the newly created contact in the relevant fields to Create Opportunity.

d. **Start Date**: Enter or select the start date for the Block; this may vary from reservation arrival date if Events occur on the day prior. Field is blank when the Blank Business Block Start Date OPERA Control is active.

e. **Nights**: Enter the number of nights for the block. The Maximum Number of Block Days OPERA Control determines the maximum value that can be entered.

f. **End Date**: If you enter a number of nights in the Nights field, OPERA Cloud automatically updates the End Date.

g. **Block Name**: Enter a block name. The field auto fills from your Account field selection.

h. **Block Code**: Enter a Block Code. The Block code must be unique when the Unique Block Code OPERA Control is active. Block code format is determined by the Block Code Generation Pattern OPERA Control. Click Get Default Block Code to generate a block code.

i. **Market**: Select a market from the list; used for statistical purposes. (Defaults to Default Market Code for Opportunity OPERA Control). Enable this field using page composer (link: c_getting_started_page_composer.htm).

j. **Source**: Select a source code from the list; used for statistical purposes. (Defaults to Default Source Code for Opportunity OPERA Control). Enable this field using page composer (link: c_getting_started_page_composer.htm.

k. **Reservation Type**: Select the Reservation Type from the list.

l. Decision Date: Enter or select a date when the group organizer must make a decision to proceed with the booking.

m. **Follow-up Date**: Enter or select a follow-up date for this block. This date could be used to confirm room requirements or confirm the opportunity.

n. **(Activity) Trace Code**: Defaults to CSL (central sales lead).

o. **Catering Only**: Select the check box if the Opportunity is for Events only (no guest room allotment is required).

    i. When the Catering Only OPERA Control is active and this check box is selected the Room Details section is hidden on the Create Block screen and the Save and Go To Grid button is disabled. The check box is used in reports to identify events-only blocks.

    ii. When the Catering Only OPERA Control is inactive and the check box is checked the Room Detailspanel and Save and Go To Grid button remain available.

p. **Room Details Panel**.

q. **Rate Code**: Select a rate code from the list

r. **Room Pool**: Select a room pool from the list.

s. When the Occupancy Split OPERA Control is active:

    i. **Occupancy 1**. Enter number of single occupancy rooms.

    ii. **Rate 1**. Enter a nightly rate amount.

    iii. **Occupancy 2**. Enter number of double occupancy rooms.

    iv. **Rate 2**. Enter a nightly rate amount.

    v. **Occupancy 3**. Enter number of triple occupancy rooms.

    vi. **Rate 3**. Enter a nightly rate amount.

    vii. **Occupancy 4**. Enter number of quadruple occupancy rooms.

    viii. **Rate 4**. Enter a nightly rate amount.

t. **Number of Rooms**: Enter the number of rooms required.

u. **Rate**: Enter a nightly rate amount

v. **Catering Details Panel**

w. **Attendees**: Enter the expected number of attendees. Enter **0** for a room-only opportunity.

x. Click **Add Rows** to add additional events.

y. **Event Type**: Select an event type from the list.

z. **Day**: Enter comma separated values to indicate the day or days the event should be created on. For example, entering 1,2,3 for an Opportunity with a start date of March 8 will create the events on March 8, March 9, and March 10.

aa. **Quantity**: Enter the number of events to create.

ab. **Start Time**: If the selected event type has a default start time it will populate automatically. If there is no default value a start time must be entered.

ac. **End Time**: If the selected event type has a default end time, it populates automatically. If there is no default value, you must enter an end time.

ad. **Event Notes**: Click the vertical ellipsis **Actions** menu and select **Add Note**.

ae. To delete an event, click the vertical ellipsis **Actions** menu and select **Delete**.

i. Click **Delete** to confirm.

3. Click **Save** or click **Save and Manage Block** to open Block Presentation and add more details to the lead.

### Updating Central Leads

**Note**: Updating a central lead does not update property leads already created.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Blocks**, and then select **Manage Block**.
2. Select the **Opportunity** check box, enter additional search criteria, and click **Search**.
3. Select the central lead in the search result and then click **I Want To . . .** and select **Block** or open the block by clicking the **Block ID** or **Block Code**.
4. Edit any changes you need to make.
5. Click **Save**.

### Shifting Central Lead Dates

To change the dates of a central lead, you can select **Shift Block Dates**.

> **Note:**
>
> Shifting dates of a central lead does not update the property leads already created.

1. From the **OPERA Cloud** menu, select **Blocks**, and select **Manage Block**.
2. Select the **Opportunity** check box, enter search criteria and click **Search**.
3. Select a central lead in the search results, click **I Want To . . .** and select **Shift Block Date**.
4. Enter or select a new **start date** for the central lead.

5. Click **Save**.

### Canceling Central Leads

To update the status of a lead to lost based on the Release Opportunity Status OPERA Control, use the following steps:

> **Note:**
>
> Updating a central lead does not update the property leads already created.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Blocks**, and then select **Manage Block**.
2. Select the **Opportunity** check box, enter additional search criteria, and click **Search**.
3. Select the **opportunity block** in the search result, click **I Want To . . .** and select **Release Opportunity**.
    a. Complete the following Cancellation Details:
    b. **Block Cancel/Lost Reason**: Select a cancellation/ lost reason from the list.
    c. **Destination**: Select a destination from the list if the opportunity is booked elsewhere.
    d. **Property**: Enter the property name if the opportunity is booked elsewhere.
    e. **Description**: Enter a description.
    f. **Cancel PM Resv**: Click to cancel any pseudo room reservations created for the block.
4. Note: The cancellation number is recorded in the Changes Log.
5. Click **Save**.

### Creating (Sending) Property Leads

Use the following to send a lead to one or more properties. Creating property leads creates a Block or Opportunity (when the Opportunities OPERA Control is active) in the receiving property.

> **Note:**
>
> In order for property leads to be created from a Central Sales property with a different currency, ensure exchange rates for the Posting exchange type are set up for the Central Sales Property currency. See Managing Currency Exchange Rates.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Blocks**, and then select **Manage Block**.
2. Select the **Opportunity** check box, enter additional search criteria, and click **Search**.
3. Select the **Opportunity block** in the search result and then click **I Want To . . .** menu and select **Block** or open the block by clicking the **Block ID** or **Block Code**.
4. Click the **I Want To . . .** menu and then select **Create Property Leads**.
5. Select one or more **properties** from the list.
6. Click **Save**.

### Viewing Property Leads

1. From the **OPERA Cloud** menu, select **Bookings**, select **Blocks**, and then select **Manage Block**.
2. Select the **Opportunity** check box, enter additional search criteria, and click **Search**.
3. You can either collapse the central lead selected and a **Property Leads** link displays or you can select the central lead and then click **I Want To . . .** menu and select **Block** or open the block by clicking the **Block ID** or **Block Code**.
4. When you are on the Block Overview, you can click the **Property Leads** tab:
    a. All property leads are listed, and you can view their room status, catering status, room nights booked, and room nights picked up information.
    b. Click each property lead to open Block Overview for the property lead selected.

> **Note:**
>
> From Manage Block you can expand the central lead and click the Property Leads link to view your property leads created.

## Managing Block Packages

The Block Packages panel displays a list of packages setup on the rate code selected for the block, along with additional (sell separate) packages added to the block. Package elements selected are automatically copied to the individual reservations picked up for the business block. Only packages that are available for the dates of the block are displayed in the packages selection list.

### Adding Block Packages

1. From the **OPERA Cloud** menu, select **Bookings**, select **Blocks**, then select **Manage Block**.
2. Enter search criteria and click **Search**.
3. Select the block in the search result, then click **I Want To. . .** and select **Packages** or click the **Packages** link in Block Presentation.
4. Select the **Packages** tab.
    a. Click **New** and complete the following:
    b. In the Available Packages panel, click **Select Package** for the package item
        i. **Quantity**: Enter the number of package items; Quantity may depend on price calculation rule of the package.
        ii. **Begin Date**: Enter an optional Begin Date to post the package item.
        iii. **End Date**: Enter an optional End Date to post the package item.
        iv. Click **Select Package**.
5. The selected package item appears the Selected Packages column.
6. Click **Save**.

### Editing Block Packages

1. From the **OPERA Cloud** menu, select **Bookings**, select **Blocks**, then select **Manage Block**.
2. Enter search criteria and click **Search**.
3. Select the block in the search result, then click **I Want To. . .** and select **Packages** or click the **Packages** link in Block Presentation.
4. Select the **Packages** tab.
5. Select the package, then click **Edit**.
    a. **Quantity**: Enter the number of package items; Quantity may depend on price calculation rule of the package.
    b. **Begin Date**: Enter an optional Begin Date to post the package item.
    c. **End Date**: Enter an optional End Date to post the package item.
    d. Click **Save**.

### Deleting Block Packages

1. From the **OPERA Cloud** menu, select **Bookings**, select **Blocks**, then select **Manage Block**.
2. Enter search criteria and click **Search**.
3. Select the block in the search result, then click **I Want To. . .** and select **Packages** or click the **Packages** link in Block Presentation.
4. Select the **Packages** tab.
5. Select the package, then click **Delete**.
6. Click **Delete** to confirm.

# Events

Prerequisites for Events

- **Add an Event to a Block (Creating an Event)**

  **Watch Video**

- **Create a Catering Block and Event**

  **Watch Video**

The Events feature is designed to manage any kind of catering activity. Events can be as simple as a one-hour reception or more complex, such as a three-day business meeting with meals, breaks, and specific meeting room with setup and resource requirements. Any group function can be an event.

Events require many levels of organization including: booking a function space for the event, creating a food and beverage menu, and making sure all other resources needed for the event

are available. All of these aspects of managing events are available when your property has an active OPERA Cloud Sales and Event Management Cloud Service subscription.

The Manage Events presentation screen enables you to search for events at your property. You can open Manage Events from the OPERA Cloud menu under Bookings by selecting Events. The screen provides the Advanced Search function where you can search by property, dates, and other key information related to an event, a sub event, the block associated with the event, and so on.

## Creating Events

Catering events and sub events are associated with a block; certain fields inherit their details from details in the block. When the Single Block Status OPERA Control is active, the status of events is the same as the status of the block they are linked to.

> **Note:**
>
> Events cannot be created for a master block when the Master Sub Block OPERA Control is active. The **Event Attendees** field of the block must contain a value to be able to create an event.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Blocks**, and select **Manage Blocks**.
2. Enter or confirm the **Property**, enter any additional search criteria, and click **Search**.
3. From search results, locate the block, click the **I Want To . . .** action, and select **Event** from the Create column.
4. In the Event Details panel, select or confirm the property depending on whether you are working at the Hub level or Property level.
    a. **Event Type**: Select the Event Type, such as breakfast, reception, breakout session, or so on. If the Event Type you select has configured start and end times, the Start Time and End Time fields automatically populate.

       If the Event Forecast Maintenance is configured, the Forecasted Revenue amount for each Event Type automatically populates on the event. You can edit the Forecasted Revenue on the Event Revenue Summary Panel after creating the event.
    b. **Event Name**: The Event Name automatically populates from the Event Type. You can edit the name up to 60 characters.
    c. **Event Status**: Populates with the Catering Status on the Block. Select a new status as required. The event status determines whether the Function Space and any Event Resources are deducted from inventory.
    d. **Start Date**: Defaults to the Block Start Date. You can edit the date, but it must fall within the Block Dates or the Block Shoulder Dates if they exist. The Block and Shoulder dates are visible in the block Business Card or in the calendar icon. Type the date directly in the field or use the calendar icon to select the date.
    e. **End Date**: Defaults to the Block Start Date and is read-only. When the Start date is changed, the End date automatically updates.
    f. **Start and End Time**: Defaults if a value is configured for the selected Event Type, but can be edited.

You can have an event that spans two days, for example, a reception from 9 p.m. to 1 a.m. If the end time is past midnight, the end date adjusts to the next day automatically. Events cannot exceed a 24-hour period. If the end time entered exceeds 24 hours, a warning message appears.

g. **Expected Attendees**: This is an estimate of the number of guests expected to attend the event and is used for forecasting revenue. The number populates automatically from the attendees listed on the block, but can be edited.

h. **Guaranteed Attendees**: Enter the guaranteed number of attendees. This is the contracted minimum number of attendees that will attend the event and reflects as Guaranteed Revenue. If the Guaranteed check box on the block is selected, the Guaranteed Attendees field populates automatically.

i. **Actual Attendees**: After the event takes place, enter the number of attendees that actually attended. This value will be the billed amount of Attendees and determines the amount charged to the client. If the Catering Status on the block is set to Actual, the Actual Attendees field populates automatically.

j. **Space**: Select a space for the event. You will have the option to Show Available Spaces or Show All Spaces. By default, the option for Show Available Space is selected and lists spaces not reserved for events in Deduct or Actual status for the selected date/time. After selecting a space, the Space Rental Code field and Setup Style field become mandatory. Any default values configured for the space automatically populate the following fields: Rental Code, Setup Style, Setup Time, Tear Down Time, and Rental Amount. If you select a space that requires an alternate, an asterisk (*) is indicated and you are forced to select an alternate function space. Click the **Select Alternate Space** button.

   i. Click **Show Available Spaces** to list spaces not reserved for Events in deduct or actual status for the selected date/time.

   > **Note:**
   >
   > If other events are booked in the space, they appear in the Events Booked in Shareable Space popup. To book the space so no other events can occupy the room at the same time, select the **Book As Exclusive** check box.

   ii. Click **Show Selected Spaces** to list only the spaces that have been selected as Alternates.

   After selecting a space, the Rental Code field and Setup Style field become mandatory. Any default values configured for the space automatically populate the following fields: Rental Code, Setup Style, Setup Time, Tear Down Time, and Rental Amount. If you select a space that requires an alternate, an asterisk appears and you are required to select an alternate function space. Click the **Select Alternate Space** button. Refer to: Managing Alternate Space Events

   > **Note:**
   >
   > When the Event Waitlist OPERA Control is active and you select a function space that is already booked by an event that is part of a different block, you will receive the following message: Function space is not Available. Do you want to Waitlist? Select **Yes** to add the event to the Wailist. For more information, see Managing Event Waitlist.

k. **Space Rental Code and Rental Amount**: Select from a list of available Rental Codes for the selected space. If you select Custom Rental Code, you must enter a custom Rental Amount. The Discount field then becomes disabled, and you cannot discount the rate. If the Rental Code has a pre-configured amount attached to it, you cannot edit the Rental Amount field. However, the Discount field becomes enabled for discounting the rate.

> **Note:**
>
> When Use Forecast Value is active and room rental is assigned to an event, the revenue appears automatically as forecast and expected revenue. If Use Forecast Value is inactive and room rental is assigned to an event, the revenue appears as expected revenue only.

l. **Discount**: Enables you to enter a discount percentage if the Rental Code has a pre-configured amount attached. See Applying Discounts to Event Resources on Blocks.

m. **Setup Style**: Select a style for the selected space. If the number of attendees on the event is outside of the Setup Style minimum and maximum capacity range, you are prompted to override the space capacities. This requires the override user task. If you do not have the user task, you can adjust the number of attendees or select a different setup style and/or space.

n. **Setup Time and Tear Down Time**: Enter the time needed to set up and tear down the event space. These values might default based on the **Setup Style** selected . The time is added to the start/end time of the event to determine the total amount of time the room is booked and is included in any event space overbooking warning.

o. **Display Doorcard**: Selected by default. If selected, the check box indicates the doorcard should be displayed on reports or sent to external AV systems such as door card display solutions.

p. **Doorcard**: The field is populated automatically based on the value in the block Post As field. Changes to the Post As field on the block automatically update the event Doorcard field. If the Post As field on the block is populated, the Doorcard field defaults to the block doorcard. Changes to the Post As field on the block automatically update the event Doorcard field.

q. **Loud Event**: Provides a warning to colleagues who might want to avoid booking their clients in the adjoining space. The Loud Events flag appears on the Function Diary.

r. **Do Not Move**: Prevents anyone from changing the date, time, or space of the event. Requires the Set Do Not Move user task.

s. **Include Event In Package**. Select the check box to add the event to the existing package associated to the block (available when one or more catering packages are associated to the block).

t. **Linked Catering Package**. Select the Catering Package to which the event should be associated (available when more than one catering package is associated to the block).

u. **Include Space in Package**. Select the check box when the rental price for the event space should be included in the package price and not charged separately.

5. After entering the event details, select from the following actions:

a. **Save and Copy Event**: Saves your new event and copies (clones) the event as a new event. Refer to: Copying Events to Other Dates.

b. **Save and Create Another Event**: Saves your new event and takes you into the creation process for the next event.

c. **Save and Create Sub Event**: Saves your new event and takes you into the create sub-event process. For more information, see: Managing Sub Events

d. **Save and Manage Event**: Saves your new event and takes you to the Event Presentation screen where you can continue to manage the event, for example, by adding notes or resources.

e. **Save**: Saves your new event

# Creating Events from a Template

Prerequisites for Creating Events from a Template

Catering templates provide a combination of events and defaulted resources that you can use to quickly create events for a block. You can select pre-configured catering templates provisioned with events and potential resources. The events and their resources are priced separately, unlike a Catering Package where a total price per person is defined for the events and resources.

After the catering template is booked, regular event management capabilities are available to add, delete, move, cancel, copy and update events.

### Creating Events from a Template

You can search for templates, save them to the block, and then add more events as needed.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Blocks**, and select **Manage Blocks**.
2. Enter search criteria, then click **Search**.
3. From search results, select the block, click the block's **I Want To . . .** , and then select **Event From Templates**.
4. From the Select Catering Templates page:
   a. Enter search criteria, then click **Search**.
   b. **Begin Date**: Select a begin date for the Event; the date must fall within the Block's dates as shown.
   c. **Set Template Status**. Select to set the template status to either the same as the catering status of the block or to the configured default catering status.
      i. **Catering Status of Business Block**: Select to set the event status to the catering status of the block.
      ii. **Default Catering Status**: Select to set the event status to default.
   d. Click any event template code to view the templates details. For more information, see Configuring Catering Packages / Templates.
   e. Select an event template in the search result, then click **Save**.
   f. Events are created according to the template selected and displayed in Manage Event search. For more information, see Managing Events.

# Using the Function Diary

Use the function diary to view the availability of event spaces and manage the events scheduled to occur in each space on a selected date/time. You can view the event spaces by the hour, day, week, or by multiple weeks. Loud events, events held in shareable spaces, events with sub-events, or events in alternate spaces are clearly indicated. The events shown on the diary are color coded according to the event status and appear only when the status is configured to show in the Function Diary. For more information, see Configuring Block Status.

> **Note:**
>
> When the Include Inquiry in Non Deduct Inventory Calculation OPERA Control is active, non-deduct calculations will include status code configured as non-deduct and inquiry for the Room Status Type.

> **Note:**
>
> Premium When the Opportunities OPERA Control is active and the Include Opportunity check box is selected, events in an Opportunity status are included in search results. The Opportunity check box is enabled for users with New/Edit Opportunity task granted.

> **Note:**
>
> When the Activate the Sell Message Functionality OPERA Control active, date-driven sell messages are displayed at the top of page. Click X to close or click **Sell Messages** to toggle the Sell Message panel.

**Watch Video**

Premium Guest (inventory) rooms with the option set to be a meeting room (event space) also appear in the Function Dairy. For more information, see: Configuring Rooms.

For each function space the following icons indicate the properties of the space:

| Events | |
|---|---|
| | Combo Space |
| | Combo Element |
| | Shareable Event Space |
| | Requires Alternate Space |

A function space that is out of order or out of service for a period is indicated by in the chart for the respective dates.

For each event, the following icons indicate the properties of the event:

| | |
|---|---|
| | Loud Event |
| | Do Not Move Event |
| | Alternate Event |
| | Shared Event |
| | Sub Event |
| | Master Event |
| | Exclusive |
|  | Setup/Tear-down Time |

### Viewing the Function Diary

1. From the **OPERA Cloud** menu, select **Bookings**, select **Events**, and then select **Function Diary**.
2. Select the **Property**, **Start Date**, and **Number of Days** in **View**.
   a. In 1 Day **View**, optionally select a **Start time**, which is retained for future sessions. If no **Start Time** is selected the display will start from midnight.
   b. Click **Advanced Property Search** to enter property search criteria from a hub location.
      i. You can search for properties by **Country/Region**, **Marketing Region**, **Marketing City**, and **Property Type**.
   c. **Include Hidden**: Select check box to show function spaces configured not to appear in the Function Diary.
   d. **Show Rooms**: Select check box to display the guest room availability for each date.

e. **Show Only Available Spaces** Premium: Select check box to display function spaces with no event bookings in non-deducted status.

3. Click **Search**.
4. Use the date navigation to scroll forward or back through the dates if required.
5. Update **View** to change the number of days shown on the chart.
6. Update **Days of the Week** to show only selected days of the week on the chart.

### Viewing Room Availability

To view a summary of property availability above the Function Diary click **Show Rooms**.

The availability panel displays a summary of deduct and non-deduct blocks and the Maximum Available Rooms per date. Click a Maximum Available figure to launch Property Availability for the selected date.

> **Note:**
>
> When searching for multiple properties, click **+** to expand the Available Rooms to view the details for each property.

### Viewing Calendar Events

To view a summary of property availability at the top of the Function Diary, select a multi day view then click **Show Rooms**. The Room Availability panel displays a summary of deduct and non-deduct blocks and the Maximum Available rooms. In multi-property operations, you can display availability for all properties associated with a hub location. Click **+** to expand the details.

The Function Diary displays a color line above the date/day with special events set up from the property calendar.

Click **Day Details** to open the panel showing details about special events occurring on the date.

You can clearly identify the days with blocks indicated for rate protect and/or non-compete. A line appears above the weekdays to indicate if any bookings on that date are identified as Rate Protect and/or Non Compete on the Business Block screen Details tab.

1. **Rate Protect** Premium. This indicates that no other groups should be booked using rates lower than those assigned to the block that is identified as rate protect.
2. **Non Compete** Premium. This indicates that no competing accounts (accounts with the designated NC Industry code) should be booked at the same time as this block.

### Viewing Function (Event) Space Information

To view the details of a function space, click the Function Space name on the far left side of the chart.

The details of the function space appear across four tabs:

1. **Overview**: Displays details of the space, the setup styles, and capacities supported per style.

2. **Image Gallery**: Displays images of the function space.
3. **Rate Details**: Displays the function space pricing information.
4. **Dimensions**: Displays the room dimensions in imperial and metric measurements.

#### Changing Event Label Display

By default, each event displays the Booking Name as the event label that appears in the chart.

Other choices include:

1. **Booking Name**: Displays the business block name to which the event is linked.
2. **Event Type**: Displays the type of event that it is.
3. **Set Up Style**: Displays the style of setup to be used for the event.
4. **Attendees**: Displays the number of attendees for the event.
5. **Attendees and Setup Style**: Displays the number of attendees and the setup style for the event.
6. **Event Name**: Displays the name of the event.

To change the event label display:

1. From the Function Diary, click **Modify Search Criteria** to open the **Search** panel.
2. Select an option from the **Event Label** list.
3. Click **Search**.

#### Viewing and Managing Event Information

To view the details of an event, the related block, and linked profiles, double click the event in the chart.

1. The Event Information panel opens.
2. Sub events are available in the sub-events tab.
3. Use the actions available to manage the event. For more information, see Events.

## Creating an Event for an Existing Block

You can create an event for an existing Block from the Function Diary. Start by selecting the function space and start/end time for the event.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Events**, and select **Function Diary**.
2. Enter search criteria and click **Search**.
3. **View**: Select Day
4. Select the function space in the Function Dairy, then click the **Start time** and then click the **End time** , then select **Event using existing Block** from the Create prompt.
    a. Alternatively, click **I Want to . . .**, (create) **Event using existing Block** without selecting a function space or times.
5. Enter block search criteria, then click **Search**.
    a. Select the block in the search result. then click **Select**.
6. Complete the event detail. For more information, see Creating Events .

7. Select from the following actions:
    a. **Select Alternate Space**: Select an alternate space for the event. For more information, see Managing Alternate Space Events.
    b. **Save and Copy Event**: Saves your new event and copies (clones) the event as a new event. For more information, see Copying Events to Other Dates or Other Block.
    c. **Save and Create Another Event**: Saves your new event and takes you into the creation process for the next event. For more information, see Creating Events
    d. **Save and Create Sub Event**: Saves your new event and takes you into the creation process for a sub event. For more information, see Managing Sub Events
    e. **Save and Manage Event**: Saves your new event and takes you to the Event Presentation screen where you can continue to manage the event, for example, by adding notes or resources.
    f. **Save**: Saves your new event.

## Using Quick Events

Prerequisites for Using Quick Events

Premium

Use Quick Events to create a block and event simultaneously. A zero-night block is auto-created for the event based on the Quick Event OPERA Control and Default New Block Status settings. Start by selecting the function space and start/end time for the event in the Function Diary. To later add a room allocation to the block, update the nights and other details in Manage Block.

> **Note:**
>
> Your assigned role(s) must be granted New/Edit Block and New/Edit Catering Events tasks to use Quick Events.

### Creating Quick Events

1. From the **OPERA Cloud** menu, select **Bookings**, select **Events**, and select **Function Diary**.
2. Enter search criteria and click **Search**.
3. Select the day to view.
4. Select the **Function Space** in the Function Dairy, click the **Start** time, click the **End** time, and then select **Quick Event** from the Create prompt.
    a. Alternatively, click **I Want To . . .** and create a **Quick Event** without selecting a function space or times.
5. Complete the Quick Event details:
    a. Block Details:
        i. **Account**: Click to search and select a sales account to link to the block. The Quick Profile Search screen is displayed where you can search for a Company, Travel

Agent, and related Contact Profiles to associate with the Block. Or, you can select **I Want To . . .** and create a new profile. For more information, see: Creating a Sales Account Profile.

ii. **Contact**: Click to search and select a contact to link to the block.

iii. **End Date**: Enter or select an end date.

iv. **Block Name**: Enter a name for the block.

v. **Block Code**: Enter a block code. The Block code must be unique when the Unique Block Code OPERA Control is active. The Block Code format is determined by the Block Code Generation Pattern OPERA Control.

- Click **Get Default Block Code** to generate a block code.

vi. **Market**: Select a market code from the list; used for statistical purposes. Field will default based on the Quick Event Market Code

vii. **Source**: Select a source code from the list; used for statistical purposes. Field will default based on the Quick Event Source Code OPERA Control.

b. **Event Details**: For more information, see: Creating Events from Manage Block.

c. Select from the following actions:

i. **Select Alternate Space**: Select an alternate space for the event. For more information, see: Managing Alternate Space Events.

ii. **Save and Create Another Event**. Saves your new event and takes you into the creation process for the next event.

iii. **Save and Create Sub Event**: Saves your new event and takes you into the creation process for a sub event. For more information, see: Managing Sub Events.

iv. **Save and Manage Event**: Saves your new event and takes you to the Event Presentation screen where you can continue to manage the event, for example, by adding notes or resources.

v. **Save**: Saves your new event.

# Managing Alternate Space Events

Premium

Prerequisites for Managing Alternate Space Events

Properties typically configure outdoor function spaces to require an alternate space as a back-up space in the event of inclement weather. When creating an event in a function space that requires an alternate, you are forced to select one or more alternate function space(s) with the following exceptions:

- The event status is actual.
- The event type is excluded from requiring an alternate.
- The event is a sub event.

An alternate event is automatically created for each alternate space you select. Forecast revenue does not populate on the alternate event, however, if the alternate space has a room rental charge, OPERA Cloud copies the expected room rental revenue to the forecast revenue.

### Selecting Alternate Spaces(s) for an Event

When the Alternate Spaces screen opens:

1. Enter search criteria and click **Apply Filter**.

> **Note:**
>
> Select the Sort By list to change the display order of spaces.

2. Select one or more alternate spaces in the search results.
3. Click the **Select Alternate Space(s)** button. OPERA Cloud returns you to the Create Event or the Event Presentation screens.

### Editing Alternate Events

OPERA Cloud creates an Alternate Event for every alternate space you add to an event. You can edit Alternate Events from the Alternate Event tab on the Event screen. The Alternate Event tab appears only when the event has an alternate event.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Events**, and then select **Manage Events**.
2. Select or confirm the **Property**, enter search criteria, and click **Search**.
3. From search results, click the alternate event's **I Want To . . .** action and select **Event** from the Go To column.
4. Click **Edit** and make your changes. For more information, see: Managing Events
5. Click **Save**.

### Converting Alternate Events to Master Events

You can convert Alternate Events to Master Events. When converting the Alternate Event, OPERA Cloud deletes the Alternate Event and updates the Master Event with the Function Space, Rental code (not amount), Setup Style, and Setup/Teardown times of the Alternate Event. The original master event ID is retained.

If there are multiple Alternate Events:

- The last one to covert takes the place of the Master and any previous Alternate events that were converted will be regular standalone events.
- If there are resources attached to the master, the resources will remain on the master.
- If there are existing sub events, those will remain untouched.

If the Alternate Master becomes Actualized, the Alternate Events are automatically deleted. If you change the status to Actual, you are prompted that the alternates will be deleted and asked to confirm proceeding.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Events**, and then select **Manage Events**.
2. Select or confirm the **Property**, enter search criteria, and click **Search**.
3. From search results, select the alternate event's **I Want To . . .** action and select **Convert to Master Event** from the Modify/Update column.

# Managing Events

The Manage Events search function provides options for finding events by property, dates, event type, block, account or contact, and so on.

Search results provide columns for the Event ID, Event Name, start date and time, space reserved for the event, number of attendees, event status, and package code (for identifying events belonging to the packages). You can expand events to reveal key details and links to additional information such as Event Details, Event Notes, Revenue Summary, and so on. The Sort By function changes the order of rows and remembers your last selection. View options are Table and List.

> **Note:**
>
> You can also access Events linked to a Block from the Block search screen by selecting the Manage Events details link. For more information, see Searching for Blocks: Advanced Search.

> **Note:**
>
> When the Event Waitlist OPERA Control is active and you select a function space that is already booked by an event this is part of a different block, you will receive the following message: “Function space is not available. Do you want to Waitlist? Select **Yes** to add the event to the Waitlist.” For more information, see Managing Event Waitlist.

> **Note:**
>
> If you select a space that requires an alternate, an asterisk (*) is indicated, and you are forced to select an alternate function space. Click the Select Alternate Space button. Refer to: Managing Alternate Space Events.

### Editing Events

You can edit event details from the Manage Events screen.

> **Note:**
>
> For alternate events the Event Type, Status, Start Time, End Time and Space fields are disabled. If an event is marked Do Not Move the Start Date, Start Time, End Time and Space fields are disabled.

> **Note:**
>
> Premium When the External URL OPERA Control is active, enter a URL in **External URL** to display as a hyperlink in the Event Overview panel.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Events**, and then select **Manage Events**.
2. Enter search criteria, and click **Search**.
3. From the search results, select the event and then click the **Event ID** value to open the Event Presentation page.

> **Note:**
>
> Details panels selected in the default or previously selected Presentation Panel Tab are displayed. For more information, see Presentation Pages.

4. Click **Event Details**.
5. Click **Edit**.
6. Update the event details. For more information, see Creating Events
7. Click **Save**.

**Table 3-10 Event Main**

| Event Main |
|---|
| Event Details |
| Manage Resources |
| Event Notes |
| Revenue Summary |

### Quick Editing Event Details

> **Note:**
>
> For alternate events the Event Type, Status, Start Time, End Time and Space fields are disabled. If an event is marked Do Not Move the Start Date, Start Time, End Time and Space fields are disabled.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Events**, and then select **Manage Events**.
2. Enter search criteria, and click **Search**.
3. From the search results, select the event then click the pencil icon.
4. Update the event details. For more information, see Creating Events
5. Click **Save**.

### Cancelling Events

1. From the **OPERA Cloud** menu, select **Bookings**, select **Events**, and then select **Manage Events**.
2. Enter or confirm the **Property**, enter any additional search criteria, and click **Search**.
3. Locate the event in search result and click **Event Details** or click the **Event ID** and scroll to the Event Details panel.
4. Click **Edit**.
5. On the Status field, update the event status to cancelled (or lost or regret).

> **Note:**
>
> Event statuses available in the list of values depend on the block status flow configured for your property Block Status.

6. Click **Save**.

### Deleting Events

1. From the **OPERA Cloud** menu, select **Bookings**, select **Events**, and then select **Manage Events**.
2. Enter or confirm the **Property** , enter any additional search criteria, and click **Search**.
3. Locate the event in the search result and click the **I Want To . . .** then **Delete Event**.
4. Click **Yes** to confirm.

## Managing Multiple Events

Prerequisites for Managing Multiple Events

Premium You can simultaneously edit or delete multiple events from the Multi Edit Events page.

When making multi edits, keep the following in mind:

- If the **Keep Event Details On Type Change** OPERA Control is active and no **Start time** and **End time** are entered, the existing **Start time** and **End time** of the events will not update with the **Event Type** change.
- If the **Keep Event Details On Type Change** OPERA Control is inactive and no **Start time** and **End time** are entered, the **Start time** and **End time** of the events will update with the configured defaults of the selected **Event Type**. If no defaults are configured, the existing **Start time** and **End time** will not be changed.
- Regardless of the **Keep Event Details On Type Change** OPERA Control, if **Start time** and **End time** are entered, the selected events are updated with those times.
- If the **Exclude Event from Forecast based on Function Space** OPERA Control is active and the Function Space selected has the **Exclude from Forecast** check box selected, the **Exclude from Forecast** radio button defaults to 'Yes'

- If the **Exclude Event from Forecast based on Function Space** OPERA Control is active and the Function Space selected has the **Exclude from Forecast** check box unchecked, the **Exclude from Forecast** radio button defaults to **No**.

### Editing Multiple Events

1. From the **OPERA Cloud** menu, select **Bookings**, select **Events**, and then select **Manage Events**.
2. Enter search criteria, then click **Search**.
3. Select one or more event(s) in the search result, then click **Edit**.
   a. Make your changes in Multi Edit Events to affect all events you selected.
   b. Click **Save**.

> **Note:**
>
> OPERA Cloud checks function space availability for events with the new space details. If one of more of the events has an availability conflict, you are prompted with the Event Overbooking page to resolve the conflict. All event changes are recorded in the event changes log. All event production changes are recorded in the event production change logs.

### Deleting Multiple Events

1. From the **OPERA Cloud** menu, select **Bookings**, select **Events**, and then select **Manage Events**.
2. Enter search criteria, then click **Search**.
3. Select one or more event(s) in the search result, then click **Delete**.
4. Click **Delete** to confirm.

## Viewing Recently Accessed Events

### Prerequisites for Viewing Recently Accessed Records

1. From the **OPERA Cloud** menu, select **Bookings**, select **Events**, then select **Manage Events**.
2. Click **I Want to...**.
3. Recently viewed events are listed in the **View** column.
4. Click an **Event** link to view and update the Event.

## Managing Sub Events

### Prerequisites for Managing Sub Events

You can convert an event to a sub event or convert a sub event to an event if the OPERA Controls for Sub Events is active at your property.

### Converting an Event to a Sub Event

When converting an event (sometimes referred to as a regular or standalone event) to a sub event, you must associate the new sub event with a master event. The new sub event inherits the function space, setup, and rate from the master event.

1. From the **OPERA Cloud** menu, select **Bookings**, and then select **Manage Events**.
2. Select or confirm the **Property**, enter any additional search criteria, and click **Search**.
3. From your search results, click the regular event's **I Want To . . .** action and select **Convert To Sub Event** from the Modify/Update column.
4. From the Select a Master Event screen:
    a. Select the **Event** for the converted sub event.
    b. Select the **Inherit Master Event Space** check box if you want the sub event to inherit the same function space as the master event.
    c. Click **Save** to return to the Manage Events screen.
5. Search Manage Events to refresh the master event and sub event indicators.

### Converting a Sub Event to a Regular Event

When converting a sub event to a regular event, no master event is required. You must assign a function space to the event, define the setup, and specify other details as required for regular events.

1. From the **OPERA Cloud** menu, select **Bookings**, and then select **Manage Events**.
2. Select or confirm the **Property**, enter any additional search criteria, and click **Search**.
3. From your search results, click the sub event's **I Want To . . .** action and select **Convert to Regular Event** from the Modify/Update column. The sub event converts immediately to a regular event.

## Copying Events to Other Dates or Other Block

You can copy one or more events to other dates in the same block or to dates in a different block. While copying, you can select whether to include notes, resources, and other event details in the event copy. Copied events are created with the status selected in the Catering Status when Copying an Event OPERA Control.

When you copy an event to a space that is not available and the Events Waitlist OPERA Control is active, the processing screen displays a message indicating the event will be wait-listed. For more information, see Managing Event Waitlist.

> **Note:**
>
> Premium The **External URL** field value is not included when copying events.

### Copying Events

1. In the **OPERA Cloud** menu, select **Bookings**, select **Events**, and select **Manage Events**.
2. Enter search criteria and click **Search**.

3. Select the **Event** in search results, click **I Want To . . .** and select **Copy to Other Dates**.
4. On the Copy Event page, complete the following:
    a. Copy Options.
        i. **Event Notes**. Select the check box to copy all event notes.
            i. **Include Change Notes**. Select the check box to include change notes (note type = Change).
        ii. **Other Resources**. Select the check box to copy resources (menus, menu items, and items).
            i. **Resource Notes**. Select the check box to copy resource notes.
            ii. **Resource Prices**. Select the check box to copy resource pricing. If not selected, the price for the resources is taken from configuration, and the discount percentage is not copied.
        iii. **Forecast Figures**. Select the check box to copy forecast figures.
        iv. **Source Status**. Select the check box to copy source status. The source status is not used when the event is in a Return to Inventory or Actual status.
        v. **Include Sub Events**. Select the check box to copy sub events.
    b. Select Event(s) to Copy.
        i. **Sort By**. Click to select a display order from the list.
        ii. **Show All Events**. Select the check box to display all events for the current block.
        iii. Select one or more **events** from the search results; your initial event is selected.
    c. Select Date(s) to Copy To.
        i. **Target Block**. The current block is defaulted; click to search and select a different block to copy the events to.
            i. Enter block search criteria and click **Search**.
            ii. Select a **Block** from the search results.
            iii. Click **Select**.
        ii. **Copy to Dates**. Select one or more dates listed.
    d. Click **Copy Event**.
    e. If there are conflicts with items or with space availability, the Event Processing screen appears.
    f. If the events copy successfully, you are taken to the Manage Event screen for the Target Block, and a success message appears in green.

# Copying Events to Other Spaces

## Prerequisites for Copying Events to Other Spaces

Premium You can copy one or more events to other function spaces within the same block and property. While copying, you can select whether to include notes, resources, and other event details in the event copy.

When present on the source event, the following fields are copied to the new events:

- Event Name

- Expected Attendees
- Guaranteed Attendees
- Actual Attendees
- Event Start/End Date Time
- Discount
- Discount Price
- Display Doorcard
- Doorcard
- Loud Event
- Don't Move

The Select Space(s) section has options to filter spaces by floor, location, and Space Type. You can also select Show Only Available Spaces or only Spaces Selected. If the Source Status check box is selected, copied events are created with the source status unless the status is Return to Inventory or Actual, in which case events are created with the status selected in the **Catering Status when Copying an Event** OPERA Control. When you copy an event to a space that is not available, and the **Events Waitlist** OPERA Control is active, the processing screen displays a message indicating the event is waitlisted. For more information, see Managing Event Waitlist.

> **Note:**
>
> Alternate space events.

### Copying Events

1. In the **OPERA Cloud** menu, select **Bookings**, select **Events**, and select **Manage Events**.
2. Enter search criteria and click **Search**.
3. Select the **Event** in search results, then click **I Want To . . .** and select **Copy to Other Space(s)**.
4. On the Copy to Other Space(s) screen, complete the following:
    a. **Copy Options.**
        i. **Event Notes**. Select the check box to copy all event notes.
        ii. **Include Change Notes**. Select the check box to include change notes (note type = Change).
        iii. **Other Resources**. Select the check box to copy resources (menus, menu items, and items). (Available when the Event Resources OPERA Control is active.)
            i. **Resource Notes**. Select the check box to copy resource notes.
            ii. **Resource Prices**. Select the check box to copy resource pricing. If not selected, the price for the resources is taken from configuration, and the discount percentage is not copied.
        iv. **Forecast Figures**. Select the check box to copy forecast figures.
        v. **Source Status**. Select the check box to copy source status. The source status is not used when the event is in a Return to Inventory or Actual status.

vi. **Include Sub Events**. Select the check box to copy sub events. (Available when the Sub Events OPERA Control is active.) See Converting Events to Sub Events.

b. **Select Space(s)**.

i. **Sort By**. Click to select a display order from the list.

ii. **Space**. Select the space you want to copy the event to.

iii. **Floor**. Filters spaces based on their floor.

iv. **Location**. Filters spaces based on their location.

v. **Space Type**. Filters spaces based on their configuration type.

vi. **Show Available Spaces**. When selected only spaces that are available display.

vii. **Show Selected Spaces**. When selected only spaces that have been selected in the space list are displayed.

c. Click **Copy Event**.

If there are conflicts with items or with space availability, the Event Processing screen appears.

If the events are copied successfully, you are taken to the Manage Event screen for the Target Block, and a success message appears in green.

> **Note:**
>
> Rate Code and Setup Style are mandatory fields. If the function space has a rate code and a set-up style configured as default, then they automatically populate.

# Managing Event Notes

You can add notes to events to communicate details and updates to other departments. The Event Notes feature is available from the row-level I Want To action on the Manage Event Search screen and from the I Want To action on the Event Presentation screen.

> **Note:**
>
> You can also access Events linked to a Block from the Block search screen by selecting the **Manage Everts** details link. For more information, see Searching for Blocks: Advanced Search.

### Adding Event Notes

1. From the **OPERA Cloud** menu, select **Bookings**, select **Events**, and select **Manage Events**.
2. Enter search criteria and click **Search**.
3. Select the Event in the search result, click**I Want To . . .** then click **Event Notes** or open the event and click **Event Notes** in Event Presentation.
4. Click **New** and enter the following details:

a. **Type**: Select the note type from the list. For more information, see Configuring Note Types.

b. **Internal**: Select check box to mark the note as internal; internal notes are excluded from output on client correspondence by default.

> **Note:**
>
> Internal notes are excluded from output on client correspondence or on reports unless the report explicitly allows display of Internal Notes. You can uncheck this check box when Override Internal is selected in the note type configuration.

c. **Title**: Enter a title for the note.

d. **Sequence**: Enter a sequence for the note.

e. **Comment**: Enter or paste the note details; a maximum of 2000 characters (single byte) is supported.

5. Click **Save** or click **Save and Create Another Note** to add another note.

### Viewing and Updating Event Notes

1. From the **OPERA Cloud** menu, select **Bookings**, select **Events**, and select **Manage Events**.
2. Enter search criteria and click **Search**.
3. Select the Event in the search result, click **I Want To . . .** then click **Event Notes** or open the event and click **Event Notes** in Event Presentation.
4. Select the note, click **[+]** to expand the card and read the note comments.
5. Click the vertical ellipsis **Actions** menu, and then click **Edit**.
6. Update note details.
7. Click **Save**.

### Deleting Event Notes

1. From the **OPERA Cloud** menu, select **Bookings**, select **Events**, and select **Manage Events**.
2. Enter search criteria and click **Search**.
3. Select the Event in the search result, click **I Want To . . .** then click **Event Notes** or open the event and click **Event Notes** in Event Presentation.
4. Click the vertical ellipsis **Actions** menu, and then click **Delete**.
5. Click **Delete** to confirm.

## Managing Events Revenue Summary

### Prerequisites for Managing Events Revenue Summary

The Event Revenue Summary panel provides the ability to view and manage revenue details for an event. It displays Forecast, Guaranteed, On the Books, and Billed Revenue totals and by revenue type.

- **Use Forecast Revenue**: The Use Forecast Revenue check box is selected by default when the **Use Forecast Revenue** OPERA Control is active. If the check box is selected, OPERA Cloud uses the forecast revenue for the On the Books revenue calculation even when expected or guaranteed revenue exists for the event. When this check box is deselected, the On the Books revenue calculation is based on the expected or guaranteed revenue. If the **Use Forecast Revenue** OPERA Control is inactive, the check box does not appear, and OPERA Cloud uses the most recent revenue category for revenue calculations.
- **Exclude from Forecast**: Select check box to exclude the event revenue from the forecast (for example events in the public restaurant). When the **Exclude Event from Forecast Based on Function Space** OPERA Control is active and Exclude from Forecast is selected in Function Space configuration, check box is selected by default when the space is selected. The following reports are affected by this check box:
  - Daily Catering Forecast.
  - Catering Summary Report.
  - Monthly Catering Forecast Report.
  - Catering Pace/Progress Reports.
- **Revenue Actualization**. You can edit this field when the status of the event is set to Actual and the Event Revenue Actualization OPERA Control is set to Resource_Option or Event_Option. If the Event Revenue Actualization OPERA Control is set to Resource_Option, the billed revenue calculation is calculated and managed at the Resource level. The Event_Option defaults to Actualization at the event level and enables you to manually override/update the amount.
- **Forecast**. Forecast amounts are inherited from Event Forecast Maintenance configuration. The revenue can be forecasted by per person or flat amount. Revenue types that are generally entered with flat forecast figures are miscellaneous items such as audio-visual equipment or decorations.
- **Expected**. This value is calculated based on the resources attached to the event. Resources have revenue types linked to their rates and depending on their configuration, the revenue types are updated in the table based on changes at the event or resource levels. For menu items that are priced per person, the column is calculated by the number of expected attendees multiplied times the per person price of the menu or menu item.
- **Guaranteed**. For resources priced per person, the column is calculated using the number of guaranteed attendees multiplied times the per person price of the item.
- **Billed**. Billed revenue is visible only when the event is in an Actual status and indicates the final amount the group was charged. If the actualization process is set to the Event level, the revenue is inherited from the Guaranteed Revenue. If the Guaranteed Revenue is not populated, it is inherited from the Expected Revenue. You can manually update the billed amount if there is a change in what the customer was charged. Since the billed revenue is editable, the ability to enter actual revenue at the resource level is disabled.
- **Total Cost**. This is updated from the associated cost prices of the attached resources. The value is visible when the Resource Cost OPERA Control is active.
- **Total Margin**. Entries in this column are calculated from the last entered revenue column minus the associated cost. The value is visible when the Resource Cost OPERA Control is active.
- **Margin**. This is the percentage of revenue to cost calculated from the last used revenue column. The value is visible when the Resource Cost OPERA Control is active.

> **Note:**
>
> If an event is part of a package, revenue types appear twice in the table; once to indicate the regular revenue of the event type that is not included in the package and a second time to indicate the revenue of each type included in the package. Revenue from a package is indicated in the column next to the revenue type code.

### Related OPERA Controls

- **Resource Cost**: When active, a **Cost** field is enabled for catering resources.
- **Event Revenue Actualization**: Determines whether catering revenue is tracked at the event or resource level.
- **Use Forecast Revenue**: The On the Books Revenue calculation uses the forecasted revenue until you deselect the **Use Forecast Revenue** check box.

### Editing Revenue Summary

> **Note:**
>
> You can also access events linked to a block from by selecting the **Manage Events** details link from Block Search.

1. From the **OPERA Cloud** menu, select **Bookings** and the select **Manage Events**.
2. Enter search criteria and click **Search**.
3. Select the event, click **I Want To . . .**, and select **Revenue Summary**.
4. Click **Edit** to manage the following details:
   a. **Use Forecast Revenue**: Deselect the check box to use Guaranteed or Expected revenue to calculate On the Books Revenue.
   b. **Exclude from Forecast**: Select to exclude the revenue for this event from the forecast.
   c. **Revenue Actualization**: Select the desired option.
5. Editing Forecast and Billed Revenue:
   a. **Forecast Per Person**: Enter the desired amount. You can edit this for Revenue Types forecasted per person.
   b. **Forecast Total**: You can edit this for Revenue Types forecasted as a flat amount.
   c. **Billed**: Enter the desired amount.

> **Note:**
>
> When Revenue Actualization happens at the event level, you cannot edit the Package Revenue fields when the event turns to Actual (ACT). You can only modify the revenue from items that were added to package events, but not included in the package price. Otherwise, to edit Packaged Revenue, you must edit from Package Pricing (available by selecting **Pricing** on the Managing Catering Packages on Blocks.

6. Click **Save**.

## Generating Reports from Event Search

You can run event reports three different ways from the Manage Event search screen.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Events**, and select **Manage Events**.
2. Select or confirm the **Property** name, enter any additional search criteria, and click **Search**.
3. From search results, use any of the following methods to run event reports:
   a. From the Block Business Card, click the **I Want To . . .** menu and select Go To Reports. The Run Reports screen opens showing Blocks and Groups in the Report Group field.
   b. From the row level Event, click the **I Want To . . .** menu and select Go To Reports. The Run Reports screen opens showing Events in the Report Group field.
4. You can also perform a Block ID search enabling you to run reports on multiple events. This method opens a new column in search results with check boxes allowing you to multi select events.
   a. On the search screen, enter the **Block ID** in your search criteria and click **Search**.
   b. From search results, select the **check box(es)** of the events you want in your report. You can click **Expand All** to view more details about all of the events listed in your search results.
   c. Click **Reports** at the bottom of the screen. The Run Reports screen opens showing Events in the Report Group field.

## Posting Charges for Events

### Prerequisites for Posting Charges for Events

You can post event charges directly from the Event Posting screen when the OPERA Controls for **Event Posting** is active. The Event Posting screen displays events with dates and time, an indicator for revenue not posted or only partially posted, and a link to the Event.

The Event Posting screen includes a column for Resource Name. When revenue is posted at the Resource Level, the resource name appears in the Resource Name column. When revenue is posted at the Event Level, the event name appears in the Resource Name column since the revenue is posted by Revenue Type instead of by individual resources.

**Watch Video**

Using Event Posting you can quickly post charges for the event resources such as function space rental, menu (food and beverage) charges, audio visual equipment and entertainment. You can also access Billing for the event posting master account, to post additional charges that were not setup as event resources. In addition to the billing invoice produced and a detailed pro-forma invoice, with OPERA Cloud Sales and Event Management Standard or Premium Cloud Service, two different banquet folio styles showing all posted charges related to the event: Folio Style 21 (Banquet Folio by Revenue Type) and Folio Style 22 (Banquet Folio by Event). For more information, see Selecting Folio Styles for Viewing, Printing

To post event charges using the Event Posting screen, the following conditions are required:

- The block must have a checked-in PM (posting master). To create a posting master, refer to Posting Master.
- The event status must be ACTUAL. This status enables the system to know the final number of attendees upon which event charges are based. You can make positive or negative postings based on changes in the number of event attendees or in the quantity of items.
- Appropriate transaction codes must exist for the event resources that are posted. For more information, see Revenue Type Mapping.
- Your user account must be assigned a Cashier ID and your role must have the Manage Events, Manage Event Postings task.

### Viewing Catering and Property Currencies

When the catering currency of the property is different from the resort currency, the total revenue appears twice on the Event Posting screen in each currency.

If the Catering Currency (configured in Property Controls) is different than the Property Currency (configured in Property Controls), the Event Posting screen shows two columns for revenue – one for each currency. The following example uses Canadian (CAD) and US (USD) dollars:

1. **CAD Revenue (Catering Currency)**: This field reflects the amount of revenue in Canadian dollars attributable to each transaction code in the configured catering currency for the property. The label is dynamic based on the currency configured. Consider the exchange rate (posting) configured for the currency.
2. **USD Revenue (Local Currency)**: This field reflects the amount of revenue attributable in US dollars to each transaction code in the configured local currency for this property. In this example, the field is for US Dollars. The label is dynamic based on the currency configured. Consider the exchange rate (posting) configured for the currency.

If the configured Catering Currency is the same as the Property Currency, only one column for Revenue appears in the event posting screen.

### Posting Event Charges

Event Posting displays events dates and time, an indicator for when revenue is not posted or only partially posted, and a link to the event.

As determined by the Event Revenue Actualization OPERA Control:

- When revenue is posted at the resource level, the resource name appears in the **Resource Name** column.
- When revenue is posted at the event level, the event name appears in the **Resource Name** column, since the revenue is posted by Revenue Type.

> **Note:**
>
> When the **Force Cashier Login** is active in OPERA Controls you need to enter your cashier ID and PIN.

> **Note:**
>
> When the **Transaction Code by User Role** OPERA Control is active you are restricted to the transactions codes available for selection.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Events**, and then select **Event Posting**.
2. Enter search criteria, then click **Search**.
3. Select an event from the search result.
    a. The event charges appear in the **Event Posting** area.
    b. Click **Transaction Code** magnifier icon to search and select a different transaction code for the charge
    c. Select the charges to post, then click **Post**.

> **Note:**
>
> The Post button becomes active only if the block has a valid checked-in posting master reservation. If there is more than one eligible posting master reservation checked in, you are prompted to select the posting master reservation to post the charges to and then click **Select**.

### Generating Banquet Checks

1. From the **OPERA Cloud** menu, select **Bookings**, select **Events**, and then select **Event Posting**.
2. Enter search criteria, then click **Search**.
3. Select an event from the search result.
    a. The event charges appear in the **Event Posting** area
    b. Select the charges, then click **I Want to. . .**and select **Banquet Check**.
        i. Enter report parameters and select a report destination, then click **Process**.
        ii. For more information, see Generating Reports

### Editing Posted Amounts

Posted event charges appear in the event's Revenue Summary panel. If you post charges incorrectly, you can open the event from the Event Posting screen, correct the billed amount, and return to the Event Posting screen for posting the adjusted difference. To correct posting amounts after posting:

### Event Level Corrections

To correct revenue posted incorrectly at the event level, open the event and correct the **Billed Revenue** for a revenue type in Revenue Summary. (Available when the **Event Revenue Actualization** OPERA Control is set to Events).

1. From the **OPERA Cloud** menu, select **Bookings**, select **Events**, and then select **Event Posting**.
2. Click the **Event Number** on the event tile to manage the event.
    a. Select **Revenue Summary** .
    b. Click **Edit**.
    c. Update the **Billed Revenue** for the applicable revenue type.
    d. Click **Save**.
    e. Click **Back to Event Posting**.
    f. Select the new revenue record to increase or decrease the posted revenue and select **Post**.

### Resource Level Corrections

To correct revenue posted incorrectly at the resource level, follow the steps below. (Available when the **Event Revenue Actualization** OPERA Control is set to Resources).

1. From the **OPERA Cloud** menu, select **Bookings**, select **Events**, and then select **Event Posting**.
2. Click the **Event Number** on the event tile to manage the event.
    a. To change menu revenue:
        i. Select the **Event Details** link then click **Edit**.
        ii. Update **Actual Attendees** .
        iii. Click **Save**.
    b. To change item revenue
        i. Select the **Event Resources** link.
        ii. Select the item resource , then click the vertical ellipsis **Actions** menu and select **Edit**.
            i. Update **Actual** quantity.
            ii. Click **Save**.
        iii. Click **Back to Manage Events**.
    c. To change non-included menu item resource revenue
        i. Select the **Event Resources** link
        ii. Select the menu resource, then click the vertical ellipsis **Actions** menu and select **Edit**.
        iii. Update **Billed** quantity for the non included menu item.
        iv. Click **Save**.
        v. Click **Back to Manage Events**.
    d. Click **Back to Event Posting**.

e. Select the new revenue record to increase or decrease the posted revenue and select **Post**.

## Viewing Event Production Changes

The Event Production Changes feature provides information on changes in event status and event revenue. You can search for Status Changes by date, prior status, or current status. For Revenue Changes, search by change date, event date, revenue type, or status.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Events**, and then select **Manage Events**.

> **Note:**
>
> You can also access events linked to a block from the Block Search screen by selecting the **Manage Events** details link. For more information, see Searching for Blocks

2. Select or confirm the **Property**, enter search criteria, and click **Search**.
3. From search results, click the event's **I Want To . . .** action and select **Event Production Changes** from the View column.
4. Select the **Status Changes** tab or the **Revenue Changes** tab.
5. Enter search criteria and click **Search to view the changes**.

## Viewing the Events Changes Log

The Events Changes Log shows a specific event or the events of a specific booking or events in a certain date range.

> **Note:**
>
> Event change log entries are purged 180 days after the event end date.

To view the changes log for an Event.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Events**, and then select **Manage Events**.

> **Note:**
>
> You can also access events linked to a block from the Block search screen by selecting the Manage Events details link. Refer to Searching for Blocks.

2. Enter search criteria and click **Search**.
3. Select an event in the search results, click **I Want To . . .**, and select **Event Changes Log** from the View column.
4. In the Event Changes Log screen, enter search criteria and click **Search**.

5. From search results, click the **[+]** icon to expand any of the search results to view the details.

# Managing Catering Packages on Blocks

## Prerequisites for Managing Catering Packages on Blocks

Catering Packages allow for multiple events and resources to be grouped together and sold at a total price per person or a flat price. You can attach pre-configured Catering Packages to blocks and edit the package details, copy, or delete the packages.

The events and resources associated to the Catering Package can be customized based on the customer requirements. Events can be deleted or the details can be modified as needed. Additional resources including menus and items can be added to the event, and you can determine whether the resource is included in the package or charged separately.

Package events have special handling for attendees, which allows a property to indicate and charge separately for additional guests who are not on the package. For example, a package may include a dinner where there will be five additional guest speakers. In the event screen, the field for package expected will show the number of attendees on the package and the expected field would be updated to include the additional guests indicating the total number of attendees for the dinner. The additional guests will be charged at the menu price.

The Revenue Summary screen shows the revenue generated from the catering package and the non-package revenue separately. This allows you to easily identify and manage both the package and non-package revenue.

### Adding Catering Packages to Blocks

1. From the **OPERA Cloud** menu, select **Bookings**, select Blocks, and select **Manage Blocks**.
2. Enter or confirm the **Property**, enter any additional search criteria, and click **Search**.
3. From search results, click the block's **I Want To . . .** action, and select **Book Catering Packages** from the Create column.
4. From the Package Status Options panel, select the **Begin Date** and **End Date** for the package.
5. Select a Set Package Status for the package. Options are:
    a. **Catering Status of Business Block**. This option sets the package status to match the block status.
    b. **Default Catering Status**. Selecting this option uses the status defined in the OPERA Control for "Catering Status When Copying An Event.
6. Select a **Package** and click **Save**. The Manage Events screen opens, displaying the events associated with the package.
7. From Manage Events, you can create additional events for the package, edit the events already attached to the package, or delete events from the package.

### Editing Catering Packages on Blocks

After adding packages to a block, you can return to the block and add more packages or edit, delete, and copy the existing packages.

1. From the **OPERA Cloud** menu, select **Blocks**, and then select **Manage Block**.
2. Enter or confirm the **Property**, enter any additional search criteria, and click **Search**.

3. From search results, click the block's **I Want To . . .** action, and select **Manage Catering Packages**.
4. Click **New** to add another package to the block.
    a. In the Search panel, enter search criteria and click **Search**.
    b. From search results, select the **Package** and click **Save**. If the Event Processing Screen appears, click **Continue** to add the package and save only the events that can be processed successfully.
5. From the Manage Catering Packages screen, you can make the following changes to each package:

    **Update Package Description or Attendees**.

    a. Select the **Package** and select **Edit**.
    b. Make your changes and click **Save**.

    **Update Revenue Details**.

    a. Select the package, click the vertical ellipsis, and select **Pricing**.
    b. Update Price or Cost Split and click **Save**. To delete the package pricing, click the vertical ellipsis and select **Delete**.

    **Delete Packages**.

    a. Select the package and click the vertical ellipsis.
    b. Select **Delete**.

    **Copy Packages**.

    a. Select the **Package**, click the vertical ellipsis, and select **Copy**.
    b. Select the **Target Block** and **Dates** for the copied package.

### Editing Events on Catering Packages

1. From the **OPERA Cloud** menu, select **Bookings**, select Blocks, and select **Manage Blocks**.
2. Enter or confirm the **Property**, enter any additional search criteria, and click **Search**.
3. From search results, click the block's **I Want To . . .** action, and select **Manage Events**.
4. Select the event and perform any of the following:
    a. **Edit**. Click **Edit** and update the event details as needed in such fields as Expected Attendees, Guaranteed Attendees, Actual Attendees, Start/End Date, Start/End Time, and so on.
        i. When editing a package event there is a field for Package Expect, Guaranteed, and Actual that is inherited from the Manage Package screen and cannot be updated. The Attendee field for Expected, Guaranteed, and Actual indicates the total number of attendees and allows you to indicate additional guests that are not included in the catering package for the event.

> **Note:**
>
> Food and Beverages for additional attendees are charged at the regular menu or menu item price.

ii. When adding a function space to a package event, the Include Space in Package check box is automatically selected. To charge separately for the additional function space (outside of the package), deselect the check box to enable the Rental Code field.

b. **Copy to Other Date(s)**. Click **Copy**, select the **Event**, select the **Target Block** and **Dates** for the copied package, and click **Copy Event**.

> **Note:**
>
> The event is copied as a regular event, not as a package event. To copy the event as a package, use the Manage Catering Package screen as described in the Editing Catering Packages on Blocks section above.

c. **Delete**. Click **Delete** and confirm.

# About Event Resources

Prerequisites for Event Resources

The Event Resources screen is "command central" for managing the resources (menus, decoration, audio visual equipment, etc) allocated to one or more events

**Watch Video**

The Event Resources screen displays events by date range. Selecting an event reveals the resources attached to it and displays summary information on the quantity, expected revenue, discounts, notes, and so on. The Items tab and Menus tab let you search for and add more resources to an event.

You can edit, delete, copy, move, or add notes to the resources. The Event Resources screen also provides a link to the **I Want To . . .** menu for quick access to **Create**, **View**, and **Go To** actions related to events.

# Managing Event Resources

Event Resources are Items and Menus you can add to events. They include audio/visual equipment, decorations, meals, beverages, and so on. Use the Event Resources screen to add, edit, or delete items and menu resources on events.

You can add Item/Menu resources to events by searching for and selecting them from the Item/Menu drawers. Consumption based menus are visually distinguished from regular menus on the Event Resources screen by the letter (C). Multi-choice menus are marked on the Events Resources screen and the Menus drawer by (M).

### Using Quick Insert

Premium

Another way to add Item/Menu resources to events is to use the Quick Insert link on the Event Resources screen. Quick Insert enables you to add the exact resource (menu or item) you need for an event without having to filter through multiple search results on the Item drawer or Menu drawer screens.

- Properties must configure Quick Inserts in advance in order to select them for events.
- You must know the unique Quick Insert number configured for the Item/Menu when adding it through Quick Insert. For inserting Items, you can use either the Quick Insert number or the Item Template Name.
- When adding a new Item/Menu using Quick Insert, the Item/Menu immediately appears on the Event Resources screen. All fields and values (attendees, revenue, and so on) associated with the Item or Menu remain with the Item/Menu.
- By default, the Item/Menu comes from the existing inventory of the property where the event is scheduled.
- At the Hub level, if the Event property and the Block property are in different locations, OPERA Cloud checks for Item/Menu availability at the event property first. If the Item/Menu does not exist at the event property, but does exist and is available from the Block property, select the Quick Insert from the Block property.

### Adding Resources Using Quick Insert

1. From the **OPERA Cloud** menu, select **Bookings**, select **Events**, and then select **Manage Events**.
2. Enter or confirm the **Property**, enter any optional **search** criteria, and click **Search**.
3. From search results, click the event's row level **I Want To . . .** and select **Event Resources** from the Go To column.
4. From the Event Resources screen, Click the **Quick Insert** link and complete the following fields:
    a. **Quick Insert/Item Template**. Enter the **Quick Insert** number for Items/Menus or enter the **Item Template** name.
    b. **Resource Quantity**. Enter a **value** if you want to override the default quantity configured for Menus or Items.
    c. **Include in Package**. Click the **check box** to include the Quick Insert Item/Menu in the package. The Resource Quantity field becomes disabled.
5. Click **Save** to add the resources to the event, or click **Add More** to continue adding resources before saving.

### Adding Resources Using Item/Menu Drawers

1. From the **OPERA Cloud** menu, select **Bookings**, select **Events**, and then select **Manage Events**.
2. Enter or confirm the **Property**, enter any optional search criteria, and click **Search**.
3. From search results, click the event's row level **I Want To . . .** menu and select **Event Resources** from the Go To column.

> **Note:**
>
> An alternative way to open Event Resources from search results is to click the record's **Expand** icon and then click the **Event Resources** link. You can expand all records by clicking the Expand All link.

4. From the Event Resources screen, select an **Event** and then select either the **Items** drawer or the **Menus** drawer.

a. Expand the Search bar for locating item or menu resources.

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

c. From the list of Items or Menus, click **Expand All**.

d. Select **Resources**. You can select multiple menu items.

e. Click **Save** to save your selection and return to the list of Item or Menu resources, or click **Save and Add More** to continue adding items or menus to the event.

5. With the OPERA Cloud Sales and Event Management Premium Cloud Service, you can add Items Templates to an event using the Item Drawer.

   a. Select an **Event** and then select the **Items** drawer. Multi-Item templates are indicated by the .

   b. Select the item template **check box**. You can select the template and save all of its items by clicking the **Save** button.

   c. Select **[+]** to expand the item template you selected. After expanding the Item Templates, all items are selected and you can edit the number of each item in the Quantity field.

   d. You can select individual items from the Item Template and add only those items to the Event by clicking the **Save** button.

### Editing Resources

You can edit the number of Item or Menu resource selections added on events.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Events**, and then select **Manage Events**.
2. From the Event Resources screen, select the **Event**.
3. Select the **Item** or **Menu** you want to edit.
4. Click the vertical ellipsis **Actions** menu, and select **Edit**.
5. Update the changes.
6. Click **Save**.

### Deleting Resources

1. From the **OPERA Cloud** menu, select **Bookings**, select **Events**, and then select **Manage Events**.
2. From the Event Resources screen, select the **Event**.
3. Select the **Item** or **Menu** you want to delete.
4. Click the vertical ellipsis **Actions** menu, and select **Delete**.
5. Click **Delete** to confirm.

## Copying/Moving Resources

You can copy or move item and menu resources, including the notes attached to them, to other events. Use **Copy** to copy resources from events on one block to events in other blocks. Use **Move** to move resources from events on a block to other events on the same block. You cannot copy or move space resources.

When the Item Inventory Warning parameter is set to Yes in OPERA Controls, a warning appears when you attempt to copy a critical item that has a low inventory count.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Blocks**, and select **Manage Block**.
2. Search for the block containing the event resources you want to copy (this block is referred to as the source block in the following steps).
3. From your search results, click the row-level **I Want To . . .** associated with the source block and select **Manage Events**.
4. Locate the event containing the resources you want to copy and click the row-level **I Want To . . .** associated with it. Select **Event Resources**.

   All events belonging to the block appear on the left side of the screen. Resources attached to events appear on the right side of the screen. Select any event to view the resources attached to it.
5. Select the **item** and **menu** check box(es) of resources you want to copy and click **Copy**. The Copy Resources to Other Events screen opens.

   The resources you selected appear in the Resources panel. If you select a limited menu, a calendar icon appears. The calendar icon shows the menu's limited availability date(s). You can copy a limited menu only if the menu date falls within the target event dates.

   If you select the Show All check box, all resources attached to the event appear, enabling you to select additional resources to copy.
6. In the Events panel, select the **Target Block**. Click the **magnifier** search icon to locate the target block for the copied resources.

   When you begin the copy process, the source block appears in the Target Block field as the default block. If moving resources to events in the same source block, you do not need to select a target block.
7. When the Manage Block screen opens, click **Modify Search Criteria**.
8. Enter search criteria in any of the optional fields and click **Search**.
9. Select the **Target Block** and click the **Select** button. The Copy Resources to Other Events screen reopens.
10. In the Events panel, click **Search** to locate events on the target block.
11. Select the **events** to receive the copied resources.

    Events created from a configured package are identified by a package icon. If you want to add the copied resources to both the event and the configured package, select the **Include Resources to the Package** check box.
12. Click **Copy Resources**.

## Applying Discounts to Event Resources

Prerequisites for Applying Discounts to Event Resources

Premium

You can apply a discount to event resources (menus, menu items, items, and function spaces) from Manage Block.

### Applying Discounts

1. From the **OPERA Cloud** menu, select **Bookings**, select **Blocks**, and select **Manage Block**.
2. Enter search criteria, click **Search**.
3. Select the block in the search result, then click **I Want To . . .**, **Block** , or open the block by clicking the **Block ID** or **Block Code** value in the search result.
4. In Block Overview, click **Edit** .
5. Scroll to Catering Details.
6. **Resource Discount (%)**: Enter a discount percentage.
7. Click **Save**.
8. From the Apply Discount dialog, apply the discount to any of the following options:
    a. **All discountable**. Applies the discount to spaces and items (marked as discountable) with a rate code attached other than custom and the rate value is not zero. The discount also applies to menus and menu items where the rate value is not zero.
    b. **All resources with same discount%**. Applies the discount to spaces and items with the same discount value, and have a rate code attached other than custom, and the rate value is not zero. The discount also applies to menus and menu items with the same discount value and where the rate value is not zero.
    c. **All discountable item resources**. Applies the discount only to items that are configured as discountable, have a rate code attached other than custom, and the rate value is not zero. Menus and spaces are not updated with discount.
    d. **Item resources with same discount%**. Applies the discount only to items that are configured as discountable, have the same discount entered, have a rate code attached other than custom, and the rate value is not zero. Menus and spaces are not updated with a discount.
    e. **All discountable menu and menu item resources**. Applies the discount only to menus and menu items where the rate value is not zero. Items and spaces are not updated with a discount.
    f. **Menu and menu item resources with same discount %**. Applies the discount only to menus and menu items that have the same discount value and where the rate value is not zero. Items and spaces are not updated with a discount.
    g. **All discountable function spaces**. Applies the discount only to function spaces with a rate code attached other than custom and the rate value is not zero. Menus and items are not updated with a discount.
    h. **Function space with same discount%**. Applies the discount only to function spaces that have the same discount entered, have a rate code attached other than custom, and the rate value is not zero. Menus and items are not updated with a discount.
    i. **None**. No discount is applies to any resources.
9. Click **Apply**.

## Managing Resource Notes

You can associate Resource Notes with individual resource items. Multiple notes can be added to an event resource.

### Adding Resource Notes

1. From the **OPERA Cloud** menu, select **Bookings**, select **Events**, and then select **Manage Events**.
2. Select or confirm the **Property**, enter any additional search criteria, and click **Search**.
3. In the search results, click the event's **I Want To . . .** action and select **Event Resources**.
4. On the Event Resources screen, select an **Item**, **Event Space**, or **Menu Item** from the list of the event's resources.
5. Click the item or menu item **vertical ellipsis**, select **Add Note**, and enter the following details:
    a. **Title**: Enter a title for the note.
    b. **Sequence**: Enter a number to determine the order in which the note should appear when listed.
    c. **Internal**: Select the check box to mark the note as internal. Internal notes can be excluded from output on client correspondence by default.
    d. **Comment**: Enter or paste the note details; a maximum of 2000 characters (single byte) is supported.
6. Click **Save** or click **Save and Continue** to add another note.

### Viewing and Updating Resource Notes

1. From the **OPERA Cloud** menu, select **Bookings**, select **Events**, and then select **Manage Events**.
2. Select or confirm the **Property**, enter any additional search criteria, and click **Search**.
3. From search results, select the event, click the **I Want To . . .** action, and select **Event Resources**.
4. Locate the **Item**, **Event Space**, or **Menu Item** from the list of event resources and click the **Note Symbol**.
5. From the Resource Notes screen, select the **Note**, click the **[+] Symbol** to expand the card, and read the note comments.
6. To edit the note, click the note's **vertical ellipsis** and click **Edit**.
7. Make your changes and click **Save**.

### Deleting Resource Notes

1. From the **OPERA Cloud** menu, select **Bookings**, select **Events**, and then select **Manage Events**.
2. Select or confirm the **Property**, enter any additional search criteria, and click **Search**.
3. From search results, select the event, click the **I Want To . . .** action, and select **Event Resources**.
4. Locate the **Item**, **Event Space**, or **Menu Item** from the list of event resources and click the **Note Symbol**.
5. From the Resource Notes screen, locate the note, click the note's **vertical ellipsis**, and select **Delete**.
6. Click **Delete** to confirm.

# Editing Event Menu Resources

The Event Resources function provides the ability to edit Event items and Menu details.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Blocks**, and select **Manage Block**.
2. Enter or confirm a **Property** and click **Search**. The property field requires you to enter a property name only if you are logged into the Hub.
3. From your search results, click **I Want To . . .** and select **Go To Manage Events**.
4. On the Manage Events screen, click **I Want To . . .** and select **Go To Event Resources** to view the events associated with the block.
5. Click the **Action ellipsis** on a menu item and select **Edit**. The menu expands to show dishes or other components of the menu item.
6. Complete the mandatory fields and any others:
    a. **Course**: The number of food courses the item represents.
    b. **Order**: The position of the catering meal type in a List of Values (LOV).
    c. **Menu Item Name**: Menu item name as you want it to appear on all documents and contracts.
    d. **Description**: A free-typing field for adding information about the menu item.
    e. **Restriction**: Any limitations that apply to this menu item for information only.
    f. **Origin 1, 2, 3**: For creating additional explanations of beverage items, mostly for wines. Enter information such as origin, quality, or region for reference by team members.
    g. **Year**: Mostly used for wines or any beverages where vintage is important.
    h. **Responsible Department**: The department(s) within the hotel's Food and Beverage structure that either provides or organizes this item or needs to know that this item is booked for a certain event.
    i. **Included check box**: Indicates the menu item is usually included in the total price of a Standard Menu. If the check box is not checked, the menu it should be charged separately.
    j. **Beverage check box**: Select to classify the menu item as a beverage.
    k. **Consumption check box**: Select if the item is usually charged on an as-consumed basis.
    l. **Print check box**: Select to print the item on external documents. Leave unchecked to print on internal documents only.
    m. **Container**: Denotes the container type for serving beverage menu items.
    n. **Servings**: The number of servings in the container specified above.
    o. **Portion**: Describes the portion type served for the menu item.
    p. **Sales Price**: Selling price.
    q. **Cost** : Specify the cost (pre-sales) figure for each menu item as provided by the Food & Beverage department. This facilitates the calculation of profit / loss margins on various screen displays and reports.

r. **Revenue Type**: The revenue type that should receive the accumulated revenue from this item. Typically, this would be Food for food items and Beverage for beverage items.

s. **Discount Percentage** : Enter an allowable discount percentage.

7. Click **Save**.

## Managing Custom Menu Items

### Prerequisites for Managing Custom Menu Items

Premium

You can manage (ad-hoc) custom menu items for events without having to first configure the menu item resource. Such custom menu items enable flexibility in providing customer service and are not available in configurations. You can report on custom menu items using the F&B Plan (rep_fbplan) report.

#### Adding Custom Menu Items

1. From the **OPERA Cloud** menu, select **Bookings**, select **Events**, and then select **Manage Events**.
2. Select or confirm the **Property**, enter any additional search criteria, and click **Search**.
3. From search results, select the event's **I Want To . . .** action and select **Event Resources** from the Go To column.
4. On the Event Resources screen, add menus to an event:
   a. Click the **Menus Drawer**.
   b. Click **Expand All**.
   c. Select a **Menu**.
   d. Click **Save**.
5. Select the newly added menu's **vertical ellipsis** and select **Edit**
6. Click the **Menu Items** tab and then click **Add Custom Menu Item**.
7. When the Add Custom Menu Item screen opens, compete the following fields:
   a. **Course**: This is a mandatory field. Enter a Course order number for the appropriate menu item, which controls the display order of the menu item on the screen and in the Banquet Event Order.
   b. **Order**: This is a mandatory field. Enter the internal order of menu items within a course. This Course Order (in conjunction with the Course) controls the display order of the menu item on the screen and in the Banquet Event Order.
   c. **Menu Item Name 1-3**: Menu Item 1 is a mandatory field. You can use all three lines to describe this menu item. All three lines print in the Banquet Event Order.
   d. **Revenue Type**: This is a mandatory field. Select the revenue type that should receive the accumulated revenue from this item. Refer to your operational standards for any further explanations.
   e. **Responsible Department**: The appropriate department within the hotel's Food & Beverage structure that either provides or organizes this item or needs to know that this item has been booked for a certain function. It enables printing kitchen reports filtered or grouped by Responsible Department.

f. **Consumption**: Indicates that the menu item will be charged based on the amount consumed. When selected, the quantity entered will not print on the Banquet Event Order, but the quantity multiplied times the sales price is used in forecasting.

g. **Beverage**: Select the check box to classify the menu item as a beverage. If deselected, the menu item is classified as food. Menu items marked as Beverage print in the Beverage box on the Banquet Event Order.

h. **Print**: Select the check box to print the menu item on external documents. If not checked, the menu items print only on internal documents.

i. **Sales Price**: Specifies the value of this menu item if it were to be sold separately (if not included in a menu).

j. **Discount**: Enter a percentage by which this item should be discounted.

k. **Container**: Select the type of contain in which the menu item is served.

l. **Servings**: The number of servings the menu item contains (typically one serving).

m. **Total Quantity**.

n. **Include in Menu**: Select to include the menu item in the total price of the standard menu to which it is attached.

8. Click **Add Custom Menu Item**: The Menu Item appears in the Menu Details – Edit panel of the Edit Menu screen.
9. Click **Save** to add the custom menu item to the menu.

### Editing Custom Menu Items

Menu Items added to a menu do not appear on the Event Resource screen. You must select the **Menu** to which you added the menu item and perform the edit process to see the menu item.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Events**, and then select **Manage Events**.
2. Select or confirm the **Property**, enter any additional search criteria, and click **Search**.
3. From search results, select the event's **I Want To . . .** action and select **Event Resources** from the Go To column.
4. On the Event Resources screen, select the **Event**, select the menu's **vertical ellipsis**, and click **Edit**.
5. Locate the custom menu item, click the menu item's **vertical ellipsis**, and select **Edit**.
6. Make your changes and click **Save**.

### Deleting Custom Menu Items

1. From the **OPERA Cloud** menu, select **Bookings**, select **Events**, and then select **Manage Events**.
2. Select or confirm the **Property**, enter any additional search criteria, and click **Search**.
3. From search results, select the event's **I Want To . . .** action and select **Event Resources** from the Go To column.
4. On the Event Resources screen, select the **Event**, select the menu's **vertical ellipsis**, and click **Edit**.
5. Locate the custom menu item, click the menu item's **vertical ellipsis**, and select **Delete**.
6. Click **Delete** again to confirm.

### Copying Custom Menu Items

1. From the **OPERA Cloud** menu, select **Bookings**, select **Events**, and then select **Manage Events**.
2. Select or confirm the **Property**, enter any additional search criteria, and click **Search**.
3. From search results, select the event's **I Want To . . .** action and select **Event Resources** from the Go To column.
4. On the Event Resources screen, select the **Event**, click the resources(s), and click **Copy**.
5. On the Copy Resources to Other Events screen, select the **Event(S)** you want to copy the resource to.
6. Click the **Copy Resources** button.

### Moving Custom Menu Items

1. From the **OPERA Cloud** menu, select **Bookings**, select **Events**, and then select **Manage Events**.
2. Select or confirm the **Property**, enter any additional search criteria, and click **Search**.
3. From search results, select the event's **I Want To . . .** action and select **Event Resources** from the Go To column.
4. On the Event Resources screen, select the **Event**, select the resources(s), and click **Move**.
5. On the Move Resources to Other Events screen, select the **Event(S)** you want to move the resource(s) to.
6. Click the **Move Resources** button.

## Managing Custom Items

### Prerequisites for Managing Custom Items

Premium

You can manage (ad-hoc) custom menu items for events without having to first configure the menu item resource. You can report on custom menu items using the F&B Plan (rep_fbplan) report.

### Adding Custom Items

1. From the **OPERA Cloud** menu, select **Bookings**, select **Events**, and then select **Manage Events**.
2. Select or confirm the **Property**, enter any additional search criteria, and click **Search**.
3. From search results, select the event's **I Want To . . .** action and select **Event Resources** from the Go To column.
4. On the Event Resources screen, select an **Event**, click the **Items drawer**, and click **Add Custom Item**.
5. Complete the following fields:
   a. **Name**: This is a mandatory field. Enter the menu item name.
   b. **Description**: Enter a description of the menu item.

c. **Revenue Type**: This is a mandatory field. Select the revenue type that should receive the accumulated revenue from this menu item.

d. **Item Class**: This is a mandatory field. Select from the list of options.

e. **Departments**: Enter the Department responsible for providing the menu item, if needed.

f. **Quantity of Items**: Select the number of the menu item added.

g. **Price**: Specify the value of the menu item if it is sold separately (not included in a menu).

h. **External Order**: Select the check box if the menu item is from an outside provider.

i. **Print**: Select the check box to enable printing the menu item on external documents.

6. Click **Save**.

### Editing Custom Items

You can edit custom items added to events. Custom Items are identified on the Event Resource screen by a check mark in the Custom column.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Events**, and then select **Manage Events**.
2. Select or confirm the **Property**, enter any additional search criteria, and click **Search**.
3. From search results, select the event's **I Want To . . .** action and select **Event Resources** from the Go To column.
4. On the Event Resources screen, select the event, click the vertical ellipsis**Actions** menu, and click **Edit**.
5. Update the details.
6. Click **Save**.

### Deleting Custom Items

You can delete custom items added to events. Custom Items are identified on the Event Resource screen by a check mark in the Custom column.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Events**, and then select **Manage Events**.
2. Select or confirm the **Property**, enter any additional search criteria, and click **Search**.
3. From search results, select the event's **I Want To . . .** action and select **Event Resources** from the Go To column.
4. On the Event Resources screen, select the event, click the vertical ellipsis**Actions** menu, and click **Delete**.
5. Click **Delete** to confirm.

### Copying Custom Items

You can copy custom items added to events. Custom Items are identified on the Event Resource screen by a check mark in the Custom column.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Events**, and then select **Manage Events**.
2. Select or confirm the **Property**, enter any additional search criteria, and click **Search**.

3. From search results, select the event's **I Want To . . .** action and select **Event Resources** from the Go To column.
4. On the Event Resources screen, select the item and click **Copy**.
5. On the Copy Resources to Other Events screen, select the **Item** from the Resources section, select the **Event(s)** you want to copy it to, and click **Copy Resources**.

### Moving Custom Items

You can move custom items added to events. Custom Items are identified on the Event Resource screen by a check mark in the Custom column.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Events**, and then select **Manage Events**.
2. Select or confirm the **Property**, enter any additional search criteria, and click **Search**.
3. From search results, select the event's **I Want To . . .** action and select **Event Resources** from the Go To column.
4. On the Event Resources screen, select the **Event**, select the resource's **vertical ellipsis**, and select **Move**.
5. On the Copy Resources to Other Events screen, select the **Item** from the Resources section and then select the **Event** you want to move it to.
6. Click the **Move Resources** button.

## Managing Multi-Choice Menus

Premium

The Multi-Choice Menu is a composed menu with choices of starters, main courses, desserts, and others sold at a single price. You can add, update, and delete a multi choice menu on an event, which allows you to choose optional courses either while booking the menu or later on update. This can help reduce the need to create a separate composed menu for each possible combination of menu items. You can report on multi-choice menus in the Food and Beverage Plan report.

Multi-choice menus are visually distinguished from regular menus on the Events Resources screen and the Menus drawer by (M).

When you add or change multi-choice menus, OPERA Cloud calculates the revenue automatically.

### Adding Multi-Choice Menus

You can select optional menu items during the menu booking process. Courses are visually distinguished by (M) within the multi-choice menu.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Events**, and then select **Manage Events**.
2. Select or confirm the **Property**, enter any additional search criteria, and click **Search**.
3. From search results, select the event's **I Want To . . .** action and select **Event Resources** from the Go To column.
4. Select the **Event**, click the **Menus drawer**, and select one or more **Multi-Choice Menu Item(S)**.
    a. Multi-choice menus in the drawer are identified by the (M) prefix.

b. Menu items configured as Mandatory are pre selected by a check mark in the drawer.

5. Click **Save** or click **Save and Add More**.

### Editing Multi-Choice Menus

You can perform a range of editing functions on multi-choice menu items using the actions available in Event Resources.

1. From the**OPERA Cloud** menu, select **Bookings**, select **Events**, and then select **Manage Events**.
2. Select or confirm the **Property**, enter additional search criteria, and click **Search**.
3. From event search results, select the event's **I Want To . . .** action and select **Event Resources** and from the Go To column.
4. Select the **Multi-Choice Menu** marked by (M), click the menu's **vertical ellipsis**, and select **Edit**.
5. On the Edit Menu screen, make your changes in the available fields or menu items.

> **Note:**
>
> The Actual attendee field appears on the menu only if the event status is ACT. The Expected and Guaranteed attendee fields appear on the menu only if the fields contain values on the event.

6. From the list of menu items attached to the menu, you can change certain selections on each menu item course at the list level. To edit the entire menu item course:
   a. Click a menu item's **vertical ellipsis** and select **Edit**.
   b. Make your changes.
   c. Click **Save** to return to the Edit Menu screen.

> **Note:**
>
> The courses are differentiated by course and order to make them easily distinguishable for Menu Item selection.

7. To convert a multi-choice menu item to a regular menu item:
   a. Select menu items.
   b. Click Convert to Regular.
   c. The Event Resources screen opens, and the multi-choice menu is converted to a regular menu along with selected menu items (the menu no longer displays the multi-choice (M) indicator).
8. Click **Save** to return to Event Resources.

### Deleting Multi-Choice Menu Items

You can delete one or multiple menus from an event.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Events**, and then select **Manage Events**.

2. Select or confirm the **Property**, enter any additional search criteria, and click **Search**.
3. From event search results, select the event's **I Want To . . .** action and select **Event Resources** from the Go To column.
4. Select the **multi-choice menu** marked by (M), click the vertical ellipsis**Actions** menu, and select **Delete**.
5. Click **Delete** to confirm.

# Managing Event Waitlist

Prerequisites for Managing Event Waitlist

Use the Manage Waitlist screen to manage multiple waitlisted bookings for the same space.

The Waitlisted Events panel displays waitlist events. The confirmed event allocated to the function space is detailed in the Current Events panel on the right side of the screen.

Waitlisted events are grouped together by date and function space, then sequenced by priority on waitlist.

> **Note:**
>
> Sub-events inherit the status of the parent event if they are in the same space as the parent.

OPERA Cloud generates an activity when an event has cleared the waitlist, that is, the assigned function space has become available for the event date. The Waitlist Activity Type OPERA Control must be active.

### Updating Event Waitlist Priority

With the Prioritize Events task assigned to your role, you can alter the event's waitlist priority using the options in the search result.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Events**, and then select **Manage Waitlist**.
2. Select or confirm the **Property**, enter the **From date** and any other search criteria, and click **Search**.
3. Select the **Event** and click either the **Down Or Up** arrow to change the priority.

### Force Waitlist Event to Function Space

With the Force Availability task assigned to your role, you can force the assignment of a waitlist event to the function space, making the waitlist event the current event for the space. The original event changes to Waitlist status.

1. From the **OPERA Cloud**menu, select **Bookings**, select **Events**, and then select **Manage Waitlist**.
2. Select or confirm the **Property**, enter the **From date** and any other search criteria, and click **Search**.
3. Select the **Waitlist Event**, click the **vertical ellipsis**, and select **Force Availability**.

### View Waitlist Event in Function Diary

1. From the **OPERA Cloud** menu, select **Bookings**, select **Events**, and then select **Manage Waitlist**.
2. Select or confirm the **Property**, enter the **From date** and any other search criteria, and click **Search**.
3. Select a **Waitlist Event** or **Current Event**, click the **vertical ellipsis**, and select **Function Diary**.

For more information, see Using the Function Diary

4

# Front Desk

Front Desk features some of the most commonly used operations in OPERA Cloud, such as managing guest arrivals, managing in-house guests, and managing guest departures. Some additional tasks you can complete from the Front Desk menu are room searches, room assignments, and quick check outs as well as opening folios, creating registration cards, setting wake up calls, and sending messages to guests.

## Prerequisites for Front Desk

This chapter of the OPERA Cloud User Guide lists the prerequisites for Front Desk menu.

### Prerequisites for Pre Register Arrival Reservations

**OPERA Controls**

**Group**: Front Desk

**Function**: Preregistration Check In

### Prerequisites for Hold Rooms

**OPERA Controls**

**Group**: Room Management

**Functions**: Hold Rooms, Room Conditions

**OPERA Cloud Tasks**

**Inventory**: Place Rooms on Hold

- Allows placing rooms on hold under HOLD1 reason
- Allows placing rooms on hold under HOLD2 reason
- Allows placing rooms on hold under HOLD3 reason
- Allows placing rooms on hold under HOLD4 reason
- Room Hold Override

### Prerequisites for Swapping or Shifting Assigned Rooms

**OPERA Controls**

**Group**: Reservations

**Functions**: Swap/Shift Rooms

**OPERA Cloud Tasks**

**Group**: Bookings

**Tasks**: Swap/Shift Rooms

## Prerequisites for Managing Reservation Queue Status

**OPERA Controls**

**Group**: General

**Functions**: Text Message Handling (Optional)

**Group**: Rooms Management

**Functions**: Queue Rooms

**OPERA Cloud Tasks**

**Group**: Bookings

**Reservation Management**: Queue Reservations

- Queue Reservations
- Change Priority
- Remove from Queue
- Send Text to Guest
- Send Text to Housekeeping

## Prerequisites for eSignature Registration Cards

**OPERA Controls**

**Group**: Front Desk

**Functions**: eSign Registration Card

**OPERA Cloud Tasks**

**Group**: Bookings

**Tasks**: Reservation Management

- Create eSigned Registration Cards
- View eSigned Registration Cards

## Prerequisites for Advanced Check In

**OPERA Controls**

**Group** : Reservations

**Functions**: Advance Check In

- Auto Check In of Advance Checked In Reservations
- Expected Time of Return (ETR)

## Prerequisites for Multiple Reservations (Mass Check In)

**OPERA Cloud Tasks**

**Group**: Bookings

**Tasks**: Check In Reservations

- Mass Check In Reservations
- Room Assignment
  - Auto Room Assignment
  - Manual Room Assignment

## Prerequisites for Managing Welcome Offers

**OPERA Controls**

**Group**: Reservations

**Functions**: Alerts

**Parameters**: Welcome Offer

**Settings**:

- Welcome Offer Payment Transaction Code
- Welcome Offer Posting Master
- Welcome Offer Options

## Prerequisites for Advanced Folio Payment (Prepayment)

**OPERA Controls**

**Group**: Cashiering

**Settings**: Check In Prepay Rule  = Advance Folio Payment

**Functions**: Prepay Folio (optional)

**Settings**: Advance Folio Payment Type(s)

**OPERA Cloud Tasks**

**Group**: Financials

**Tasks**: Override Prepay Rules at Check In And Reservation Update (optional)

Manage Financial Postings

## Prerequisites for Reversing (Cancelling) Check-In

**OPERA Cloud Tasks**

**Group**: Bookings

**Tasks**: Reverse Check In Reservations

- Reverse Advance Check In Reservations

## Prerequisites for Using Post Stay Charging and Open Folio Status

**OPERA Controls**

**Group**: Cashiering

**Functions**: Post Stay Charges

**Parameters**: Open Folio

**Settings**:

- Open Folio Closing Preference
- Zero Balance Open Folio Close Days

## Prerequisites for Scheduling Checkout

**OPERA Controls**

**Group**: Cashiering

**Functions**: Scheduled Check Out

## Prerequisites for Reinstating Checked Out Reservation

**OPERA Cloud Tasks**

**Group**: Bookings

**Tasks**: Reservation Management

- Reinstate Reservation

## Prerequisites for Managing Guest Messages

**OPERA Controls**

**Group**: Reservations

**Functions**: Messages

**OPERA Cloud Tasks**

**Group**: Bookings

**Tasks**: Reservation Management

Guest Messages

- New/Edit Guest Messages
- Delete Guest Messages

## Prerequisites for Generating Batch Registration Cards

**OPERA Controls**

**Group**: Front Desk

**Parameters**: Print Registration Cards for Accompanying Guests

**Settings**:

- Default Registration Card
- Age Threshold to Print Registration Card

**OPERA Cloud Tasks**

- Reservation Workspace
- Generating Registration Cards

## Prerequisites for Wake Up Calls

**OPERA Controls**

**Group**: Reservations

**Functions**: Wake Up Calls

**OPERA Cloud Tasks**

**Group**: Bookings

**Reservation Management**: Wake Up Calls

- New/Edit Wake Up Calls
- Delete Wake Up Calls

## Prerequisites for Key Packet Labels

**OPERA Controls**

**Group**: Reservations

**Parameters**: Generate Key Packets

**OPERA Cloud Tasks**

Reservation Management

- Generate Key Packets

## Prerequisites for Walk In Reservation

**OPERA Cloud Tasks**

**Group**: Bookings

**Tasks**: Reservation Management

- Walk In Reservation

## Prerequisites for Using Telephone Operator

**OPERA Controls**

**Group**: Front Desk

**Parameters**: Telephone Book / Operator

**OPERA Cloud Tasks**

**Group**: Miscellaneous

**Tasks**: Telephone Operator

## Prerequisites for Managing Vouchers

**OPERA Controls**

**Group**: Cashiering

**Functions**: Vouchers

**OPERA Cloud Tasks**

**Group**: Financials

**Tasks**: Print Vouchers

- Cashier Workspace
- Batch Vouchers
- Reprint Vouchers

# Arrivals and Check In

Arrivals management involves overseeing guests arriving at the property, including walk ins, day use arrivals, and groups. You can pre register, advance check in or check in guests, queue, or modify reservations.

# Pre Register Arrival Reservations

Prerequisites for Pre Register Arrival Reservations

Preregistration offers a low-touch check-in experience and helps to streamline check-in. From a mobile app, guests can update their contact details and pertinent information regarding their stay, including confirming the estimated arrival time.

Two options are available for preregistration:

- OPERA Cloud Mobile Guest Experience web application: Eligible guests receive an email and can register their stay on a smartphone device up to 48 hours prior to arrival.
  - Reservation eligibility is set up in the Guest Experience administration portal. See Guest Experience administration portal.
  - To assist with arrival preparations, Guest Experience can add one or many reservation traces once the preregistration is completed successfully. See Managing Reservation Traces.
- Oracle Marketplace partner solutions: See Accessing Oracle Cloud Marketplace.
  - Reservation eligibility is determined by the preregistration rules configured. See Configuring Pre-Registration Rules.
  - The **Pre-registration External System Trace** OPERA Control determines the trace department for reservation traces added by the integrated solution.
  - The **Pre-registration External System Alert** OPERA Control determines the alert code for use by the integrated solution.

The Arrivals Report (res_detail) offers a filter for preregistered arrival reservations. See Arrivals Reports.

When the **Alerts** OPERA Control is active, you can configure global alert rules for the preregistered status. See About Reservation Alerts.

### Searching for Preregistered Arrival Reservations

1. From the **OPERA Cloud** menu, select **Front Desk**, select **Front Desk Workspace**, and then select **Preregistered**.
2. Click **Search**.

### Manually Preregistered Arrival Reservations

1. From the **OPERA Cloud** menu, select **Front Desk** and then select **Arrivals**.
2. Enter search criteria and then click **Search**.
3. Select the reservation from the search results, click **I Want To. . .** and then select **Preregister Reservation**.

### Reversing Preregistered Arrival Reservations

To remove the preregistered status from a reservation:

1. From the **OPERA Cloud** menu, select **Front Desk**, select **Front Desk Workspace**, and then select **Preregistered**.
2. Click **Search**.

3. Select the reservation from the search results, click **I Want To. . .** and then select **Reverse Preregister Reservation**.

# Creating a Walk In Reservation

Prerequisites for Walk In Reservation

Walk in will navigate you through a workflow for creating a reservation and then processing the check in.

The Reservation Activity dashboard tile indicates the number of walk-in reservations. See, Home Dashboard.

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1. From the **OPERA Cloud** menu, select **Front Desk** and then select **Arrivals**.
2. Click **I Want to...** then **Walk In Reservation**.
3. Create the reservation via Look to Book. For more information, see Booking a Reservation.
4. Assign a room and check in the reservation. For more information, see Checking in Reservations.

# Managing Rooms on Hold

Prerequisites for Hold Rooms

Rooms can be placed "on hold" for a set period (from 1 to 1440 minutes or 24 hours) or for an unlimited time, depending on the HOLD condition code configuration. The HOLD conditions available for selection are determined by the hold tasks assigned to your role(s).

While a room is on hold, it cannot be assigned to reservations by other users. When a room is placed on hold by another user, you must have the Room Hold Override user task assigned to your role to remove the room from hold or assign the room to a reservation. When the hold period expires, the room is automatically removed from hold. The room is also automatically removed from hold when you check in a reservation prior to the hold period expiring.

An example of using this feature would be if you are assigning rooms to a group of four arriving reservations who want adjoining rooms. If your property has several guest service agents simultaneously managing reservation room assignments, it might be difficult or impossible to work fast enough to assign the desired four rooms to the reservations you are handling. You could place the four rooms into a hold condition for three minutes and then select those rooms for assignment to the reservations . If you have not assigned the rooms within three minutes, they then become available to other agents.

> **Note:**
>
> Placing a room on hold does not prevent the room from being placed in Out of Order or Out of Service status

### Placing Rooms on Hold

1. From the **OPERA Cloud** menu, select **Front Desk**, and then select **Arrivals**.
2. Enter search criteria and click **Search**.
3. Select a reservation in the search result, then click **Check In**.
4. Click **I Want To. . .** and select **Hold Rooms**.
5. Enter search criteria, then click **Search**.
6. Select rooms in the search result then click **Place on Hold**.
7. The Hold Rooms screen appears.
    a. **Hold Reason**: Select a hold reason from the list; the number of minutes that the hold will be placed on the rooms is shown in the description.
    b. **Remarks**: Provide any additional info such as guest name or confirmation number that rooms are being held for.
    c. Click **Place on Hold**.

### Removing Rooms From Hold

You must have the Room Hold Override task assigned to your role(s) to remove a room hold set by other users.

1. From the **OPERA Cloud** menu, select **Front Desk**, and then select **Arrivals**.
2. Enter search criteria and click **Search**.
3. Select a reservation in the search result, then click **Check In**.
4. Click **I Want To. . .** and select **Hold Rooms**.
5. Enter search criteria, then click **Search**.
6. Select held rooms in the search result, then click **Remove from Hold**.

## Swapping or Shifting Assigned Rooms

### Prerequisites for Swapping or Shifting Assigned Rooms

You can swap or shift the assigned rooms between two reservations with matching arrival dates and room type. It is not possible to swap or shift rooms when the alternate room is unavailable for the entire duration of the reservation or when one or both of the reservations with an assigned room is indicated Do Not Move (Available when the Do Not Move OPERA Control is active). You can swap or shift rooms from Arrivals, Arrivals with Deposits or Room Assignment. Rooms can only be swapped or shifted prior to check in (reserved status).

**Watch Video**

### Swapping Assigned Rooms

1. From the **OPERA Cloud** menu, select **Front Desk** and then select **Arrivals**.

    OR

2. From the **OPERA Cloud** menu, select **Front Desk**, select **Front Desk Workspace**, and then select **Room Assignment**.

3. Enter search criteria and click **Search**.
4. Select two reservations in the search results.
5. Click **Swap Rooms**.
    a. Click **Confirm**.

### Shifting Assigned Room to Another Reservation

> **Note:**
>
> Shift action is enabled when one reservation with a room assigned and another with an unassigned room is selected.

1. From the **OPERA Cloud** menu, select **Front Desk** and then select **Arrivals**.

   OR

2. From the **OPERA Cloud** menu, select **Front Desk**, select **Front Desk Workspace**, and then select **Room Assignment**.
3. Enter search criteria and click **Search**.
4. Select two reservations in the search results.
5. Click **Shift Rooms**.
    a. Click **Confirm**.

### Using the Swap/Shift Rooms Page

When you are unsure which reservations you can swap or shift, you can access the Swap/Shift Rooms screen. The **Available** column indicates how many nights the room is available (that is, the nights until it is assigned to a future reservation or scheduled to be Out of Order).

1. From the **OPERA Cloud** menu, select **Front Desk** and then select **Arrivals**.

   OR

2. From the **OPERA Cloud** menu, select **Front Desk**, select **Front Desk Workspace**, and then select **Room Assignment**.
3. Enter search criteria and click **Search**.
4. Select one reservation in the search results.
5. Click **Swap/Shift Rooms**. The Swap/Shift Rooms screen opens.
    a. Enter search criteria and click **Search**.
    b. Select the reservation and then select **Swap Rooms** or **Shift Rooms**.
    c. Click **Confirm**.

## Managing Reservation Queue Status

Prerequisites for Managing Reservation Queue Status.

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Use Queue Rooms to manage arrival reservations waiting for an available room in order to check in. Guest Service Agents can manually add arrival reservations to the queue if the assigned room or requested room type is not available for check in. When guest service agents attempt to check in reservations before the assigned room is ready (for example, the assigned room is still occupied or all rooms of the desired room type are in dirty status) the Queue Reservations feature prompts whether to continue with check-in or stop the check-in so that you can put the reservation on queue.
The Queue Reservations dashboard tile summarizes reservations on queue.

Housekeeping room attendants can view queue rooms in . OPERA Cloud Mobile on their mobile phones or other devices to determine whether to expedite the housekeeping task for these rooms.

When integrated with an SMS service provider, you can send an SMS to room attendants to alert them of a priority "rush room" and also send an SMS to the guest once the room is ready for check in. (Available when the **Text Message Handling** OPERA Control is active).

### Adding a Reservation to the Queue

At check in, you can place a reservation in the queue if the assigned room is not ready for occupancy. You can finish the check-in after the room is vacant and the housekeeping status of room is clean or inspected.

1. From the **OPERA Cloud** menu, select **Front Desk** and then select **Arrivals**.
2. Enter search criteria and click **Search**.
3. Select the reservation from the search results, click the **I Want To . . .** menu, and select **Place Reservation in Queue**.
4. When the confirmation appears, click **OK**.

### Viewing Wait Time and Updating Queue Priority

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1. From the **OPERA Cloud** menu, select **Front Desk**, then select **Front Desk Workspace** and then select **Queue**.
2. The current wait time on queue is displayed in the **Queue Wait Time** column.
3. The current Priority on Queue is displayed in the **Queue Priority** column
4. To change the queue priority of a reservation, select the Queue Priority value in the results grid, to open the Queue screen. Click **Prioritize** to update the reservation to first priority or change the **New Queue Priority** value and click **Save**.
5. The results grid will reorder.

Alternatively

1. From the **OPERA Cloud** menu, select **Front Desk** and then select **Arrivals**.
2. Enter search criteria and click **Search**.
3. Select the reservation from the search results, click the **I Want To . . .** menu, and select **Queue**.
4. The current wait time on queue appears.
5. Click **Prioritize** to make the reservation the first priority or change the **New Queue Priority** value and click **Save**.

### Sending SMS Messages to Guests

To send a text message to the guest's mobile phone advising that their room is ready for check-in. (Available when the **Text Message Handling** OPERA Control is active).

1. From the **OPERA Cloud** menu, select **Front Desk** and then select **Arrivals**.
2. Enter search criteria and click **Search**.
3. Select the reservation from the search results, click the **I Want To . . .** menu, and select **Queue**.
4. Click **Send Text to Guest**.
5. Select or enter a mobile phone number.
6. Click **Send Text**.

### Sending SMS Messages to Housekeeping

To send the housekeeping room attendant a text message advising there is a priority reservation on queue. (Available when the **Text Message Handling** OPERA Control is active).

1. From the **OPERA Cloud** menu, select **Front Desk** and then select **Arrivals**.
2. Enter search criteria and click **Search**.
3. Select the reservation from the search results, click the **I Want To . . .** menu, and then select **Queue**.
4. Click the vertical ellipsis **Actions** menu and select **Send Text to Housekeeping**.
5. **Attendant Mobile**: Select an attendant from the list; the mobile phone number will populate the field.
6. Click **Send Text**.

### Removing a Reservation from the Queue

1. From the **OPERA Cloud** menu, select **Front Desk** and then select **Arrivals**.
2. Enter search criteria and click **Search**.
3. Select the reservation from the search results, click the **I Want To . . .** menu and select **Queue**.
4. Click the vertical ellipsis **Actions** menu and select **Remove from Queue**.

### Changing/Assigning Room for Room on Queue

1. From the **OPERA Cloud** menu, select **Front Desk** and then select **Arrivals.**
2. Enter search criteria and click **Search**.
3. Select the reservation from the search results, click the **I Want To . . .** menu and then select **Queue**.
4. Click the vertical ellipsis **Actions** menu and select **Change Room**.
5. Search and assign a room. Refer to Assigning a Room to a Reservation.

## Managing eSignature Registration Cards

Prerequisites for eSignature Registration Cards

eSign Registration Cards are available for mobile check-in on a tablet device; allowing guests to initial and sign a digital registration card. You can create multiple eSigned registration cards for a reservation, which are retained according to the **Days to Purge e-Signed Registration Cards** OPERA Control.
When the **Multi-language** OPERA Control active, the registration card is displays in accordance with the **Language** selected in the guest profile.

**Watch Video**

### Creating eSign Registration Cards

1. From the **OPERA Cloud** menu, select **Front Desk**, and select **Arrivals**.
2. Enter search criteria, then click **Search**.
3. Select the reservation in the search result, then click **I Want To . . .** , and select **Create eSign Registration Card**.
4. Alternatively, when checking in reservations click the **I Want To . . .** and select **Create eSign Registration Card**.
5. When the registration card appears on the tablet, ask the guest to initial and sign.
    a. The guest can tap the **Initial** and **Signature** areas and sign directly on the tablet.
    b. The guest can tap the pencil icons adjacent to their initials or signature to make an update.
    c. Click **Save** to store the eSign registration card file with the reservation.

### Viewing and Printing eSign Registration Cards

Once a guest signs the registration card, a link is enabled in the reservation to view and print the eSigned registration document. Depending on the reservation status use the appropriate menu to search for the reservation - for checked-out (history) reservations, use the Bookings, Manage Reservation menu to search for reservations.

1. From the **OPERA Cloud** menu, select **Front Desk**, and select **Inhouse**.
2. Enter search criteria, then click **Search**.
3. Select the reservation in the search result, then click **I Want To . . .** and select **eSigned Registration Cards**.
4. Select the registration card, then click the vertical ellipsis **Actions** menu and select from the following:
    a. **Preview** to display the eSigned registration document.
    b. **Print** to the document.

## External Guest Notifications

With the External Notifications feature you can flag a guest or group reservation if the guest wants to opt in to receive external notifications related to their stay. For example, if a guest arrives earlier than check in time or when their room is not yet ready, they can opt-in to receive external notifications by phone and/or email, and can then enjoy the property's amenities, theme parks, or a meal, and be notified when their room is ready. When flagging a reservation for External Notifications you can choose an existing primary phone and/or email from the guest's profile or enter new values.

- **Find Reservations with Opt-in Guest Notifications**

**Watch Video**

- **Opt-in Guest Notifications**

**Watch Video**

> **Note:**
>
> OPERA Cloud does not directly send external notifications to guests when this flag is set on a reservation. An external system must be configured to subscribe to business events that OPERA Cloud generates for these notifications.

You can flag reservations for External Notifications in the following screens:

- **Manage Reservation** – Arrival Date and ETR Ascending.
- **Check In** – Assign Room step.
- Reservation Advanced Search.
- Room Assignment Search.

External Notification flagging or modifying the flag on a reservation is recorded in the Changes Log.

## External Guest Notifications Conditions and Assumptions

The **External Notification Details** check box and **Phone/Email** fields are read-only if the reservation status is No Show, Checked Out, or Canceled.

## External Guest Notifications Impact

The following data elements are within the Business Events Reservation module.

**Opted For Communication**

Business Event Element Details:

- **Data Element**: OPTED FOR COMM YN.
- **XML Tag Name**: OPTED FOR COMM YN.
- **Description**: A Y/N value based on the external communication flag on the reservation.
- **Data Type**: C
- **Business Event**: New Reservation, Update Reservation, Advanced Check In, Reverse Advanced Check In.

**Communication Type**

Business Event Element Details:

- **Data Element**: COMMUNICATION TYPE.
- **XML Tag Name**: COMMUNICATION TYPE.
- **Description**: Is always EXT_NOTIFICATIONS for this functionality.

- **Data Type**: C
- **Business Event**: New Reservation, Update Reservation, Advanced Check In, Reverse Advanced Check In.

**Communication Role**

Business Event Element Details:

- **Data Element**: COMMUNICATION ROLE.
- **XML Tag Name**: COMMUNICATION ROLE.
- **Description**: The type of communication (that is, Email or Phone).
- **Data Type**: C
- **Business Event**: New Reservation, Update Reservation, Advanced Check In, Reverse Advanced Check In.

**Communication**

Business Event Element Details:

- **Data Element**: COMMUNICATION.
- **XML Tag Name**: COMMUNICATION.
- **Description**: The value entered for Phone 1, Phone 2, Email 1, or Email 2.
- **Data Type**: C
- **Business Event**: New Reservation, Update Reservation, Advanced Check In, Reverse Advanced Check In.

## Flagging a Reservation for External Guest Notifications

You can flag external notifications for a reservation the following ways.

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**In the Reservation's Additional Details Prior to Arrival or After Check-in**

1. In the reservation, go to the **Additional Details** panel, select **Edit**, and then check the **Receive External Notifications** check box.
2. In the **External Notification Details** section, enter the phone numbers and/or email addresses. If a primary phone or email exists on the guest's profile, it is populated in the field – you can keep or edit that value (if you change it here it does not remove it from the profile). You can also search for and bring in other phone numbers and/or email addresses existing on the guest's profile using the search icon.
3. (Optional) Check **Add to Profile** if you want to add the phone/email to the guest's profile; otherwise, this information only saves to this reservation.

**By Selecting the Assign Room Link from the Reservation Search Results**

1. From the **OPERA Cloud** menu, select **Front Desk**, and then **Arrivals**. In the search results, select the reservation to opt in and then select the **Assign Room** link in the **Room** column.
2. In the **Room Details – Search** panel, select **Receive External Notifications**. If the reservation is already identified to receive external notifications and you want to modify the information, select **Edit** in the **External Notification Details** screen.

3. In the **External Notification Details** section, enter the phone numbers and/or email addresses. If a primary phone or email exists on the guest's profile, it is populated in the field – you can keep or edit that value. You can also search for and bring in other phone numbers and/or email addresses existing on the guest's profile using the search icon.
4. (Optional) Check **Add to Profile** if you want to add the phone/email to the guest's profile; otherwise, this information only saves to this reservation.

**In the Room Selection Panel During the Check In Process**

You can flag External Notifications with or without assigning a room.

1. From the **OPERA Cloud** menu, select **Front Desk**, and then **Arrivals**. In the search results, select the reservation to check in and click **Check In**.
2. In the **Room Selection** panel, select **Receive External Notifications**. If the reservation is already identified to receive external notifications and you want to modify the information, select **Edit** in the **External Notification Details** screen.
3. In the **External Notification Details** section, enter the phone numbers and/or email addresses. If a primary phone or email exists on the guest's profile, it is populated in the field – you can keep or edit that value. You can also search for and bring in other phone numbers and/or email addresses existing on the guest's profile using the search icon.
4. (Optional) Check **Add to Profile** if you want to add the phone/email to the guest's profile; otherwise, this information only saves to this reservation.

## Checking in Reservations

Reservation check in is a multi-step process based on the **Custom Check In Steps** OPERA Control. During check in you can access all reservation detail links, such as routing, notes, attachments, or fixed charges and update the primary profile linked to the reservation. For more information, see Table, Reservation Detail Links.

**Watch Video**

Reservation check-in involves the following actions:

- Reviewing the reservation and profile details
- Reviewing the added packages and items
- Reviewing the guest's privacy preferences
- Adding or scanning a guest's identification details

> **Note:**
>
> Identification scanning requires the OPERA Cloud ID Document Scanning Cloud Service and integration with a partner ID scan solution.

- Assigning a room
- Confirming the payment details
- Generating a registration card: When the **eSign Registration Card** OPERA Control is active, you can generate an electronic registration card on a tablet device for the guest to sign.

- Generating vouchers (Available when the **Vouchers** OPERA Control is active): You are presented with a list of vouchers to print when launching check in. For more information, see Managing Vouchers.
- Completing the check-in

When the **Alerts** and **Popup Alerts** OPERA Controls are active you are presented with reservation alerts, with the Check- In **Area** and **Display Alert** check box selected. For more information, see Managing Reservation Alerts.

When the **Automatically Check In Share Reservations** OPERA Control is active, share reservations are automatically checked in along with the primary reservation. Otherwise you are prompted to the check in the share reservations.

When the **Queue Rooms** OPERA Control is active and the assigned room or reservation room type status is not ready for check in, you can place the reservation on queue to notify housekeeping. For more information, see Managing Reservation Queue Status.

When the **Swap/Shift Rooms** OPERA Control is active, you can swap or shift the assigned rooms between two reservations with matching arrival dates and room type. For more information, see Swapping or Shifting Assigned Rooms.

When the **Room Conditions** and **Room Holds** OPERA Controls are active, you can reserve available rooms for a limited period of time in order to assign nearby or adjacent rooms to arrivals. For more information, see Managing Rooms on Hold.

When the **Check In Prepay Rules** OPERA Control is set to:

- **Advanced Folio Payment**: you are prompted to collect a payment for all the anticipated charges, such as accommodation, packages, fixed charges, pre-stay charges, and so on, for all nights of stay. You can update **Nights to Charge** to a lesser value, but not lower than the **Minimum Number of Nights** stated in OPERA Control. Actual charges are not posted during check in. The check in can continue only when the minimum or full payment is posted to the reservation account. A room key is then issued for the number of nights paid. The room key **Valid Until Date** is defaulted and not editable. For more information, see About Advanced Folio Payment (Prepayment).
- **Advanced Folio Posting**: you are prompted to collect a payment for all the anticipated charges, such as accommodation, packages, fixed charges, pre-stay charges, and so on, for all nights of stay. You can update **Nights to Charge** to a lesser value but not lower than the **Minimum Number of Nights** OPERA Control. Actual charges are posted during check in as an Advance Bill. The check in can continue only when the minimum or full payment is posted to the reservation account. A room key is then issued for the number of nights paid. The room key **Valid Until Date** is defaulted and not editable.

### Checking in the Reservation

1. From the **OPERA Cloud** menu, select **Front Desk** and then select **Arrivals**..

   > **Note:**
   >
   > You can also open **Arrival Search** from the Arrivals Tile on your Dashboard or use Quick Launch.

2. Enter search criteria and click **Search**.
3. Select a reservation in the search result, then click **Check In**.

> **Note:**
>
> When OPERA Cloud is accessed on a tablet, the search defaults to the card view. Tap the reservation card to begin the check-in.

4. On the **Check In Reservation** screen:
   a. The guest business card appears at the top of the page. Click the guest name link to open the profile presentation for further updates.
   b. When the **Reservation Upgrade** OPERA Control is active you may see a notification regarding upgrade offers; click the notification to view the offers. For more information, see Managing Reservation Upgrade Offers.
   c. Click **I Want To...** to view the various actions for this arrival reservation.
   d. Click the button to collapse the business card and reservation overview panels and click the button to expand it.
   e. In the Room Selection panel, assign a room to the reservation if one has not already been assigned. A list of suggested rooms that are available for assignment will be displayed. When the reservation already has a room assigned, a **Show Suggested Rooms** link displays instead. When the **Component Suites** OPERA Control is active, an icon displayed to the right of a suggested room indicates that the room is included in a component suite. Hover the mouse over the icon to view the component suite details.
   f. In the **Reservation Overview** information panel:
      i. Click the **Room type** link to view details and images of the room type.
      ii. Click the **Rate code** link to view rate code information.
      iii. Click the **Rate amount** link to view rate Information details.
      iv. Click the **Reservation detail** links to view and update reservation details. See the 'Reservation Detail Links' table below for more information.
   g. In the **Package and Items** panel, review and add package items and/or inventory items as needed.
      i. See Packages
      ii. See Items
   h. In the **Privacy** panel, review and update the guest's privacy options as needed:
      i. Click **Edit** to update the privacy options.
      ii. See Managing Profile Correspondence and Privacy Options.
      iii. Click **Save** when finished updating.
   i. In the **Identification** panel, you can add details for multiple ID documents and save them to the guest profile.
      i. See Managing Profile Identification and Personal Details for more information.
   j. In the **Membership** panel, confirm or select the applicable membership(s) to link to the reservation.
      i. See Managing Reservation Memberships .

ii. Select entries in the Available Profile Memberships panel to move memberships into the (Reservation) Memberships panel using the down arrow and link them to the reservation. Click **Save**.

iii. Click **New** to add a new membership to the profile.

k. In the **Room Selection** panel, search for and assign a room to the reservation if one has not already been assigned.

i. See Assigning Rooms to a Reservation.

ii. Enter search criteria, such as floor, feature, or smoking preferences, to filter room results and click **Search**.

iii. Click **Accept Room** and Mark as Do Not Move Room to set a Do Not Move lock on the reservation. A lock symbol appears to the right of the room to indicate the Do Not Move status. (Available when the Do Not Move Room OPERA Control is active). For more information, see Managing Reservation Do Not Move Room Status.

- A list of suggested rooms shows up to ten available rooms of the highest cleaning status at your property.
- The list of suggested rooms are links which provide you with the ability to click to select the room of choice.
- After completing a reservation upgrade, the suggested room list shows any available rooms for the upgraded room type.

iv. Click **Mark as Do Not Move Room** to set a do not move lock on the reservation; a padlock appears next to the room assigned

. See Setting a Reservation to Do Not Move Status for more information.

v. Click **Place Reservation on Queue** to place the reservation on queue if the room is not ready for check-in. See Queue Rooms for more information.

l. In the **Verify Payment** panel, confirm or update the method of payment for the reservation. You can enter details for each of the eight billing windows. For more information, see Managing Reservation Payment Instructions.

5. Click **Registration Card** to generate a registration card.

> **Note:**
>
> You will be prompted to generate a registration card when the **Generate Registration Cards at Check In**, **Front Desk** OPERA Control is set to **Prompt**.

6. Click **I Want To...** and select **Create eSign Registration Card** to generate an electronic registration card on a tablet device for the guest to sign. See Managing eSignature Registration Cards for more information.

7. Click **Complete Check In** when finished.

> **Note:**
>
> - You are prompted to generate a registration card when the **Generate Registration Cards at Check In** OPERA Control is set to Prompt.
> - You are prompted to generate vouchers when the **Vouchers** OPERA Control is active. For more information, see Managing Vouchers.

### Issuing Prepaid Card

> **Note:**
>
> Issue prepaid card at check in occurs when the Stored Value System (SVS) Interface configuration is set to prompt for Prepaid Cards at Check In.

See Issue Prepaid Cards .

**Table 4-1 Reservation Detail Links**

| Reservations | Billing |
|---|---|
| Call History | Payment Instructions |
| Item Inventory | Deposit Cancellation |
| Packages | Fixed Charges |
| Stay Details | Routing Instructions |
| Transportation | Transaction Diversion |
| Confirmation Letters | Stay Revenue |
| eSigned Registration Cards | |
| External References | |
| Linked Reservation | |
| Locators | |
| Reservation Activities | |
| Track It | |
| Shares | |
| Tickets | |
| **Notifications** | **Profile** |
| Alerts | Communication |
| Attachments | Future and Past Stays |
| Guest Messages | Linked Profiles |
| Housekeeping | Preferences |
| Notes | Accompanying Profiles |
| Service Requests | Membership |
| Traces | |

# Advance Checking In Reservations

You can flag a reservation for Advance Check In using the Check In process under these conditions:

- The reservation must be an Arrival (Due In) reservation for the current business date.
- The reservation must have a valid payment method.
- The reservation can be identified for Advance Check In with or without a room assigned.
  - If you want the Advance Checked In reservation to be Auto Checked In upon room status match, a room must be assigned to the reservation. A room can be assigned to the reservation prior to or modified after being identified for Advance Check In.
- Walk In reservations, Pre Registered reservations, and reservations that are in Queue can be identified for Advance Check In.

When the Check In Prepay Rules OPERA Control is set to:

- **Advanced Folio Payment**: you are prompted to collect a payment for all the anticipated charges, such as accommodation, packages, fixed charges, pre-stay charges, and so on, for all nights of stay. You can update **Nights to Charge** to a lesser value, but not lower than the Minimum Number of Nights stated in OPERA Control. Actual charges are not posted during check in. The check in can continue only when the minimum or full payment is posted to the reservation account. A room key is then issued for the number of nights paid. The room key **Valid Until Date** is defaulted and not editable. For more information, see About Advanced Folio Payment (Prepayment)
- **Advanced Folio Posting**: you are prompted to collect a payment for all the anticipated charges, such as accommodation, packages, fixed charges, pre-stay charges, and so on, for all nights of stay. You can update **Nights to Charge** to a lesser value but not lower than the Minimum Number of Nights OPERA Control. Actual charges are posted during check in as an Advance Bill. The check in can continue only when the minimum or full payment is posted to the reservation account. A room key is then issued for the number of nights paid. The room key **Valid Until Date** is defaulted and not editable.

## Advance Check In (with ETR) a Single Reservation

Use the Check In process to flag a reservation for Advance Check In.

**Watch Video**

1. From the **OPERA Cloud** menu, select **Front Desk** and then select **Arrivals** to open the **Arrivals Search**.
2. Enter search criteria and click **Search**.
3. Select the reservation, click the **Check In** button or click **I Want To . . .** and then select **Check In**.
4. (Optional) Room Selection – assign a room to the reservation.

> **Note:**
>
> You are not alerted if there is no room assigned, or if the room assigned is not in Clean or Inspected status.

5. Click the **Advance Check In** button.
6. (Optional) On the Expected Time of Return (ETR) screen, enter the estimated time of return and a comment. If none, then click **Cancel** to close the screen.
7. Select **Save** and then click **OK** in the Successful Advance Check In prompt.

   If your property uses registration cards, you are prompted whether to print. If a room is assigned to this reservation, you have the option to create the room keys.

After the reservation is Advance Checked In:

- The Reservation is marked **Advance Checked In**.
- The arrival date is changed to read-only and cannot be modified.
- The Expected Time of Arrival (ETA) for the reservation is updated with the Advance Checked In time.
- Any deposit on the reservation is posted on the folio.
- Charges that are incurred by the guest (such as through a point of sale system) post to the reservation folio. In-room charges (such as mini bar or PBX) are not allowed.

## Advance Check In (with ETR) Multiple Reservations (Mass Advance Check In)

1. From the **OPERA Cloud** menu, select **Front Desk** and then select **Arrivals**.
2. Enter search criteria and click **Search**.
3. From the Arrivals search or from the Room Assignment screen, select two or more reservations to Advance Check In and then click **Mass Advance Check In**.
4. (Optional) Enter the expected time of return (ETR) and an ETR comment, and then click **Process**.

> **Note:**
>
> The ETR time and ETR comment apply to each of the selected reservations that you are now Advance Checking In.

5. In the **Mass Advance Check In Status** screen, review the status, and click **OK**.

   - Select **Print** to print the status report.

   If any Advance Check Ins fail, the reason is listed; you can sort the status results by successful (default) or by failures first. If a room is assigned to any reservation, you have the option to create the room keys. If your property uses registration cards, you can select the card and preview/print, email.

After the reservations are Mass Advance Checked In:

- The Reservation Type on the reservation is marked **Advance Checked In**.
- The Expected Time of Arrival (ETA) for the reservation is updated with the Advance Checked In time.
- Any deposit on the reservation is posted on the folio.
- Charges that are incurred by the guest (such as through a point of sale system) post to the reservation folio. In-room charges (such as mini bar or PBX) are not allowed.
- All reservations that failed Mass Advance Check in:
  - Are still in Arrival (Due In) status but not indicated as Advance Checked in.

- The Arrival time (ETA) remains unchanged.
- The Expected Time of Return (ETR) remains unchanged.
- Revise the reservation and then retry the Advance Check In process.

## Advance Check In (with ETR) and Auto Assign Rooms to Multiple Reservations (Mass Advance Check In)

**Watch Video**

1. From the **OPERA Cloud** menu, select **Front Desk** then select**Front Desk Workspace** and then select **Room Assignment**.
2. From the Room Assignment screen, select two or more reservations to Advance Check In and then click **Auto Assign and Advance Check In**.
3. In the Room Assignment panel, select room status and room criteria to match, and then click **Assign**.

> **Note:**
>
> Mass Advance Check In processes all selected reservations with or without a room assigned.

4. (Optional) In the **Mass Advance Check In Options** panel enter the expected time of return (ETR) and an ETR comment, and then click **Process**.

> **Note:**
>
> The ETR time and ETR comment apply to each of the selected reservations that you are now Advance Checking In.

5. In the **Mass Advance Check In Status** screen, review the status, and click **OK**.
   a. Select **Print** to print the status report.
   b. Click the **Confirmation** link to open reservation presentation for any reservation listed. For more information, see Editing a Reservation

   If any Advance Check Ins fail, the reason is listed. You can sort the status results by successful (default) or by failures first.

   If a room was auto assigned to any reservations, you have the option to create the room keys.

   If your property uses registration cards, you can select the card and preview/print, email.

## Auto Check In of Advance Checked In Reservations

Advance Checked In reservations can be automatically checked in under these conditions:

- The reservation is in Advance Checked In state.
- The reservation has a room assigned.

- The assigned rooms front office status is Vacant.
- The reservation has a valid payment method.

OPERA Cloud automatically checks in Advance Checked In reservations based on multiple optional OPERA Controls:

- **Auto Check In End Time** - When a time (HH24:MI) has been defined in this setting, the Auto Check In processor will stop processing advanced checked in reservations at that time each day.
- **Auto Check In Minutes before ETA** - When a minute value is defined in this setting, the Auto Check In processor will process advanced checked in reservations that have reached the defined Room Status and have an Estimated Time of Arrival (ETA) that many minutes before the ETA.
- **Auto Check In Start Time** - When a time (HH24:MI) has been defined in this setting, the Auto Check In processor will start processing advanced checked in reservations that have reached the configured room status at that time each day.
- **Exclude Room Conditions** - Rooms with the Room Condition(s) configured in this setting will be excluded from the Auto Check In process. (Available when the Room Conditions OPERA Control is active).
- **Room Status for Auto Check In of Advance Checked In Reservations** - When a room status has been defined in this setting, any reservation that has been Advance Checked In and matches the status on this setting will automatically be checked in.

The Auto Check In processor runs every 5 minutes to check if any advance checked in reservations meet the criteria for auto check in. If **Auto Check In Start Time** OPERA Control and **Auto Check In End Time** OPERA Control are defined, the processor will only auto check in reservations during those times or if a user has manually overridden the start time by using the link in the **I Want To. . .** of Advance Check In.

The minute value before ETA will be considered during the configured start and end time as well, it will not override the start time. For example, if the start time is set to 2:00 PM, the ETA on the reservation is 1:30 PM and the setting is set to 30 minutes, then the reservation will not be auto checked in at 1:00 PM. The first time the process runs after 2 PM (which could be up to 2:04 PM) it will find this reservation, check the room status (if configured) and if that meets the criteria it will auto check in the reservation then.

If a reservation is assigned to a room with a room condition selected in the **Exclude Room Conditions** OPERA Control, the reservation will be skipped when the auto check in is processed. Should the room condition be removed from the room, the reservation will be auto checked in the next time the processor runs and as long as the reservation meets all other criteria for auto check in.

If the Auto Check In process is manually paused during the day, the **Start Auto Check In Process** end of day procedure will start the process again the next day, either immediately or according to the **Auto Check in Start Time** OPERA Control.

When **Room Status for Auto Check In of Advance Checked In Reservations** OPERA Control has a value selected, rooms will not be auto checked in with any other room status. For example, if the **Room Status for Auto Check In of Advance Checked In Reservations** OPERA Control is set to Clean, then Advance Checked In reservations that have rooms assigned with Dirty status it will not be auto checked in until the status changes to Clean.

## Managing Auto Check In Processing

The Auto Check In processor runs every 5 minutes to check if advance checked in reservations meet the criteria for auto check in. If **Auto Check In Start Time** OPERA Control and **Auto Check In End Time** OPERA Control are defined, the processor will only auto check in reservations during those times. If the Auto Check In process is manually paused during the day, the Start Auto Check In Process end of day procedure will start the process again the next day, either immediately or according to the **Auto Check in Start Time** OPERA Control.

You must be granted the **Pause/Start Auto Check In Process** task to manage auto check in processing.

#### Pausing the Auto Check In Process

1. From the **OPERA Cloud** menu, select **Front Desk**, select **Front Desk Workspace**, then select **Advance Checked In**.
2. Click **I Want to...** and select **Pause the Auto Check In of Advance Checked In Reservations**.

#### Starting the Auto Check In Process

1. From the **OPERA Cloud** menu, select **Front Desk**, select **Front Desk Workspace**, then select **Advance Checked In**.
2. Click **I Want to...** and select **Start the Auto Check In of Advance Checked In Reservations**.

## Modifying an Advance Checked In Reservation

An Advance Checked In reservation can be modified under these conditions:

- When a reservation is Advance Checked In, the arrival date is changed to read-only and cannot be modified.
- You can assign, remove, or modify a room on an Advance Checked In reservation.
- It can be reversed unless financial transactions exist on the folio. Reservations with deposits are eligible to be reversed.
- It cannot be moved to another property.
- It cannot be canceled. First, you must reverse the advance checked in flag and then you can cancel the reservation.

## Reversing Advance Checked In Reservations

An Advance Checked In reservation can be reversed unless financial transactions exist on the folio. Reservations with deposits are eligible to be reversed.

**Watch Video**

1. To reverse an Advance Checked In reservation, search for the Advance Checked In reservation from the Advance Check In tile (Current), the Quick Launch (F2+V), or the Manage Reservation Search criteria.
2. Select the Advance Checked In reservation to reverse.
3. Select **I Want To… Reverse Advance Check In**.

   The Advance Checked In flag is removed and the reservation returns to Arrival status.

> **Note:**
>
> If an Expected Time of Return (ETR) and/or ETR Comment exists, it remains in the reservation after Advance Check In reversal.

## Advance Check In

At times, when guests arrive to the property prior to a room being ready, you can flag a reservation as Advance Checked In for arrivals due in on the current business date. This enables guests to post charges to their reservation folio prior to check in, and helps the rooms management team prioritize room cleaning and assignment. Individual reservations (including Walk In reservations, Pre Registered reservations, and reservations that are in Queue) and group block reservations can be Advance Checked In.

An Advance Checked In reservation with an assigned room does not affect the room occupancy status and is not deducted from inventory until the reservation is checked in. Flagging a reservation as Advance Checked In (or reversing an Advance Checked In reservation) is recorded in the Changes Log.

### Benefits to the Guest and to the Property

Advance Check In with the **Expected Time of Return** (ETR) parameter On provides the following benefits.

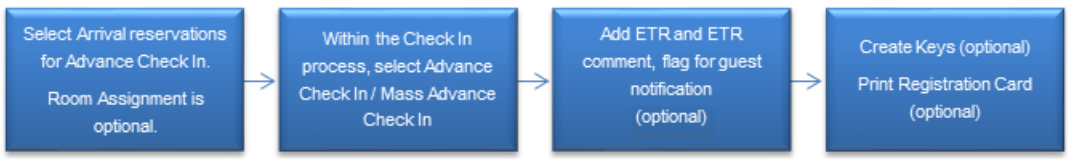
The guest can:

- Post charges to their reservation folio prior to checking in.
- Receive notifications when the room is ready.

The rooms management and front office teams can:

- Easily identify which reservations are indicated as Advance Checked In.
- Prioritize and sort Advance Checked In reservations by expected time of return (ETR).
- Assign rooms to reservations based on expected time of return (ETR).
- Add ETR comments that link to the ETR time.
- Set Advance Checked In reservations to automatically check in based on room status.
- Check in multiple Advance Checked In reservations (Mass Advance Check In).

### Advance Check In Process Flow




## Advance Check In Conditions and Assumptions

### For Reservations Prior to being Indentified as Advance Checked In

- The reservation must be an Arrival (Due In) reservation for the current business date.

- The reservation must have a valid payment method.
- The reservation can be identified for Advance Check In with or without a room assigned:
  - If the reservation has a room assigned it must be a physical room. Pseudo room reservations cannot be identified for Advance Check In.
  - If you want the Advance Checked In reservation to be Auto Checked In upon room status match, a room must be assigned to the reservation. A room can be assigned to the reservation prior to or modified after being identified for Advance Check In.
- Walk In reservations, Pre Registered reservations, and reservations that are in queue can be identified for Advance Check In.

**For Reservations that are Indicated as Advance Checked In**

- The reservation is marked Advance Checked In.
- The Expected Time of Arrival (ETA) for the reservation is updated with the Advance Checked In time.
- The arrival date is changed to read only and cannot be modified.
- When Advance Checked In, deposits on the reservation are posted on the folio.
- Advance Checked In reservations cannot be reversed if financial transactions exist on the folio. Reservations with deposits are eligible to be reversed.
- Charges that are incurred by the guest (such as through a POS system) post to the reservation folio. In-room charges (such as mini bar or PBX) are not allowed.
- The Night Audit process cannot complete if any Advanced Checked In reservations have not been checked in.
- Advance Checked In reservations cannot be moved to another property.
- Advance Checked In reservations cannot be changed to No Show.
- Advance Checked In reservations cannot be canceled.

**For Auto Check In of Advance Checked In Reservations**

- The reservation must be in Advance Checked In state.
- The Advance Checked In reservation has a room assigned.
- The Advance Checked In reservation's assigned room's occupancy status is Vacant.
- When the assigned room's housekeeping status is updated to match a room housekeeping status defined in the Room Status for **Auto Check In of Advance Checked In Reservations** setting, the Advance Checked In reservation is automatically checked in to the property.
- The Schedule Check Out / Auto Check In processor in Toolbox – Utilities – Processors must be running.

**For All Reservations that Failed Mass Advance Check In**

- The reservation remains in arrival (Due In) status but is not identified as Advance Checked in.
- The reservation's arrival time (ETA) remains unchanged.
- The reservation's Expected Time of Return (ETR) remains unchanged.

## Advance Check In Impact

Activating the Advance Check In functionality with its related controls and tasks impacts the following features.

### Searches and Sorting

**Manage Reservations Advanced/Basic Search Screen**

- Adds an **Advance Check In** option to the Reservation States filter criteria.
- When the OPERA Control **Expected Time of Return** is On for the property:
  - Adds **ETR From** and **ETR To** fields to the search criteria.
  - Adds the following sort by options to the search results view:
    - Arrival Date and ETR Ascending
    - Arrival Date and ETR Descending
  - Adds the following columns to the search results view:
    - ETR and ETR Comments
    - Advance Checked In
- Adds a predefined Advance Checked In search filter.

**Manage Reservations Arrivals Search Screen**

- Adds an **Advance Check In** option to the Reservation States filter criteria.
- Adds an **Exclude Advance Checked In** check box to narrow the arrivals search to arrivals that have not been identified as Advance Checked In.
- When the OPERA Control **Expected Time of Return** is On for the property:
  - Adds **ETR From** and **ETR To** fields to the search criteria.
  - Adds the following sort by options to the search results view:
    - Arrival Date and ETR Ascending
    - Arrival Date and ETR Descending
  - Adds the following columns to the search results view:
    - ETR and ETR Comments
    - Advance Checked In
- Adds a **Reverse Advance Check In** option to the search result I Want To… actions.
- Adds an **Advance Checked In** predefined filter to the Search Type.
- Adds a **Mass Advance Check In** button to the search results when two or more reservations are selected for Advance Check In.

**Quick Launch Advance Checked In Screen**

- A predefined search for reservations that are indicated as Advance Checked In.
- Adds an **Advance Checked In Status** filter for results showing only Arrival or only Checked In status reservations or both. The Advance Checked In reservation status includes both Arrival and Checked In reservations.
- When the OPERA Control **Expected Time of Return** is On for the property, adds the following sort by options to the search results view:

  - Arrival Date and ETR ascending
  - Arrival Date and ETR descending

Refer to *Advance Checked In Screen* for more information.

**Room Assignment Screen**

- Adds an Advance Check In predefined search filter.
- Adds an Advance Checked In column to the search results view.

Using the following search and sort options, you can assign rooms to reservations based on the guest's expected time of return to the property. This assists in prioritizing to have rooms ready for the guest upon their return:

- When the OPERA Control **Expected Time of Return** is On for the property:
  - Adds ETR From and ETR To fields to the search criteria.
  - Adds the following sort by options to the search results view:
    * Arrival Date and ETR Ascending
    * Arrival Date and ETR Descending
  - Adds ETR and ETR Comments columns to the search results view.

### Advance Check In Tile

A dashboard tile for Advance Check In reservations provides statistical information about Advance Check In individual and block reservations for the property's current business date. Refer to *Advance Check In Tile* for more information.

### Room Diary

The room diary provides visual indication for those arrival reservations with an assigned room that have been Advance Checked In.

### Business Events

A Business Event for Advance Check In includes the following Data Elements:

- Advance Check In
- ETR (expected time of return)
- ETR Comments

### Night Audit, Routine Schedules, and Interface Control

**Night Audit**

- The Night Audit process does not complete if any Advance Checked In reservations have not been checked in to the property.

**Toolbox – Utilities - Processors**

- Adds an Auto Check In Processor that handles the Check In of Advance Checked In reservations based on the status of the room assigned to the reservation matching the status defined in the Room Status for **Auto Check In of Advance Checked In Reservations** settings.

**Property Interface Control Screen**

- Provides the option of creating keys for one or multiple reservations that are indicated as Advance Checked In.

**Reports – Reservation Detail Report (res_detail)**

- Adds the following report parameters:
  - Advance Checked In only
  - Include Advance Checked In
- Adds a report column indicator for Advance Checked In reservation.

## Troubleshooting Advance Check In

**Table 4-2** `Troubleshooting Advance Check In Issues`

| Problem / Issue | Cause | Resolution |
|---|---|---|
| The Advance Check In button is not enabled. | To Advance Check In a reservation a valid method of payment is required. | Verify that the reservation has a valid payment method. You can modify the payment method during the Advance Check In process. |
| The Advance Check In button is not enabled. | The reservation is already Advance Checked In. | Verify that the reservation is not already Advanced Checked In. If a reservation is Advance Checked In, it is marked in the Reservation Type and in the Primary Details Reservation Status. |
| Received the error: Unable to Advance Check In reservation. Credit Card declined. | To Advance Check In a reservation a valid method of payment is required. | Verify that the reservation has a valid payment method. You can modify the payment method during the Advance Check In process. |
| I want to cancel an Advance Checked In reservation but the **I Want To... Cancel Reservation** link is missing. | Reservations that have been Advance Check In cannot be canceled. | Reverse the Advance Check In flag and then the reservation can be canceled. Refer to *Reversing Advance Checked In Reservations*. |

# Checking In Multiple Reservations (Mass Check In)

Prerequisites for Multiple Reservations (Mass Check In)

Use **Mass Check In** to check in multiple block or individual reservations in a single process.

- The reservations must be in arrival (due In) status.
- The reservations must have a valid payment method and details.
- The reservations assigned rooms' occupancy status is vacant.
- Linked reservations can be mass checked in.

There are two mass check in procedures available.

**Table 4-3** `Reservations to Mass Check In`

| Reservations to Mass Check In | Use this Procedure |
|---|---|
| All have rooms assigned | Mass Check In (Room Assigned) |
| No reservations have rooms assigned | Auto Assign and Check In |
| Some reservations have rooms assigned | Auto Assign and Check In |

Reservations that fail to check in remain in Arrival (Due In) status and the assigned room is locked when Do Not Move status applies.

After the reservations are checked in:

- The expected time of arrival (ETA) is updated with the checked in time.
- The arrival date is locked and cannot be modified.
- Deposit payments are transferred to the reservation account.
- The check in cannot be reversed once financial charges exist on the reservation account. Reservations with deposits are eligible to be reversed.
- The Do Not Move lock is removed

### Checking In Multiple Reservations with Room Assigned

To check in multiple reservations, each with a room assigned:

1. From the **OPERA Cloud** menu, select **Front Desk** and then select **Arrival**.

> **Note:**
>
> You can also open Arrival Search from the **Arrivals Tile** on your Dashboard or use Quick Launch. You can also use Room Assignment when at least one assigned room is selected.

2. Enter search criteria then click **Search**.
3. Select the reservations in the search result then click **Mass Check In**.
    a. In the **Check In Options** panel, select the **Room Status** check boxes to allow a check in.
        i. **Inspected**: Select to include rooms with an Inspected status (Available when the **Inspected Status** OPERA Control is active).
        ii. **Clean**: Select to include rooms in a Clean status.
        iii. **Pickup**: Select to include rooms in a Pickup status (available when the Pickup Status OPERA Control is active).
        iv. **Dirty**: Select to include rooms in a Dirty status.
        v. **Out of Service**: Select to include rooms in an Out of Service status (Available when the **Out of Service** OPERA Control is active).
        vi. Click **Process**.
    b. In the **Mass Check In Status** screen, review the status. You can select from the following options:

i. **Sort By**: Select to change the sort order of the reservations listed

ii. **Confirmation**: Click link to launch reservation presentation to make further updates. For more information, see Editing a Reservation.

iii. Click **Print** to generate a report of this information. A report appears in a new browser window for printing.

iv. Click **Close** to continue.

c. In the **Room Keys** panel

i. Select key options to encode room keys. For more information, see Managing a Room Key / Door Lock Property Interface.

ii. Click **Process**.

d. In the **Registration Card** panel.

i. Select a Registration Card. Select a registration card template from the list (Defaults according to the Default Registration Card OPERA Control).

ii. Select **Guests**.

i. Primary and Accompanying. Select to generate a registration card for primary guest and accompanying profiles (Available when **Print Registration Cards for Accompanying Guests** OPERA Control is active).

ii. **Primary Only**: Select to generate a registration card for primary guest only.

iii. Report Destination

i. **Preview (to Print)**: Select to preview as PDF.

ii. **Email to Print**: Select a printer from the list.

iii. **Email**: Select to email.

i. **Email Address**: Enter an email address.

iv. Click **Process**.

### Auto Assigning Rooms and Checking In Multiple Reservations

To auto-assign a room (if not already assigned) and check in multiple individual or block reservations you can use the Auto Assign and Check In action to assign a room and mass check in reservations in one process . For more information, see (Batch) Room Assignment.

1. From the **OPERA Cloud** menu, select **Front Desk**, select **Front Desk Workspace**, then select **Room Assignment**.
2. Enter search criteria and click **Search**.

> **Note:**
>
> By default, only unassigned reservations are included in the search. Click **Modify Search Criteria** to change the search criteria.

3. Select reservations in the search results.

> **Note:**
>
> Hold down the CNTRL key and click to select multiple reservations in the Table, Card or Console view. To select all reservations, select the check box in the header row in List view.

4. Click **Auto Assign and Check In**.
   a. In the Room Assignment panel select the **Room Status** and **Room Criteria** for the rooms to assign:

      > **Note:**
      >
      > The **Default Room Status for Room Assignment** OPERA Control determines the default room statuses selected in the search panel.

      i. **Inspected**: Select for rooms with an Inspected status. (Available when the **Inspected Status** OPERA Control is active).
      ii. **Clean**: Select for rooms in a Clean status.
      iii. **Pickup**: Select for rooms in a Pickup status. (Available when the **Pickup Status** OPERA Control is active)
      iv. **Dirty**: Select for rooms in a Dirty status.
      v. **Out of Service**: Select for rooms in an Out of Service status. (Available when the **Out of Service** OPERA Control is active).
      vi. **Include Departure Rooms**: Select checkbox to include rooms in a due out status.
      vii. **Consider ETD and ETA**: Rooms with an ETD after the ETA of the arriving reservation will not be assigned. You can configure a time buffer in the **Auto Assign ETD - ETA Buffer** OPERA Control. (Available when the **Include Departure Rooms** checkbox is checked).
      viii. **Use Associated Preferences**: Select checkbox to enforce the room feature and smoking preference from the guest (primary) profile when the **Reservation Room Features** OPERA Control and **Reservation Smoking Preference** OPERA Control are inactive or the reservation when the **Reservation Room Features** OPERA Control and **Reservation Smoking Preference** OPERA Control are active.
      ix. **Floor**: Select floor(s) from the list.
      x. **Smoking**: Select rooms which are smoking or non-smoking. Field is disabled when **Use Associated Preferences** is selected.
      xi. **Features**: Select rooms with specific features. Field is disabled when **Use Associated Preferences** is selected.
      xii. **Start from Room**: Select a room from list to begin assigning the room.
      xiii. Click **Assign** or click **Assign and Mark as Do Not Move** to lock the assigned room (Available when the **Do Not Move Room** OPERA Control is active).

      > **Note:**
      >
      > A Do Not Move lock only applies to reservations that fail to check in.

b. The Room Assignment Status page appears showing the room results. You can select from the following options:
    i. **Sort By**: Select to change the sort order of the reservations listed
    ii. **Confirmation**: Click link to launch reservation presentation to make further updates. For more information, see Editing a Reservation.
    iii. Click **Print** to generate a report of this information. A report appears in a new browser window for printing.
    iv. Click **Close** to continue.
c. In the **Check In Options** panel, select the Room Status check boxes to allow a check in.
    i. **Inspected**: Select to include rooms in an Inspected status (Available when the **Inspected Status** OPERA Control is active).
    ii. **Clean**: Select to include rooms in a Clean status.
    iii. **Pickup**: Select to include rooms in a Pickup status (Available when the **Pickup Status** OPERA Control is active).
    iv. **Dirty**: Select to include rooms in a Dirty status.
    v. **Out of Service**: Select to include rooms in an Out of Service status (Available when the **Out of Service** OPERA Control is active).
    vi. Click **Process**.
d. In the **Room Keys** panel.
    i. Select key options to encode room keys. For more information, see Managing a Room Key / Door Lock Property Interface.
    ii. Click **Process**.
e. In the **Registration Card** panel.
    i. Select a **Registration Card**. Select a registration card template from the list (Defaults according to the **Default Registration Card** OPERA Control).
    ii. Select **Guests**.
        i. **Primary and Accompanying**: Select to generate a registration card for primary guest and accompanying profiles (Available when **Print Registration Cards for Accompanying Guests** OPERA Control is active).
        ii. **Primary Only**: Select to generate a registration card for primary guest only.
    iii. Report Destination
        i. **Preview (to Print)**: Select to preview as PDF.
        ii. **Email to Print**: Select a printer from the list.
        iii. **Email**: Select to email.
            i. **Email Address**: Enter an email address.
    iv. Click **Process**.

# Managing Welcome Offers

Prerequisites for Managing Welcome Offers

During check in, if the reservation is eligible for a welcome offer based on the condition specified in any of the Welcome Offer Alert rules, OPERA Cloud will prompt you to select the welcome offer for the reservation after the **Check In Now** action is selected. The welcome offers presented are determined by the Welcome Offer Options OPERA Control; valid options are:

- **Post It**: If Post It is selected, the Post It screen displays where any appropriate articles can be posted. Select the Method of Payment specified in the Welcome Offer Payment Method OPERA Control. All the charges will be transferred to the room specified in the Welcome Offer Pseudo Room OPERA Control and the alert status will be changed to Redeemed.

  > **Note:**
  >
  > A reservation for the Welcome Offer Pseudo Room OPERA Control room must be checked in; If this PM reservation is not checked in, OPERA Cloud will display the message: **Welcome Offer Pseudo Room is not checked in**.

  For more information, see Charging Purchases Using Post It.

- **Items**: If Items is selected, the Item Inventory screen will display and a new item can be added to the reservation.

  Only Inventory Items configured as applicable for Welcome Offer will display in the list. For more information, see Reservation Item Inventory.

- **eCoupons**: If eCoupons is selected, the eCoupon screen will display and an eCoupon can be added to the reservation.

  Only the eCoupons configured as applicable for Welcome Offer will display in the list. For more information, see Managing Reservation eCoupons.

Once redeemed the welcome offer alert status updates to **Redeemed**. Welcome Offer activity is tracked in the Changes Log.

#### Deferring Welcome Offer Selection on Check in

1. Select the **Defer Selection** option and no welcome offer will be added to the reservation at the time of check-in.
2. Click **Save**.
3. The welcome offer alert status updates to **Deferred** and the guest will be able to redeem a welcome offer at a later stage during their stay.

#### Redeeming Deferred Welcome Offer

For welcome offers in **Differed** status:

1. From the **OPERA Cloud** menu, select **Front Desk**, and then select **Inhouse**.
2. Enter search criteria and click **Search**.
3. Select the reservation in the search result, click **I Want to. . .** then **Alert** or open the reservation and click **Alert** in Reservation Presentation.
4. Select the Welcome Offer Alert , click **Select Welcome Offer Option**
5. If you click on **Cancel** after one of the welcome offer options has been selected, the welcome offer status updates to **Pending**.
6. Once redeemed the welcome offer alert status updates to **Redeemed**.

### Redeeming Pending Welcome Offer

For welcome offers in **Pending** status:

1. From the **OPERA Cloud** menu, select **Front Desk**, and then select **Inhouse**.
2. Enter search criteria and click **Search**.
3. Select the reservation in the search result, click **I Want to. . .** then **Alert** or open the reservation and click **Alert** in Reservation Presentation.
4. Select the Welcome Offer Alert, click **Redeem Selection**.
5. Once redeemed the welcome offer alert status updates to **Redeemed**.

### Changing Pending Welcome Offer Selection

For welcome offers in **Pending** status:

1. From the **OPERA Cloud** menu, select **Front Desk**, and then select **Inhouse**.
2. Enter search criteria and click **Search**.
3. Select the reservation in the search result, click **I Want to. . .** then **Alert** or open the reservation and click **Alert** in Reservation Presentation.
4. Select the Welcome Offer Alert , click **Change Selection**.

## About Advanced Folio Payment (Prepayment)

Prerequisites for Advanced Folio Payment (Prepayment)

You can accept multiple payments for a single reservation based on the **Auto Advanced Bill Payment Method** OPERA Control. If you exit from advanced bill payment without completing full payment, the partial payment in saved allowing you to proceed with paying the remaining balance at a later time.

When the **Check In Prepay Rules** OPERA Control is set to **Auto Advanced Bill Posting**, the folio generation option is not displayed during the automatic generation of an advanced bill.

### Arrival Reservations

When the **Check In Prepay Rule** OPERA Control is set to Advance Folio Payment you are prompted to collect payment for the total of stay for reservations with a payment method matching any selected in the **Advance Folio Payment Type** OPERA Control. You can update **Nights to Charge** to a lesser value but not lower than the value set in the **Minimum Number of Nights** OPERA Control. Actual charges are not posted during check in. The check in can continue only when the minimum or full payment is posted. A room key will then be issued for the number of nights paid. The room key Valid Until Date is pre-populated but is not editable. Users with the Override Prepay Rules at Check In And Reservation Update task granted to their role(s) can override the advanced folio payment processing.

**Window/Room Routing Considerations**.

> **Note:**
>
> When the **Transaction Diversion** OPERA Control is active, you cannot configure the **Check In Prepay Rules** OPERA Control for "Auto Advanced Bill Payment Method," and the same restriction applies in reverse.

- When a reservation has window routing instructions for the lodging transaction code, and the target window payment method is not selected in the **Advance folio Payment Type** OPERA Control, the **Amount** shown when posting advance payment will exclude the routed charges.
- When a reservation has window routing instructions for the lodging transaction code, and the target window is empty or the payment method is selected in the **Advance folio Payment Type** OPERA Control, the total amount is shown in the **Amount**field for the advanced payment.
- When a reservation has room routing instructions for the lodging transaction code, the amount shown in advance payment **Amount** field will exclude the routed charges.

#### In House Reservations

When the **Prepay Folio** OPERA Control is active, you will be required to process payment for any increase in the total cost of stay for in house reservations.

#### Automatic Credit Card Prepayment

In the event that a change in stay details (nights, fixed charges, packages, number of adults or children, rate code, rate amount, discount, room type, room move ) results in an increase in the total cost of stay, OPERA Cloud will automatically process additional advance payments for reservations with credit card details available for billing window #1 in reservation payment details. If the update to the reservation involves transaction codes that have been routed to a billing window with Direct bill payment or to another reservation, then credit card payment will not be processed.

Once payment is processed, an Advance Payments changes log entry, with the payment details, is added. For more information, see Viewing Changes Log Details.

If a payment refund is due for any reason, these payment must be processed manually via billing. For more information, see Posting Credit Card Rebates to a Reservation Account.

> **Note:**
>
> Auto advanced folio payment processing occurs hourly.

#### Manual Prepayment

In the event of an increase to the number of nights without credit card payment details in window #1 in reservation payment details you will be prompted with a link to process advanced payment for the additional reservation costs. After processing the payment, or when you select **Cancel** to skip payment for the current reservation, you will see additional prompts if there are share reservations that also require advance payment.  Users with the Override Prepay Rules at Check In And Reservation Update task granted to their role(s) can override the advanced folio payment processing.

> **Note:**
>
> In order to post payment you must have the Manage Financial Postings task granted to your role(s). Advanced Payments are tracked in the changes log as New Posting activity type.

This payment prompt is excluded for

- Pseudo room type reservations
- Block reservations
- Credit card payment details provided  (window #1)
- Reservations without, or with negative (refund) advance payment requirement.
- Changes to rate amount, rate code, packages, items or fixed charges.
- Stay details changes via Room Diary
- Stay details changes via Look To Book

# Managing Vouchers

Prerequisites for Managing Vouchers

Vouchers are automatically generated during check-in according to the voucher rules configured. You can also generate and print vouchers for arrivals prior to check-in from the **I Want To . . .** menu or using Batch Vouchers. Each voucher has a voucher number assigned.

In the event an in house reservation is updated, the following changes apply to vouchers generated:

- If the reservation nights are increased, additional vouchers are added to the reservation and a message is displayed in stay details.
- If the reservation nights are reduced, vouchers in New status are removed and printed vouchers are voided for the remaining days.
- If a reservation with vouchers generated is cancelled, vouchers in New status are removed and printed vouchers are voided.
- In the event of a no show, new status vouchers are removed and printed vouchers are voided. When the **Rolling No Show** OPERA Control is configured and the reservation type matches the reservation, all previously printed vouchers are voided during End of Day and must be manually generated for the new arrival date. New voucher numbers are generated for the remaining nights, so previously printed paper vouchers should be discarded for rolled no show reservations.

### Generating and Printing Vouchers

1. From the **OPERA Cloud** menu, select **Front Desk**, then select **Arrivals**.
2. Enter search criteria, then click **Search**.
3. Select a reservation in the search result, then click **I Want to . . .** and select **Vouchers**.
    a. Click **Generate**.
    b. Select the vouchers to print, then click **Print**.
        i. Select the report destination then click **Process**.

# In House

The In House menu enables you to manage your in-house reservations, pseudo room type reservations (for example, group masters), and any house account reservations.

Some tasks you can complete from this menu includes searching for in-house reservations, reversing (cancelling) arrival reservations, and room moving house reservations.

You can also navigate to the Guest Profile, Reservation, Block, or Billing by using the **I Want To...** menu or by clicking the links for a reservation in the search results.

## Reversing (Cancelling) Check-In

### Prerequisites for Reversing (Cancelling) Check-In

You can reverse a checked-in (that is, in-house) reservation if the reservation was checked in today and has a zero balance (that is, no charges posted or deposit payments transferred on check-in).
After reversing the check-in, the reservation reverts to the Arrival (due in) status.

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#### Reversing a Check-in

1. From the **OPERA Cloud** menu, select **Front Desk**, and then select **In House**.
2. Enter search criteria for the reservation and click Search.
3. Select a reservation in the search results.
4. Click **I Want to…** and then select **Reverse Check in**. The Reserve Check in prompt appears with the following Room Options:
   a. **Retain Room**: Select to keep the room assigned for the reservation.
   b. **Remove Room**: Select to remove the assigned room from the reservation.
   c. **Update Room Status**: Select a suitable room status from the list of available options.
5. Click **Reverse Check in**.

> **Note:**
>
> If you select to cancel the check-in of a shared reservation, a list of all the sharing reservations and their reservation statuses appears. You have the option of reversing all checked-in sharers or just reversing the check-in for the currently selected sharer.

# Moving an In House Reservation

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Use Room Move to assign a different room (and possibly a different room type) to an in house reservation. The following checks are performed when conducting an in house reservation room move:

- **Availability**: Checks and updates the room type availability.
- **Housekeeping Status**: Checks the housekeeping status of the destination room similar to the way room assignment and check in is handled initially. You cannot move a reservation to a room in Out of Order status.
- **Shares**: You can set up a share if moving reservation to an occupied room. Similarly, when moving a reservation from a room that is being shared, you can opt to move all sharer reservations or selected specific sharer reservations. (Available when the Sharers OPERA Control is active).
- **Property Interfaces and Integrations**: Business events are triggers to integrated systems, with details of the update to the reservation.
- **Room Rotation**: When moving a reservation to a room that is not the next in the room rotation sequence, you are prompted to enter an Override Reason. Room moves that would result in a change of the ownership status of the reservation are not allowed. For example, if the guest profile is the owner of the present room, you can move the reservation to a room that this profile is also the owner of.

  The following ownership changes are not allowed for the checked-in reservation:

  - Owner to Non-Owner
  - Non-Owner to the Owner
  - Owner Referral to Non-Owner Referral
  - Non-Owner Referral to Owner Referral
  - Owner Referral to Owner
  - Owner to Owner Referral. (Applicable when the Room Rotation OPERA Control is active).

When the destination room type is different to the current room type, you're prompted to update the **Room Type to Charge** field to the original room type; this ensures the rate amount is not affected.

The room status of the departing room defaults according to the Room Move Room Status OPERA Control; you can select a different room status if you have the Override Room Move Status task assigned to your role.

You can move an in house reservation in the Room Diary , by dragging and dropping the reservation to the required room. Alternatively, you can update an in house reservation and initiate a room move from the **I Want To...** menu.

If integrated with a door lock system you will be required to encode room keys for the new room.

Room move activity is available in the changes log.

### Moving In House Reservations

1. From the **OPERA Cloud** menu, select **Front Desk**, and then select **In House**.
2. Enter search criteria and then click **Search**.
3. Select the reservation from the search results and click **I Want To...** and select **Move Room**.
   a. Enter search criteria for the new (target) room and click **Search**.

      > **Note:**
      >
      > The reservation room type populates in the Room Type field.

   b. Click **Select Room** for a suitable room listed in the search results.
   c. Complete the following details:
      i. **Update the Room Type to Charge (RTC)**: If a different room type has been selected, select this option to update the Room Type to Charge to the new room type. If left deselected, the Room Type to Charge will retain the original room type, resulting in a complimentary upgrade. (Available when the**Room Type to Charge** OPERA Control is active).
      ii. **Room Move Reason**: Select a reason for the room move from the list.
      iii. **Description**: Optionally enter a description for the room move.
      iv. **Update Room Status of Departing Room**: The **Room Move Room Status** OPERA Control determines the default room status. If you have the **Override Room Move Status** task granted, you may select a different room status for the departing room. The following statuses can be selected: **Inspected**, **Clean**, **Pickup**, and **Dirty**.
   d. Click **Assign Room**. When the **Room Rotation** OPERA Control is active, you will be prompted to enter a rotation override reason if the selected room is not next in the room rotation sequence.

      > **Note:**
      >
      > You might be prompted to override the housekeeping status or room inventory levels When the**Room Rotation** OPERA Control is active, you will be prompted to enter a rotation override reason if the selected room is not next in the room rotation sequence.

   e. Click **Select Another Room** to return to the room search and select another room.
   f. Click **Accept Room Selection** to override warnings and continue with the room selection.

### Viewing the Room Move History

1. From the **OPERA Cloud** menu, select **Front Desk**, and then select **In House**.
2. Enter search criteria and click **Search**.

3. Select the reservation from the search results and click **I Want To. . .** and select **Move Room**.
    a. Select **Show Move History**.

# Departures and Checkout

Departures include tasks that involve scheduling and managing checkouts for guests, such as auto checkouts, early checkouts, reinstating reservations, early departures, and so on. The Check Out option is used to settle the guest's account, record payment, print folios, and automatically adjust room inventory when the guest checks out of the room.

## Using Quick Check-Out

Quick Check Out is a fast way to check out reservations when the payment method is credit card or direct bill or the reservation has a zero balance.

To ensure a successful Quick Check Out:

- Make sure the guest's credit card has sufficient authorization to cover the balance.
- Make sure Direct Bill AR accounts are not restricted and have not exceeded credit limits.
- Make sure cash guest folios have a zero balance.

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### Mass Check Out Reservations

Mass check out steps you through the settlement and checkout of each reservation

1. From the **OPERA Cloud** menu, select **Front Desk** , select **Front Desk Workspace**, and then select **Quick Check Out**.
2. Enter search criteria then click **Search**.
3. Select the Table or List view
4. Select multiple reservations in the search result then click **Mass Check Out**.
5. Folio Settlement appears for the first reservation
    a. Enter payment details
    b. Click **Settle and Send Folio**.
        i. Report Destination
            i. Select a **Folio Style**.
            ii. Select a **Report Destination**.
            iii. Click **Process**.
    c. Click **Check Out Now** to check out the reservation or click **Schedule Check Out** to schedule the check out for a later time. For more information, see Scheduling a Checkout.
    d. Select a room status.
    e. Click **Save**.
6. Repeat step 5 for the next reservation.

### Auto (Settlement) Check Out Reservations

Auto checkout processes credit card or direct bill settlements and checks out the reservation automatically. The room status is updated according to the Room Status for Zero Balance and Auto Checkouts OPERA Control. A status panel will display the progress for each reservation.

1. From the **OPERA Cloud** menu, select **Front Desk** , select **Front Desk Workspace**, and then select **Quick Check Out**.
2. Enter search criteria then click **Search**.
3. Select the Table or List view.
4. Select multiple reservations in the search result then click **Auto Check Out**.

### Check Out All Zero Balance Due Out Reservations

Use this option to check out all due reservations with a zero balance. The room status gets updated according to the Room Status for Zero Balance and Auto Checkouts OPERA Control.

1. From the **OPERA Cloud** menu, select **Front Desk** , select **Front Desk Workspace**, and then select **Quick Check Out**.
2. Click **Check Out Zero Balance Departures**.
3. A status screen displays the progress.
    a. For all reservations that were checked out successfully, **Successfully Processed** is displayed.
    b. For any reservation that is not checked out successfully, a message indicating the reason is displayed.

The following are scenarios and their expected outcome when using the **Check Out Zero Balance Departures**.

**Table 4-4 Scenarios and expected outcome**

| # | Reservation Status | Scenario | Outcome |
|---|---|---|---|
| 1 | Day Use | Reservation has zero rate and Zero Reservation Balance * Windows has no postings | Checked Out Successfully |
| 2 | Day Use | Reservation has zero rate and Zero Reservation Balance * Windows has postings but settled and no folio generated | Checked Out Successfully and Folio Generated |
| 3 | Day Use | Reservation has zero rate and Zero Reservation Balance * Windows have charges/ payments and at least one or more windows balance is non zero | Error Shown "Reservation has a balance, checkout cannot be processed" |
| 4 | Day Use | Reservation has Non Zero Rate and Zero Guest Balance * Windows has no postings | Charged are posted Error Shown "Reservation has a balance, checkout cannot be processed" |

**Table 4-4 (Cont.) Scenarios and expected outcome**

| # | Reservation Status | Scenario | Outcome |
|---|---|---|---|
| 5 | Day Use | Reservation has Non Zero Rate and Zero Reservation Balance * Windows has postings but settled and no folio generated | Checked Out Successfully and Folio Generated |
| 6 | Day Use | Reservation has Non Zero Rate and Zero Reservation Balance * Windows have charges/payments and at least one or more windows balance is non zero | Error Shown "Reservation has a balance, checkout cannot be processed" |
| 7 | Due Out | Reservation has Non Zero Rate and Zero Reservation Balance * Windows has postings but settled and no folio generated | Checked Out Successfully and Folio Generated |
| 8 | Due Out | Reservation has Non Zero Rate and Zero Reservation Balance * Windows have charges/ payments and at least one or more windows balance is non zero | Error Shown "Reservation has a balance, checkout cannot be processed" |
| 9 | Due Out | Reservation has Non Zero Rate, zero reservation balance and payment method configured is Direct Bill. But the payee does not have AR number configured. Payment is posted against the charges using different payment method and folio is not generated. | Error Shown "AR Acocunt does not Exist" |
| 10 | Due Out | If Folio requires Fiscal Printing | Error Shown " The Folio requires the Fiscal Printing, please process the checkout manually." |

# Checking Out Reservations

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> **Note:**
>
> For day-use reservations accommodation charge and taxes will be auto-posted on first time entry to the billing screen.

1. From the **OPERA Cloud** menu, select **Front Desk**, select **Departures**.

> **Note:**
>
> You can also open Departure Search from the **Expected Departures** figure on the Departures Tile on a dashboard page.

2. Enter search criteria, then click **Search**.

> **Note:**
>
> When the Discrepant Room OPERA Control is active you view Skip discrepant reservations by selecting the **Skip Rooms Only** checkbox.

3. Select a reservation from the search result, then click the **Check Out** button or click **I Want to. . .** and select **Check Out**.
4. Depending on the Cashier, check out Workflow Preference setting. For **Billing**:
   a. You can review and post additional charges or rebates using **Post Charge**:
   b. Click **Check Out** to settle window balances.
   c. For **Folio Settlement**:
      i. Enter payment details for each window defaults based on payment details in routing instructions.
      ii. Click **Settle and Send Folio** to post payment and generate a folio.
      iii. Repeat for balance in other Billing windows.
      iv. When the balance is zero for all windows, click **Checkout Now**. To schedule a checkout, click **Schedule Checkout** For more information, see Scheduling a Checkout.
   d. To Checkout:
      i. Click **I Want to**, click **Post Charges** to post charges to the reservation account.
      ii. Click **I Want to**, click **Go to Billing** to navigate to the Billing page.
      iii. Enter payment details for each window, it defaults based on payment details in routing instructions.
      iv. Click **Settle and Send Folio** to post payment and generate a folio or **Settle Folio** to just post the payment.
      v. Repeat for balance in other Billing windows.
   e. When the balance is zero for all windows, click **Checkout Now**.

## Using Post Stay Charging and Open Folio Status

### Prerequisites for Checking Out with an Open Folio

Departing guests may want to checkout from their room, but remain on your property to enjoy facilities such as the restaurant or bar. In such cases, you can check out the reservation account with Post Stay Charging privileges, allowing the reservation account to remain open with a balance due until the end of the business date. You can restrict Post Stay Charging privileges to reservations with specific payment types based on the **Reservation Payment Types** OPERA Control.

When the **Open Folio** OPERA Control is also active, a reservation can be checked out with an open folio status; resulting in the room status being updated to vacant and the reservation account being checked out with an open (outstanding) balance. The Open Folio status allows guests to continue charging to their reservation account until they make final settlement and close the folio. When the **Auto Open Folio During EOD** OPERA Control is active, checked out reservations with the **Post Stay Charges** privileges check box selected in reservation payment instructions and a reservation account balance due for settlement, are automatically converted to Open Folio status during end of day. It is important to monitor reservation accounts with an Open Folio status and ensure they are settled to zero balance; reservation accounts with Open Folios status will not halt end of day processing even if the reservation account has an outstanding balance. The **Open Folio Closing Preferences** OPERA Control determines the number of days after departure a reservation account can remain in Open Folio status. The **Zero Balance Open Folio Close Days** OPERA Control determines when reservation accounts with a zero balance in Open Folio status are automatically closed. Reservation accounts in Open Folio status are listed on the Guest Ledger report.

> **Note:**
>
> When manually posting a rate code with packages to an Open Folio reservation account, the entire rate amount is posted to the transaction code of the rate code. The rate amount is not split into room and package charge amounts. The reason being that the Open Folio reservations are already checked out and do not go through End of Day process as normal in-house reservations. Consequently no allowance creation or profit/loss charge postings occur.

### Check out Reservations with Post Stay Charge Privileges

1. From the **OPERA Cloud** menu, select **Front Desk**, and then select **Departures**.
2. Enter search criteria and click **Search**.
3. Select the reservation from the search results and then click the **Check Out** button. Or click **I Want To...**, and select **Check Out**.
4. For more information, see Checking Out Reservations

### Check out Reservations to Open Folio Status

To check out a reservation with the **Post Stay Charges** check box selected in reservation payment instructions and update the reservation account to open folio status (Available when the Open Folio OPERA Control is active).

1. From the **OPERA Cloud** menu, select **Front Desk**, and then select **Departures**.
2. Enter search criteria and click **Search**.
3. Select the reservation from the search results and then click the **Check Out** button. Or click **I Want To...**, and select **Check Out**.
    a. From Folio Settlement, click **Checkout with Open Folio**.

### Closing Reservation Accounts in Open Folio Status

1. From the **OPERA Cloud** menu, select **Front Desk**, and then select **Departures**.
2. Enter search criteria and click **Search**.

3. Select the reservation from the search results, then click the **I Want To...** . and select **Close Folio**.
    a. Process settlement of the reservation account balance. For more information, see Settling a Reservation Account Balance.
    b. Click **Close Folio**.

## Scheduling a Checkout

### Prerequisites for Scheduling Checkout

Ensure that the guest folio balance is zero before you schedule a checkout.

1. From the **OPERA Cloud** menu, select **Front Desk**, and then select **Departures**. Or click the Departures Expected figure on the Departure tile on your dashboard.
2. Enter search criteria then click **Search**.
3. Select the reservation in the search result, then click **Checkout**.
4. If the folio has been settled, you have the option to schedule checkout for the reservation. Click **Schedule Check Out**. If the folio has not been settled and a balance exists, you cannot schedule checkout for the reservation.
5. Schedule the time for the checkout by entering the checkout date and time.

> **Note:**
>
> The Schedule Check Out option is only available for Departure reservations. A scheduled checkout does not complete if a charge is posted to the reservation and the charge is not settled.

6. To view reservations scheduled for checkout, from the OPERA Cloud menu, select **Front Desk**, **Front Desk Workspace** and then select **Scheduled Checkout Departures**.

## Checking Out Reservations Early

Use **Check Out Early** to check out reservations prior to their due departure date. The Check Out Early option appears only when the reservation departure date is later than your current business date. OPERA Cloud follows the Check Out Workflow Preference OPERA Control to process the early departure.

1. From the **OPERA Cloud** menu, select **Front Desk**, select **In House**.
2. Enter search criteria and click **Search**.
3. Select the reservation in the results and click **I Want To...** and select **Check Out Early**.

#### Navigating to Billing Workflow

1. You will be prompted about the reservation departure change and the reservation status will change to **Due Out**.
2. You may also be prompted about an early departure penalty.

3. Click **Continue with Early Departure**.
4. From the Billing screen further manage the charges and settlement of the reservation account. See Manage Billing .

### Navigating to Checkout Steps Workflow

1. You will be prompted about the reservation departure change and the reservation status will change to **Due Out**.
2. You may also be prompted about an early departure penalty.
3. Click **Continue with Early Departure**. You are presented with **Checkout and Folio Settlement** page
4. Click **Post Charge** to post any last minute charges. For more information, see Posting Charges to Guest Folios.
5. Enter payment details for each Billing window, the details default based on payment information.
6. Click **Settle and Send Folio** to post payment and generate a folio or **Settle Folio** to just post the payment.
7. Repeat for balance in other Billing windows.
8. Click **Checkout Now**.
9. To Schedule a checkout, click**Schedule Checkout**. For more information, see Scheduling a Checkout.

## Reinstating Checked Out Reservations

Prerequisites for Reinstating Checked Out Reservation

You can reinstate a early departure check out reservation to the status of either checked In or departure (when the departure date is the same as the current business date). You can reinstate a checked out reservation only before the End of Day process on the date of departure. When reinstating an early departure reservation, the original departure date is restored when the Reinstate Early Departure to Last Departure Date OPERA Control is active.

Reinstating a reservation deducts the specified room type from inventory. You must have the required overbooking tasks assigned to your role(s) to overbook the property.

> **Note:**
>
> When a reservation that has been checked out and the previously assigned room is already assigned to another checked in reservation, OPERA Cloud displays a message telling you: "Room <room> is already booked for <guest> whose arrival date is <date> and departure date is <date>. Continue to reinstate?" If you reply Yes, OPERA Cloud reinstates the reservation and a share is automatically created with the in-house reservation. For more information, see Managing Reservations Shares.

### Reinstating a Checked Out Reservation

1. From the **OPERA Cloud** menu, select **Front Desk**, then select **Departures**.
2. Enter search criteria, then click **Search**.
3. Select the checked out reservation in the search result, then click **I Want To. . .** and select **(Go to) > Billing**.

4. Click **I Want To. . .** and select **Reinstate Reservation**.
    a. **Send the check in to the interface**: Select check box to send the check in to the property interfaces.
    b. Click **Reinstate**.
5. The **Reservation Status** is updated in the Overview panel.

# Front Desk Workspace

## Managing Guest Messages

### Prerequisites for Managing Guest Messages

With the Messages feature, you can send messages to individual guest reservations or to a selected group of reservations, such as those linked to a block. You can maintain an unlimited number of messages on a reservation, mark the messages as received or not received, print the messages in a user-definable format for delivery to the room, or send the message via SMS to the guest's mobile number (requires a subscription with an SMS service provider). With the appropriate interfaces, the messages trigger the message-waiting lamp on the in-room telephone or the messages are sent directly to the in-room video system so guests can view them on their TV screens (if your property has an in-room video interface for guest messaging).

> **Note:**
>
> Messages remain on the reservation until you delete them or until 30 days after the reservation departure when messages are automatically purged.

#### Viewing Guest Messages

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservation Workspace**, and then select **Guest Message**.
2. Enter search criteria and click **Search**.
3. Click **[+]** in the message card to expand the message details.

> **Note:**
>
> The status of the message appears on the message card.

#### Adding Guest Messages

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations Workspace**, and then select **Guest Messages**.
2. Click **New** and complete the following fields:
    a. **Recipient**. Search and select the reservation(s) of the person to receive the message. Click **Select**.

> **Note:**
>
> Click **Modify Search Criteria** to modify the reservation search criteria. For example, filter on block code to add the same message to all reservations linked to a group block.

b. **Print Message** : Select to print a copy of the message (see 'Printing a Message' task below).

c. **Room** : Select to send the message to the guest's room phone and/or video (the specific method depends on the messaging interface being used at your property).

d. **Name** : Enter name of the caller.

e. **Company** : Enter the company of the caller.

f. **Contact Info** : Enter the contact details for the caller, such as phone or email address.

g. **Message** : Enter the message details. Use Quick Insert to select one of the pre-defined messages. See Configuring Guest Messages for more information.

3. Click **Save**.

### Editing Guest Messages

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations Workspace**, and then select **Guest Messages**.
2. Enter search criteria and click **Search**.
3. Click the vertical ellipsis **Actions** menu, for the message and select **Edit**.
4. Update the message.
5. Click **Save**.

### Deleting Guest Messages

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations Workspace**, and then select **Guest Messages**.
2. Enter search criteria and click **Search**.
3. Click the vertical ellipsis **Actions** menu, for the message and select **Delete**.

### Printing Guest Messages

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations Workspace**, and then select **Guest Messages**.
2. Enter search criteria and click **Search**.
3. Click the vertical ellipsis **Actions** menu, for the message and select **Print**.
   a. **Preview**. Click to preview a PDF of the message and print the message using a local printer.
   b. **Email to Print**. Select to send the message to an email addressable printer where it can be printed.
4. Click **Process**.

### Sending Guest Messages as SMS Text Message

When the **Text Message Handling** OPERA Control is active, and integrated with an SMS service provider, you can send messages through SMS to a guest's mobile phone.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations Workspace**, and then select **Guest Messages**.
2. Enter search criteria and click **Search**.
3. Click the vertical ellipsis **Actions** menu, for the message and select **Send Text Message**.
4. Select a mobile phone number from the list.
5. Click **New/Edit Mobile** to add or edit the mobile number on the profile.
6. Click **Send Text Message** to send the message as an SMS.

### Updating Guest Messages Status to Delivered

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations Workspace**, and then select **Guest Messages**.
2. Enter search criteria and click **Search**.
3. Click the vertical ellipsis **Actions** menu, for the message and then select **Mark as Delivered**.

## Generating Batch Registration Cards

Prerequisites for Generating Batch Registration Cards

As well as generating registration cards "on-demand" for arrivals, you can also generate registration cards, in advance, in a batch process. For example, this is useful for group arrivals where key packets containing a registration card are prepared in advance.

The Batch Registration Card screen offers a variety of filter options to select the specific reservations and/or profiles for which you want to generate a registration card. You may also generate registration cards for pseudo room type reservations if needed.

> **Note:**
>
> A limit of 1000 registration cards can be generated in a batch.

When the **Print Registration Cards for Accompanying Guests** OPERA Control is active you can generate a registration card for accompanying profiles linked to the reservation; the Age Threshold to Print Registration Card OPERA Control determines the minimum age for a registration card to be generated.

> **Note:**
>
> As only one registration card is selected , language-specific stationery is not generated using this batch process when the Mult-language OPERA Control is active.

### Generating Registration Cards

1. From the **OPERA Cloud** menu, select **Front Desk**, select **Front Desk Workspace** then select **Registration Cards**.
2. Enter reservation and profile search criteria and click **Search**.
3. **Sort by**: Click to select a different sort order from the list.
4. Select the reservations in the search result and click **Process Registration Card**.

> **Note:**
>
> To select all reservations listed click the checkbox in the column titles.

5. Enter the following details:
   a. **Select a Registration Card**: Select a registration card template from the list (Selection defaults according to the Default Registration Card OPERA Control).
   b. **Select Guests**
      i. **Primary and Accompanying**: Select to generate a registration card for the primary guest and any accompanying guests linked to the reservation (Enabled when the Print Registration Cards for Accompanying Guests OPERA Control is active).
      ii. **Primary Only**: Select to generate a registration card for the primary guest linked to the reservation.
   c. **Select Destination**
      i. **Preview** : Select to generate as PDF (preview to print).
      ii. **Email to Print** : Select to print.
         - Select a printer from the list.
      iii. **Email** : Select to email to a recipient.
         - Enter a recipient email address.
   d. Click **Process**.

# Wake Up Calls

Prerequisites for Wake Up Calls

You can set, view, and cancel wake up calls for individual reservations, for sharing guests within a room reservation, or for room reservations associated with business blocks. The reservation must be in-house (checked-in) status to set a wake up call.

The Wake-up Call feature can be used with or without a PBX interface.

### Interaction Between OPERA Cloud and the PBX Interface

When OPERA Cloud is interfaced with a PBX the actual placing of wake up calls is handled by the PBX. OPERA Cloud communicates wake-up call instructions to the PBX via the interface in one of two ways depending on the capabilities of the PBX:

- When the wake-up call is set up, OPERA Cloud immediately sends the instructions to the PBX. The PBX stores the instructions and places the call at the requested time. OPERA Cloud changes the wake up call status from Pending to Completed as soon as the call order is sent to the PBX.
- OPERA Cloud sends the wake-up call instructions to the interface at the exact time the call is to be placed. The PBX then immediately places the call to the room. The wake-up call status is changed from Pending to Completed when the call order is sent to the PBX.

## Managing Guest Wake Up Calls

### Adding Wake Up Call for Individual Room

1. From the **OPERA Cloud** menu, select **Front Desk**, select **Front Desk Workspace**, and select **Wake Up Call**.
2. Select **New** and complete the following:
    a. Enter or select the reservation room number(s) - you can search for and select multiple in house reservations by checking selection check box next to each reservation and clicking Select to close the page.
    b. Enter the **From Date**.
    c. Enter **Time**.
    d. Enter a **Follow Up Call Time** if needed.
    e. Enter any notes related to the call.
    f. Set the wake up call **Frequency** as **Once** or **Daily** (from From Date).
3. Click **Save**.

### Adding Wake Up Call for Block Rooms

1. From the **OPERA Cloud** menu, select **Front Desk**, select **Front Desk Workspace**, and select **Wake Up Call**.
2. Select **New** and complete the following:
    a. Select the block code from list.
    b. Enter or select the reservation room number(s) 1. you can search for and select multiple in house reservations by checking selection check box next to each reservation and click **Select** to close the page.
    c. Enter the **From Date**.
    d. Enter **Time**.
    e. Enter a **Follow Up Call Time** if needed.
    f. Enter any notes related to the call.
    g. Set the wake up call **Frequency** as **Once** or **Daily** (from From Date).
3. Click **Save**.

### Editing Wake Up Call

1. From the **OPERA Cloud** menu, select **Front Desk**, select **Front Desk Workspace**, and select **Wake Up Call**.
2. Enter search criteria then click **Search**.

3. Select the wake up call for room in search result, click the vertical ellipsis and select **Edit**.
4. Update wake-up call details.
5. Click **Save**.

### Update Wake Up Call Status

1. From the **OPERA Cloud** menu, select **Front Desk**, select **Front Desk Workspace**, and select **Wake Up Call**.
2. Enter search criteria then click **Search**.
3. Select the wake up call for room in search result.
4. From the **Vertical Ellipsis**, click one of the **Status** options.
    a. **Pending** - Wake-up call has not yet been placed. Pending with a green background means that the date and time designated for the wake-up call has not yet arrived. Pending with a red background means that the date and time for the wake-up call has passed.
    b. **Completed** - Wake-up call has been placed and answered.
    c. **No Answer** - Wake-up call was placed but was not answered.
    d. **Cancelled** - Cancel the wake-up call (if it has not yet been placed). When the wake-up call has a follow-up wake up call associated with it, canceling the main wake-up call will also cancel the follow-up wake-up call.

### Generating Wake Up Call Report

1. From the **OPERA Cloud** menu, select **Front Desk**, select **Front Desk Workspace**, and select **Wake Up Call**.
2. Enter search criteria then click **Search**.
3. Select the **Report** action link from the vertical ellipsis on the Wake-up Calls panel to generate the Wake-up Calls Report.
4. Enter **Report Parameters**.
5. Select **Report Destination**.
6. Click **Process**.

## (Batch) Room Assignment

Use Room Assignment to quickly and easily assign rooms to multiple reservations (for a specific arrival date) in a batch process. You can auto-assign rooms or you can step through a process to manually assign a suitable room to each reservation. You can also select from a number of criteria when specifying the reservations to be assigned rooms. The default search is for reservations without rooms assigned, but you can modify the search as needed.

**Watch Video**

### Auto Assigning Rooms to Reservations

1. From the **OPERA Cloud** menu, select **Front Desk**, select **Front Desk Workspace**, and then select **Room Assignment**.
2. Enter search criteria and click **Search**.

> **Note:**
>
> By default, only unassigned reservations are included in the search.

3. Select reservations in the search results.

> **Note:**
>
> Hold down the **CNTRL** key and click to select multiple reservations in the Table, Card or Console view. To select all reservations, select the check box in the header row in List view.

4. Select the **Room Status** and **Room Criteria** for the room to assign:

> **Note:**
>
> The **Default Room Status for Room Assignment** OPERA Control determines the default room statuses selected in the search panel.

   a. **Inspected**: Select checkbox to include rooms in Inspected status.(Available when the **Inspected Status** OPERA Control is active)
   b. **Clean**: Select checkbox to include rooms in Clean status.
   c. **Pickup**: Select checkbox to include rooms in Pickup status. (Available when the **Pickup Status** OPERA Control is active).
   d. **Dirty**: Select checkbox to include rooms in Dirty status.
   e. **Out of Service**: Select checkbox to include rooms in Out of Service status. (Available when the **Out of Service** OPERA Control is active).
   f. **Include Departure Rooms**: Select checkbox to include rooms in a due out status.
   g. **Consider ETD and ETA**: Rooms with an ETD after the ETA of the arriving reservation will not be assigned. You can configure a time buffer in the **Auto Assign ETD - ETA Buffer** OPERA Control. (Available when the **Include Departure Rooms** checkbox is checked).
   h. **Use Associated Preferences**: Select checkbox to enforce the room feature and smoking preference from the guest (primary) profile when the **Reservation Room Features** OPERA Control and **Reservation Smoking Preference** OPERA Control are inactive or the reservation when the **Reservation Room Features** OPERA Control and **Reservation Smoking Preference** OPERA Control are active.
   i. **Perfect Fit**: Select checkbox to only assign rooms that are available exactly the number of nights of the reservation.
   j. **Forecast Rotation**: Select this checkbox to assign rooms in order of forecasted rotation points. (Available when the **Room Rotation** and **Forecast Rotation Points** OPERA Controls are active/on).
   k. **From Floor**: Select floor(s) from the list. When the floor is numeric, the entered floor and higher floors will be assigned. When the floor is alphanumeric, then only the entered floor will be assigned. Field is disabled when Use Associated Preferences is selected.

l. **Exclude Floor**: Select floors to be excluded from batch room assignment.

m. **Smoking**: Select rooms which are smoking or non-smoking. Field is disabled when Use Associated Preferences is selected.

n. **Room Feature**: Select rooms with specific features. Field is disabled when **Use Associated Preferences** is selected.

o. **Exclude Room Feature**: Select room features to exclude rooms with those room features attached from batch room assignment.

p. **Start from Room**: Select a room from list to begin assigning the room.

5. Click **Assign** or click **Assign and Mark as Do Not Move** to set a **Do Not Move** lock on the reservations. (Available when the Do Not Move OPERA Control is active). For more information, see Managing Reservation Do Not Move Room Status

> **Note:**
>
> Only rooms successfully assigned are locked as Do Not Move.

6. The Room Assignment Status page appears showing the room results. You can select from the following options:

a. **Sort By**: Select a sort option for the display order of the results.

b. **Print**: Click to generate a report of this information. A report appears in a new browser window for printing.

c. Click the **Confirmation** link to open reservation presentation for any reservation listed. For more information, see Editing a Reservation.

> **Note:**
>
> When the **Room Feature Validation** OPERA Control is active, a message will show when the Room Feature preferences on the reservation/profile are not configured on the assigned room.

### Manually Assigning Rooms to Reservations

1. From the **OPERA Cloud** menu, select **Front Desk**, select **Front Desk Workspace**, and then select **Room Assignment**.
2. Enter search criteria and click **Search**.

> **Note:**
>
> By default, only unassigned reservations are included in the search.

3. Select reservations in the search results. To select all reservations, select the check box in the header row.
4. Click **Manual Assign**.
5. For more information, see Available Room Search.

Once a room is assigned to the reservation, the next reservation appears. Assign a room to the reservation by repeating the steps above to enter room search criteria and assign a room.

> **Note:**
>
> When the **Room Feature Validation** OPERA Control is active, a message will show when the Room Feature preferences on the reservation/profile are not configured on the assigned room.

**Removing the Assigned Room from Reservations**

> **Note:**
>
> Ensure **Assigned** is selected for **Room Assignment** in the search criteria.

1. From the **OPERA Cloud** menu, select **Front Desk**, select **Front Desk Workspace**, and then select **Room Assignment**.
2. Enter search criteria and click **Search**.
3. Select reservations in the search results. To select all reservations, select the check box in the header row.
4. Click **Unassign**.

**Overriding Room Selection (if prompted)**

In the Room Search, you might be prompted to select another room if the room you assigned is unavailable.

1. Click **Select Another Room** (if prompted) to return to the search results and assign an alternate room.
2. Click **Accept Room Selection** to accept the warning and continue with the room assignment.

# Available Room Search

Use Available Room Search to search for vacant, available rooms based on a variety of search criteria. When Available Room Search is launched from Look to Book, reservation search/ presentation, Batch Room Assignment or Check in, the reservation details and profile preferences populate to the relevant search criteria. The **Default Room Status for Room Assignment** OPERA Control determines the default room statuses selected in the search panel. When the **Room Conditions** OPERA Control is active, the **Room Condition** column in the search result displays any room condition setup on the room; often used by housekeeping to communicate a temporary change in the setup of the room, such a bed configuration, minibar stock removed or interconnecting door open/closed.

When the **Room Rotation** OPERA Control is active, you can search for owner/ owner-referral rooms and change the room display order according to room rotation points.

Available Room Search allows you to search for vacant, available rooms based on a variety of search criteria. The Default Room Status for **Room Assignment** OPERA Control determines the default room statuses selected in the search panel.

When Available Room Search is initiated from within a reservation or through Room Assignment the reservation details and preferences will populate to the relevant search criteria.

> **Tip:**
>
> Click the **Room** link to view information about the room or click a **Room Type** link to view information about the room type.

### Searching Available Rooms

1. From the **OPERA Cloud** menu, select **Front Desk**, select **Front Desk Workspace**, and then select **Available Room Search**.
2. Enter search criteria
    a. **Property**: Select or confirm the property
    b. **Arrival**: Enter the arrival date.
    c. **Nights**: Enter the number of nights.
    d. **Room Status**: Select one or more room statuses.
        i. **Inspected**: Select to search rooms with an Inspected status (available when the **Inspected Status** OPERA Control is active).
        ii. **Clean**: Select to search rooms in a Clean status.
        iii. **Pickup**: Select to search rooms in a Pickup status (available when the **Pickup Status** OPERA Control is active).
        iv. **Dirty**: Select to search rooms in a Dirty status.
        v. **Out of Order**: Select to search rooms in an Out of Order status. OO rooms cannot be assigned to reservations (available when the **Out of Order** OPERA Control is active).
        vi. **Out of Service**: Select to search rooms in an Out of Service status (available when the **Out of Service** OPERA Control is active).
    e. **Room Class**: Select one or more room classes from the list (available when the **Room Class** OPERA Control is active).
    f. **Room Types**: Select one or more room types from the list.
    g. **Room**: Enter a room value.
    h. **Floor**: Select one or more floors from the list.
    i. **Exclude Floor**: Select floors to be excluded from the results.
    j. **Room Feature**: Select one or more room features from the list.
    k. **Exclude Room Feature**: Select room features to exclude rooms with those room features attached from the results.
    l. **Smoking**: Select a smoking preference from the list.
    m. **Connecting Rooms Only**: Select to display only rooms which interconnect (available when the **Connecting Rooms** OPERA Control is active).

n. **Attendant in Room Only**: Select to restrict the search to only rooms with a housekeeping room attendant currently in the room based on an active housekeeping task.

o. **Room Conditions**: Select to include rooms with a room condition assigned (available when the **Room Conditions** OPERA Control is active) and includes those with a room condition indicated as **Do Not Display in Room Assignment**. See Room Conditions for more information. (Available when the **Room Conditions** OPERA Control is active).

p. **Vacant Rooms**: Selected by default. Select to include vacant rooms.

q. **Pseudo Rooms**: Select to include pseudo rooms in the search results. This check box is enabled when no room types are selected in the Room Type field.

r. **Departures**: Select to include Due Out rooms in the search results.

   i. **Departure Time**: Enter a specific departure time to search for rooms available after the specified time.

s. **Owner Rooms Only** : Select check box to list any room with a current Ownership record. (Available when the **Room Rotation** OPERA Control is active).

t. **Owner Exclusive Rooms Only**: Select check box to list any room that is exclusively owned by the guest profile on the reservation. (Available when the **Room Rotation** OPERA Control is active).

u. **Perfect Fit** : Select check box to only list rooms that are exactly available for the **Nights** entered.

v. **Forecast Rotation**: Select check box to calculate the display order of room by rotation points, including those points that are still pending for future reservations. The calculation period is set by the **Number of Days to Forecast** OPERA Control. (Available when the **Room Rotation** and **Forecast Rotation Points** OPERA Controls are active).

w. **Owner Room Grades** : Select check box to list available rooms by the Owner Room Grades. (Available when the **Room Rotation** and **Owner Room Grade** OPERA Controls are active).

3. Click **Search**.

### Assigning a Room to a Reservation

When Available Room Search is launched from Look to Book, reservation search, reservation presentation or Batch Room Assignment, or Check in the reservation details and profile preferences populate to the relevant search criteria. A **Select Room** action is displayed for each room listed in the search result.

1. Enter search criteria, then click **Search**.
2. In the search results, select the room to assign to the reservation, then click **Select Room**.
3. When the **Do Not Move Room** OPERA Control is active, select the **Do Not Move** check box, then click **Select Room** to assign to the reservation and to set a Do Not Move restriction on the reservation. A lock symbol appears to the right of the room to indicate the Do Not Move status. For more information, see Managing Reservation Do Not Move Room Status.
4. When the **Room Feature Validation** OPERA Control is active, a message will show when the Room Feature preferences on the reservation/profile are not configured on the assigned room.

### Overriding Room Selection (if prompted)

You might be prompted to select another room if the room you assigned is unavailable.

1. Click **Select Another Room** (if prompted) to return to the search results and assign an alternate room.
2. Click **Accept Room Selection** to accept the warning and continue with the room assignment.

### Overriding Room Rotation Next Room Selection

When the Room Rotation OPERA Control is active and you select a room that is not the next in the room rotation sequence, you are prompted to select an override reason. Reservation rotation override is tracked in the Changes Log for the **Override** activity type.

1. **Override Reason**: Select a rotation override reason from the list.
2. Click **OK**.

## Key Packet Labels

### Prerequisites for Key Packet Labels

The key packet label functionality provides a sample_key_packet template that is customized according to the label sheets used. Setup customized label templates in the Labels stationery report group Stationery Report Groups.

### Generating Key Packet Labels

1. From the **OPERA Cloud** menu, select **Front Desk**, select **Front Desk Workspace** then select **Key Packet Labels**.
2. Enter search criteria and click **Search**.
3. **Sort by**: Click to select a different sort order from the list.
4. Select the reservations in the search result and click **Process Key Packet Labels**.

> **Note:**
>
> To select all reservations listed click the check box in the column titles.

5. Enter the following details:
    a. **Key Packet Template**: Select a template from the list
    b. **Starting Row Position**: Enter the row of first label
    c. **Starting Column Position**: Enter the column of the first label
    d. Select Destination
        i. **Preview**: Select to generate as PDF (preview to print)
        ii. **Email to Print**: Select to send PDF via email to printer.
            i. Select a printer from the list
        iii. **Email**: Select to email to recipient.

i. Enter a recipient email address.

e. Click **Process**.

# 5
# Inventory

Monitor and manage your rooms, inventory restrictions, and housekeeping services. You can mark rooms out of service or order, add or change the status of rooms, view or create daily housekeeping task sheets, check room availability, and so on.

## Prerequisites for Inventory

This chapter of the OPERA Cloud User Guide lists the prerequisites for Inventory menu.

### Prerequisites for Using Floor Plans

**Subscription**

OPERA Cloud Foundation Cloud Service

or

OPERA Cloud Central Management Services

**OPERA Controls**

**Group** : Reservations

**Parameters**: Floor Plans

**OPERA Cloud Tasks**

**Group**: Inventory

**Tasks**: Room Management Workspace

- Floor Plan

### Prerequisites for Restrictions

**OPERA Controls**

**Group**: Inventory Management

**Functions**: Restrictions

**Parameters**: Rate Category Restrictions

**Settings**: Restriction Types

**OPERA Cloud Tasks**

**Group**: Inventory

**Tasks**: Manage Restrictions

- New/Edit Restrictions
- Delete Restriction

## Prerequisites for Managing Sell Limits

**OPERA Controls**

**Group**: Inventory Management

**Functions**: Sell Limits

**OPERA Cloud Tasks**

**Group**: Inventory

**Tasks**: Property Availability

- Edit Sell Limits
- Edit Sell Control Rooms

## Prerequisites for Forecasting Housekeeping Services

**OPERA Controls**

**Group**: Room Management

**Functions**:

- Housekeeping Task Scheduling
- Turndown (optional)

**OPERA Cloud Tasks**

**Group**: Inventory

**Tasks**: Housekeeping Forecast

## Prerequisites for Using the Housekeeping Board

**OPERA Controls**

**Group**: Rooms Management

**Functions**:

- Housekeeping Board
- Inspected Status (optional)
- Pickup Status (optional)
- Discrepant Rooms (optional)
- Guest Service Status (optional)
- Turndown (optional)

- Out of Order (optional)
- Out of Service (optional)

**OPERA Cloud Tasks**

**Group**: Inventory

**Tasks**: Room Management Workspace

Manage Room Status

- Setting of a room to Dirty Status
- Setting of a room to Clean Status
- Setting of a room to Pickup Status
- Setting of a room to Inspected Status

## Prerequisites for Managing Room Discrepancies

**OPERA Controls**

**Group**: Room Management

**Functions**: Discrepant Rooms

**OPERA Cloud Tasks**

**Group**: Inventory

**Tasks**: Room Management Workspace

- Room Discrepancies

## Prerequisites for Managing Maintenance Requests

**OPERA Controls**

**Group**: Room Management

**Functions**: Maintenance

**OPERA Cloud Tasks**

**Group**: Inventory

**Room Management Workspace**: Room Maintenance

- New/Edit Room Maintenance
- Delete Room Maintenance
- Resolve/Unresolved Room Maintenance

# Prerequisites for Out of Order

**OPERA Controls**

**Group**: Room Management

**Functions**:

- Out of Order
  - Out of Order Default Reason Code

**OPERA Cloud Tasks**

**Group**: Inventory

**Room Management Workspace**: Out of Order

# Prerequisites for Out of Service

**OPERA Controls**

**Group**: Room Management

**Functions**:

- Out of Order
  - Out of Service Default Reason Code

**OPERA Cloud Tasks**

**Group**: Inventory

**Room Management Workspace**: Out of Order

# Prerequisites for Managing Room Conditions

**OPERA Controls**

**Group**: Room Management

**Functions**: Room Conditions

**OPERA Cloud Tasks**

**Room Management Workspace**:

Room Condition

- New/Edit Room Condition
- Delete Room Condition

# Prerequisites for Using the Attendant Console

**OPERA Controls**

**Group**: Room Management

**Parameters**: Attendant Console

**OPERA Cloud Tasks**

**Group**: Inventory

**Tasks**: Room Management Workspace

- Attendant Console

# Prerequisites for Task Sheets

**OPERA Controls**

**Group**: Room Management

**Functions**:

- Task Sheets or Advanced Task Sheets
- Housekeeping Task Scheduling (Optional)
- Turndown (Optional)

**Settings**: Additional Task Sheets

**OPERA Cloud Tasks**

**Group**: Inventory

**Room Management Workspace**: Task Sheets

- Delete Task Sheet
- Lock/Unlock Task Sheet Lock/Unlock Task Sheet
- Merge Task Sheet/Merge Task Sheet
- Save Task Sheet Template

# Prerequisites for Using the Task Sheet Companion

**OPERA Controls**

**Group**: Room Management

**Functions**: Task Sheets or Advanced Task Sheets

**Settings**:

- Task Companion Timer
- Additional Task Sheets (Optional)

**Functions**:

- Guest Service Status (optional)
- Housekeeping Task Scheduling (optional)
- Inspected Status (optional)
- Maintenance (optional)
- Pickup Status (optional)
- Attendant Console
- Task Companion Assistance
- Reservations
- Reservation Traces

**OPERA Cloud Tasks**

**Group**: Inventory

**Room Management Workspace**:

- Access All Task Assignments in Task Companion
- Manage Room Status:
  - Setting of a room to Dirty Status
  - Setting of a room to Clean Status
  - Setting of a room to Pickup Status
  - Setting of a room to Inspected Status

## Prerequisites for Using Room Rotation

**OPERA Controls**

**Group**: Inventory Management

**Function**: Room Rotation

**OPERA Cloud Tasks**

**Group**: Inventory

**Tasks**: Room Rotation

- Room Rotation Points
  - Edit Room Rotation Points
- Reservation Rotation Points
  - Edit Reservation Rotation Points

# Restrictions

Prerequisites for Restrictions

Restrictions help you manage occupancy and revenue (RevPAR) by defining the conditions under which specific rates, room types, and/or room classes are available to sell for new reservations . For example, you could place a two-night minimum stay restriction on all rooms

and rates during a weekend when demand is high, or you could set extended stay durations on certain room types and rates to ensure maximum revenue is achieved over periods of high demand.

Restrictions can be set at the house level, meaning that any restrictions placed are applicable to all rooms/room types or based on the channel, rate code, rate category, room type, or room class. You can combine restrictions to apply to more than one element; so for example, you are able to restrict reservations for a specific room type and rate code combination.

You can view existing restrictions by month, week, or day using the calendar view or in a list.

> **Note:**
>
> The restriction types available at your property are determined by the Restriction Types OPERA Control setting.

> **Note:**
>
> Rate code restrictions with a **Begin Date** 7 days prior to the business date are purged.

You can automate the setup of rate restrictions by configuring rate strategies, which are rules to automatically set restrictions for a specific date range, according to occupancy levels or number of times a rate code is sold.

**Restriction Types**

- **Open**:  By default, all rate categories/rate codes and room classes/room  types are open. You would only set an Open restriction in order to reverse or remove an existing Closed restriction. For example, a property has closed the Discount Rate Category for July 4¿6. Occupancy levels have dropped and now the property would like the Discount Rate Category to be available for sale. The property would set an Open restriction on Rate Category Discount in order to lift the closed restriction.
- **Closed**: Rate categories/rate codes or room classes/room types are unavailable for a certain date or range of dates and will not be offered at the time of reservation. Closed rates or rooms can only be booked if the user has special user rights to override the rate availability restriction.
- **Open for Arrival**: A reservation can be made for arrivals on the days defined for this rate category/rate code and room class/room  type. By default all rates and rooms are open for arrival. The Open for Arrival restriction should be used to reverse or remove a Closed for Arrival restriction.
- **Closed for Arrival**: No reservation can be made for arrival on the selected date.
- **Open for Departure**: Reservations can be made for departure dates falling in this date range. By default, all rates and room are open for departure. The Open for Departure restriction should be used to reverse or remove a Closed for Departure restriction.
- **Closed for Departure**: No reservations can be made having a departure date falling on this date or in this date range.
- **Maximum Stay Through**: If any part of a new reservation touches the **Maximum Stay Through** restriction dates, it cannot exceed the maximum number of days on the stay restriction in order to be booked. For example, if a Maximum Stay Through restriction is set

up on Saturday for 2 nights, a guest trying to book a reservation for Monday through Saturday would not be able to book a reservation, as it exceeds the maximum number of days on the Maximum Stay Through restriction. If a guest wanted to stay Friday and Saturday only, then he would be able to book the reservation. A guest trying to book a reservation for Saturday and Sunday would also be able to make a reservation.

- **Minimum Stay Through**: If any part of a new reservation touches the **Minimum Stay Through** restriction dates, it cannot include less than the minimum number of days on the stay restriction in order to be booked. For example, if a Minimum Stay Through restriction is set up on Saturday for 3 nights, a guest trying to book a reservation for Friday through Saturday would not be able to book a reservation, as it includes fewer than the minimum number of days on the Minimum Stay Through restriction. If a guest wanted to stay Friday, Saturday, and Sunday, then he would be able to book the reservation.
- **Maximum Length of Stay:** New reservations arriving on the date where a **Maximum Length of Stay** restriction is in place, cannot exceed the maximum number of days on the Maximum Length of Stay restriction in order to be booked. For example, if you have a Maximum Length of Stay restriction on Saturday for 4 nights, a guest trying to book a new reservation for Saturday through Friday, would not be able to book a reservation, as it exceeds the maximum number of days on the maximum length of stay restriction. If the new reservation were arriving on Saturday for 3 nights, then the reservation would be able to be booked. A guest trying to book a reservation for Sunday through Friday would also be able to book the reservation, as it does not arrive on Saturday and is not subject to the Maximum Length of Stay restriction.
- **Minimum Length of Stay**: New reservations arriving on the date where a **Minimum Length of Stay** restriction is in place, must meet the minimum number of days on the Minimum Length of Stay restriction in order to be booked. For example, if you have a Minimum Length of Stay restriction on Saturday for 3 nights, a guest trying to book a new reservation for Saturday only, would not be able to book a reservation, as it does not satisfy the minimum length of stay restriction of 3 nights. If the new reservation were arriving on Saturday for 3 nights, then the reservation would be able to be booked. A guest trying to book a reservation for Friday and Saturday would also be able to book the reservation, as it does not arrive on Saturday and is not subject to the Minimum Length of Stay restriction.
- **Maximum Advance Booking**: New reservations are subject to a maximum number of days booking window and cannot be booked to arrive on the date where a **Maximum Advance Booking** restriction is in place until the number of days before the arrival date falls below the number of days on the Maximum Advance Booking restriction. You must book for this arrival date no more than 120 days in advance. For example, if you have a Maximum Advance Booking restriction set on Friday for 4 nights, a guest trying to book a new reservation for arrival Friday on Sunday would not be able to book the reservation, as the number of advance booking days exceeds the maximum number of advance days of 4 days on the Maximum Advance Booking restriction. A guest trying to book a reservation arriving Saturday on Friday would be able to the reservation.
- **Minimum Advance Booking**: New reservations are subject to a minimum number of days booking window and cannot be booked to arrive on the date where a **Minimum Advance Booking** restriction is in place once the number of days before the arrival date falls below the number of days on the Minimum Advance Booking restriction. You must book for this arrival date 10 days in advance and no less. For example, if you have a Minimum Advance Booking restriction set on Saturday for 3 nights, a guest trying to book a new reservation for arrival Saturday on Friday would not be able to book the reservation, as the number of advance booking days does not satisfy the minimum number of advance days of 3 days on the Minimum Advance Booking restriction. A guest trying to book a reservation arriving Saturday on Tuesday would be able to book the reservation.

- **Length of Stay Not Available (LOSNA)**: This option is often used instead of Minimum Length of Stay when various lengths of stay are open or closed for arrivals on the currently selected date.

  When selected, seven LOS fields appear; each field represents a number of days, from 1 to 7+. (7+ indicates 7 or more nights.) Enter O (for Open) or C (for Closed) in each field to indicate whether the corresponding minimum length of stay is allowed. For example, if the following appears in the LOS fields: C C C O O O O, for reservations arriving on this date stays of 1, 2, and 3 nights are not allowed, but stays of 4, 5, 6, and 7 or more nights are allowed.

# Managing Restrictions

**Watch Video**

### Viewing Restrictions

1. From the **OPERA Cloud** menu, select **Inventory**, and then select **Manage Restrictions**.
2. Confirm or enter a property, date, and other search criteria, click **Search**.
3. View search results in the panel below.
4. Select a view option to change the display of the result.
5. Use the date navigation **<** to move backward or forward through dates.

### Adding Restrictions

1. From the **OPERA Cloud** menu, select **Inventory**, and then select **Manage Restrictions**.
2. Click **New** and complete the following:
   a. **Start Date**: The restriction start date. This date cannot be greater than 5 years from the current business date.
   b. **End Date**: The restriction end date. This date cannot be greater than 5 years from the current business date.
   c. **Restriction Days**: All check boxes are pre-selected by default. Click to remove the checkmark for days you do not want the restriction to be applied. For example, if a date range is for the entire month, but you do not want it to apply on Saturdays and Sundays, you would remove the check marks from the Saturday and Sunday check box.
   d. **Restriction Type**: Select the down arrow to choose the restriction type you want to apply. For more information, see Restrictions.
   e. **Inventory**:
      i. **House**: Select to indicate that the restriction applies at the house (property) level.
      ii. **Room Class**: Select the room classes from list to which this restriction applies. (Available when the Room Class OPERA Control is enabled).
      iii. **Room Types**: Select the room types from list to which this restriction applies.
   f. **Rate Category**: Select the rate category(s) from list to which this restriction applies. (Available when the Rate Category Restrictions OPERA Control is enabled).
   g. **Rate Code**: Select the rate code(s) from list to which this restriction applies.
   h. **Channel**: Select the channel(s) from list to which this restriction applies.

3. Click **Save** to save and close the dialog, or **Save and Continue** to save and add another new restriction.

### Editing Restrictions

1. From the **OPERA Cloud** menu, select **Inventory**, and then select **Manage Restrictions**.
2. Confirm or enter a property, date, and other search criteria, click **Search**.
3. Click the restriction in the calendar or list view.
4. Click the vertical ellipsis **Actions** menu and then select **View** to open the Edit Restriction screen.
5. Make your changes.
6. Click **Save**.

### Deleting Restrictions

1. From the **OPERA Cloud** menu, select **Inventory**, and then select **Manage Restrictions**.
2. Confirm or enter a property, date, and other search criteria, click **Search**.
3. Click the restriction in the calendar or list view.
4. Click the vertical ellipsis **Actions** menu and then select **Delete**.
5. Confirm by clicking **Delete** again on the confirmation message.

### Clear All Restrictions for Selected Date

To clear all restrictions for a specific date

1. From the **OPERA Cloud** menu, select **Inventory**, and then select **Manage Restrictions**.
2. Confirm or enter a property, select the date, click **Search**.
3. Select the date in the calendar or list view.
4. Click the vertical ellipsis **Actions** menu and then click **Clear All**.
5. Confirm by clicking **Clear All** again in the confirmation dialog.

### View Restrictions Changes

View a log of all changes to rate restrictions

1. Click the vertical ellipsis **Actions** menu and select **Changes Log**.
2. Enter search criteria and click **Search**.

# Property Availability

**Watch Video**

Use Property Availability to view and manage the room type inventory. Property Availability provides a detailed view of available and sold rooms for each inventory and component suite room type.

When the **Room Rotation** OPERA Control is active, you can filter Property Availability using three different views:

- **Non-Owner Exclusive Rooms** - Selected View Options are filtered to only consider rooms which do not have an exclusive Ownership Record for the dates displayed. (default selection)
- **Owner Exclusive Rooms Only** - Selected View Options are filtered to only consider rooms which have an owner exclusive ownership record for the dates displayed.
- **All Rooms** - All rooms are considered in the results displayed for the selected View Options.

Using **View Options** you can select from various details to display and also select default values to display, for House and room type levels, when launching Property Availability. Some values displayed in Property Availability provide a hyperlink to access and manage the details when the value is clicked. For example, clicking an **Out of Order** value will launch Manage Out of Order. You can also manage sell limits (overbooking) using Property Availability.

Clicking on Occupancy percentage for Room Type will launch Detailed Occupancy, that will display all the Arriving Rooms for the selected Date and Room Type.

The following View Options are available for display in Property Availability:

**Table 5-1 Property Availability View Options**

| View Options | Description |
|---|---|
| Max Available Rooms | Maximum Rooms Available to sell (Physical Rooms - Rooms Sold - Out of Order – Deduct Rooms Sold + Sell Limit*). |
| Available Rooms with Non-deduct | Minimum Rooms Available to sell (Physical Rooms - Rooms Sold - Out of Order + Sell Limit* - Non-deduct Rooms Sold). |
| Deduct Rooms Sold | Number of Deduct Rooms Sold (actual number of Rooms Sold in Deduct status). |
| Non-deduct Rooms Sold | Number of Non-deduct rooms sold (actual number of Rooms Sold in Non-deduct status). |
| Canceled | Canceled Reservations (number of Arrival reservations canceled for that date). |
| Occupancy % | Forecast Occupied Rooms (Rooms Sold / (Physical Rooms - Out of Order + Sell Limit*) x 100). |
| Occupancy with Non-deduct % | Forecast Occupied Rooms (Rooms Sold + Non–deduct Rooms Sold) / (Physical Rooms - Out Of Order + Sell Limit*) x 100). |
| Availability % | Forecast Available Rooms ((Available Rooms / (Physical Rooms - Out Of Order + Sell Limit*) x 100). |
| Availability with Non–deduct % | Forecast Available Rooms (Available Rooms - Non–deduct Rooms Sold) / (Physical Rooms - Out Of Order + Sell Limit*) x 100). |
| Physical Rooms | Physical number of rooms configured for the property. |
| Out of Order Rooms | Number of rooms set to Out of Order status. |
| Out of Service Rooms | Number of rooms set to Out of Service status. |
| Restrictions | A flag indicates that one or more restrictions exist for this date. |
| Non-deduct Rooms Available (Blk) | Number of rooms available in non-deduct group blocks. |
| Deduct Rooms Available (Blk) | Number of rooms available in deduct group blocks. |
| Non-Deduct Rooms Picked Up (Blk) | Number of rooms picked-up in non-deduct group blocks (reservation made). |
| Deduct Rooms Picked Up (Blk) | Number of rooms picked-up in deduct group blocks (reservation made). |

**Table 5-1 (Cont.) Property Availability View Options**

| View Options | Description |
|---|---|
| Arrival Rooms | Number of Arrival rooms. |
| Departure Rooms | Number of Departure rooms. |
| Arrival Persons | Number of Arrival persons. |
| Departure Persons | Number of Departure persons. |
| Rooms Sold Persons | Number of persons. |
| Day Rooms | Number of Day Use Rooms. |
| Day Persons | Number of person in Day Use Rooms. |
| Non-Deduct Rooms Available (Blk) | Number of rooms available in non-deduct group blocks. |
| Deduct Rooms Available (Blk) | Number of rooms available in deduct group blocks. |
| Non-Deduct Rooms Picked Up (Blk) | Number of rooms picked-up in non-deduct group blocks (reservation made). |
| Deduct Rooms Picked Up (Blk) | Number of rooms picked-up in deduct group blocks (reservation made). |
| Arrival Rooms | Number of Arrival rooms. |
| Departure Rooms | Number of Departure rooms. |
| Arrival Persons | Number of Arrival persons. |
| Departure Persons | Number of Departure persons. |
| Rooms Sold Persons | <TBA> - functional |
| Day Rooms | Number of Day Use Rooms. |
| Day Persons | Number of persons in Day Use Rooms. |
| Sell Limit Rooms | Number of rooms with a set Sell Limit (number of rooms that increase (overbook, positive sell limit) or decrease (under book, negative sell limit*) the allowable rooms available to sell). |

***** If the Sell Limit is negative, then subtract it in the equation. For example, if the Physical rooms is 155 and the Sell Limit is -8, then the calculation for Physical rooms + Sell Limit would be 155 - 8.

# Viewing Property Availability

The results are separated into house availability and room type availability.

1. From the **OPERA Cloud** menu, select **Inventory**, then select **Property Availability**.
2. Enter search criteria, then click **Search**.
3. Click **Days** to change the number of day columns in the search results. The number of days available for selection depends on your workstations resolution. At a minimum you can choose between 1 day or 7 days availability, at a maximum up to 28 days availability.
4. Click **View Options** to include or remove details to display.
    a. **House Options**
        i. **Default View**. Select the value that you want to display by default when launching Property Availability

ii. Select the values that you want to display in the Room Type availability section. The Select / Deselect All check box is available to select all options. For more information, see Property Availability

b. **Room Type Options**

i. **Default View**. Select the value that you want to display by default (per room type) when launching Property Availability

ii. Select the values that you want to display in the Room Type availability section. The **Select / Deselect All** check box is available to select all options. For more information, see Property Availability

5. Click **Expand All** to expand all House and Room Type rows to view all details
6. Click a Date to launch the Manage Restrictions
7. Click an **Available Rooms** or **Sell Limits** value to open Managing Sell Limits.
8. From the vertical ellipsis **Actions** menu:
   a. Click **Edit Available Rooms** to enable inline edit of **Max Available Rooms** value for House and Room types on the property availability page.
   b. Click **Edit Sell Limits** to enable inline edit of Sell Limits. For more information, see Managing Sell Limits.
   c. Click **Edit Sell Control** to enable inline edit of Sell Controls. For more information, see Managing Sell Limits.
   d. Click **Edit Restrictions** to launch the Manage Restrictions.
   e. Click **Block Details** to navigate to Using Group Rooms Control.

# Managing Sell Limits

Prerequisites for Sell Limits

Use Sell Limits to setup booking limits for a specific date period and inventory level (House, Room Class or Room Type). The **Sell Limit** is the sum of the room type inventory plus the **Sell Control Rooms** specified. The **Sell Control Rooms** value indicates the overbooking value and is automatically adjusted when updating a **Sell Limit** value; and vice versa. **Maximum Available Rooms** is also adjusted according to any **Sell Control Rooms** / **Sell Limit** values set.

Sell limits are setup from Property Availability.

- A positive **Sell Limit** value allows overbooking of rooms by adding the number of rooms to sell to the number of physical rooms. You might overbook rooms to compensate for expected cancellations and no-shows.
- A negative **Sell Limit** value enforces an under-book of rooms by subtracting the number of rooms to sell from the number of physical rooms. You might under-book rooms to prevent the sale of certain room types or room classes.
- A zero sell limit lets you insert a zero sell limit on individual dates within a range of days. For example, suppose you set sell limits of 15 for a three-week period. You could exclude the Saturdays and Sundays from the sell limits by entering zero on those days.

> **Note:**
>
> Changes to sell limits are captured in the Changes Log.

### Editing Sell Limits for Date Ranges

> **Note:**
>
> If the **Sell Limit** row is not visible on Property Availability, click **View Options** and select **Sell Limit** for House and Room Types options.

1. From the **OPERA Cloud** menu, select **Inventory**, then select **Property Availability**.
2. Enter search criteria, then click **Search**.
3. Click the number in the **Sell Limit** row for the required date.
    a. Level.
        i. **House**: Select to set a house level sell limit.
        ii. **Room Class**: Select to set a room class specific sell limit. (Available when the **Room Class** OPERA Control is active).
            i. **Room Classes**: Select room classes from the list.
        iii. **Room Type**: Select to set a room type(s) specific sell limit.
            i. **Room Types**: Select room types from the list
    b. **Begin Date**: Enter or select a start date.
    c. **End Date**: Enter or select an end date.
    d. **Days of the Week**: Select the days of the week applicable.
    e. **Sell Limit**: Enter the number of rooms for the sell limit.
    f. Click **Save**.

### Editing Sell Limits For Dates

If the **Sell Limit** row is not visible on Property Availability, click **View Options** and select **Sell Limit** for House and Room Types options.

1. From the **OPERA Cloud** menu, select **Inventory**, then select **Property Availability**.
2. Enter search criteria, then click **Search**.
3. Click the vertical ellipsis **Actions** menu and select **Edit Sell Limits**.
    a. Individual **Sell Limit** cells can be edited by date.
    b. Select a cell and type in a new number.
    c. Click **Save**.

### Editing Sell Control Rooms for Dates

> **Note:**
>
> If the **Sell Control Rooms** row is not visible on Property Availability, click **View Options** and select **Sell Control Rooms** for House and Room Types options.

1. From the **OPERA Cloud** menu, select **Inventory**, then select **Property Availability**.

2. Enter search criteria, then click **Search**.
3. Click the vertical ellipsis **Actions** menu and select **Edit Sell Control Rooms**.
   a. Individual **Sell Control Rooms** cells can be edited by date.
   b. Select a cell and type in a new number.
   c. Click **Save**.

# Room Management

Housekeeping enables you to schedule daily room cleaning, maintenance, and housekeeping staff activities. It provides information on room status, out of order/out of service rooms, and forecasting.

You can assign daily housekeeping duties, collect and view room status, view room forecasts based on reservations, view room floor plans and photographs or drawings of the property, resolve room occupancy discrepancies, and resolve room maintenance requests.

The following **Room Status** codes are available:

**Table 5-2 Room status codes and respective icons**

| Code | Icon | Room Status | Availability |
|---|---|---|---|
| **(IP)** | | Inspected | Available when the **Inspected Status** OPERA Control is active. |
| **(CL)** | | Clean | is displayed when the **Inspected Status**OPERA Control is inactive. |
| **(PU)** | | Pickup | Available when the **Pickup Status** OPERA Control is active. |
| **(DI)** | | Dirty | |
| **(OS)** | | Out of Service | Available when the **Out of Service** OPERA Control is active. |
| **(OO)** | | Out of Order | Available when the **Out of Order** OPERA Control is active. |

## Forecasting Housekeeping Services

Prerequisites for Forecasting Housekeeping Services

As each room type can be setup with a different housekeeping task schedule, the **Housekeeping Forecast** is available to view a summary of the expected housekeeping tasks,

occupancy, arrival rooms, stay over rooms, departure rooms, adults in-house, and children in-house for the current or future dates.

The **Statistics** panel indicates the Occupancy, Arrival, Stayover and Departure details. When the Housekeeping Credits OPERA Control is set to Facility the total credits are displayed. When the Turndown OPERA Control is active the Statistics panel also displays a row for Turndown . The value in the day columns shows the number of reservations with the Turndown check box selected in the reservation Housekeeping panel and displays as a hyperlink for the current business date only, allowing you to view all room reservations which have requested for Turndown today.

The **Tasks** panel indicates the number of rooms for each task, on each date. Click + to expand the task details and view the Housekeeping task supplies such as bed linen, towels, soap and other amenities required to be supplied.

> **Note:**
>
> House Keeping task supplies such as, supply items hand towels and soap are included in the forecast.

### Viewing the Housekeeping Task Schedule Forecast

1. From the **OPERA Cloud** menu, select **Inventory**, select **Room Management**, and then select **Housekeeping Forecast**.
2. Use the following search criteria for the forecast:
   a. **Property**: Enter or select a property.
   b. **Task**: Select one or more housekeeping tasks from the list
   c. **Start Date**: Enter or select a date.
   d. **Use Priority**: Each task has a priority level assigned to it. Select the check box to display the task with the highest priority for the room when more than one task applies for a specific date based task frequency.
3. Click **Search**.
4. Click **>** to increase the dates by one week or click **<** to decrease the dates by one week.

### Generating the Housekeeping Task Schedule Forecast Report

1. From the **OPERA Cloud** menu, select **Inventory**, select **Room Management**, and then select **Housekeeping Forecast**.
2. Click **Report**.
   a. Enter report parameters.
   b. Select the report destination.
   c. Click **Process**.
   d. See Housekeeping Reports

## Using the Housekeeping Board

Prerequisites for Using the Housekeeping Board

The Housekeeping Board provides you with room and room status information plus reservation and profiles details for each room, if applicable.

Using the Housekeeping Board you can search and update the status of a room or a range of rooms.

**Watch Video**

Room Status refers to the current cleaning status of the room:

1. **Inspected (IP)** : An optional status to indicate a clean room has been inspected by a supervisor (Available when the **Inspected Status** OPERA Control is active).
2. **Clean (CL)** : Indicates the room has been serviced and is clean.
3. **Pickup (PU)** : An optional status to indicate a minimum “touch-up" housekeeping service is required. This might occur if the room is occupied for only a few minutes and only needs refreshing (available when the **Pickup Status** OPERA Control is active).
4. **Dirty (DI)** : Indicates the room is dirty and requires a cleaning service.
5. **Out of Service (OS)** : Indicates the room is unavailable for occupancy, but remains part of inventory availability and could be sold (Available when the **Out of Service** OPERA Control is active).
6. **Out of Order (OO)** : Indicates the room is not available for the front desk for assignments and is removed from inventory availability. Out of Order rooms affect RevPAR, average rate, and occupancy calculations (Available when the **Out of Order** OPERA Control is active).

To set a room Out of Order or Out of Service, use the specific options Managing Out of Order and Managing Out of Service.

As part of the End of Day procedures, the status of occupied rooms is updated according to the **Update Occupied Room Status** OPERA Control. The status of vacant rooms is updated according to the **Update Vacant Room Status** OPERA Control. Refer to OPERA Controls – Room Management.

When the **Discrepant Rooms** OPERA Control is active, you can also update the housekeeping status of room(s) to identify a skip or sleep discrepancy with Front Office.

When the **Turndown** OPERA Control is active, you can update the turndown status of rooms(s) as needed.

When the **Guest Service Status** OPERA Control is active, an integrated system such as a PBX can set a Guest Service Status on rooms.

You can manage Guest Service Status from the Housekeeping Board. The Service Statuses available are:

- Make up room
- Do Not Disturb

You can set the Do Not Disturb (DND) Guest Service Status from the Housekeeping Task Sheet Companion.

The following logic applies in relation to Guest Service Status:

- For a reservation room move, the Do Not Disturb and/or Make Up Room status are removed.
- Make Up Room status is removed during the End of Day process.
- Do Not Disturb status is retained after the End of Day process.
- For reservation check out, the Do Not Disturb and Make Up Room statuses are removed.

### Modifying Display Options

1. From the **OPERA Cloud** menu, select **Inventory**, select **Room Management**, and then select **Housekeeping Board**.
2. Enter search criteria and click **Search**.
3. Click **Display Options**:
    a. **Reservation Information**. Select to display reservation information for each room. The display of guest names is determined by the Show Guest Name in Task Sheets and Housekeeping Board task assigned to roles.
    b. **Turndown**. Select to display turndown (available when the **Turndown** OPERA Control is active).
4. Click **Close**.

### Updating Room Status

1. From the **OPERA Cloud** menu, select **Inventory**, select **Room Management**, and then select **Housekeeping Board**.
2. Enter search criteria and click **Search**.
3. Select one or more rooms from the search results.
4. Click **Update Room Status**:
    a. The selected rooms are listed on the Set Room Status screen.
    b. **Prioritize**: Select to prioritize the room(s) in the task sheet companion.
    c. **Status**: Select a room status:
        i. **Inspected**: An optional status to indicate a clean room has been inspected by a supervisor (available when the **Inspected Rooms** OPERA Control is active).
        ii. **Clean**: Indicates the room has been serviced and is clean.
        iii. **Pickup**: An optional status to indicate a minimum “touch-up" housekeeping service in required (available when the **Pickup Rooms** OPERA Control is active).
        iv. **Dirty**: Indicates the room is dirty and requires cleaning service.
5. Click **Close**.

### Updating Housekeeping Status (Discrepancy)

This functionality is available when the **Discrepant Room** OPERA Control is active.

Amending the Housekeeping status results in a discrepancy between Housekeeping and Front Office status. The outcome is either a Sleep or Skip discrepancy for the front office to resolve. Refer to Viewing Room Discrepancies.

1. From the **OPERA Cloud** menu, select **Inventory**, select **Room Management**, and then select **Housekeeping Board**.

2. Enter search criteria and click **Search**.
3. Select one or more rooms from the search results.
4. Click **Update Room Status**:
    a. On the Set Room Status screen, click the **+** symbol on Housekeeping Status to expand this area.
    b. Select **Vacant** or **Occupied**.
5. Click **Close**.

### Updating Guest Service Status

This functionality is available when the **Guest Service Status** OPERA Control is active. You can update Service Status only on rooms with a service status set.

1. From the **OPERA Cloud** menu, select **Inventory**, select **Room Management**, and then select **Housekeeping Board**.
2. Enter search criteria and click **Search**.
3. Select one or more rooms from the search results.
4. Click **Update Room Status**:
    a. On the Set Room Status screen, click the **+** symbol on Guest Service Request to expand this area.
    b. Select **Do Not Disturb**, **Make up Room**, or **No Status**.
5. Click **Close**.

### Updating Turndown Status

This functionality is available when the **Turndown** OPERA Control is active.

1. From the **OPERA Cloud** menu, select **Inventory**, select **Room Management**, and then select **Housekeeping Board**.
2. Enter search criteria and click **Search**.
3. Select one or more rooms from the search results.
4. Click **Update Room Status**:
    a. On the Set Room Status screen, click the **+** symbol on Turndown Status to expand this area.
    b. Select **Completed**, **Requires**, or **Not Required**.
5. Click **Close**.

### Prioritizing a Room

Use Prioritize to update the cleaning priority of a room in the Housekeeping Task Sheet Companion.

1. From the **OPERA Cloud** menu, select **Inventory**, select **Room Management**, and then select **Housekeeping Board**.
2. Enter search criteria and click **Search**.
3. Select one or more rooms from the search results.
4. Click **Update Room Status**:
    a. Select the **Prioritize** check box to prioritize the room(s) in the task sheet companion.

5. Click **Close**.

### Generating the Housekeeping Details Report

1. From the **OPERA Cloud** menu, select **Inventory**, select **Room Management**, and then select **Housekeeping Board**.
2. Enter search criteria and click **Search**.
3. Click the **horizontal ellipsis** and select **Report**.
   a. Enter **Report Parameters**.
   b. Select a **Report Destination**.
   c. Refer to Generating Reports.
4. Click **Process**.

## Managing Room Discrepancies

Prerequisites for Managing Room Discrepancies

You can update the Housekeeping status of a room to identify there is a discrepancy with the Front Office status. For example, when a reservation is checked in and the front office status is occupied, but housekeeping finds the room vacant you can set the room as Skip discrepant. When the Front Office status is vacant and housekeeping identify the room as occupied you can set the room as Sleep discrepant. It is also possible to update the housekeeping status and set a room as discrepant using the OPERA Cloud mobile application; for more information, see Room Status. Front office must then resolve room discrepancies by checking in or checking out a reservation for the room.

When there is a discrepancy between the Front Office and Housekeeping status of a room you can update the housekeeping status to record a sleep or skip discrepancy.

- A Sleep discrepancy is when the front office shows the room as vacant, but housekeeping reports it as occupied (For example, there is luggage in the room).
- A Skip discrepancy is when a reservation is checked into the room, so the front office shows it as occupied, but housekeeping reports the room as vacant.

> **Note:**
>
> You can view Skip discrepant reservations in Departures and Quick Check Out search by selecting the **Skip Rooms Only** checkbox.

### Search Discrepant Rooms

1. From the **OPERA Cloud** menu, select **Inventory**, select **Room Management**, and select **Room Discrepancies**.
2. Enter search criteria and click **Search**.
3. Rooms are listed in the search result.

### Updating Housekeeping / Discrepancy Status

1. From the **OPERA Cloud** menu, select **Inventory**, select **Room Management**, and select **Room Discrepancies**.
2. Enter search criteria and click **Search**.

3. Select one or more rooms in the search result, then click **Update Room Status**.
4. In the Housekeep Status section select:
    a. **Vacant**: To record the room as Skip discrepant.
    b. **Occupied**: To record the room as Sleep discrepant.
5. Click **Close**.
6. For more information, see Using the Housekeeping Board.

### Generating Housekeeping Discrepancy Report

To generate the `hk_discrepancy` report.

1. From the **OPERA Cloud** menu, select **Inventory**, select **Room Management**, and select **Room Discrepancies**.
2. Click the vertical ellipsis **Actions** menu and select **Report**.
3. Enter report parameters.
4. Select a report destination:
    a. **Preview**: Select the preview the report as PDF.
    b. **Print**: Select to print to an email addressable printer. For more information, see Configuring Printers.
        i. **Printer**: Select the printer from the list.
    c. **Email**: Select to email report.
        i. **Email Address**: Enter an email address.
5. Click **Process**.

## Using Floor Plans

Prerequisites for Viewing Floor Plans

Floor Plans display an image of a floor, with guest rooms and other physical features such as stairways, air conditioning closet closets, elevators, and so on. Floor plans use color coding for room status and provide room-specific information such as room type, reservation status, room status and front office status.

### Viewing Floor Plans

1. From the **OPERA Cloud** menu, select **Inventory**, and select **Room Management** and then select **Floor Plan**.
2. Enter search criteria then click **Search**.
3. Click **View Options**.
    a. Select **Room Statuses**, **Front Office Statuses**, and **Reservation Statuses**.
    b. Click **OK**.

### Accessing Room Details

1. Click a **Room** to display room details.
    a. To update the Room Status.

i. **Inspected**: An optional status to indicate a clean room has been inspected by a supervisor (available when the **Inspected Rooms** OPERA Control is active).

ii. **Clean**: Indicates the room has been serviced and is clean.

iii. **Pickup**: An optional status to indicate a minimum “touch-up" housekeeping service in required (available when the **Pickup Rooms** OPERA Control is active).

iv. **Dirty**: Indicates the room is dirty and requires cleaning service.

b. Update the Housekeeping Status to identify a discrepant room (compared with Front Office Status). (Available when the **Discrepant Rooms** OPERA Control is active)

i. Select **Vacant** or **Occupied**.

c. **Prioritize**: Select check box to place the room at the top of the list for cleaning on the Task Sheet.

d. Click **Close**.

# Managing Room Maintenance Requests

Prerequisites for Managing Maintenance Requests

**Watch Video**

Room Maintenance enables you manage and resolve maintenance requests such as changing a light bulb , repairing a faulty lock, service a faulty air conditioning unit and so on, for guest rooms.

You can assign maintenance requests to staff according to a staff member’s skills and/or qualifications.

The management of maintenance tasks is also available on the OPERA Cloud Mobile web app.

### Adding Maintenance Requests

1. From the **OPERA Cloud** menu, select **Inventory**, select **Rooms Management**, and then select **Room Maintenance**.
2. Click **New** and enter the following details:
   a. **Room**: Enter or select room(s) from the list.
   b. **Reason**: Select a reason (type) from the list.
   c. **Remarks**: Enter descriptive information regarding the maintenance request.
   d. **User**: Select a user to assign the task to a specific user.
      i. **Expected By.**: Enter or select a completion date.
3. Click **Save**.

### Editing Maintenance Requests

1. From the **OPERA Cloud** menu, select **Inventory**, select **Rooms Management**, and then select **Room Maintenance**.
2. Enter search criteria and click **Search**.
3. Select a maintenance request from the list and click **Edit**.
4. Update details.

> **Note:**
>
> To assign a request select a **User**.

5. Click **Save**.

### Deleting Maintenance Requests

1. From the **OPERA Cloud** menu, select **Inventory**, select **Rooms Management**, and then select **Room Maintenance**.
2. Enter search criteria and click **Search**.
3. Select a maintenance request from the list and click **Delete**.
4. Click **Delete** to confirm.

### Resolving Maintenance Requests

> **Note:**
>
> Resolved maintenance requests are purged 90 days after resolution date.

1. From the **OPERA Cloud** menu, select **Inventory**, select **Rooms Management**, and then select **Room Maintenance**.
2. Enter search criteria and click **Search**.
3. Select a maintenance request from the list and click **Resolved** check box (column).

### Generating Maintenance Report

1. From the **OPERA Cloud** menu, select **Inventory**, select **Rooms Management**, and then select **Room Maintenance**.
2. Click **Vertical Ellipsis**, select **Report**.
3. Update report parameters.
4. Select report destination.
5. Click **Process**.

## Managing Out of Order Rooms

Prerequisites for Out of Order

Out of order rooms are removed from room inventory, reducing the number of available rooms for the dates the room is Out of Order. Reservations cannot be allocated to a room in Out of Order status. Rooms in Out of Order status are identified by

> **Note:**
>
> Default Reason is specified in OPERA Controls.

### Adding Out of Order Rooms

1. From the **OPERA Cloud** menu, select **Inventory**, select **Room Management**, and then select **Out of Order**.
2. Click **New**.
3. Enter the search criteria and click **Search**.
4. Select one or more rooms in the result.
5. Click **Set Out of Order** and complete the following:
    a. **Reason**: Select the Reason for the out of order status. For more information, see Configuring Out of Order and Out of Service Reason Codes .
    b. **From Date**: Select the desired dates to change the rooms' status.
    c. **Nights**: Add or remove number of nights for which the room needs to out of order.
    d. **Through Date**: The room will automatically be returned to inventory during end of day processing for the Through Date.
    e. **Return Status**: Return Status Select the status that the room(s) when returned to service.
6. Click **Set Out of Order**.

### Editing Out of Order Rooms

1. From the **OPERA Cloud** menu, select **Inventory**, select **Room Management**, and then select **Out of Order**.
2. Enter search criteria and click **Search**.
3. In the search results, select the **Code** and click the vertical ellipsis **Actions** menu and select **Edit**.
4. Update the details.
5. Click **Set Out of Order**.

### Deleting Out of Order Rooms

1. From the **OPERA Cloud** menu, select **Inventory**, select **Room Management**, and then select **Out of Order**.
2. Enter search criteria and click **Search**.
3. From the search results, select the **Code** and click the vertical ellipsis **Actions** menu and select **Delete**.
4. Update the details.
5. Click **Delete Out of Order** to confirm.

## Managing Out of Service Rooms

### Prerequisites for Out of Service

Out of Service rooms are not removed from room inventory and remain as an available room to be assigned to a reservation if the need arises. Out of Service rooms are identified by

> **Note:**
>
> Default Reason is specified in OPERA Controls.

### Adding Out of Service Rooms

1. From the **OPERA Cloud** menu, select **Inventory**, select **Room Management**, and then select **Out of Service**.
2. Click **New**.
3. Enter the search criteria and click **Search**.
4. Select one or more rooms in the result.
5. Click **Set Out of Service** and complete the following:
    a. **Reason**: Select the Reason for the out of service status. For more information, see Out of Order and Out of Service Reason Codes.
    b. **From Date**: Select the desired dates to change the rooms' status.
    c. **Nights**: Add or remove number of nights for which the room needs to out of service.
    d. **Through Date**: The room will automatically be returned to inventory during end of day processing for the Through Date
    e. **Return Status**: Select the status that the room(s) when returned to service.
6. Click **Set Out of Service**.

### Editing Out of Service Rooms

1. From the **OPERA Cloud** menu, select **Inventory**, select **Room Management**, and then select **Out of Service**.
2. Enter search criteria and click **Search**.
3. In the search results, select the **Code** and click the vertical ellipsis **Actions** menu and select **Edit**.
4. Update the details.
5. Click **Set Out of Service** .

### Deleting Out of Service Rooms

1. From the **OPERA Cloud** menu, select **Inventory**, select **Room Management**, and then select **Out of Service**.
2. Enter search criteria and click **Search**.
3. From the search results, select the **Code** and click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** Out of Service to confirm.

## Managing Room Conditions

Prerequisites for Managing Room Conditions

**Watch Video**

Room Conditions allow you to assign a special , temporary condition to rooms resulting in the room being available (displayed) or not available within Available Room search, depending on how you configure the room condition code. Room conditions are a useful way to communicate special , temporary conditions of a room with front desk agents..

For example, you could set a room condition, on a room, to temporarily remove the room in the available room search result because it is being used for room shows or for a photography shoot. Or you could set a room condition on a room to indicate that the inter-connecting door is unlocked or that the minibar has been removed, and have this room condition display to front desk agents in Available Room search. See Configuring Room Conditions.

### Adding Room Conditions

1. From the **OPERA Cloud** menu, select **Inventory**, select **Room Management**, and then select **Room Conditions**.
2. Click **New**.
3. Enter search criteria and click **Search**.
4. Select the room(s) to add room condition and click **Select**.
5. In the **Details** panel complete the following
   a. **Condition**. Select a condition from the list

      > **Note:**
      >
      > The type column indicates whether the room is available or unavailable in the Available Room search.

   b. **Remarks**. Enter additional details about the room condition.
6. Click **Save**
7. Click **Back to Room Conditions** on confirmation page

### Editing Room Conditions

1. From the **OPERA Cloud** menu, select **Inventory**, select **Room Management**, and then select **Room Conditions**.
2. Enter search criteria and click **Search**.
3. Select the room in the search result, click the **vertical ellipsis** and select **Edit**.
4. Update the details.
5. Click **Save**.

### Deleting Room Conditions

1. From the **OPERA Cloud** menu, select **Inventory**, select **Room Management**, and then select **Room Conditions**.
2. Enter search criteria and click **Search**.
3. Select the room(s) in the search result, click **Delete**.

#### Generating Room Condition Room (hkassignroomall)

1. From the **OPERA Cloud** menu, select **Inventory**, select **Room Management**, and then select **Room Conditions**.
2. Click **Report**.
   a. Enter report parameters.
   b. Select a report destination.
   c. See Generating Reports.
3. Click **Process**.

## Viewing Property Site Plan Images

Prerequisites for Viewing Property Site Plan Images

The Site Plan is available to display images of the property, facilities, amenities or other subject matter such as diagrams that are useful to staff.

1. From the **OPERA Cloud** menu, select **Inventory**, select **Room Management**, and then select **Site Plan**.
2. Select a Property and click.**Search**.
3. Click an image in the search result to view larger image.

## Using the Attendant Console

Prerequisites for Using the Attendant Console

The Attendants Console enables you to evaluate the progress of each housekeeping room attendant and monitor the time taken to service a room, view task completion percentage , total and completed number of credits, and relative location of a housekeeping attendant. The information is gathered from the Mobile Task Sheet Companion Mobile Task Sheet Companion or Task Sheet Companion, which attendants use to manage the rooms assigned to their task sheet.

#### Viewing Task and Attendant Information

To view room information through Attendant Console, do the following:

1. From the **OPERA Cloud** menu, select **Inventory**, select **Room Management**, and then select **Attendant Console**.
2. Enter search criteria and click **Search**.
3. Select the **Details** tab to view details for each attendant.
4. Click **+** to expand details for a specific attendant.
5. Select the **Summary** tab to view a summary for all attendant.

# Task Sheets

Prerequisites for Task Sheets

- **Auto Generate Task Sheets**

**Watch Video**

- **Manually Create a Task Sheet**

**Watch Video**

Task Sheets inform housekeeping room attendants about their daily work assignments; providing a list of rooms assigned to attendants, any special instructions about specific rooms, and related reservations details.

When the **Task Sheets** OPERA Control is active you can generate task sheets without the option to select a task; rooms with the selected room status(es) are simply added to the task sheets  Alternatively, when the **Advanced Task Sheet** OPERA Control is active you can generate task sheets by selecting a task and specifying other options; providing more flexibility in task sheet management.

When either the **Task Sheets** or **Advance Task Sheets** and the **Housekeeping Task Scheduling** OPERA Controls are both active, you can select multiple tasks when generating task sheets. The task assigned to each room is determined by the task schedule configured for the room type or setup on the reservation. Housekeeping Task Scheduling is useful in limited service and/or extended stay operations, where a room is not eligible for a daily full service.

> **Note:**
>
> A room with a departure reservation will always be assigned the departure task.

Task sheets can either be auto-generated or manually created, for the current or next business date, by allocating rooms to each task sheet and assigning the housekeeping attendant as needed. Based on the **Additional Task Sheet** OPERA Control selection, additional task sheets can be generated for rooms with Do Not Disturb (Available when the **Guest Service Status** OPERA Control is active) and No Service Required (that is, no task is scheduled for the date).

When the **Inspected Status** OPERA Control is active, you can generate separate task sheets for room inspections (rooms in clean status). When the **Turndown** OPERA Control is active, you can generate separate task sheets for turndown service based on the evening sections and credits.

After creating the daily task sheets, you can generate and distribute task sheet reports to room attendants or supervisors. For more information, see Generating Task Sheet Reports. Alternatively, task sheets are accessible from the Task Companion on mobile devices; replacing the need for printed task sheet reports by providing real-time, interactive housekeeping task management. For more information, see OPERA Cloud Mobile Application Overview. and Task Sheet Companion (Tablet). You can track task sheet completion and attendant progress from the Attendant Console.

> **Note:**
>
> The creation and deletion of task sheets is tracked in the changes log and purged after 30 days.

# Generating Task Sheets

Use Generate Task Sheets to generate task sheets for an individual attendant, a group of attendants, or all available attendants on a daily basis.

> **Note:**
>
> A warning message will display if task sheets with the same task(s) already exist.

### Auto-Generating Task Sheets

1. From the **OPERA Cloud** menu, select **Inventory**, select **Task Sheets**, then **Auto Generate Task Sheets**.
2. In the Resources panel, do the following:
    a. **Template Code**: Select a previously saved template to populate pre-selected values to the parameters.
        i. Click **Manage Templates** to edit or delete templates.
        ii. To edit, click vertical ellipsis, click **Edit**, update template details, click **Save**.
        iii. To delete, click vertical ellipsis, click **Delete**, click **Delete** to confirm.
    b. **Turndown**: Select the generate turndown task sheets.
    c. **Task(s)**: Select the task(s) from the list to include in the task sheets. (Not available when only the **Task Sheet** OPERA Control is active). (Multiple tasks can be selected when the **Housekeeping Task Scheduling** OPERA Control is active).
    d. **Show All Scheduled Tasks**: This checkbox is available when at least two tasks are selected. When unchecked, only the scheduled Task with the highest priority will be shown. When checked, all scheduled tasks that fall on the day will be shown.
    e. **Next Day**: Select to generate task sheets for the following day rooms/reservations.
    f. **Attendants**: Select the attendants to assign to the task sheets.
    g. **Number of Attendants**: or enter the number of attendants.
    h. **Credit Rules**: Available when **Advanced Credit Rules** OPERA Control is active. Select any credit rules you would like to apply to this task sheet generation. For more information, see Configuring Scheduled Task Credit Rules.
    i. **Maximum Credits**: Enter the maximum number of credits to be assigned to any one attendant/task sheet. Credits will be divided evenly by the number of attendants entered in the Number of Attendants field, not to exceed this number per attendant per Task Sheet. Any remaining rooms/credits will flow down to an overflow task sheet.
    j. **Inhouse First**: Available when no Attendants are chosen and the Number of Attendants is 0.
    k. **Task Instructions**: Task instructions default to any task instructions set up for the selected task(s). You may edit the instructions. Instructions are displayed on task sheet reports and in the task companion.
    l. **Room Instructions**: Enter room instructions to output on task sheet reports and display in the task companion. Defaults with room instructions entered or defaulted to the reservation based on the **Housekeeping Profile Note Type** OPERA Control. For more information, see Reservation Housekeeping and Task Schedule.

m. **Attendant Instructions**: Enter any default attendant instructions; to all attendants; Instructions are displayed on task sheet reports and in the task companion.

n. Click **Next**.

3. In the Room (Reservation) Criteria Panel, do the following:

   a. **Room Status**: Select the statuses of the rooms to be included on the generated Task Sheets. If a room is scheduled for a task, the room status is verified against the selections made here; if a match is found, the room is included in the Task Sheet.

   b. **Front Office Status**: Select the **Vacant** and/or **Occupied** check boxes. The Task Sheet will include only the rooms that match the FO statuses you select. (By default, both are selected.) No rooms will be printed if neither option is selected.

   c. **Reservation Status**: Select the reservation statuses to be included in the Task Assignment sheet. The Task Sheet includes only rooms that match the reservation statuses you select. By default, none of the reservation statuses are selected reservation status is not considered and all rooms are included, regardless of reservation status.

   d. **Room Assignment**: Select Assigned and/or unassigned to filter the rooms. The Task Sheet includes only the rooms that match your selection.

   e. **Room Class**: Select room classes from list to limit room type selection to specific room classes (Available when the **Room Class** OPERA Control is active).

   f. **Exclude VIP**: Select from the list to exclude selected **VIP** types from the task sheets (Available when the **VIP OPERA** Control is active).

   g. **VIP Only**: Select this check box to include only rooms assigned to VIP guests with the corresponding reservation statuses selected. Vacant rooms will not be included if this option is selected. (Available when the **VIP OPERA** Control is active).

   h. **Exclude Owner Exclusive Rooms**: Select this check box to exclude all rooms with the **Owner Exclusive** check box selected in the profile Ownership Record (Available when the **Room Rotation** OPERA Control is active).

   i. **Exclude Owner Occupied Rooms**: Select this check box to exclude all rooms that are occupied by their owner and/or an authorized user (Referral Owner) of the room. (Available when the **Room Rotation** OPERA Control is active).

4. In the Breakout panel, do the following:

   a. Select **Room** , **Floor**, **Building**, **Building Group**, **Section**, or **Section Group** to distribute rooms among attendants. If you select Section or Section Group, select the required AM or PM section option.

      Floors, Sections, Section Groups, Buildings, and Building Groups are used as a hard stop for the task sheets. This means that, for example, when generating task sheets by Floor, rooms from different floors will not be on the same task sheet. This way an attendant will not have to move floors when completing their task sheet. The same with the other options. Another example, if generating by Building Groups and there are 12 Buildings total, divided up into 4 Building Groups with 3 Buildings each, then the task sheets could have rooms from those 3 Buildings on the same task sheet, but not rooms from a Building belonging to another Building Group. When any option other than Room is chosen here, then the value entered in the 'Number of Attendants' field will be multiplied. For example, if you choose to breakout the task sheets by Floor, and you have entered 4 Attendants, and there are 5 Housekeeping Floors configured in the property, then the application will generate 4 Task Sheets per Floor, which will be 20 Task Sheets total. Same for the other options, except Room Number

b. **Separate By Room**: Select room to exclude from the main Task Assignment process. The selected rooms will be allocated to a separate task sheet at the end of the regular assigned task sheets.

c. **Stayovers First**: Places all in house reservations on task sheets (using the max credits value as the break stop) and then creates task sheets for the remaining departures and vacant rooms. Select **No Service Required** to create an additional task sheet with all rooms that are not scheduled for service.

5. Click **Generate Task Sheets** or **Save Template and Generate Task Sheets** to save the current parameter selection as a template and then generate the task sheets.

> **Note:**
>
> If the total number of rooms to be assigned cannot be divided equally among the available attendants, any "remainder" rooms are assigned to a separate Task Sheet to be manually managed. For example, if there are 153 rooms to be divided among 15 attendants, Task Sheets 1 through 15 would have 10 rooms each (150 rooms total) and a separate Task Sheet 11 would include the remaining 3 rooms.

> **Note:**
>
> When the **Guest Service Status** OPERA Control is active and the **Additional Task Sheets** OPERA Control is set to NSR and/or DND, additional task sheets will be generated during the auto generation process.
>
> - When NSR is selected, the No Service Required task sheet is generated.
> - When DND is selected, the Do Not Disturb task sheet is generated.

### Traveling Task Credits Functionality

When the Housekeeping Credits is set to either Rooms or Facility, a Traveling Task Credits OPERA Control can have a one or two-digit value. As part of the auto task assignment, the Traveling Task Credits setting is included in calculating the maximum number of credits when the rooms assigned are distributed across multiple floors. OPERA Cloud differentiates floors for both numeric and alpha values and recognizing that multiple floors can be defined for a single room, a Traveling Task Credit will be applied for each change in floor. Traveling task credits show in the total of each task sheet on the screen and in the summary section of the task sheet reports.

### Manually Creating Task Sheets

1. From the **OPERA Cloud** menu, select **Inventory**, select **Task Sheets**, then **Create Manual Task Sheets**.
2. At the New Task Sheet prompt complete the following:

   a. **Turndown**: Select to create turndown task sheets (Available when the **Turndown** OPERA Control is active).

   b. **Task(s)**: Select the task(s) from list to assign to the task sheet. (Not available when only the **Task Sheet** OPERA Control is active). (Multiple tasks can be selected when the **Housekeeping Task Scheduling** OPERA Control is active).

c. **Room(s)**: Select the room(s) from list to assign to the task sheet. Selecting no rooms will create a 'blank' task sheet.

d. **Credits**: Enter the number of credits to assign to the task sheet.

e. **Room Instructions**: Enter room instructions to output on task sheet reports and display in the task companion. Defaults with room instructions entered or defaulted to the reservation based on the **Housekeeping Profile Note Type** OPERA Control. For more information, see Reservation Housekeeping and Task Schedule.

3. Click **Create**.

4. Click **New** to create an additional task sheet and repeat steps.

# Managing Task Sheets

Once task sheets have been generated, you can modify them as needed. When the **Component Rooms** OPERA Control is active, a **View Component Room Details** check box is available in the search area of the Task Sheet Overview screen. A component room that is reserved or occupied as part of a rented component suite displays a component room indicator along with the component suite number in the **Details** tab of the screen. Hover over the indicator to see all the component rooms comprising the component suite.

### Editing Task Sheets

To assign a room attendant and add task instructions.

1. From the **OPERA Cloud** menu, select **Inventory**, select **Room Management**, select **Task Sheets**, then **Manage Task Sheets**.

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

3. Select the task sheet card in either summary or detail tabs, click **Manage**.

> **Note:**
>
> You can select another task sheet to manage by selecting the task sheet number from list.

4. Select **Edit**.

a. **Attendant**: Select a Configuring Housekeeping Attendant Information from the list to assign to the task sheet. The room attendant can access their assigned task sheet on the Task Companion or mobile task companion.

b. **Task Sheet Instructions**: Enter or update any instructions to display or output on the task sheet.

c. Click **Save**.

> **Note:**
>
> Linen Change totals are displayed for each task sheet in Card view .

### Adding Room(s) to Task Sheet

1. From the **OPERA Cloud** menu, select **Inventory**, select **Room Management**, select **Task Sheets**, then **Manage Task Sheets**.
2. Enter search criteria then click **Search**.
3. Select the task sheet card in either summary or detail tabs, click **Manage**.
4. Click **Actions**, select **Add Room(s)**.
5. **Rooms**: Select rooms from list.
6. **Credits**: Enter the number of credits to assign.
7. **Room Instructions**: Enter room instructions for the rooms selected.
8. Click **Add**.

### Deleting Room(s) from Task Sheet

1. From the **OPERA Cloud** menu, select **Inventory**, select **Room Management**, select **Task Sheets**, then **Manage Task Sheets**.
2. Enter search criteria then click **Search**.
3. Select the task sheet card in either summary or detail tabs, click **Manage**.
4. Select the room(s).
5. Click **Actions**, select **Remove Room(s)** .

### Reassigning Rooms to Another Task Sheet

1. From the **OPERA Cloud** menu, select **Inventory**, select **Room Management**, select **Task Sheets**, then **Manage Task Sheets**.
2. Enter search criteria then click **Search**.
3. Select the task sheet card in either summary or detail tabs, click **Manage**.
4. Select the room(s).
5. Click **Actions**, select **Move Room(s) to Another >> task sheet number**.

### Updating Room Details

1. From the **OPERA Cloud** menu, select **Inventory**, select **Room Management**, select **Task Sheets**, then **Manage Task Sheets**.
2. Enter search criteria then click **Search**.
3. Select the task sheet card in either summary or detail tabs, click **Manage**.
4. Select the room(s).
5. Click **Actions**, select **Update Room Details**.
    a. **Credits**: Enter the number of credits to assign.
    b. **Room Instructions**: Enter room instructions for the rooms selected.
    c. Click **Update Room Details**.

### Updating Priority, Room and Housekeeping Status.

1. From the **OPERA Cloud** menu, select **Inventory**, select **Room Management**, select **Task Sheets**, then **Manage Task Sheets**.

2. Enter search criteria, then click **Search**.
3. Select the task sheet card in either summary or detail tabs, then click **Manage**.
4. Select the room(s) from the task list then click **Actions** and select **Update Room Status**.
    a. The selected rooms are listed on the Set Room Status screen.
    b. **Prioritize**: Select to prioritize the room(s) in the task sheet companion.
    c. **Status**: Select a room status:
        i. **Inspected**: An optional status to indicate a clean room has been inspected by a supervisor (available when the Inspected Rooms OPERA Control is active).
        ii. **Clean**: Indicates the room has been serviced and is clean.
        iii. **Pickup**: An optional status to indicate a minimum ¿touch-up" housekeeping service in required (available when the Pickup Rooms OPERA Control is active).
        iv. **Dirty**: Indicates the room is dirty and requires cleaning service.
    d. **Housekeeping Status**: Select a housekeeping status; amending HK status will result in discrepant room; refer Viewing Room Discrepancies .
    e. Click **Close**.

### Locking Task Sheet

1. From the **OPERA Cloud** menu, select **Inventory**, select **Room Management**, select **Task Sheets**, then **Manage Task Sheets**.
2. Enter search criteria, then click **Search**.
3. Select the task sheet card in either summary or detail tabs, then click **Manage**.
4. Click **Actions**, select **Lock Task Sheet**.

### Merging Task Sheets

1. From the **OPERA Cloud** menu, select **Inventory**, select **Room Management**, select **Task Sheets**, then **Manage Task Sheets**.
2. Enter search criteria, then click **Search**.
3. Select the task sheet card in either summary or detail tabs, then click **Manage**.
4. Click **Actions**, select **Merge Task Sheet**, **Task sheet number**.

### Deleting All Task Sheets

To delete all the task sheets belonging to one task sheet set, including the Float, DND, and NSR task sheets (DND and NSR task sheets are available based on the Additional Task Sheets OPERA Control.)

1. From the **OPERA Cloud** menu, select **Inventory**, select **Room Management**, select **Task Sheets**, then **Manage Task Sheets**.
2. Enter search criteria, then click **Search**.
3. Click vertical ellipsis **Actions** menu and select **Delete All Task Sheets**.
4. Click **Delete** to confirm.

# Generating Task Sheet Reports

1. From the **OPERA Cloud** menu, select **Inventory**, select **Room Management**, select **Task Sheets**, then **Manage Task Sheets**.
2. Enter search criteria and click **Search**.

   Click **Vertical Ellipsis**, click **Report**.

   a. Enter report parameters.

   b. **Report Style**: Report format determines what information is included in the report. Select from among the following available styles:

      - **Type 1** (Landscape Orientation): Room No., Room Status, FO Status, Reservation Status, Title, Guest Name, Tasks, Totals.
      - **Type 2** (Landscape Orientation) (Displayed when Housekeeping Task Scheduling OPERA Control is active.): Room No., Room Status, FO Status, Reservation Status, Title, Guest Name, Tasks, Facility Codes with Counts, Totals.
      - **Type 3** (Landscape Orientation): Room No., Room Type, FO Status, Reservation Status, Guest Name, Arrival Date, Departure Date, Tasks, Totals.
      - **Type 4** (Landscape Orientation) (No Guest Name): Room No., Room Status, Section AM, Section PM, Reservation Status, Turndown, FO Status, VIP, Arrival Date, Arrival Time, Departure Date, Departure Tim, # of Adults, # of Children, Tasks, Totals.
      - **Type 5**(Landscape Orientation) (Tasksheet 4 with Credits displayed): Room No., Room Status, Section AM, Section PM, Credits, Reservation Status, Turndown, FO Status VIP Arrival Date, Arrival Time, Departure, Departure Tim, # of Adults, # of Children, Tasks, Totals.
      - **Type 6**(Landscape Orientation) (Tasksheet 5 with FO Status and Guest Name displayed, No Credits): Room No., Room Status, FO Status, Section AM, Section PM, Reservation Status, Turndown, Guest Name, Arrival Date, Arrival Time, Departure Date, Departure Time, VIP, # of Adults, # of Children, Tasks, Totals.
      - **Type 7** (Landscape Orientation) (Tasksheet 6 with Credits displayed): Room No., Room Status, FO Status, Section AM, Section PM, Credits, Reservation Status, Turndown, Guest Name, Arrival Date, Arrival Time, Departure Date, Departure Time, VIP, # of Adults, # of Children, Tasks, Totals.
      - **Type 8**(Landscape Orientation) (Room Details with Specials & Customized Room Instructions): Room No., Room Type, Room Status, FO Status, Section AM, Section PM, Credits, Reservation Status, Nationality, Title, Guest Name, Arrival Date, Arrival Tim, Departure Date, Departure Time, VIP, # of Adults, # of Children Specials, Tasks/Room Instructions, Totals, Block Code.
      - **Type 8 Large Font** (Landscape Orientation) (Room Details with Specialized & Customized Room Instructions - Large font): Room No., Room Type, Room Status, FO Status, Section AM, Section PM, Credits, Reservation Status, Nationality, Title, Guest Name, Arrival Date, Arrival Tim, Departure Date, Departure Time, VIP, # of Adults, # of Children, Specials, Tasks/Room Instructions, Totals, Block Code.
      - **Type 9** (Landscape Orientation) (Room Details with Specialized & Customized Room Instructions without Guest Nationality): Room No., Room Type, Room Status, FO Status, Section AM, Section PM, Credits, Reservation Status, Next

Reservation Arrival Time, Turndown, Title, Guest Name, Arrival Date, Arrival Tim, Departure Date, Departure Time, VIP, # of Adults, # of Children Specials, Tasks/ Room Instructions, Totals, Block Code, Reservation Traces for departments selected in the **Housekeeping Traces** OPERA Control. (Available when the **Reservation Traces** OPERA Control is active).

- **Type 9 Large Font**: (Landscape Orientation) (Room Details with Specialized & Customized Room Instructions without Guest Nationality - Large font): Room No., Room Type, Room Status, FO Status, Section AM, Section PM, Credits, Reservation Status, Next Reservation Arrival Time, Turndown, Title, Guest Name, Arrival Date, Arrival Tim, Departure Date, Departure Time, VIP, # of Adults, # of Children Specials, Tasks/Room Instructions, Totals, Block Code.
- **Type 10** (Landscape Orientation) (Simple task sheet): Room No., Room Status, FO Status, Totals.
- **Type 11**(Portrait Orientation) (Simple task sheet): Room No., Room Status, Credits, Reservation Status, Arrival Date, Departure Date, # of Adults, # of Children, Tasks/Room Instructions, Totals.
- **Type 12** (Landscape Orientation): Room No., Room Type, Room Status, FO Status, Adults, Children, Tasks, Cleaning Time, Credits, Reservation Status, Membership Level, Arrival Date, Arrival Time, Mobile Registered, Departure Date, Departure Time, Specials, Room Instructions, Room Check.
- **Summary** (Landscape Orientation) (Summary of housekeeping task sheets): Date, Task Sheet Number, Attendant, Total Rooms, Total Credits, Dirty Rooms, Pickup Rooms, Clean Rooms, Departure Rooms, # of Adults, # of Children, Totals.

c. **Destination**: Select a report destination.

d. Click **Process**.

ORACLE HOSPITALITY

*OPERA DEMO HOTEL*

***Task Sheet Report***

*05-15-18*
*12:14 AM*

**Task Sheet** 05-15-18/CO,FS,LC,LT,MT,SO,VENT/1

Attendant Id and Name MD / Monday

Attendant Instructions Check base boards

**Task Details**

Task Sheet No. 1 Completed Date

Auto Generated Y

Instructions Light Touch Up for the Room Full Service to the Room Dust Vents in Guest Rooms - Edited

**Room Details**

| Room No | Room Type | Room Status | FO Status | AM Sect | PM Sect | Credits | Resv. Status | Next Resv Arr Time | TD Arrival | Arr. Time | Departure | Dep. Time | VIP | Adl | Chl | Specials | Tasks / Room Instructions |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 004 | STDK | DI | OCC | 1 | 1 | 30 | Arrived | | 05-15-18 | *02:03 AM | 05-17-18 | | | 1 | | | Tasks:FS(Linen Change)<br>Clean Mirrors |
| 101 | STDK | DI | OCC | 1 | 1 | 30 | Arrived | | 05-15-18 | *02:13 AM | 05-16-18 | | | 1 | | | Tasks:FS(Linen Change)<br>Clean Mirrors |
| 102 | STDK | DI | OCC | 1 | 1 | 30 | Due Out | | 05-14-18 | 08:02 PM | 05-15-18 | | | 1 | | | Tasks:FS(Linen Change)<br>Clean Mirrors |
| 103 | STDQ | DI | OCC | 1 | 1 | 30 | Due Out | | 05-14-18 | 12:32 PM | 05-15-18 | | | 1 | | | Tasks:FS(Linen Change)<br>Clean Mirrors |
| 104 | DLXK | DI | VAC | 1 | 1 | 30 | | | | | | | | | | | Tasks:FS(Linen Change)<br>Clean Mirrors |
| 105 | JSUITIDI | | VAC | 2 | 2 | 45 | | | | | | | | | | | Tasks:FS(Linen Change)<br>Clean Mirrors |

**Total for Attendant** MD - Monday

| | |
|---|---|
| Total Rooms | 6 |
| Total Credits | 195 |
| Total Adults | 4 |
| Total Children | |
| Departure Rooms | 2 |
| Dirty | 6 |

@ Sleep # Skip ! Arrival

*Filter: Task Date From 05-15-18 to 05-15-18 Attendant: ALL*
*Task Code: CO,FS,LC,LT,MT,SO,VENT*
*Show Due Outs Only: N Show HouseUse: N Show Guest Name: N Show Specials: Y*
*Task Sheet From 1 to 1 Use Priority: Y Show Block Code: N Show Native Name: N*
*Include Traces: N*

*Page 1 of 2*

*hsk_tasksheet_9*

ORACLE HOSPITALITY

*OPERA DEMO HOTEL*

***Task Sheet Report***

*05-15-18*
*12:14 AM*

**Report Summary**

| Date | Task Sheet No. | Attendant | Total Rooms | Total Credits | Travel Credits | Dirty Rooms | Clean Rooms | Departure Rooms | Adults |
|---|---|---|---|---|---|---|---|---|---|
| 05-15-18 | 1 | Monday | 6 | 195 | 0 | 6 | 0 | 2 | 4 |
| **Total** | 1 | | 6 | 195 | 0 | 6 | 0 | 2 | 4 |

*Filter: Task Date From 05-15-18 to 05-15-18 Attendant: ALL*
*Task Code: CO,FS,LC,LT,MT,SO,VENT*
*Show Due Outs Only: N Show HouseUse: N Show Guest Name: N Show Specials: Y*
*Task Sheet From 1 to 1 Use Priority: Y Show Block Code: N Show Native Name: N*
*Include Traces: N*

*Page 2 of 2*

*hsk_tasksheet_9*

OPERA CLOUD

# Using the Task Sheet Companion

Prerequisites for Using the Task Sheet Companion

**Watch Video**

The Task Companion replaces the need for printed task sheet reports by providing real-time, interactive housekeeping task management on a tablet device. Attendants can view reservation details, including reservation traces (based on departments selected in the **Housekeeping Traces** OPERA Control) and send notifications to request assistance. When the **Guest Service Status** OPERA Control is active attendants can also set Do Not Disturb status on rooms. Room Attendants can indicate when they are on a break and this status is indicated in the Task Sheet Overview screen (Summary & Detail) and the Task Sheet presentation screen.

When the **Housekeeping Task Scheduling** OPERA Control is active, multiple tasks are combined into a single task sheet; select from the list of tasks.

When the **Access All Task Assignments in Task Companion** task is not assigned to your role, you can only access the task sheet assigned. Housekeeping supervisors can be assigned the **Access All Task Assignments in Task Companion** task to view task sheets for all room attendants.

### Using the Task Sheet Companion

1. From the **OPERA Cloud** menu, select **Inventory**, select **Task Sheets**, and then select **Manage Task Sheets**.

   > **Note:**
   >
   > You can also drill down from the Task Sheet dashboard tile

2. Search and select the required task, and then click **Search**.
3. Select the task and click **Manage**.
4. On the **Manage Task Sheet** screen, click **Actions**, and select **Go to Task Sheet Companion**.
5. All rooms assigned to the task sheet are listed in the **My Rooms** panel on the right; click the tab to open and close the panel.
   a. Rooms are sequenced according to the predefined task priority. See Task Companion Auto-Priority.
   b. The requested service time from the reservation is displayed along side each room.
6. Room and task instructions details are displayed in the top left panel.
   a. Room attendant, task and reservation-specific instructions are displayed in this panel.

> **Note:**
>
> If the room is sold as a component room then an indicator with component suite & room details display (Available when the **Component Room** OPERA Control is active).

b. Housekeeping supply items are also listed.

c. Activate **Go on Break** to pause the task and indicate that you're on a break; this status is displayed in the Attendant Console.

d. Activate **Do Not Disturb** to identify a room as DND. The room is skipped and the next room appears (Available when the **Guest Service Status OPERA Control** is active).

7. Reservation details are displayed in the bottom left panel

   a. Click **Traces** to view and manage any traces for the reservation. Traces for departments selected in the **Housekeeping Traces** OPERA Control are available. See Adding Traces to Reservations .

> **Note:**
>
> If there are multiple reservations applicable for the room (for example, due out and due in), click **Load More Items** to display additional reservations in the panel.

8. To commence the task for the room click **Start**.

> **Note:**
>
> Depending on the **Task Companion Timer** OPERA Control, a time counter might increment or decrement during completion of the task.

   a. Update the room status when task is complete.

      i. **Room Status**: Click a new status to update the room status.

      ii. **Housekeeping Status**: Click to update the housekeeping status ; this option is used to report a skip or sleep discrepancy. See Viewing Room Discrepancies.

   b. Click **Finish** when the task is complete.

   c. Click **Next Room** then click **Start** to commence the next room.

   d. To skip a room click **Next Room**.

   e. Repeat for all rooms listed in the My Rooms panel.

9. To request assistance from another room attendant, click **Need Assistance** (Available when the **Task Companion Assistance OPERA Control** is active).

   a. Enter a message and click **Send General Assistance**.

   b. To send an emergency assistance request, click **Send Emergency**.

> **Note:**
>
> Users with the **Receive Task Companion General Assistance Notifications** task assigned to their role(s) will receive any General Assistance notifications. Users with the **Receive Task Companion Emergency Assistance Notifications** task assigned to their role(s) will receive any Emergency notifications.

## Task Companion Auto-Priority

Rooms displayed in the task companion are sequenced according to the following priority, based on the active **OPERA Controls**.

1. Vacant + pickup + arrival + VIP + queue.
2. Vacant + dirty + arrival + VIP + queue.
3. Vacant + pickup + arrival + queue.
4. Vacant + dirty + arrival + queue.
5. Vacant + Pickup + room type on queue.
6. Vacant + Dirty + room type on queue.
7. Prioritized for Service
8. Vacant + pickup + arrival + VIP + ETA (within next 60 minutes).
9. Vacant + Dirty + arrival + VIP + ETA (within next 60 minutes).
10. Vacant + pickup + arrival + ETA (within next 60 minutes).
11. Vacant + Dirty + arrival + ETA (within next 60 minutes).
12. Vacant + pickup + arrival + VIP.
13. Vacant + dirty + arrival + VIP.
14. Vacant + pickup + arrival.
15. Vacant + dirty + arrival.
16. Vacant + pickup.
17. Vacant + dirty.
18. Occupied + stay over + pickup + VIP.
19. Occupied + stay over + dirty + VIP.
20. Occupied + stay over + pickup.
21. Occupied + stay over + dirty.
22. Occupied + stay over + pickup + DND.
23. Occupied + stay over + dirty + DND.
24. Occupied + due out + pickup.
25. Occupied + due out + dirty.

# Using Room Rotation

Prerequisites for Using Room Rotation

From the Inventory menu you can view details of room ownership, adjust checked out reservation rotation points and adjust room rotation points.

## Viewing Room Ownership

Using Room Owners you can:

- View all current owners for rooms at your property.
- Search for past owners of a room.
- Access room information (including Owner Room Grade) for owned rooms.
- Access the profiles of past, current, and future owners.

> **Note:**
>
> Owned rooms can also be filtered in Room Diary.

**Searching for Room Owners**

> **Note:**
>
> Select **Include Inactive** in the search criteria to include inactive ownership details in the search result. When searching for future owners, update the **Start Date To** based on the **Start Date** selected in Managing Profile Ownership Records and Owner Referrals

1. From the **OPERA Cloud** menu, select **Inventory**, select **Room Rotation**, select **Room Owners**.
2. Enter search criteria, then click **Search**.
3. Click the **Name** link in the search result to open the owners profile.
4. Click the **Room** link in the search result to open the room information page. The **Owner Room Grade** is displayed when the Owner Room Grade OPERA Control is active.

## Managing Room Rotation Points

Use Rotation Points to see all accumulated rotation points for owner rooms as well as points accumulated during Out of Order /Out of Service status of the rooms, the random generated rotation points, the points accumulated after the current stay is completed and depending on the forecast related settings, the forecasted point balance of all rooms with rotation points.

You can view the following point calculations for each room in the search result:

- **Total with Forecast Points**: This column displays the total number of points for the selected room as well as any points which have been forecasted for the room within the current Rotation Period. (Available when the Forecast Rotation Points OPERA Control is active).
- **Current Points**: The total number of points that have been accumulated for the room, not considering forecasted points.
- **Out of Order / Service**: This column displays any Rotation Points that have been accumulated while the selected room had an Out of Order or Out of Service status. (Available when the Out of Service or Out of Order OPERA Controls are active).
- **Balance Forward**: This column allows you to enter Rotation Points during the first month of the first Rotation Period which may have been accrued in another system. This column is only visible when the business date of the property is within the first Rotation Period.
- **Adjusted Points**: This column allows for both positive and negative numeric values up to 7 decimal points to be entered that are applicable to the entire period for the unit, not for a specific date. The adjusted points can be entered and modified if the date selected in the search filter is in the current rotation period. Once these points are entered, they will be considered into the Current Points calculation for rotation assignment.
- **Random Points**: Random points are automatically and randomly assigned at the beginning of a period. For additional information, see Rotation Setup.
- **Calculated Points**: The points accumulated after the stay is complete based on the formula defined in configuration.
- **Prorated Average**: The number of points given to a unit, when they decide to join the rental program in the middle of a term.

### Editing Room Rotation Points

1. From the **OPERA Cloud** menu, select **Inventory**, select **Room Rotation**, select **Rotation Points**.
2. Enter search criteria, then click **Search**.
3. Click **Edit**.
    a. **Adjusted Points**: Enter a positive number to increase the **Current Points** or enter a negative number to decrease the **Current Points**.
    b. Repeat for each room as needed.
    c. Click **Save and Recalculate**.

### Editing Balance Forward Room Rotation Points

The **Balance Forward Points** column is only visible when the business date is earlier than the date when the first rotation period reset occurs. The **Balance Forward Points** column can only be updated when the business date is within the first month from the **Rotation Period Reset Frequency Start Date** defined in Rotation Setup. The **Balance Forward Points** column allows for the entry of rotation points that a room may have accumulated, that have not been entered due to being accrued in an external solution. Once these points are entered, they are considered in the **Current Points** calculation for rotation assignment.

1. From the **OPERA Cloud** menu, select **Inventory**, select **Room Rotation**, select **Rotation Points**.
2. Enter search criteria, then click **Search**.

3. Click **Edit**.
    a. **Balance Forward Points**: Enter the number of points to be used.
    b. Repeat for each room as needed.
    c. Click **Save and Recalculate**.

# Managing Reservation Rotation Points

All checked in room reservations (with the exception of pseudo rooms) accrue points according to the room rotation point rules setup and can be viewed and corrected once a reservation has checked out. You may need to adjust points in special circumstances, for example when a reservation was room moved due to damage and the original room owner is to receive less points.

> **Note:**
>
> You can search up to five rooms within a thirty day date range, for reservations in Checked Out status.

### Viewing Reservation Rotation Points

1. From the **OPERA Cloud** menu, select **Inventory**, select **Room Rotation**, then select **Reservation Points**.
2. Enter search criteria, then click **Search**.

### Editing Reservation Rotation Points

> **Note:**
>
> You role must be granted the **Edit Reservation Points** task.

1. From the **OPERA Cloud** menu, select **Inventory**, select **Room Rotation**, then select **Reservation Points**.
2. Enter search criteria, then click **Search**.
3. Select a reservation in the search result, then click the vertical ellipsis **Actions** menu and select **Edit**.
    a. Manage Reservation Points is displayed; the **Current Point** values are displayed in separate rows.
    b. **Adjust Points To**: Enter a new rotation points value.
    c. **Adjust Reason**: Select a rotation adjustment reason from the list. For more information, see Configuring Rotation Adjustment Reasons
    d. The **Total Reservation Points** instantly displays a new value.
    e. To undo changes, click **Reset** to remove the adjustments or **Cancel** any changes.
    f. Click **Apply** to save the changes.

4. The **Adjustment Log** panel displays adjustment activity or changes to the reservation.

# 6
# Financials

Financials enables you to manage the daily financial transactions at your property. This includes functions such as cashiering, batch deposits, generating cashier reports, folio histories, authorizing credit cards, researching receipts, currency calculations, and so on.

## Prerequisites for Financials

This chapter of the OPERA Cloud User Guide lists the prerequisites for Financials menu.

## Prerequisites for Accounts Receivables

**OPERA Controls**

**Group**: Accounts Receivable

**Functions**: Accounts Receivables

- Finance Charges

1. **Parameters**: Invoice Finalize Date
   a. Charges Transfer
   b. Create Invoices with Negative Amounts
   c. Mark Invoices as Printed.
   d. Payment Due Days
   e. Statement Numbering

**OPERA Cloud Tasks**

**Group**: Financials

**Table 6-1 Manage Accounts Receivables Account Setup**

| Manage Accounts Receivables | Account Setup | New/Edit Setup<br>Delete Setup |
|---|---|---|
| | Account Setup | New/Edit Setup Delete Setup |
| | Aging | N/A |
| | Fixed Charges | New/Edit Fixed Charges<br>Delete Fixed Charges |
| | Future And Past Stay | N/A |
| | Notes | New/Edit Notes<br>Delete Notes |
| | Reminders | N/A |

**Table 6-1 (Cont.) Manage Accounts Receivables Account Setup**

| Manage Accounts Receivables | Account Setup | New/Edit Setup<br>Delete Setup |
|---|---|---|
| | Statements | N/A |
| | Invoices | Manage Invoices |
| | Year View | N/A |
| | Override Credit Limit | N/A |

# Prerequisites for Accounts Receivables Fixed Charges

**OPERA Controls**

**Group**: Accounts Receivables

**Functions**: Fixed Charges

**OPERA Cloud Tasks**

**Group**: Bookings

Reservation Management: Fixed Charges

- New/Edit Fixed Charges
- Delete Fixed Charges

# Prerequisites for Accounts Receivable Traces

**OPERA Controls**

**Group**: Accounts Receivables

**Functions**: Traces

**OPERA Cloud Tasks**

**Group**: Financials

**Manage Accounts Receivables**: Traces

- New/Edit Traces
- Delete Traces

# Prerequisites for Viewing and Managing Invoice Details

**OPERA Controls**

**Group**: Account Receivables

**Parameters**: No Modify Invoice

**Group**: Cashiering

**Parameters**: Folio No Reprint

## Prerequisites for Comp AR Accounts

**License/Subscription**

Oracle Hospitality OPERA Cloud Service, Casino and Gaming Management Add-on

Or

Oracle Hospitality OPERA Cloud Service Casino and Gaming Management

**OPERA Controls**

**Group**: Comp Accounting

**Settings**: Authorizer AR Type

## Prerequisites for Credit Bills for Folios

**OPERA Controls**

**Group**: Cashiering

**Function**: Credit Bills

**Parameter**:

- Credit Bills can only be created from Folio History
- Allow Credit Bill for Credit Bill Folios
- Check for Credit Bill Folio on Settlement
- No Credit Bill on Conversion Folio Types

**Setting**:

- Same Day Credit Bills
- Maximum Credit Days For Individuals
- Maximum Credit Days For Non-Individuals

## Prerequisites for Debit Bills for Folios

**OPERA Controls**

**Group**: Cashiering

**Parameters**: Debit Folios

## Prerequisites for Generating a ProForma Invoice

**OPERA Controls**

**Group**: Cashiering

**Parameters**: Generate Proforma Invoice

**Settings**: Tax Folio Transaction Code

## Prerequisites for Redeem Prepaid (Gift) Cards

**License / Subscriptions**

Stored Value System (SVS) - Oracle Hospitality OPERA Property Level Interface Cloud Service

**OPERA Cloud Tasks**

**Group**: Financials

**Tasks**: Manage Financial Postings

- Reverse Redemption

## Prerequisites for Posting a Comp Redemption

**OPERA Controls**

**Group**: Comp Accounting

**Settings**: Default PTS Membership Type

**OPERA Cloud Tasks**

Tasks required for posting a comp redemption:

**Group**: Financials

**Tasks**: Manage Financial Postings

- Reverse Redemption

## Prerequisites for Adjusting Custom Charges

**OPERA Controls**

**Group**: Cashiering

**Parameters**: Custom Charges

**OPERA Cloud Tasks**

Financials Manage Financial Postings

- Adjust Custom Charge

## Prerequisites for Posting Service Recovery Adjustment Charges

**OPERA Controls**

**Group**: Cashiering

**Parameters**: Service Recovery Adjustment

**OPERA Cloud Tasks**

**Group**: Financials

**Tasks**: Manage Financial Postings

- Post Service Recovery Adjustment

## Prerequisites for Void Folios

**OPERA Controls**

**Group**: Cashiering

**Parameters**: Void Folios

**OPERA Cloud Tasks**

**Group**: Financials

**Tasks**: Void Folio

## Prerequisites for Managing Package Allowances and Charges

**OPERA Controls**

**Group**: Rate Management

**Functions**: Advanced Packages

## Prerequisites for Managing Prepaid (Gift) Cards

**License / Subscriptions**

Stored Value System (SVS)- Oracle Hospitality OPERA Property Level Interface Cloud Service

**OPERA Controls**

**Group**: Cashiering

**Parameter**: Prepaid Cards

**Setting**: Prepaid Card Purchase Transaction Code

**OPERA Cloud Tasks**

**Financials**

**Tasks**:

Cashiering Workspace

- Prepaid Cards
  - Manage Prepaid Cards
- Manage Financial Postings

- Reverse Redemption

## Prerequisites for Auto Folio Settlement

**OPERA Controls**

**Group**: Cashiering

**Functions**: Auto Settlement Rules (Auto Folio Settlement)

**Parameters**:

- Prompt Payment Screen for Auto Folio Settlements
- Auto Settlement to be performed during End of Day
  - End of Day Auto Folio Settlement Types
  - Billing Windows to Process during End of Day
- Transfer Charges to Window 8 (EOD Settlement)
- Default Auto Settlement on Reservation
  - Auto Folio Settlement Preference
  - Default Folio Style
  - Payment Method
  - Settle Every X Days since last auto settlement days

**Settings**:

- Address Check for Folio Generation
- Address Check Payment Methods

**OPERA Cloud Tasks**

**Group**: Financials

- (Generate) Batch Folios

## Prerequisites for Currency Exchange

**OPERA Controls**

**Group**: Cashiering

**Functions**: Foreign Currency Codes

**Parameters**: Sell Currency

**OPERA Cloud Tasks**

**Group**: Financials

Cashiering Workspace

- Currency Exchange Calculator
- Currency Exchange Rates
  - Manage Currency Exchange Rates

- Delete Past Exchange Rates

## Prerequisites for Managing Global Membership Exchange Rates

**Licenses / Subscriptions**

Oracle Hospitality OPERA Cloud Service, Loyalty

**OPERA Controls**

**Group**: Cashiering

**Function**: Foreign Currency Codes

**OPERA Cloud Tasks**

**Group**: Cashiering

**Tasks**: Cashiering Workspace

- Manage Membership Global Exchange Rates
- Delete Past Membership Global Exchange Rates

## Prerequisites for Charging Purchases Using Post It

**OPERA Controls**

**Functions**:

- Post It
- Articles

**OPERA Cloud Tasks**

**Group**: Financials

**Tasks**: Cashiering Workspace

- Post It
- Fast Postings
- Post a Negative Post It Article
- Charge to Room (Post It)

## Prerequisites for Sending Fiscal Commands

**OPERA Controls**

**Group**: Cashiering

**Parameters**: Fiscal Folio Printing

**Settings**: Fiscal Commands

**OPERA Cloud Tasks**

**Group**: Financials

- Cashiering Workspace
- Send Fiscal Commands

## Prerequisites for Sending Failed Fiscal Payloads

**Integrations**

OFIS

**OPERA Controls**

**Group**: Cashiering

**Function**: Fiscal Folio Printing

**OPERA Cloud Tasks**

**Group**: Financials

**Tasks**: Fiscal Payloads

## Prerequisite for Managing Commissions

**OPERA Controls**

**Group**: Commission

**Function**: Commission Handling

**Parameters**: Automatic Calculation of Value Added Tax Over the Commission Paid

- Send Zero Commission Records to Payment Processing
- Transfer No Shows and Cancels

**Setting**: EFT Export Type

**OPERA Cloud Tasks**

**Group**: Financials

**Tasks**: Manage Commissions

- Attach/Detach Reservations
- Hold Release Payment
- Payment Activity
  - Manage Checks
  - Discard Checks
  - Reprint Checks
- Reservation Search

# Prerequisites for Internal Charge Numbers

**OPERA Controls**

**Group**: Reservations

**Parameter**: Create Internal Charge Number

# Prerequisites for Comp Accounting

**Licenses / Subscriptions**

Oracle Hospitality OPERA Cloud Service Casino and Gaming Management

# Prerequisites for Comp Posting Journal

**Licenses / Subscriptions**

Oracle Hospitality OPERA Cloud Service, Casino and Gaming Management Add-on

**OPERA Controls**

**Group**: Comp Accounting

**Parameters**:

- Comp Transaction Status
- Comp Accounting Integration Service

**OPERA Cloud Tasks**

**Group** : Financials

**Comp Accounting Workspace**:

- Comp Posting Journal
- Update Approval Status

# Prerequisites for Comp Routing Instructions

**OPERA Controls**

**Group**: Cashiering

**Functions**: Routing

**Parameters**:

- Refresh Room Routing
- Allow Routing of Tax Transactions
- Exclude Deposit from Authorization based on Routing
- Exclude Rate from Authorization based on Routing

**Functions**: Routing Limits

**Group**: Comp Accounting

**Functions**: Comp Request

**OPERA Cloud Tasks**

**Group**: Bookings

Reservation Management

- New/Edit Routing Instructions
- Delete Routing Instructions
- Decline Comp Requests
- Delete Comp Requests
- Delete Comp Routing from other Authorizers
- Add Comp Routing Instructions
- Approve Comp Requests

## Prerequisites for Comp Requests

**OPERA Controls**

**Group**: Comp Accounting

**Functions**: Comp Request

**OPERA Cloud Tasks**

**Group**: Bookings

Reservation Management

- Decline Comp Requests
- Delete Comp Requests
- Approve Comp Requests

## Prerequisites for Player Snapshot

**Licenses / Subscriptions**

Oracle Hospitality OPERA Cloud Service, Casino and Gaming Management Add-on

**OPERA Controls**

**Group**: Comp Accounting

**Settings**: Default PTS Membership Type

**OPERA Cloud Tasks**

**Group**: Financials

**Comp Accounting Workspace**: Player Snapshot

## Prerequisites for Player Statistics

**OPERA Controls**

**Group**: Comp Accounting

**Parameters**: Player Statistics

**Functions**: Comp Request

**OPERA Cloud Tasks**

**Group**: Financial

**Tasks**: Player Statistics

## Prerequisites for Working with Comp Windows

**OPERA Cloud Tasks**

**Group**: Financials

**Comp Accounting Workspace**:

- Access Comp Windows
- Edit Price Quantity Comp No Approval
- Edit Price Quantity Comp With Approval
- Transfer Posting Comp No Approval

## Prerequisites for Settling and Printing Comp Folios

**OPERA Controls**

**Group**: Comp Accounting

**Settings**: Print Comp Folio

**Functions**: Auto Settle Comp Folio

## Prerequisites for Income Audit

**OPERA Controls**

**Group**: End of Day

**Functions**: Income Audit

**Parameters**: Income Audit Cashier Setting

**OPERA Cloud Tasks**

**Tasks**: Manage Income Audit

## Prerequisites for End of Day

**OPERA Cloud Tasks**

**Group**: Financials

**Tasks**: End Of Day

- Manage End Of Day
- Override Mandatory Check In of Pseudo Rooms
- End of Day Reports
- Automatic Cashier Closure

## Prerequisites for Pre-Stay Charging

**OPERA Controls**

**Group**: Cashiering

**Function**: Pre Stay Charges

**Setting**:

## Prerequisites for Adjusting Daily Covers

**OPERA Controls**

**Group**: Cashiering

**Function**: Post Covers

**OPERA Cloud Tasks**

- **Group**: Financials
- **Tasks**: Covers
  - Edit Covers

# Financial Handling Examples

This topic describes how OPERA Cloud processes and reports various financial transactions on the trial balance.

The following transactions are examined:

- Currency Exchange
- Check Exchange
- Deposit Payment
- Deposit Transfer Upon Check-in
- Reservation Account settlement to AR Account

- New AR Invoice
- AR Invoice Payment

### Currency Exchange

OPERA Cloud tracks currency exchange using the transaction code selected in the **Currency Exchange Paid Out** OPERA Control.

The following example shows the trial balance for an exchange of A$100 to US$50.51.

Local currency is paid out and foreign currency is received in.

| Trn. Code | Description | Nett Sales Amount | Deposit Ledger | | Guest Ledger | |
|---|---|---|---|---|---|---|
| Balance For | 4-Jul-22 | | $ | - | $ | - |
| | | | Debit | Credit | Debit | Credit |
| 8503 | Currency Ex. Paid Out | | | | $ 50.51 | |
| 9000 | Cash A$100 | | | | | $ 50.51 |
| Total | | | $ | - | $ | - |

### Check Exchange

OPERA Cloud tracks currency exchange using the transaction code selected in the **Check Exchange Paid Out** OPERA Control.

Local currency is paid out and travelers check is received in.

| Trn. Code | Description | Net Sales Amount | Deposit Ledger | | Guest Ledger | |
|---|---|---|---|---|---|---|
| Balance For | 6-Jul-02 | | $ | - | $ | - |
| | | | Debit | Credit | Debit | Credit |
| 8504 | Check Ex. Paid Out | | | | $ 200.00 | |
| 9010 | Check $200 | $ - | | | | $ 200.00 |
| Total | | | $ | - | $ | - |

### Deposit Payments

Deposits posted to reservation affect the deposit ledger.

T/A commission is a special payment transaction code used to track prepayment of travel agent when the agent remits deposit for the nett rate, retaining their commission in advance of the stay. The transaction code to post prepaid travel agent commission payment is specified in the **Default Transaction Code For Prepaid Commission** OPERA Control.

| Trn. Code | Description | Net Sales Amount | Deposit Ledger | | Guest Ledger | |
|---|---|---|---|---|---|---|
| Balance For | 7-Jul-02 | | $ | - | $ | - |
| | | | Debit | Credit | Debit | Credit |
| 9000 | Cash | | | $ 300.00 | | |

| Trn. Code | Description | Net Sales Amount | Deposit Ledger | Guest Ledger |
|---|---|---|---|---|
| 9050 | Check | | $ 150.00 | |
| 9800 | T/A Commission | | $ 15.00 | |
| Total | | | -$ 465.00 | $ - |

### Deposit Transfer Upon Check In

When a reservation with deposit is checked in, the credit balance is transferred to the Guest Ledger using the transaction code used is specified in the **Deposit Ledger Transaction Code** OPERA Control.

| Trn. Code | Description | Net Sales Amount | Deposit Ledger | | Guest Ledger | |
|---|---|---|---|---|---|---|
| Balance For | 8-Jul-02 | | -$ | 465.00 | $ | - |
| | | | Debit | Credit | Debit | Credit |
| 9890 | T/F Deposit | $ - | $ 300.00 | | | $ 300.00 |
| 9890 | T/F Deposit | $ - | $ 165.00 | | | $ 165.00 |
| Total | | | 0 | | $ 465.00 | |

### Transfer From Guest Ledger to AR Ledger

A 'Direct Bill ' / 'AR Ledger Transfer' payment method is used to settle a reservation sub-account (billing window) balance and transfer the amount to an AR Account as an invoice.

The 'Direct Bill ' / 'AR Ledger Transfer' transaction code used is specified in the **Direct Bill Settlement Code** OPERA Control.

| Trn. Code | Description | Net Amount | Deposit Ledger | | Guest Ledger | | Pkg Ledger | | AR Ledger | |
|---|---|---|---|---|---|---|---|---|---|---|
| Trn. Code | Description | Net Amount | Deposit Ledger | | Guest Ledger | | Pkg Ledger | | AR Ledger | |
| Balance For | 3-Jul-02 | 0 | 0 | | 0 | | 0 | | 0 | |
| | | | Debit | Credit | Debit | Credit | Debit | Credit | Debit | Credit |
| 1000 | Accommodation | $ 90.91 | | | $ 100.00 | | | | | |
| 2101 | Food | $ 47.62 | | | $ 60.00 | | | | | |
| 2102 | Beverage | $ 19.09 | | | $ 20.00 | | | | | |
| 2600 | Minibar | $ 23.81 | | | $ 25.00 | | | | | |
| 3100 | Local Call | $ 1.00 | | | $ 1.00 | | | | | |

| Trn. Code | Description | Net Amount | Deposit Ledger | | Guest Ledger | | Pkg Ledger | | AR Ledger | |
|---|---|---|---|---|---|---|---|---|---|---|
| 8100 | Federal Tax | $ 10.00 | | | | | | | | |
| 8150 | State Tax | $ 2.72 | | | | | | | | |
| 9003 | Direct Bill Settlement (AR Ledger Transfer) | $ - | | | | $ 196.00 | | | $ 196.00 | |
| Total | | $ 196.00 | $ - | $ - | $ 196.00 | $ 196.00 | $ - | $ - | $ 196.00 | $ - |
| | | $ 196.00 | $ - | | $ - | | $ - | | $ 196.00 | |

### New AR Invoice

The following example shows an invoice created in an AR Account.

| Trn. Code | Description | Net Sales Amount | Deposit Ledger | | Guest Ledger | | Pkg Ledger | | AR Ledger | |
|---|---|---|---|---|---|---|---|---|---|---|
| Balance For | 09-JUL-22 | | 0 | | 0 | | 0 | | $196.00 | |
| | | | Debit | Credit | Debit | Credit | Debit | Credit | Debit | Credit |
| 1000 | Accommodation | $90.90 | | | | | | | $100.00 | |
| 7999 | Tax | $9.10 | | | | | | | | |
| Total | | $100.00 | 0.00 | 0.00 | 0.00 | 00.00 | 0.00 | 0.00 | $100.00 | 0.00 |
| | | | 0.00 | | 0.00 | | 0.00 | | $296.00 | |

### AR Invoice Payment

The following example shows the payment applied to two AR invoices

| Trn. Code | Description | Net Amount | Deposit Ledger | | Guest Ledger | | Pkg Ledger | | AR Ledger | |
|---|---|---|---|---|---|---|---|---|---|---|
| Balance For | 10-JUL-22 | | 0 | | 0 | | 0 | | $296.00 | |
| | | | Debit | Credit | Debit | Credit | Debit | Credit | Debit | Credit |
| 9100 | Bank EFT | | | | | | | | | $196.00 |
| 9000 | Cash | | | | | | | | | $100.00 |
| Total | | | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | $296.00 |

| Trn. Code | Description | Net Amount | Deposit Ledger | Guest Ledger | Pkg Ledger | AR Ledger |
|---|---|---|---|---|---|---|
| | | | 0.00 | 0.00 | 0.00 | 0.00 |

# Accounts Receivables

Prerequisites for Accounts Receivables

**Watch Video**

OPERA Cloud's Accounts Receivables feature enables you to create accounts and manage Direct Billing for company, travel agent, group, source, and guest profiles so that charges can be accumulated and billed for payments on an agreed-upon schedule. It also provides the tools for creating Accounts Receivables Accounts, tracking account activity across multiple properties, preparing reminder and statement letters, and managing invoices and payments.

> **Note:**
>
> Zero balance invoices are purged according to the Zero Invoice Purge Days OPERA Control.

## Managing Accounts Receivables Accounts

To create an AR Account you must first select or create a profile to link to the AR Account; the AR Account then inherits the name of the profile. You can create multiple AR Accounts for a single profile; each AR Account will have a unique AR Address (address type). An AR account number will be automatically generated for a new AR account when the Automatically Assign Account Number OPERA Control is active.

> **Note:**
>
> Permanent AR Accounts with a zero balance are not purged; non-permanent accounts with a zero balance are purged or can be deleted.

**Watch Video**

### Adding Accounts Receivables Accounts

1. From the **OPERA Cloud** menu, select **Financials**, select **Accounts Receivables**, and then select **Manage Accounts Receivables**.
2. Click **I Want To . . .** and select Create **Account**.
3. Search for and select the Profile.

a. If no profile exists, click **I Want To . . .** and select a profile type listed to create a new profile. See Creating a Guest or Contact Profile and Creating a Sales Account Profile.

b. You can then select the newly created profile for the AR account.

4. On the Account Setup screen, complete the following:

a. **Primary Account**: Select check box to identify this AR Account as the primary account for the profile. A profile can have multiple AR accounts at the same property, however, only one of those accounts can be designated as the primary account for that property and is used when the AR account is listed in OPERA Cloud or outputs on reports.

b. **Opt In Email for Reminders and Statements**. Select to include AR Account in email delivery of Statements and Reminders.

c. **Permanent Account**: Select check box to identify this AR Account is a permanent account. Permanent AR accounts cannot be deleted. See Deleting Accounts Receivables Accounts.

d. **Month End Calculation**: Select the check box to calculate the Payment Due Date based on the last day of the month for the Bill Generation Date and add the number specified in the Payment Due Days field to determine the Payment Due Date that appears on the folio.

e. **Include In Batch Statements**: Select to include the account when running batch statements. You might not want to include certain accounts such as internal accounts or credit card accounts in batch statements.

f. **Restricted**: Select this checkbox to prevent additional invoices being created in Accounts Receivable, or prevent guest ledger (Front Office) invoices being settled by Direct Bill to this AR account.

i. **Restricted Reason**: Select a reason for restriction from the list.

g. **Property**: Enter or select the required property from the list. Property list will be determined by your current location.

h. **Account Type**: Select an Account Type from the list. Account Types help you to categorize your AR Accounts for searching and reporting. Account type selection also determines the AR Statement template to be used and the reminder letter cycle for this AR Account. For more information, see Configuring Accounts Receivable Account Types

i. **Account Number (ID)**: Enter an AR Account ID according to the format specified in the Account Picture OPERA Control and can be alpha-numeric. This field is disabled when the Automatically Assign Account Number OPERA Control is active; an account number is automatically generated.

j. **Credit Limit**: Specify the maximum amount of credit available to this account, or the amount of the letter of credit provided by the account holder. You can change this amount if necessary. If you attempt to settle to direct bill and the transaction would exceed the credit limit for the account, a warning message prompts you to indicate whether you wish to proceed with the action.

k. **Contact**: Enter the name of the AR account contact. If you enter a contact here, the contact is used for AR purposes only (for example, for statements and reminder letters).

l. **Payment Due Days**: (Available when the Payment Due Days OPERA Control is active). Enter or select a number between 0-999 that indicates the number of days until the payment is due for the AR account. This date can be displayed on the AR Folio (generated in AR) by adding the `AR_PAYMENT_DUE_DATE` merge code to your

customized folio template(s), indicating the payment due date, for example, AR Pay Due Date 07/07/21. For more information, see Configuring Pay Days.

> **Note:**
>
> When you create an AR Account for a profile that already has a Payment Due Days value setup, the number automatically populates to this field. But if you create an AR Account for a Profile that does not have the Payment Due Days already configured, the number entered here does not get copied back to the Profile.

m. **Address**. By default, this field is populated with the AR Address of the profile linked to this AR account. The AR Address is used for AR purposes such as for statements and reminder letters. Update this address if AR correspondence is to be directed to a different address. You can add multiple AR Addresses to a profile to setup multiple AR accounts for one profile. For more information, see Managing Profile Communication

n. **Phone**. By default, this field is populated with the primary phone number from the profile linked to this AR account. Update as required. For more information, see Managing Profile Communication

o. **Email**: By default, this field is populated with the primary email address from the profile linked to this AR account. Update as required. For more information, see Managing Profile Communication

5. Click **Save**.

### Editing Accounts Receivables Accounts

1. From the **OPERA Cloud** menu, select **Financials**, select **Accounts Receivables**, and then select **Manage Accounts Receivables**.
2. Enter search criteria and click **Search**.
3. Select the AR Account in the search result, then click **I Want To. . .** then select the **Account Number** link in the search result.
4. Select a details link to access any of the following details for the AR Account.

**Table 6-2 AR Account Detail Links**

| Account | Notifications | Billing |
|---|---|---|
| Account Setup. For more information, see **Adding Accounts Receivables Accounts** section. | Notes | Fixed Charges |
| Aging | Traces | Invoices |
| Year View | Reminders | |
| Future and Past Stays | Statements | |

5. Click **Save**.

### Distributing Accounts Receivables Accounts to Other Properties

In multi-property operations, you can distribute AR Accounts to other properties from a Hub location.

> **Note:**
>
> The AR Account Type must exist in the destination properties.

1. From the **OPERA Cloud** menu, select **Financials**, select **Accounts Receivables**, and then select **Manage Accounts Receivables**.
2. Enter search criteria and click **Search**
3. Select the AR Account in the search result, then click **I Want To...** and select **Account Setup**.
4. Click the vertical ellipsis **Actions** menu and select **Distribute**.
5. Search and select the destination properties then click **Select**.
6. Check the result for failures.

### Deleting Accounts Receivables Accounts

> **Note:**
>
> AR accounts cannot be deleted in the following scenarios:
>
> - You cannot delete an AR account if it is a non-zero balance. To delete all no-balance accounts of a specific account type, or all no-balance accounts having account numbers in a specific range, use the AR Account Search screen search criteria to filter the accounts.
> - You cannot delete an AR account if the account is a Permanent Account. If you need to delete a permanent account, you must first uncheck the **Permanent Account** check box on the Account Setup screen.
> - You cannot delete an AR account if there are window routing instructions on the reservation that routes charges to that account for the current business date or for a future date. This restriction applies even if there are no charges posted to that AR account.

1. From the **OPERA Cloud** menu, select **Financials**, select **Accounts Receivables**, and then select **Manage Accounts Receivables**.
2. Enter search criteria and click **Search**.
3. Select the AR Account in the search result, then click **I Want To...** and select **Delete Account**.
4. Click **Delete** to confirm.

## Managing Accounts Receivables Fixed Charges

### Prerequisites for Accounts Receivables Fixed Charges

Use Fixed Charges to schedule a re-occurring charge to be posted to an AR account periodically and automatically during the End of Day process. Fixed Charge also offers a convenient way to post a one-time fixed charge on a specific date in the future. A new invoice (with new invoice number) is created each time the fixed charge is posted to the AR account.

### Adding Fixed Charges

1. From the **OPERA Cloud** menu, select **Financials**, select **Accounts Receivables**, and then select **Manage Accounts Receivables**.
2. Enter search criteria, click **Search**.
3. Click **I Want To...** and then select **Fixed Charges** for the AR account in search results.

> **Note:**
>
> Click **Show All** to view all detail links.

4. Click **New** and enter the following details:
   a. **Frequency**: Select the frequency with which the fixed charge should be posted.
      i. **Once**: Post the charge one time. When this option is selected, the **End Date** field becomes unavailable.
      ii. **Daily**: Post the charge every day.
      iii. **Weekly**: Post the charge once a week. When this option is selected, the **Day to Execute** field appears. Select the down arrow to choose the day of the week (1 = Sunday, 2 = Monday, 3 = Tuesday, and so on) to have the fixed charge posted.
      iv. **Monthly**: Post the charge once a month. When this option is selected, the **Day to Execute** field becomes available. Select any number from 1 to 31 or **END**. Numbers 1 through 31 trigger a posting on that date each month. If the date does not fall in that month (for example, some months have fewer than 31 days), no posting occurs for the month. Selecting **End** always posts the fixed charge on the last day of the month.
      v. **Quarterly**: Post the charge once a quarter. When this option is selected, the **Day to Execute** field becomes available. Fixed charges are posted every quarter, that is, every three months. Select the down arrow to choose the date during the last month in the quarter to have the fixed charge posted. For example, if you select 15, the fixed charges are posted on the 15th of March, the 15th of June, the 15th of September, and the 15th of December. To post the charge on the last day of the quarter, regardless of the date, select **End**.
      vi. **Yearly**: Post the charge once a year. When this option is selected, the **Date to Execute** field becomes available. Fixed charges always post every year on the month and day you select. The year portion of the date is ignored.
   b. **Begin Date /End Date**: Select the **Begin Date** and **End Date** to determine the period when the fixed charge can be posted to the AR Account.
   c. **Transaction Code**: Enter or select the charge from the list.
   d. **Quantity**: Enter the number of units to be charged. Entering a negative quantity will post a negative amount.
   e. **Amount (Price)**: Enter the unit price of the charge. A negative amount can be entered.

> **Note:**
>
> Fixed charges are always posted in the local/base currency for the property. The posted amount will be the price x quantity.

f. **Supplement**: Use this field for supplemental information about the charge For example, for a fixed parking charge you may want to enter a parking ticket number or parking space number.

5. Click **Save** or **Save and Continue** to add another fixed charge.

### Editing Fixed Charges

1. From the **OPERA Cloud** menu, select **Financials**, select **Accounts Receivables**, and then select **Manage Accounts Receivables**.
2. Enter search criteria, click **Search**.
3. Select the AR account in the search result, then click **I Want To. . .** and then select **Fixed Charges**.
   a. Select the **Fixed Charge** then click the vertical ellipsis **Actions** menu and select **Edit**.
   b. Make the desired changes.
   c. Click **Save**.

### Deleting Fixed Charges

1. From the **OPERA Cloud** menu, select **Financials**, select **Accounts Receivables**, and then select **Manage Accounts Receivables**.
2. Enter search criteria, click **Search**.
3. Select the AR account in the search result, then click **I Want To. . .** and then select **Fixed Charges**.
   a. Select the **Fixed Charge** then click the vertical ellipsis **Actions** menu and select **Delete**.
   b. Click **Delete** to confirm.

## Managing Accounts Receivables Notes

Use Account Receivable Notes to keep a record of internal information regarding an AR account. For example, you can save information about an AR account's billing preferences, actions taken on an invoice, or special instructions on how to handle an account or invoice. You could also use it to record notes during telephone conversations, to record past history of issues, or just to log general information regarding the account.

With the AR Account Presentation page, the **Notes** notifications link will indicate the number of notes on the AR Account; click the **Notes** link to read the notes.

### Adding AR Account Notes

1. From the **OPERA Cloud** menu, select **Financials**, select **Accounts Receivable**, and then select **Manage Accounts Receivable**.
2. Enter search criteria, click **Search**.

3. Select the AR Account in the search result, click **I Want To...**, **Notes**, or click the **Notes** link in Accounts Receivable Account Presentation.
4. Click **New** and complete the following:
    a. **Type**: Select a note type. For more information, see Configuring Note Types.
    b. **Internal**: Select this check box if the comment is to be treated as internal.

> **Note:**
>
> Internal notes are not output on stationery or on reports unless the report explicitly allows display of Internal Notes. You can uncheck this check box when Override Internal is selected in the note type configuration.

    c. **Title**: Enter a summary title for the note (will default based on note type but can be updated).
    d. **Comment**: Enter or paste the note details; a maximum of 2000 characters (single byte) is supported.
5. Click **Save** or click **Save and Continue** to add another note.

### Updating AR Account Notes

1. From the **OPERA Cloud** menu, select **Financials**, select **Accounts Receivable**, and then select **Manage Accounts Receivable**.
2. Enter search criteria, click **Search**.
3. Select the AR Account in the search result, then click **I Want To. . .**, and select **Notes**, or click the **Notes** link in Accounts Receivable Account Presentation.
4. Select the note , then click **+** to expand the card to read the note comments.
5. Click the vertical ellipsis **Actions** menu and select **Edit**.
6. Update the note details.
7. Click **Save**.

### Deleting AR Account Notes

1. From the **OPERA Cloud** menu, select **Financials**, select **Accounts Receivable**, and then select **Manage Accounts Receivable**.
2. Enter search criteria, click **Search**.
3. Select the AR Account in the search result, then click **I Want To. . .**, and select **Notes**, or click the **Notes** link in Accounts Receivable Account Presentation.
4. Click the vertical ellipsis **Actions** menu and select **Delete**.
5. Click **Delete** to confirm.

## Managing Accounts Receivable Traces

Prerequisites for Accounts Receivable Traces

Accounts Receivable traces are actionable instructions or reminders for follow-up on a specific date. Once an action is taken the trace is updated as resolved. You can use Traces to set

reminders regarding payment collection or other to-do's related to an AR account. The AR Trace report is available to generate a list of unresolved / actionable AR traces.

### Adding AR Traces

1. From the **OPERA Cloud** menu, select **Financials**, select **Account Receivables**, select **Manage Account Receivables**.
2. Enter search criteria, click **Search**.
3. Select the AR Account in the search result, click **I Want To...**, **Traces** or click the **Traces** link in AR Account Presentation.
4. Click **New** and complete the following:
    a. **Date**: Enter the date for the trace.
    b. **Trace text**: Enter the trace text / details.
5. Click **Save**.

### Editing AR Traces

1. From the **OPERA Cloud** menu, select **Financials**, select **Account Receivables**, select **Manage Account Receivables**.
2. Enter search criteria, click **Search**.
3. Select the AR Account in the search result, click **I Want To...**, **Traces** or click the **Traces** link in AR Account Presentation.
4. Click **+** to expand the card and view trace details
5. Click **Vertical Ellipsis** and select **Edit**.
6. Update details.
7. Click **Save**.

### Completing (Resolve) AR Traces

To mark a trace as completed, once it has action had been taken:

1. From the **OPERA Cloud** menu, select **Financials**, select **Account Receivables**, select **Manage Account Receivables**.
2. Enter search criteria, click **Search**.
3. Select the reservation in the search result, click **I Want To...**, **Traces** or click the **Traces** link in AR Account Presentation.
4. Click **Vertical Ellipsis** and select **Resolve**.

### Deleting AR Traces

1. From the **OPERA Cloud** menu, select **Financials**, select **Account Receivables**, select **Manage Account Receivables**.
2. Enter search criteria, click **Search**.
3. Select the reservation in the search result, click **I Want To...**, **Traces** or click the **Traces** link in AR Account Presentation.
4. Click **Vertical Ellipsis** and select **Delete**.
5. Click **Delete** to confirm.

# Managing AR Invoice Details

## Prerequisites for Viewing and Managing Invoice Details

You can adjust invoice charges or post additional charges to AR invoices when the **No Modify Invoice** and the **Folio No Reprint** OPERA Controls are inactive, and the invoice is not finalized (Available when the **Invoice Finalize Date** OPERA Control is active).

When the **Charges Transfer** OPERA Control is active you can transfer charges from one AR invoice to another.

### Postings Additional Charges to AR Invoices

1. From the **OPERA Cloud** menu, select **Financials**, select **Accounts Receivables**, and select **Manage Accounts Receivables**.
2. Enter search criteria and click **Search**.
3. Select the AR Account in the search result, then click **I Want To. . .** and select **Invoices**.
4. Click **Manage**.
5. Select an invoice, then click **Manage Invoice Details**.
6. Click the vertical ellipsis **Actions** menu and select **Post Charges**.
    a. Complete the following:
    b. **Transaction Code**: Enter or select the charge from the list.
    c. **Price**: Enter the amount. (Enter a negative amount to post a rebate adjustment)
    d. **Quantity**: Enter the quantity.
    e. **Supplement**: Use this field for supplemental information about the charge.
    f. **Reference**: Use this field for reference information for the charge.
    g. **Check Number**: Enter a number if applicable.
    h. **Arrangement Code**: Enter or select a folio arrange code (Enabled when the **Arrangements** OPERA Control is active).
    i. Click **Post Charges**.

### Posting Adjustment Charges to AR Invoices

After posting transactions, you can make the following changes using the Post Adjustments feature:

- Adjust postings made on or before the current business date.
- Make a flat-amount or a percentage change to invoice transactions based on transaction codes/routing codes and date range.

You can post adjustments to AR invoices when the **No Modify Invoice** and the **Folio No Reprint** OPERA Controls are inactive. The **AR Invoice Adjustment Period AR** OPERA Control determines the period after the invoice date that an invoice can be adjusted. The Adjust action is unavailable if there are no charges on the invoice remaining open to adjustment or when the invoice is finalized (Available when the **Invoice Finalize Date** OPERA Control is active).

1. From the **OPERA Cloud** menu, select **Financials**, select **Accounts Receivables**, and select **Manage Accounts Receivables**.

2. Enter search criteria and click **Search**.
3. Select the AR Account in the search result, then click **I Want To. . .** and select **Invoices**.
4. Click **Manage**.
5. Select an invoice, then click **Manage Invoice Details**.
6. Click the vertical ellipsis **Actions** menu and select **Post Charges**.
    a. Complete the following:
    b. **Amount/Percentage**
        i. Select **Amount** to adjust all selected transactions by the same fixed amount.
        ii. Select **Percentage** to adjust all selected transactions by the same fixed percentage.
    c. **Amount**: Enter the amount or percentage to adjust.
    d. **Reason**: Select an adjustment reason from the list.
    e. **Reason Text**: Update or enter reason text as needed.
    f. Click **Process Adjustments**.

### Editing AR Invoice Charges

1. From the **OPERA Cloud** menu, select **Financials**, select **Accounts Receivables**, and select **Manage Accounts Receivables**.
2. Enter search criteria and click **Search**.
3. Select the AR Account in the search result, then click **I Want To. . .** and select **Invoices**.
4. Click **Manage**.
5. Select an invoice, then click **Manage Invoice Details**.
    a. Select a charge, then click the vertical ellipsis **Actions** menu and select **Edit Posting**.
    b. **Supplement**: Use this field for supplemental information about the charge.
    c. **Reference**: Use this field for reference information for the charge.
    d. **Check Number**: Enter a POS check number if applicable.
    e. Click **Save Transaction**.

### Transferring AR Invoice Charges

When the **Charges Transfer** OPERA Control is active you can transfer charges from one AR invoice to another. You cannot transfer the charges for an invoice with a statement number assigned. (Available when the **Statement Numbers** OPERA Control is active),

1. From the **OPERA Cloud** menu, select **Financials**, select **Accounts Receivables**, and select **Manage Accounts Receivables**.
2. Enter search criteria and click **Search**.
3. Select the AR Account in the search result, then click **I Want To. . .** and select **Invoices**.
4. Click **Manage**.
5. Select an invoice, then click **Manage Invoice Details**.
    a. Select a charge, then click the vertical ellipsis **Actions** menu and select **Edit Posting**.
    b. Select a Transfer Scope.

c. To transfer to a different invoice in the current account:
   i. Select to transfer the charges to a different invoice in the current AR account.
   ii. Search and select the invoice from the list and click **Select Invoice**.

   To transfer to a different invoice in a different account:
   i. Select to transfer the charges to a different AR account and invoice.
   ii. Enter the account number or search for the AR Account.
   iii. Enter or search the invoice number to receive the transferred charges.
d. Click **Transfer Postings**.

### Generating AR Invoices

1. From the **OPERA Cloud** menu, select **Financials**, select **Accounts Receivables**, and select **Manage Accounts Receivables**.
2. Enter search criteria and click **Search**.
3. Select the AR Account in the search result, then click **I Want To. . .** and select **Invoices**.
4. Click **Manage**.
5. Select an invoice, then click **Manage Invoice Details**.
   a. Click **View Folio**.
   b. **Folio Style**: Click to select a folio style. For more information, see Selecting Folio Styles for Viewing, Printing.
   c. **View in Currency**: Click to select a currency from the list (Available when the **Ability to Quote Rates in Foreign Currencies** OPERA Control is active).
      i. Select a currency from the list.
      ii. Click **Select**.
   d. **Folio Text**: Click to add folio-specific text to appear when generating the folio (Available when the **Additional Folio Text** OPERA Control is active).
      i. Enter **Promotional** or **Reference** text into the fields.
      ii. Click **Save**.
   e. Select a destination.
      i. **Preview**: Select to generate as PDF file.
      ii. **Print**: Select a printer from the list. For more information, see Configuring Printers.
      iii. **Email**: Select an email address from the list.
         i. Click **New Email** to add an email address.
         ii. **Email Type**: Select an email type from the list.
         iii. **Email Address**: Enter an email address.
         iv. Click **Save**.
      iv. **Download**: Select to download PDF file.
   f. Click **Process**.

# Managing AR Invoice Payments

To apply payments to an invoice, highlight the invoice(s) with an open balance and select the Make Payment button. For compressed invoices, the Make Payment button is not available for the child invoices; you can only apply payments to the parent invoice.

### Posting Payments to Selected or Oldest AR Invoices

1. From the **OPERA Cloud** menu, select **Financials**, select **Accounts Receivables**, and select **Manage Accounts Receivables**.
2. Enter search criteria and click **Search**.
3. Select the AR Account in the search result, then click **I Want To. . .** and select **Invoices**.
4. Click **Manage**.
5. Enter invoice search criteria, then click **Search**.
6. Select one or more Invoices. then click **Make Payment** and complete the following:
    a. **Property**: Select or confirm the property.
    b. **Account**: Select or confirm the AR Account (defaults to the current AR Account).
    c. **Invoice Selection**: Select the desired option
        - **Selected Invoices**: This option is automatically selected if you have selected one or more invoices to apply the payment to prior to selecting the Make Payment button. The payment is divided equally among the invoices you select. When you select more than one invoice for payment, the total outstanding for all selected invoices appears in the Amount field.
            – If the amount is changed to less than the total of all selected invoices, the payment is applied to the greatest outstanding balance.
            – If there is any part of the payment remaining after the greatest outstanding balance is paid, it is applied to the next largest outstanding balance, and so on.
            – If the payment is larger than the total outstanding balance on the selected invoices, the remainder is applied to the account as an unallocated payment.
        - **Oldest**: This options applies the payment to the outstanding invoice with the earliest date. If the amount of the payment is greater than the outstanding amount of the oldest invoice, the remainder of the payment is applied to the next oldest invoice that has an outstanding balance, and so on, until the payment is completely allocated. Any remaining payment amount is credited to the account as an unallocated payment.
        - **Selective(ly)**: This option lets you see a list of invoices with open balance so that you can select invoices to apply payment to, along with the portion of the payment total.
    d. **Method**: Select a payment method such as a credit card and so on. An additional screen opens for you to complete the payment details.
    e. **Amount**: Enter the payment amount.
    f. **Supplement**: Enter a comment relevant to the payment you are entering.
    g. **Reference**: Enter any reference information relevant to the payment.

    To post multiple payments to the AR account, you can add an additional payment panel, click **vertical ellipsis** and click **Add Payment** to display an additional payment panel. To remove the payment panel click the **vertical ellipsis** and click **Remove**.
    h. Click **Post Payments**.

### Posting Unallocated Payments to AR Accounts

To post payment to an AR Account without allocating payment to selected invoices.

1. From the **OPERA Cloud** menu, select **Financials**, select **Accounts Receivables**, and select **Manage Accounts Receivables**.
2. Enter search criteria and click **Search**.
3. Select the AR Account in the search result, then click **I Want To. . .** and select **Invoices**.
4. Click **Manage**.
5. Enter invoice search criteria, then click **Search**
6. Click **Make Payment** and complete the following:
    a. **Property**: Select or confirm the property.
    b. **Account**: Select or confirm the AR Account (defaults to the current AR Account).
    c. **Invoice Selection**: Select the desired option
        i. **Unallocated**: Selecting this option applies the payment to the AR account, but the payment is not allocated to any invoice.
    d. **Method**: Select a payment method such as a credit card and so on. An additional screen opens for you to complete the payment details.
    e. **Amount**: Enter the payment amount.
    f. **Supplement**: Enter a comment relevant to the payment you are entering.
    g. **Reference**: Enter any reference information relevant to the payment.
    h. To post multiple payments to the AR account, you can add an additional payment panel, click vertical ellipsis and click **Add Payment** to display an additional payment panel. To remove the payment panel click the vertical ellipsis **Actions** menu and select **Remove**.
    i. Click **Post Payments**.

### Applying Unallocated Payments to Selected invoice

You can apply one or more unallocated payments posted to the AR Account to an invoice.

1. From the **OPERA Cloud** menu, select **Financials**, select **Accounts Receivables**, and select **Manage Accounts Receivables**.
2. Enter search criteria and click **Search**.
3. Select the AR Account in the search result, then click **I Want To. . .** and select **Invoices**.
4. Click **Manage**.
5. Enter invoice search criteria, then click **Search**
    a. Select the unallocated payment(s).
    b. Select the invoice to apply the payment(s) to.

> **Note:**
>
> The summary bar totals will update accordingly.

c. Click **Apply Payment** ; the payment or payments are immediately applied to the selected invoice, and the updated invoice balance appears in the Open column.

> **Note:**
>
> If the payment total is greater than the outstanding balance of the invoice, an unallocated payment will remain in the AR account.

**Selectively Applying an Unallocated Payment to One or More Invoices**

You can apportion an allocated payment to one or more invoices or part-pay a single invoice.

1. From the **OPERA Cloud** menu, select **Financials**, select **Accounts Receivables**, and select **Manage Accounts Receivables**.
2. Enter search criteria and click **Search**.
3. Select the AR Account in the search result, then click **I Want To. . .** and select **Invoices**.
4. Click **Manage**.
5. Enter invoice search criteria, then click **Search**.
   a. Select the unallocated payment.
   b. Select the invoice(s).

> **Note:**
>
> The summary bar totals will update accordingly.

   c. Click **Apply Payment Selectively**.
      i. The selected invoices appear in a list. Enter the (partial) payment amount to apply to each invoice listed. The **Total Specified** indicates the total applied to the invoices listed.
      ii. Click **Apply Payment** to post payment amounts to the respective invoice(s).

> **Note:**
>
> Any remaining amount will remain as an unallocated payment in the AR account.

**Unapplying AR Invoice Payments**

To view applied payments (open balance = 0.00); update the search criteria and deselect the Open Balances Only check box.

Unapplied payments will list as unallocated payment in the AR Account.

1. From the **OPERA Cloud** menu, select **Financials**, select **Accounts Receivables**, and select **Manage Accounts Receivables**.
2. Enter search criteria and click **Search**.
3. Select the AR Account in the search result, then click **I Want To. . .** and select **Invoices**.

4. Click **Manage**.
5. Enter invoice search criteria, then click **Search**.
    a. Select an invoice or payment with an amount in the Paid column.
    b. Click **Pay History** or click **Unapply Payment**.
    c. Payments are displayed in posting date order.
        i. Select the payment(s) to unapply from the list.
        ii. Click **Unapply Selected Payment(s)**.

### Editing AR Invoice Payments

Use Edit to update the reference and supplement details of a payment.

1. From the **OPERA Cloud** menu, select **Financials**, select **Accounts Receivables**, and select **Manage Accounts Receivables**.
2. Enter search criteria and click **Search**.
3. Select the AR Account in the search result, then click **I Want To. . .** and select **Invoices**.
4. Click **Manage**.
5. Enter invoice search criteria, then click **Search**.
6. Select an invoice then click **Edit Payment**.
    a. **Supplement**: Use this field for supplemental information about the charge.
    b. **Reference**: Use this field for reference information for the charge.
    c. Click **Save**.

### Reversing AR Invoice Payments

Note: To view reverse payments (open balance = 0.00); update the search criteria and deselect the **Open Balances Only** check box.

1. From the **OPERA Cloud** menu, select **Financials**, select **Accounts Receivables**, and select **Manage Accounts Receivables**.
2. Enter search criteria and click **Search**.
3. Select the AR Account in the search result, then click **I Want To. . .** and select **Invoices**.
4. Click **Manage**.
5. Enter invoice search criteria, then click **Search**.
    a. Select a payment, then click **Reverse Payment**.
    b. A debit payment for the original payment amount is posted with the supplement Reverse Posting.

### Transferring Unallocated AR Invoice Payments

You can transfer an unallocated payment either partially or in full to other Accounts Receivable (AR) accounts.

1. From the **OPERA Cloud** menu, select **Financials**, select **Accounts Receivables**, and select **Manage Accounts Receivables**.
2. Enter search criteria and click **Search**.
3. Select the AR Account in the search result, then click **I Want To. . .** and select **Invoices**.

4. Click **Manage**.
5. Enter invoice search criteria, then click **Search**.
6. Select the payment(s) then click **Transfer**.
    a. Enter the following details:
    b. **Account Number**: Enter or select the destination AR Account.
    c. **Amount**: Enter the amount to transfer.
    d. **Supplement**: Enter any details. This information appears in the **Supplement** field of the transaction in the originating AR Account.
    e. Click **Transfer**.

### Viewing AR Invoice Payment History

1. From the **OPERA Cloud** menu, select **Financials**, select **Accounts Receivables**, and select **Manage Accounts Receivables**.
2. Enter search criteria and click **Search**.
3. Select the AR Account in the search result, then click **I Want To. . .** and select **Invoices**.
4. Click **Manage**.
5. Enter invoice search criteria, then click **Search**.
    a. Select an Invoice with an amount in the **Paid** column.
    b. Click **Pay History** to view payment history.

## Managing AR Invoices

The Manage AR Account Invoices page displays a panel listing the AR invoices and payments posted or transferred to the AR Account.

The summary information displayed in the top panel updates in real-time depending on the invoices and payments you select to manage.

- **Balance**: Displays the total amount due for all invoices in this account.
- **Invoices**: Displays the amount of all selected invoices.
- **Payments**: Displays the sum of selected payments.
- **Total Selected**: Displays the total of all open amounts for selected invoices, minus selected payment.

Each AR invoice listed indicates both the (Billing) Folio number assigned at settlement and the AR invoice number assigned when the direct bill settled folio is transferred to an AR Account.

When you compress multiple invoices into a single invoice, the parent invoice is assigned an invoice number and reflects the total amount of the compressed invoices. A plus sign **(+)** appears to the left of the parent invoice; click the plus sign **(+)** to expand and view the original invoices, now marked by an icon indicating they are compressed. Click the minus sign **(-)** to collapse the display of individual invoices to view only the compressed invoice.

When the **Invoice Finalize Date** OPERA Control is active, you can lock invoices to prevent further changes. The finalized invoice date can be the date used for invoice aging when Finalize Date is selected as the **Date for Aging** OPERA Control.

You can adjust invoice charges or post additional charges to AR invoices when the **No Modify Invoice** and the **Folio No Reprint** OPERA Controls are inactive, and the invoice is not finalized. You can also transfer charges from one AR invoice to another when the **Charges Transfer** OPERA Control is active. See OPERA Controls — Cashiering.

When the **Create Invoices with Negative Amounts** OPERA Control is active, you can create invoices with a credit balance (credit note).

When the **Payment Due Days** OPERA Control is active, the `AR_PAYMENT_DUE_DATE` folio element outputs the payment due date according to the AR Account setup.

When the **Finance Charges** OPERA Control is active a 'late payment' charge can be levied against overdue balances in AR Accounts of a specific AR Account type.
The `ARTRX.POST_AR_FINANCIAL_CHARGES` End of Day procedure calculates and posts the finance charge using the transaction code selected in the **Default Finance Charge Transaction Code** OPERA Control. The financial charge is posted as a new invoice, with the financial charge supplement "Finance Charges Posted Automatically". For more information, see Configuring Accounts Receivable Account Types.

When the **Statement Number** OPERA Control is active, each AR statement is assigned a unique statement number at the time it is generated. This allows you to see which invoices were included in each statement and to search for invoices using the statement number. In addition, payments can be applied per statement. Once an invoice is associated to a statement, you must unlink the invoice from the numbered statement before the invoice can be included in a different statement.

> **Note:**
>
> When the **Force Cashier Login** OPERA Control is active you are prompted for your cashier credentials when accessing Manage AR Invoices. For more information, see Cashier Login.

> **Tip:**
>
> Use **Sort-By** to change the sort order of invoices and payments listed in the search result.

#### Adding AR Invoices

To create an invoice in an AR Account and post charges to the invoice or to create a credit note and post rebate charge to the invoice (Available when the **Create Invoices with Negative Amounts** OPERA Control is active).

> **Tip:**
>
> To post a rebate charge, enter a negative **Price** and provide supplement details.

> **Note:**
>
> You must be granted the **Override Flagged Account Direct Bill** task to create an invoice in a restricted AR Account.

1. From the **OPERA Cloud** menu, select **Financials**, select **Accounts Receivables**, and select **Manage Accounts Receivables**.
2. Enter search criteria then click **Search**.
3. Select the AR Account in the search result, then click the amount in the **Balance** column or click **I Want To. . .** and select **Invoices**.
4. Click **Manage** and enter invoice and charge information.
    a. Click **New** and enter invoice information and charge information.
        i. **Invoice Information**:
            i. **Name**: Search and select a profile for the Invoice.
            ii. **Market Code**: Enter or select a market code for the invoice charges.
            iii. **Source Code**: Enter or select a source code for the invoice charges.
            iv. **Room Class**: Select a room class from the list.
            v. **Supplement**: Enter text if applicable.
            vi. **Reference**: Enter a number if applicable.
        ii. **Charge Information**:
            i. **Transaction Code**: Enter or select the charge from the list.
            ii. **Price**: Enter the amount.
            iii. **Generated Charges**: Click to view a list of generates charges, such as taxes, for the charge.
            iv. **Quantity**: Enter the quantity.
            v. **Supplement**: Use this field for supplemental information about the charge.
            vi. **Reference**: Use this field for reference information for the charge.
            vii. **Check Number**: Enter a number if applicable.
            viii. **Arrangement Code**: Enter or select a folio arrange code from the list (this field is enabled when the Arrangements OPERA Control is active).
            ix. **X** : Click to delete a row.
            x. Click to post the charge
            xi. Click **Add New Row** to add a row and post additional charge(s).
            xii. **Total Postings, Total Taxes, and Total Charges**: Values update automatically for each charge added or deleted on the new invoice.
    b. Click **Create Invoice** or click **Create and Add Another Invoice** to continue creating invoices.

### Editing AR Invoices

Use Edit Invoice to update the reference and supplement details of an invoice. You may also access or change the profile to which the invoice is linked.

1. From the **OPERA Cloud** menu, select **Financials**, select **Accounts Receivables**, and select **Manage Accounts Receivables**.
2. Enter search criteria then click **Search**.
3. Select the AR Account in the search result, then click the amount in the **Balance** column or click **I Want To. . .** and select **Invoices**.

4. Click **Manage**.
5. Enter invoice search criteria, then click **Search**.
6. Select an invoice then click **Edit Invoice**.
    a. **Name**: Click to search and select a profile to link to the invoice.
    b. **Supplement**: Use this field for supplemental information about the charge.
    c. **Reference**: Use this field for reference information for the charge.
    d. Click **Save**.

### Generating AR Invoice Folios

To generate a copy of the AR Invoice.

> **Note:**
>
> The AR Invoice may be different to the original front office folio available in folio history.

1. From the **OPERA Cloud** menu, select **Financials**, select **Accounts Receivables**, and select **Manage Accounts Receivables**.
2. Enter search criteria then click **Search**.
3. Select the AR Account in the search result, then click **I Want To. . .**. and select **Invoices**.
4. Click **Manage**.
5. Enter invoice search criteria, then click **Search**.
6. Select an invoice then click **View Folio**.
    a. **Folio Style**: Click to select a folio style. For more information, see Selecting Folio Styles for Viewing, Printing.
    b. **View in Currency**: Click to select a currency from the list (Available when the**Ability to Quote Rates in Foreign Currencies** OPERA Control is active).
        i. Select a currency from the list.
        ii. Click **Select**.
    c. **Folio Text**: Click to add folio-specific text to appear when generating the folio (Available when the **Additional Folio Text** OPERA Control is active).
        i. Enter **Promotional** or **Reference** text into the fields.
        ii. Click **Save**.
    d. Select a destination.
        i. **Preview**: Select to generate as PDF file.
        ii. **Print**: Select a printer from the list. For more information, see Configuring Printers.
        iii. **Email**: Select an email address from the list.
            i. Click **New Email** to add an email address.
                i. **Email Type**: Select an email type from the list.
                ii. **Email Address**: Enter an email address.

iii. Click **Save**.

iv. **Download**: Select to download PDF file.

e. Click **Process**.

### Finalizing Invoices

When the **Invoice Finalize Date** OPERA Control is active you can finalize invoices to prevent further charges or adjustments from being posted, nor can existing charges be edited to update the **Reference** or **Supplement**.

The finalized invoice date can be the date used for invoice aging when Finalize Date is selected as the **Date for Aging** OPERA Control.

1. From the **OPERA Cloud** menu, select **Financials**, select **Accounts Receivables**, and select **Manage Accounts Receivables**.
2. Enter search criteria then click **Search**.
3. Select the AR Account in the search result, then click **I Want To. . .**. and select **Invoices**.
4. Click **Manage**.
5. Enter invoice search criteria, then click **Search**.
6. Select the invoice(s), then click **Finalize**.

### Un-Finalizing Invoices

To remove the finalize status from an invoice. (Available when the **Invoice Finalize Date**OPERA Control is active).

1. From the **OPERA Cloud** menu, select **Financials**, select **Accounts Receivables**, and select **Manage Accounts Receivables**.
2. Enter search criteria then click **Search**.
3. Select the AR Account in the search result, then click **I Want To. . .**. and select **Invoices**.
4. Click **Manage**.
5. Enter invoice search criteria, then click **Search**.
6. Select the invoice(s), then click **Unfinalize**.

### Transferring AR Invoices to other AR Account

- You cannot transfer an invoice after applying a payment; you must first unapply the payment to enable transferring the invoice. See Managing AR Invoice Payments
- You cannot transfer a finalized invoice (Available when the **Invoice Finalize Date** OPERA Control is active).
- You cannot transfer an invoice that is associated with a Credit Card AR Account.

1. From the **OPERA Cloud** menu, select **Financials**, select **Accounts Receivables**, and select **Manage Accounts Receivables**.
2. Enter search criteria then click **Search**.
3. Select the AR Account in the search result, then click **I Want To. . .**. and select **Invoices**.
4. Click **Manage**.
5. Enter invoice search criteria, then click **Search**.
6. Select the invoice(s), then click **Transfer**.

a. From the Transfer screen, enter the Account Number:
   i. Search and select or enter the destination AR Account Number.
   ii. Enter search criteria and click **Search**.
   iii. Select the **AR Account** in search results and click **Select**.
b. Supplement .Enter a comment pertaining to this transfer. The information appears in the Supplement field of the transaction on the Manage Invoice screen for the originating, or source, account.
c. Click **Transfer**.

> **Note:**
>
> The invoice transfer appears in the source account when you search (with the Open Balances Only check box deselected) for all invoices to include zero balance invoices.

### Compressing Invoices

Compressing combines multiple invoices into a new 'parent' invoice.

- After you compress invoices, you cannot add new postings or adjust transactions on the parent invoice.
- You cannot compress invoices that include postings for the current business date.
- You cannot compress invoices that have been partially or fully paid.
- The Payment button is not available for the child invoices. You can only apply payments to the parent invoice.
- You cannot generate a folio for a parent invoice.

1. From the **OPERA Cloud** menu, select **Financials**, select **Accounts Receivables**, and select **Manage Accounts Receivables**.
2. Enter search criteria then click **Search**.
3. Select the AR Account in the search result, then click **I Want To. . .**. and select **Invoices**.
4. Click **Manage**.
5. Enter invoice search criteria, then click **Search**.
6. Select the invoice(s), then click **Compress Invoices** and complete the following:
   a. **Supplement**: Enter any supplementary information text.
   b. **Reference**: Enter any reference information.
   c. Click **Compress Invoices**.

### Decompressing Invoices

You can decompress invoices that have been compressed on the same business day; once the business date has changed the option is not longer available.

1. From the **OPERA Cloud** menu, select **Financials**, select **Accounts Receivables**, and select **Manage Accounts Receivables**.
2. Enter search criteria then click **Search**.
3. Select the AR Account in the search result, then click **I Want To. . .**. and select **Invoices**.

4. Click **Manage**.
5. Enter invoice search criteria, then click **Search**.
6. Select the parent invoice, then click **Uncompress Invoices**.

### Unlinking Statement Numbers from AR Invoices

When the **Statement Number** OPERA Control is active, invoices included on an AR statement are assigned a statement number. In order to include an AR invoice on a different statement you must detach the AR invoice from the previous statement.

1. From the **OPERA Cloud** menu, select **Financials**, select **Accounts Receivables**, and select **Manage Accounts Receivables**.
2. Enter search criteria then click **Search**.
3. Select the AR Account in the search result, then click **I Want To. . .**. and select **Invoices**.
4. Click **Manage**.
5. Enter invoice search criteria, then click **Search**.
6. Select the invoice(s), then click **Unlink Statement Number**.

## Viewing Accounts Receivable Aging

AR Account Aging provides a summary of the invoice aging according to the aging levels setup in OPERA Controls. The aging "clock" is determined by the Date for Aging OPERA Control. Choices include the date the invoice is transferred to AR from Front Office (ART); the date the invoice is closed in AR (INC); the reservation check out date (COD); or the date when the interim bill or advance bill is generated and settled to an AR Account (ING).

Aging information appears in graph and table formats:

- The graph generates a color-coded view of net balances owed in each property.
- The table breaks down the balances owed by aging period (Bucket).

### Viewing AR Account Aging

1. From the **OPERA Cloud** menu, select **Financials**, select **Account Receivables**, and then select **Manage Account Receivables**.
2. Enter search criteria then click **Search**.
3. Select the AR Account in search result, then click **I Want To. . .** and select **Aging**.
    a. Click **View Summary** to view summary (Total Amount).
    b. Click vertical ellipsis Actions menu and select **View Details** to toggle to display details (Open Balance and Credits).

## Viewing Accounts Receivables Future and Past Stays

Future and Past Stays displays a list of the reservations linked to the AR Account profile.

> **Note:**
>
> The Future & Past Stays details link count displays a maximum of (26). The Future & Past Stays panel displays a maximum of 50 reservations.

### Viewing AR Account Future and Past Stays

To view the Future and Past Stays, do the following:

1. From the **OPERA Cloud** menu, select **Financials**, select **Account Receivables**, and then select **Manage Account Receivables**.
2. Enter search criteria then click **Search**.
3. Select the AR Account in search result, then click **I Want To. . .** and select **Future And Past Stays**.
    a. The panel displays list of Future Reservations and Past Reservations.
    b. Click **[+]** to expand a reservation and view linked profiles.
    c. Click **Confirmation** to open Reservation Presentation for the selected reservation. See Editing a Reservation.
    d. Click **Rate** to view the rate code information.
    e. Click **Room Type** to view the room type information.

## Viewing Accounts Receivables Accounts Changes Log

The Accounts Receivables Changes Log displays account activity by Date, Time, Action Type, Description, and other details. The Changes Log provides the following types of AR Account information:

- Transfers from Front Office to AR (Transfer of Invoice).
- Postings made to existing account invoices (New Posting for Invoice).
- New invoices added to the account (Invoice Posting).
- Payments and reverse payments posted to the account (Post and Reverse Post).
- Compressed invoices (Compression of Invoice).
- Finalized Invoices (Invoices that have been finalized).
- Old Balances posted to the account (Old Balance).

### Viewing AR Account Changes Log

1. From the **OPERA Cloud** menu, select **Financials**, select **Accounts Receivable**, and then select **Manage Accounts Receivables**.
2. Enter search criteria then click **Search**.
3. Select the AR Account in search result, then click **I Want To . . .** and select **Changes Log**.

### Generating a Changes Log Report

1. From the **OPERA Cloud** menu, select **Financials**, select **Accounts Receivable**, and then select **Manage Accounts Receivables**.

2. Enter search criteria then click **Search**.
3. Select the AR Account in search result, then click **I Want To . . .** and select **Changes Log**.
4. Click the page level vertical ellipsis **Actions** menu and select **Report**.
5. Select a **Report Destination** and click **Process**.

# Viewing Accounts Receivable Year View

Use Year View to see annual summary of an AR Account in table or graph format. The bar chart graph shows net debits and un-allocated credits. A trend line shows an account balance pattern over 12 months. The graph provides a legend for the color coded data. Select Debit, Credit, or Balance on the legend to isolate information on the graph. By default the data appears in a graph format, to see the data in table format, click **Table**.

1. From the **OPERA Cloud** menu, select **Financials**, select **Accounts Receivables**, and then select **Manage Accounts Receivables**.
2. Enter search criteria then click **Search**.
3. Select the AR account, then click **I Want To. . .** and select **Year View**.

# Generating Accounts Receivable Reminder Letters

Use reminder letters to generate a letter based on the defined reminder cycle for the AR Account Type. When the Ability to Quote Rates in Foreign Currencies OPERA Control is active the **Cycle** is displayed; otherwise the **Age** is displayed. Reminder letters are setup using the Stationery Editor in the Accounts Receivable Reminders and Statements report group.

### Generating an AR Account Reminder Letter

1. From the **OPERA Cloud** menu, select **Financials**, select **Account Receivables**, select **Manage Account Receivables**, and then search for accounts.
2. Enter search criteria then click **Search**.
3. Select the AR Account in search result, then click **I Want To. . .** and select **Reminders**.
    a. **View in Currency**: Select a currency from the list (Available when the Multi-currency OPERA Control is active)
    b. Eligible reminder letter is displayed, click **Process Reminder**.
    c. Select a destination.
    d. Click **Process**.

### Viewing Reminder Letter History

1. From the **OPERA Cloud** menu, select **Financials**, select **Account Receivables**, select **Manage Account Receivables**, and then search for accounts.
2. Enter search criteria then click **Search**.
3. Select the AR Account in search result, then click **I Want To. . .** and select **Reminders**.
4. Click the vertical ellipsis Actions menu and select **History**.
    a. Enter search criteria, then click **Search**.

# Generating Batch Account Receivable Reminder Letters

Use reminder letters to generate a letter based on the defined reminder cycle for the AR Account Type. Reminder letters are set up using the Stationery Editor in the Accounts Receivable Reminders and Statements report group.
When the Ability to Quote Rates in Foreign Currencies OPERA Control is active the **Cycle** appears; otherwise the **Age** appears. The Reminder Details screen sorts reminder letters in the order in which they were set up, starting with the first letter that was configured. This is typically the order in which these letters are generated for reminder letter mailings. There may be more than one letter "queued up" to be generated for the account depending on the age of the account balance and which letters have already been generated. When Simple Reminder OPERA Control is inactive, reminder letters are sorted based on the number of days in the reminder cycle, lowest to highest. For this parameter setting, reminder letter mailings are generated depending on the age of the account balance, not on which letters have already been mailed. For example, assuming there are 30, 60, and 90 day cycles, if the account balance is 63 days old when letters are generated, the 60 day letter is sent, regardless of whether the 30 day letter was sent.

### Generating AR Account Reminder Letters

1. From the **OPERA Cloud** menu, select **Financials**, select **Account Receivables**, select **Manage Account Receivables**, and then search for accounts.
2. Enter search criteria then click **Search**.
3. Select the AR Account(s) to process in the search result , then click **Process Selected Reminders**.
    a. **View in Currency**: Select a currency from the list (Available when the Multi-currency OPERA Control is active)
    b. Select reminders to generate. To select multiple, hold down the Control key and click each row
    c. Click **Process Reminder**.
    d. Select a destination.
    e. Click **Process**.

### Viewing Reminder Letter History

1. From the **OPERA Cloud** menu, select **Financials**, select **Account Receivables**, select **Manage Account Receivables**, and then search for accounts.
2. Enter search criteria then click **Search**.
3. Select the AR Account(s) to process in the search result , then click **Process Selected Reminders**.
4. Click **History** for an AR Account listed.
    a. Enter search criteria, then click **Search**.

# Creating and Generating Accounts Receivable Statements

### Accounts Receivable Statements

The statement template generated is selected in the AR Account Type of the AR Account

When the Statement Numbering OPERA Control is active a unique number is assigned to each statement generated (per property). This allows you to see which invoices have been included in each statement and to search for invoices using the statement (reference) number. Once an invoice is associated to a statement, you must use the Unlink action to remove the invoice from the statement before that invoice can be included in a different statement. The Balance Brought Forward Statement Mode is ignored if selected for the AR Account.

> **Note:**
>
> The sample_statement_numbering template must be customized when utilizing the AR Statement Numbering feature.

**Generating AR Account Statement**

1. From the **OPERA Cloud** menu, select **Financials**, select **Account Receivables**, and then select **Manage Account Receivables**.
2. Enter search criteria then click **Search**.
3. Select the AR Account in search result, then click **I Want To. . .** and select **Statements**.
   a. Select the AR Account(s) to process then click **Process Selected Accounts**.
   b. For more information, see Generating Account Receivable Account Batch Statements.

# Generating Account Receivable Account Batch Statements

As well as generating a statement for a specific AR Account you can generate statements for multiple AR Account in a batch process. The statement template generated is selected in the AR Account Type.

> **Note:**
>
> Typically, you would use either **Balance Forward From** or **Last Posted From** and **Last Posted To** to specify the date range to be included on the statement.

When the Ability to Quote Rates in Foreign Currencies OPERA Control is active a unique number is assigned to each statement generated (per property). This allows you to see which invoices have been included in each statement and to search for invoices using the statement (reference) number. Once an invoice is associated to a statement, you must use the Unlink action to remove the invoice from the numbered statement before that invoice can be included in a different statement. The Balance Brought Forward Statement Mode is ignored if selected for the AR Account Type of the AR Account.

> **Note:**
>
> The sample_statement_numbering template must be customized when utilizing the AR Statement Numbering feature. For more information, see Stationery Report Groups.

### Generate Batch AR Account Statements

1. From the **OPERA Cloud** menu, select **Financials**, select **Accounts Receivables**, and then select **Batch Statements**.
2. Enter search criteria then click **Search**.
3. Select the AR Account(s) to process in the search result, then click **Process Selected Accounts**

> **Note:**
>
> To select all AR Account click the selection check box in the column header.

   a. **View in Currency**: Select a currency from the list. Available when the Multi-Currency OPERA Control is active.
   b. **Print Zero Balance**: Select check box to include zero-balance (paid) invoices on the statement.
   c. **Print Invoices**: Select check box to generate invoices along with the statement.

> **Note:**
>
> This check box will be selected by default when the **Print Separate Folios** check box is selected in the Stationery Report Groups of the AR Account. Only folios with a folio number assigned will be generated. Folios that do not have a folio number (such as those created using Enter Old Balances will not be generated.

   d. **Include Previously Printed Statements**: Select check box to include previously generated statements . (Not available when the Statement Numbering OPERA Control is active)
   e. **Balance Forward From**: Enter or select a Balance Fwd date. The Balance Brought Forward Statement Mode is enabled per AR Account Type. Balance Forward is not applicable when the Statement Numbering OPERA Control is active.
   f. **Last Posted From**: Enter or select a date to indicate the start of transactions to include in the statement.
   g. **Last Posted To**: Enter or select a date to indicate the end date of transactions to include in the statement.
   h. **Order By**: Select a sort order for the invoices listed on the statement. When the **Print Invoices** check box selected, invoices will be generated in the same order.
   i. **Copies**: Enter or select the number of copies of the statement to generate.
   j. **Promotional Text**: Enter optional text message to output on the final page of the statement.
   k. Click **Process Statements**.

# Managing Direct Bill Transfers

When the 'Direct Bill' or 'AR Settlement' payment method is used to settle the balance of a reservation account billing window, the charges are processed during End of Day creating an invoice that must be transferred into the applicable AR account.

When the Accounts Receivables, Automatic Transfer of Direct Bill Folios OPERA Controls is enabled, the invoice transfer occurs automatically. If not enabled, the invoice transfer must be performed manually, giving you an opportunity to review and validate the invoices prior to transfer into their AR Accounts.

When the **Date for Aging** OPERA Controls is set to ART (AR Transfer Date), invoices do not commence aging until they are transferred to their AR accounts.

> **Note:**
>
> Invoices listed in the Direct Bill Transfer area are reported as accruals on the Trial Balance.

The Direct Bill Transfer screen provides the following information:

1. **Selection check box.** Select an invoice check box, to perform the functions that become active on the screen.
2. **Account Name**: The name of the AR account to which the invoice will be transferred.
3. **Account Number**: The AR Account number to which the invoice will be transferred
4. **Name**: The profile linked to the Front Office folio/reservation.
5. **Date**: The date when the payment was made to direct bill.
6. **Folio No**: The folio number assigned to the guest's bill.
7. **Invoice No**: The invoice number assigned to the invoice.
8. **Amount**: The total amount of the direct bill payment. This is also the amount of the invoice.

### Viewing a Folio

To view and print a copy of the invoice:

1. From the **OPERA Cloud** menu, select **Financials**, select **Accounts Receivables**, and select **Direct Bill Transfer**.
2. Select or confirm the **Property**, select or enter any other search criteria, and click **Search**.
3. In search results, select the invoice you want to view or print and then click **View Folio**.

### Linking an Invoice to a Different AR Account

From the **OPERA Cloud** menu, select **Financials**, select **Accounts Receivables**, and select **Direct Bill Transfer**.

1. Select or confirm the **Property**, select or enter any other search criteria, and click **Search**. The Account Name and the Account No. fields on the Transfer Invoices to AR screen show the destination AR account for the invoice.

2. Click the invoice and click **Select Account**. The Transfer Edit screen appears, listing all the available AR Accounts.
3. Search for the specific account using the search criteria to filter search results.
4. Select the account and click **OK**.
5. When the message asks: Are you sure? Select **Yes** to transfer the invoice to the selected AR account.

> **Note:**
>
> The transferred invoices are immediately removed from the list.

6. Select **No** if you do not want to transfer this invoice to a different account at this time.

#### Viewing and Managing Invoice Details

To view and manage the invoice charges prior to transferring to the AR account:

1. From the **OPERA Cloud** menu, select **Financials**, select **Accounts Receivables**, and select **Direct Bill Transfer**.
2. Select or confirm the **Property**, select or enter any other search criteria, and click **Search**.
3. In search results, select the invoice you want to view and click Manage Invoice Details.

#### Transferring Invoices to AR

To transfer Front Office invoices through to their AR accounts:

1. From the **OPERA Cloud** menu, select **Financials**, select **Accounts Receivables**, and select **Direct Bill Transfer**.
2. Select or confirm the **Property**, then select or enter any other search criteria, and click **Search**.
3. In the search result, select the invoices you want to transfer to AR and click **Transfer Selected Invoice(s)**.

> **Note:**
>
> The transferred invoices are immediately removed from the list

## Using Accounts Receivable Batch Charges

Use batch charging to post a charge for the same amount to multiple AR accounts.

#### Posting a Charge to Multiple AR Accounts

You are required to enter your PIN when the Force Cashier Login OPERA Control is active.

1. From the **OPERA Cloud** menu, select **Financials**, select **Accounts Receivables**, select **Batch Charges**.
2. Enter the AR account search criteria and click **Search**.
3. Select the one or multiple AR accounts and then click **Post Charge**.

> **Note:**
>
> To select all AR accounts, click the check box in the column header.

4. On the Posting Details page, enter the following information:
   a. **Transaction Code**: Enter or select a charge code from the list.
   b. **Price**: Enter the amount of the charge.
   c. **Supplement**: Enter supplementary text regarding this posting. An entry is required in this field when posting negative amounts.
   d. **Reference**: Enter a reference details.
5. Click **Post**.

# Using Accounts Receivable Transaction Research

Use search to find specific invoices and payments based on the following search criteria: Property, Account Number, Account Name, Name, Folio Number, Invoice Number, Statement Number, From or To Date, or Amount From or To.

### Searching for AR Transactions

1. From the **OPERA Cloud** menu, select **Financials**, select **Accounts Receivables**, and then select **Transaction Research**.
2. Enter search criteria, then click **Search**.

From search results, you are presented with different actions depending on the record you select :

- **Pay History**: Displays a history of payments for the selected account.
- **Manage Invoice Details**: View and manage invoice details from the Manage Invoice Details screen. For more information, see Managing AR Invoice Details.
- **View Folio**: Generate a folio for the selected invoice. For more information, see Managing Historical Folios.
- **Edit Invoice**: View the invoice details or edit supplement and reference information for the invoice.
- **Transfer**: Transfer the full or partial invoice amount from one account to another account. For more information, see Managing AR Invoice Payments.
- **Manage Account**: Access AR Account details related to an invoice or payment. For more information, see Managing AR Invoices.
- **Manage Invoice**: Launch Manage Invoices with the selected invoice number selected in the search criteria. For more information, see Managing AR Invoices.
- **Finalize Invoice**: Mark the invoice as finalized; you cannot make new postings to the invoice, edit transaction reference or supplemental information, or make adjustments to charges. For more information, see Managing AR Invoices
- **Apply Payments**: Apply payments to selected invoice. For more information, see Managing AR Invoices.

# Accounts Receivables Credit Card Transfer

Use Credit Cards Transfer to manage credit card settlements via their associated AR Account. Multiple credit card settlements are compressed to an invoice and transferred to an AR Account for the credit card merchant. This process applies when the credit card payment transaction code is associated with an AR account and the Consolidate Credit Card OPERA Control.

To use the AR Credit Cards feature, each credit card payment transaction code must be associated with an AR account.

1. Create an AR Account for the credit card merchant Managing Accounts Receivables Accounts. Select a suitable AR Account Type to separate these AR accounts from companies, agents, or other categorizations Configuring Accounts Receivable Account Types.
2. Link the AR Account in Transaction Code Configuration for the credit card payment transaction code Adding Transaction Codes. Note that only one AR account can exist for the AR Credit Card profile for the property.

You can, however, automate the compression and transfer process to occur during End of Day by activating the Consolidate Credit Card OPERA Control.

> **Note:**
>
> When the Consolidate Credit Card OPERA Control is not active and credit card settlements have not been manually compressed to an invoice and transferred to AR after 60 days, OPERA Cloud automatically compresses and transfers the credit card transactions during End of Day processing.

## Managing AR Credit Card Transfer

When the Consolidate Credit Cards OPERA Control is enabled, credit cards are automatically compressed and transferred by the End of Day Procedure. You cannot access this feature (from a separate session) while End of Day processing is running.

### AR Credit Card Search Results

Running a search for credit card transactions provides the following information:

- **Check box**. Enables you to select a transaction.
- **Date**. The date the posting was created.
- **Name**. The name on the transaction.
- **Folio No**. The number assigned to the folio. This field is blank if the posting was made manually (no bill was generated) to a Billing screen window associated with an AR account.
- **Fiscal Bill No**. The fiscal bill number on the folio is available when the Fiscal Folio Printing OPERA Control is enabled.
- **Amount**. The amount of the transaction.
- **Credit Card / Reference**. The credit card number used in payment for this transaction. This is the same information as appears in the Reference field on the Billing screen.

- **Expiry Date / Supplement**. The expiration date for the credit card used in payment for this transaction. This is the same information as appears in the Supplement field on the Billing screen.
- **Total Selected**. As you select transactions, the total value of the selected transactions is displayed.

**Transferring Credit Card Transactions to AR**

1. From the **OPERA Cloud** menu, select **Finance**, select **Accounts Receivable**, and then select **Credit Card Transfer**.
2. When the Force Cashier Login OPERA Control is active, enter your cashier details and PIN.
3. Enter search criteria, then click **Search**.
4. To select all transactions, click the selection check box in the header row.
5. To select one or more transactions click the selection column for the transaction in the search result.
6. Click **Transfer Credit Card(s)**.

> **Note:**
>
> Select a transaction to display the Invoice Supplement field where you can enter supplement text.

After the selected credit cards are compressed to an invoice and transferred to the AR account, the AR Credit List report auto-generates, detailing all credit card transactions compressed and transferred.

The selected transactions are removed from the AR Credit Cards screen as they have been compressed and transferred to their respective AR accounts.

After transfer, the consolidated credit card transactions for the debtor/merchant appear as an invoice in the Managing AR Invoice Payments page for the respective AR account.

The Viewing and Managing Invoice Details screen shows the individual credit card transactions included in the invoice.

**To manually generate the AR Credit List Report**

1. Click the page level **vertical ellipsis** and select **Report**.

# Comp AR Accounts

Gaming

Prerequisites for Comp AR Accounts

You can select or set up an AR account to automatically receive comp transactions for AR handling. A comp transaction AR account has an account type matching the account type specified by the **Authorizer AR Type** setting in OPERA Controls. When **Authorizer AR Type** has an account type specified, you can associate and set up comp transaction AR account

types for authorizers. During configuration of a user as an authorizer, a comp AR account can be created and attached to the authorizer's profile.

If the OPERA Cloud user already has a comp AR account, it is automatically identified during authorizer configuration. When an authorizer has a comp AR account, that account is associated with the comp windows (windows 101 ... 108) to which the authorizer transfers or routes comp transactions. When the guest checks out, transactions appearing in the guest's comp windows automatically post to the authorizer's AR account (provided the comp transactions have been approved by the PTS).

If a comp AR account is not set up for the authorizer or if the **Auto Settle Comp Folio** function and the **Comp Method of Payment** setting are not configured in OPERA Controls, comp transactions the authorizer has transferred or routed to comp windows must be settled at guest check out, just like transactions in any of the non-comp Billing screen windows.

# Cashiering and Finance

Financials enables you to manage the daily financial transactions at your property. This includes functions such as cashiering, batch deposits, generating cashier reports, folio histories, authorizing credit cards, researching receipts, currency calculations, and so on.

## Using Credit Limit Overage

You can set a credit limit for a particular credit card payment method, and different credit limits can be set for each credit card type. If any folio window with a credit card payment method meets or exceeds the limit set for the card type, the reservation is included in the Credit Limit Overage process and payment is automatically processed for the entire balance of the folio window. For example, you set up your Visa credit card payment method to have a credit limit of 400.00 USD. Each time a Visa payment method on a folio window reaches a balance of 400.00 USD or higher, the reservation is included in the Credit Limit Overage Process and payment is automatically processed for the entire balance.

If payment processing for a folio window fails, the reservation is indicated as No Post and no further charges can be posted to the reservation. This occurs even if payment is successfully processed for the balances in the other folio windows.

### Credit Card Limit Overage Processing Prerequisites

For the automatic processing of credit card limit overages, the following conditions are required:

- The **Credit Limit Overage Payments** parameter must be set to **On**.
- The **Credit Limit Overage Payments Interval Time** setting must have an interval defined for it.
- The **Credit Limit Overage Payment Methods** setting must have one or more credit card payment methods selected.

> **Note:**
>
> If the **Default Credit Limit Overage Payments Auto Pay** parameter is set to **On**, new reservations are included in the Credit Limit Overages process. If the **Credit Limit Overage Payment Failure No Post Flag** is set to **On**, the reservation is indicated as **No Post** when it fails to apply a payment to a folio window. If the **Exclude No Post Reservations For Credit Limit Overage Payments** parameter is set to **On**, reservations as **No Post** are excluded from the automatic payment processing.

- **Credit Limit Auto Pay** must be selected in the Payment Instructions panel of the reservation.
- A credit card payment method must exist in the Payment Instructions panel of the reservation.
- The credit card payment method must be in a folio window with a non-credit balance.
- A credit limit must be set for the credit card payment method.
- The balance in the folio window must be equal to or higher than the credit limit of the credit card payment method.
- The Credit Card Limit Overage process must attempt to charge the total balance amount in the folio window.

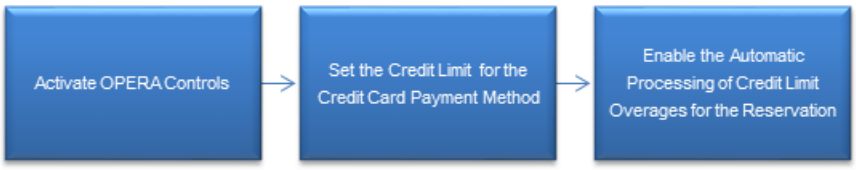
## Credit Card Limit Overage Processing

A guest's charges can sometimes exceed the credit card payment type limits set by your property. However, if you want to keep an open credit line for a reservation, you can enable the automatic processing of credit card payments that are over the credit card limit as defined by your property. With this feature enabled, payments are automatically processed in folio windows where the balance is equal to or higher than the limit set for the credit card payment method.

If the **Credit Limit Overage Payment Failure No Post Flag** parameter is **On** and automatic payment processing fails, the reservation is identified as No Post and charging privileges are automatically revoked on the reservation. Automatically revoking charging privileges on a reservation reduces the guest's financial liability.

Within the payment instructions for a reservation, you can opt to include or exclude the reservation from automatic credit limit overages processing. When a reservation is included in the overage process, you can manually initiate the payment process for selected reservations with credit cards over the limit as well as view reservations that failed automatic processing.

**Automatic Credit Limit Overages Process Flow**




**Credit Card Limit Overages Process – Successful**

If the Credit Card Limit Overage process successfully charges the credit card, the following occurs:

- The payment is posted and the folio window balance becomes zero.
- The new credit card limit for the folio window becomes the same as the credit limit amount configured for the payment method. For example, if 400 dollars is the hotel credit limit for a Visa payment method, the automatic payment processing does not occur again until this limit is reached.

**Credit Card Limit Overages Process – Failed**

If the Credit Card Limit Overage process fails to charge the credit card, the following occurs:

- The folio window balance remains the same and no payment is posted.
- If the **Credit Limit Overage Payment Failure No Post Flag** parameter is **On**, the **No Post** check box is automatically selected when a credit limit overage payment fails in a reservation.

## Setting Up Automatic Processing of Credit Card Limit Overages

To enable the automatic payment processing for credit limit overages at your property, the following setups are required.

### Activate OPERA Controls

1. From the **Administration** menu, select **Enterprise**, and select **OPERA Controls**.
2. In the **Credit Card** group, set the **Credit Limit Overage Payments** parameter to **On**.
3. Set the following parameters and settings:

- **Credit Limit Overage Payments Interval Time** setting: Enter a value for the time interval.
- **Credit Limit Overage Payment Methods** setting: Select one or more payment methods.
- **Default Credit Limit Overage Payments Auto Pay** parameter: Set to **On**.
- **Credit Limit Overage Payment Failure No Post Flag** parameter: Set to **On**.

### Set the Credit Limit for the Credit Card Payment Method

For the reservation to be included in the Credit Limit Overage process, a credit limit must be set for the credit card payment method.

1. From the **Administration** menu, select **Financial**, select **Transaction Management**, and select **Payment Methods**.
2. Select the credit card payment method for which you want to set a limit, click the vertical ellipsis, and click **Edit**.
3. In the **Credit Limit** field, enter a value for the dollar amount. This is the amount that triggers the automatic processing of the payment when the folio balance is at or over this limit.
4. Click **Save**.

### Enable the Automatic Processing of Credit Limit Overages

In the Reservation Payment Instructions panel, you must select **Credit Limit Auto Pay** to include the reservation in automatic payment processing when the reservation charges go over the credit limit for the payment method.

1. From the OPERA Cloud menu, select **Bookings**, select **Reservations**, and select **Manage Reservation**. Search for and open the reservation.
2. Click the **Payment Instructions** link in the Billing section under Reservation Overview.
3. Select **Credit Limit Auto Pay**.
4. Select a credit card payment method for the reservation.

## Credit Limit Overages Screen

**Path: Applications – Financials – Cashiering – Credit Limit Overages**

If a reservation's charges are equal to or over the credit limit set by the property, you can search for this reservation from the Credit Limit Overages screen and manually initiate the Credit Limit Payment process by selecting the **Make Payment** button.

Credit card limit overage can be applied to the following reservation types:

- In House reservations.
- Advance Checked In reservations (when the Advance Check In function is active at the property).
- Arrival (Due In) reservations (when Pre Stay Charges is active at the property).
- Departed (Checked Out) reservations (when Post Stay Charges is active at the property).

### Search Area

The Credit Limit Overages screen features a search area with the following search filters:

- **Property** (required) – Filter by property code. If you are logged in at the property level, this field defaults to that property. If you are logged in at the hub level, the drop-down list contains all properties within the hub that have the **Credit Limit Overage** parameter set to **On**.
- **Card Type** – Filter by the credit card types configured at the property.
- **Name** – Filter by guest's last name..
- **Room** – Filter by room number.

### Search Results

After you enter search criteria and click **Search**, the Credit Limit Overages screen returns reservations matching the search criteria with a folio window balance equal to or higher than the credit limit set for the credit card payment method of that folio window.

The results include In House reservations as well as the following:

- Arrival reservations, if the Pre Stay Charges function is active at the property.
- Checked Out reservations, if the Post Stay Charges function is active at the property.
- Advance Checked In reservations, if the Advance Check In function is active at the property.

### Making a Payment

You can manually initiate the Credit Limit Overage process whenever you need to make payments for reservations. After you select one or more reservations, the **Make Payment**

button appears. Selecting this button begins the Credit Limit Overage process for the selected reservations.

If you choose to initiate the Credit Limit Overage process and the **Automatic Credit Limit Overages** parameter is **On**, the next Automatic Credit Limit Overage process begins based on the interval in minutes set for the **Automatic Credit Limit Overage Interval** setting. For example, if a 30 minute interval is defined for this setting and you initiate the process at 9:00 am, the system checks at 9:30 am to determine if the process is complete. If the process is not complete, the next check occurs at 10:00 am. However, if the process finishes at 9:45 am, the next check still occurs at 10:00 am, and the next Automatic Credit Limit Overage process automatically begins at this time.

If the Automatic Credit Limit Overages process is already running in the background and you choose to manually initiate a new instance of the process, OPERA Cloud presents a warning message indicating the process is currently in progress.

#### Credit Limit Overages Status

Once you click the **Make Payment** button, the Credit Limit Overages Status screen appears.

The Credit Limit Overage Status screen presents this information in view-only mode for the reservations selected for processing. This information includes Name, Room, Credit Card, Type, Payment Amount, and Status.

The Status for each record is updated based on the credit card processing and shows failures and successes. Closing the status screen while credit cards are being processed does not stop the process.

The order of the results follows the order of the search results. You can change the order of the results based on the status by selecting **Failures First** in the **Sort By** field.

The results can be printed by selecting the **Print** button.

## Credit Limit Overages Conditions/Assumptions

#### OPERA Controls

- A credit card interface is configured at the property.
- The **Credit Card Online Settlements** parameter is set to **On** because it is required for EMV / Chip and PIN functionality as the connected terminal and processor are responsible for handling the credit card data.

# Selecting Folio Styles for Viewing, Printing

#### Selecting Folio Style and Currency Options

OPERA Cloud offers a variety of folio styles to select from when generating a Billing or AR folio.; folio styles determine the layout and details included on the folio.

All folio styles except the group folios generate the same customized folio template.

When the Multi-Language OPERA Control is active a language-specific folio template is generated based on the language specified in the profile of the Billing window or AR account.

You can exclude various folio styles from appearing for selection by setting the Exclude Folio Styles OPERA Control.

The default Billing and Post It folio style is determined by the Folio Style OPERA Control

For Accounts Receivable folios, the default folio style is determined by the Default AR Folio Style OPERA Control.

When the Ability to Quote Rates in Foreign Currencies OPERA Control is active you may also select a currency in which to generate the folio - charge and payment amounts will be converted according to the exchange rates setup. See Managing Currency Exchange Rates.

As part of the folio options, you can also enter a one-off message to include on the folio

> **Note:**
>
> Transaction codes that belong to the same subgroup will be grouped together and listed one after another, for the same date, on the Billing screen and Folio Styles 1, 9, 10, 11, 14, 16, 15, 19, 24, 27.

> **Note:**
>
> For Folio Styles where payment transactions are not summarized in any way, the exchange rate information is displayed on the folio for Foreign Currency Cash Payments.

**Selecting Folio Print Options On the Folio Print pop-up**

On the Folio Print pop-up

1. **Folio Style**: Click to select a folio style from the list;
   a. Select a Folio Style
   b. Click **Select Folio Style**
2. **View in Currency**: Click to select a currency from the list
   a. Select a currency
   b. Click **Select**
3. **Folio Text**: Click to add folio-specific text to appear when generated
   a. Enter Folio1 and Folio2 (promotional or reference) message / text
   b. Click **Save**.
4. **Report Destination**: Select a report destination
   a. **Preview**: Select to generate a PDF preview for printing
   b. **Email to Print**: Select to email to printer.
   c. **Email**: Select to email to a recipient
      i. Select email address from list or click **New Email** to enter an email address
   d. **Download**: Select to download PDF file
5. Click **Process**.

## Printing Folios for Banquet Charges

When the function for Banquet Posting is active, the two folio styles become available for detailing banquet charges and can be used as a banquet check. Folio Style 21 groups the event related charges by Revenue Type while Folio Style 22 groups the charges by Event. The folio can be run for a specific set of date and can include PMS postings like guest room charges.

1. From the OPERA Cloud menu, select **Front Desk** and click **In House**.
2. Search for reservations.
3. From search results, select a reservation, click the row-level **I Want To . . .** menu, and select Go To **Billing**.
4. On the Window containing the charges you want to print, click **Information Folio**.
5. When the Folio Print dialog appears, click the **Folio Style** field and select one of the following:
    a. Select 21 – Banquet Folio by Revenue Types.
    b. Select 22- Banquet Event (Time).
6. Click **Select Folio Style**.
7. When the Folio Print dialogue opens, select the date ranges, page breaks, report destination, and other printing options.
8. Click **Process**.

## Detailed Folio (Date) (1)

This folio style is the Default style. It is one of the most commonly used folio styles.

- Displays two lines per transaction code.
- Prints References and Supplements for each transaction.
- Prints Generates immediately following the information for the transaction code from which they were generated.

Sort Order: Date, transaction code.

Display Order:

- Line 1 - Date, transaction code, transaction description, charges or credits.
- Line 2 - Reference and supplement (as available).

## Transaction Code Summary Per Day (Code) (2)

This folio style combines all postings with the same transaction code and the same date into one entry. When there are postings to a specific transaction code on a given day, an entry appears for that date and transaction code.

- Does not print reference and supplement information.
- Combines Generates according to date and transaction code, not necessarily following the transactions from which they were generated.
- Sorts Folio entries by date starting with the first day of the stay.

Sort Order: Transaction date, internal transaction number.

Display Order: Date, transaction code, transaction description, charges or credits.

## Transaction Code Summary Per Stay (Code) (3)

This folio style is similar to the Transaction Code Summary per Day, except it summarizes on one line all postings with the same transaction code during the stay.

- The date reflects the date of the most posting to the transaction code.
- Does not print Reference and Supplement information.
- Combines Generates according to date and transaction code, not necessarily following the transactions from which they were generated.
- Sorts Folio entries by date, starting with the first day of the stay.

Sort Order: Date, transaction code.

Display Order: Date, transaction code, transaction description, combined charge or credit.

## Arrangement Summary Per Day (Date) (4)

This folio style offers the ability to arbitrarily group postings according to the guest's requirements by using arrangement codes.

- Summarizes all postings with the same arrangement code and same date on one line.
- Prints summarized arrangement codes for each day first, followed by transaction codes (that are not part of an arrangement) for that day.
- Prints any posting not included in an arrangement code individually by transaction code.
- Does not print Reference and Supplement information.
- Displays Generates not in an arrangement code according to transaction code.

Sort Order: Date, internal transaction number, transaction code.

Display Order:

- With Arrangement - Date, highest numbered transaction code for the arrangement, arrangement code description, total charges or credits.
- Without Arrangement - Date, transaction code, transaction description, charge or credit.

## Arrangement Summary Per Stay (Date) (5)

This folio style is equivalent to the Arrangement Summary per Day, except it summarizes on one line all postings having the same arrangement code during the entire stay.

- Prints summarized arrangement codes first regardless of the date the charge occurred.
- When there are postings to an arrangement code during the stay, the earliest date of a posting to that arrangement code determines the date under which that arrangement code summary prints.
- Following the arrangement code summaries, any posting not included in an arrangement code prints individually by date and transaction code, starting with the first day of the stay.
- Does not Reference and Supplement information.
- Displays Generates not in an arrangement code according to transaction code, not necessarily following the transaction from which they were generated.

Sort Order: Check number, internal transaction number.

Display Order:

- With Arrangement - Date, highest numbered transaction code for the arrangement, arrangement code description, total charges or credits.
- Without Arrangement - Date, transaction code, transaction description, charge or credit.

## One Line Per Day (Date) (6)

This folio style combines all postings (except payments) for each day starting with the first day, and prints them on a single line. The descriptive text is the day of the week spelled out (e.g., MONDAY, TUESDAY, etc.) followed by the total number of postings for that day.

- Includes Generates in the total for the day.
- Following the daily summary of postings, it lists payments individually along with related Supplement and Reference information.

Sort Order: Date

Display Order: Date, day of the week (number of postings for the day), charges or

## Daily Summary for Groups (Date) (7)

This folio style is equivalent to the Transaction Code Summary per Day.

- Groups postings only when the transaction code, transaction date, and price are identical.
- Prints all postings with this transaction code, transaction date, and price on one line.
- Does not print Reference and Supplement information if there are multiple postings with the same transaction code, transaction date and price.
- Prints the Reference and Supplement information immediately following the transaction description if there is only one posting to a transaction code.
- Prints Generates immediately following the transaction code from which they were generated.

Sort Order: Date

Display Order: Date, transaction code, transaction description, charges or credits. (If there are multiple postings per transaction code, the transaction description will be followed by the number of postings and unit price.)

## Person Summary for Groups (Date) (8)

This folio style summarizes on one line all transactions transferred for each guest/room in the group.

- Does not show transaction code detail.
- Does not print Reference and Supplement information.
- Includes Generates in the total for the room.

Sort Order: Guest room number.

Display Order: Date, guest room number, guest name, charges or credits.

## Detailed Folio (Room) (9)

This folio style sorts all transactions for the group by room number, then by date within the room number.

- Prints all charges for a room, then prints the next room.
- Prints Supplements for each transaction.
- Prints Generates immediately following the transaction code from which they were generated.

Sort Order: Room number, transaction date, internal transaction number

Display Order:

- Line 1 - Date, guest name, charges or credits.
- Line 2 - Supplement (as available).

## Summary by Stay and Check Number. (Date) (10)

This folio style displays all the room and tax + package postings as 1 line on the folio for the entire stay even if there is a rate change during the stay. The date and description for this is taken from the 1st posted rate code either via night audit or manually via post rate code option. All the other charges follow after this line and appear as one line in the order of date they were posted and grouped by the check number if associated similar to folio style 14. If the check number is not associated with the transactions then they are displayed separately as individual postings.

## Resort Hotel Folio (Date) (11)

This folio style is especially useful for properties where some guests stay for long periods and rate changes apply. The property folio style clearly indicates any rate changes.

- Lists Room charges first followed by a chronological listing of all other charges.
- Summarizes Room Charge lines by daily rate.
- Lists the highest daily rate first followed by other daily rates from highest to lowest.
- Shows the number of postings and the unit price when there is more than one room at the same daily rate.

Sort Order: Room number, transaction date, internal transaction number.

Display Order:

- Room Charges - Date, room charge description, combined charges or credits for that daily rate (number of room charge postings x unit price) .

Non-Room Charges: Line 1 - Date, transaction code, transaction description, charges or credits.

## Daily Plan (Date) (12)

This folio style is available when the Cashiering > Daily Plans application parameter is set to Y. With this folio style, charges for transaction codes associated with the LODGING group and

the OTHERS group are consolidated by day. For example, if the room charge is $100 per night and the breakfast charge is $20 per person, the following entries might appear on the guest's folio when the folio is printed in the Daily Plan folio style:

| | | |
|---|---|---|
| 01/07/18 | Room and Breakfast | $120 |
| 01/08/18 | Room and Breakfast | $120 |

## Arrangement Summary (Date) (13)

This folio style is similar to the Arrangement Summary per Day style, except that all arrangement code summaries are printed first in chronological order by date.

- Summarizes all postings with the same arrangement code and same date on one line.
- Prints all other transactions in order by date following the arrangement code summaries.
- Prints any posting not included in an arrangement code individually by transaction code.
- Does not print Reference and Supplement information.
- Displays Generates not in an arrangement code according to transaction code, not necessarily following the transaction from which they were generated.
- Sorts Folio entries by date starting with the first day of the stay.

Sort Order: Date, internal transaction number.

Display Order:

- With Arrangement - Date, arrangement code, arrangement code description, total charges or credits.
- Without Arrangement - Date, transaction code, transaction description, charge or credit.

## Summary by Check Number (Date) (14)

This folio style is useful if the property is working with a point-of-sale interface. The folio:

- Summarizes all postings to the same check number on one line.
- Prints Generates immediately following the transaction code from which they were generated.
- If the transaction codes used are also configured for an arrangement code, then the arrangement code text of the transaction code with the lowest Transaction ID will be taken.
- Lowest Transaction ID means the first posting made for that check number.
- If the transaction codes used are not configured for an arrangement code, then the description of the transaction code with the lowest transaction ID will be taken.

Sort Order: Date, internal transaction number.

Display Order with Check Number:

- Line 1- Date, internal transaction number (the lowest internal transaction number is shown on the folio), transaction description. (When splitting postings, new transactions are created which then would have a higher internal transaction number.)
- Line 2 - Reference and supplement (as available).

Display Order without Check Number:

- Line 1 - Date, transaction code, transaction description.
- Line 2 - Reference and supplement (as available).

## Group Folio Subtotal (Date) (15)

This folio style lists together all postings routed to the room by date. The folio:

- Groups transactions by date, room number, and then by transaction code.
- Adds a daily subtotal line at the end of each day's transaction list.
- Prints References and Supplements for each transaction.
- Prints Generates immediately following the transaction code from which they were generated.

Sort Order: Date, guest room number, internal transaction number.

Display Order:

- Line 1 - Date, guest name, transaction description, charges or credits.
- Line 2 - Reference and supplement (as available).

## Group Folio Subtotal Per Guest (Date) (16)

This folio style lists together all postings transferred to the folio by room. Within a room, transactions are grouped together by date and by transaction code.

- Lists transactions having the same transaction code individually (not summarized).
- Adds a room subtotal line at the end of each room's transaction list.
- Prints References and Supplements for each transaction.
- Prints Generates immediately following the transaction code from which they were generated.

Sort Order: Date, internal transaction number.

Display Order:

- Line 1 - Date, guest name, transaction description, charges or credits
- Line 2 - Reference and supplement (as available)

## Group Folio Subtotal per Trn Code (Date) (17)

This folio style combines all postings with the same transaction code and the same date into one entry.

- When there are postings to a specific transaction code on a given day, an entry appears for that date and transaction code.
- Adds a daily subtotal line at the end of each day.
- Prints References and Supplements for each transaction.
- Prints Generates immediately following the transaction code from which they were generated.

Sort Order: Date, transaction code.

Display Order:

- Line 1 - Date, transaction description, charges or credits.
- Line 2 - Reference and supplement (as available).

## Group Summary Folio (Room) (18)

With this folio style, all postings that have been transferred to the reservation account are listed by room in numerical order. Folio groupings that are assigned in System Configuration are listed across the page. Information for each room reservation is listed on one line. A group subtotal is listed at the bottom of the page. No Reference and Supplement information will output. Tax generates are included in the totals according to the folio grouping configuration.

> **Note:**
>
> When the Accounts Receivable Settlements Visible on Folio OPERA Control is inactive, Direct bill (AR) settlements are suppressed when folio is generated in this folio style. The **Payments** column displays as 0.00.

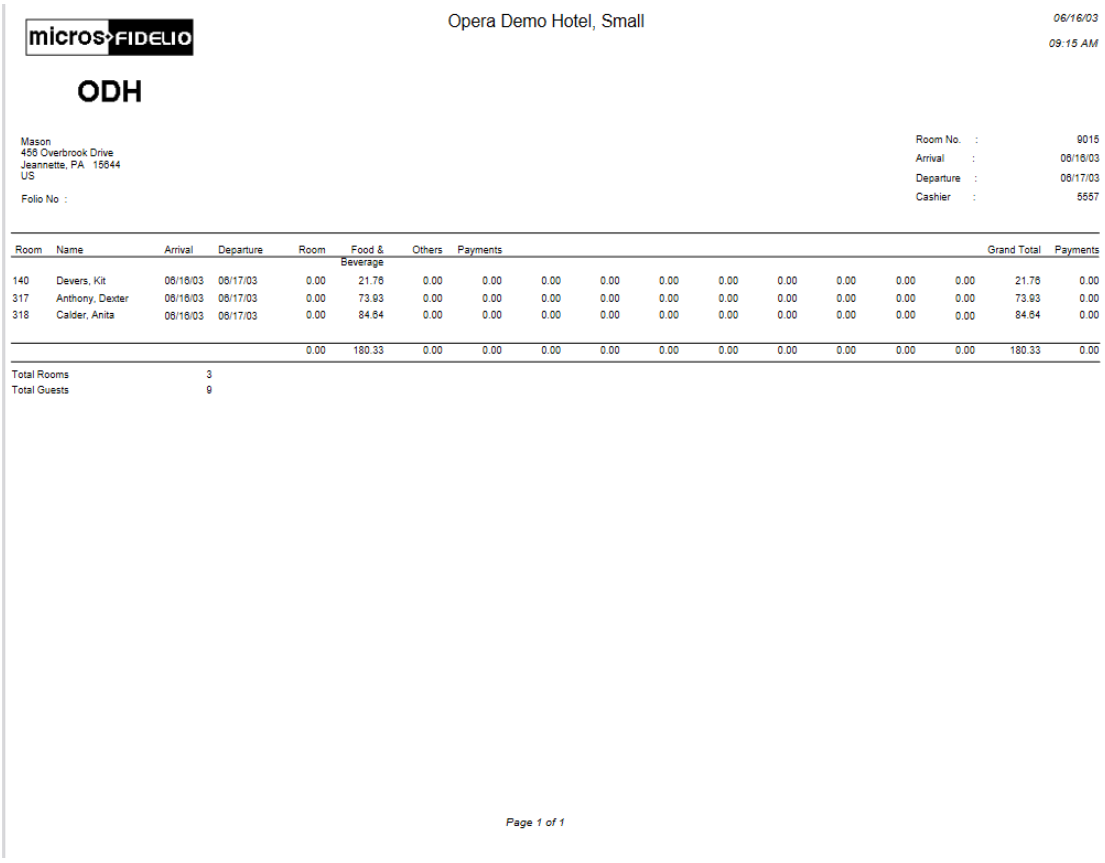
The sample_grp_folio.rtf can be customized and setup in the Group Folio report group.

This folio style lists all postings transferred together to the folio by room in numerical order.

- Lists Folio groupings assigned in System Configuration across the page.
- Lists information for each room on one line.
- Lists a group subtotal at the bottom of the page.
- Does not print Reference and Supplement information.
- Includes Generates in the totals according to the bucket configuration.

**Sort Order**: Room number, date, internal transaction number.

**Display Order**: Date, room number, guest name, buckets 1- 10, payments, total.



micros FIDELIO

Opera Demo Hotel, Small

06/16/03
09:15 AM

ODH

Mason
456 Overbrook Drive
Jeannette, PA 15644
US

Folio No :

Room No. : 9015
Arrival : 06/16/03
Departure : 06/17/03
Cashier : 5557

| Room | Name | Arrival | Departure | Room | Food & Beverage | Others | Payments | | | | | | | | Grand Total | Payments |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 140 | Devers, Kit | 06/16/03 | 06/17/03 | 0.00 | 21.76 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 21.76 | 0.00 |
| 317 | Anthony, Dexter | 06/16/03 | 06/17/03 | 0.00 | 73.93 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 73.93 | 0.00 |
| 318 | Calder, Anita | 06/16/03 | 06/17/03 | 0.00 | 84.64 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 84.64 | 0.00 |
| | | | | 0.00 | 180.33 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 180.33 | 0.00 |

Total Rooms 3
Total Guests 9

Page 1 of 1

## Group Folio Subtotal Per Room (Date) (19)

This folio style lists together all postings transferred to the folio by room. The display of postings for each room is headed by a line showing the guest's name and room number. The folio:

- Groups transactions by date and then by transaction code within a room.
- List transactions individually and not summarized by transaction code.
- Prints References and Supplements for each transaction.
- Prints Generates immediately following the transaction code from which they were generated.
- Adds a Guest Total line at the end of the transactions for each room.

Sort Order: Room number, date, internal transaction number.

Display Order:

- Line 1 - Date, guest name, transaction description, charges or credits.
- Line 2 - Reference and supplement (as available).

## Group Summary Folio (Alpha) (20)

This folio style lists together all postings transferred to the folio by guest name in alphabetical order. Folio groupings assigned in System Configuration are listed across the page.

Information for each room is listed on one line. A group subtotal is listed at the bottom of the page.

- Does not print Reference and Supplement information will print.
- Includes Generates in the totals according to the bucket configuration.

Sort Order: Guest name (alphabetical).

Display Order: Date, room number, guest name, buckets 1- 10, payments, total.

## Banquet Folio by Revenue Types (21)

This folio style displays the group/type of revenue with the details about the revenue group it belongs to. Available when the Events > Event Posting application function is set to Y and a country has not been specified in the Country Mode field for the property in the Property Controls.

- Within each grouping, the Taxes and Service Charges are displayed and if catering packages are part of the check, the package is displayed as a separate group before any of the other groups.
- Based on the selection criteria for the report, PMS Postings can also be displayed in a separate section and will be displayed by transaction code for the appropriate date. Plus, select the Printing Method for the report and how to display the Revenue Summary.

Sort Order: Revenue Group.

Display Order: Quantity, Description, Unit Price, Total.

## Banquet Event (Time) (22)

This folio style displays the revenue by event by displaying each individual item that has been posted to the event. Available when the Events > Event Posting application function is set to Y and a country has not been specified in the Country Mode field for the property in the Property Controls. This report uses the same report criteria options as Folio Style 21 and can include PMS Postings, select the Printing Method, and how the Revenue Summary is to be displayed.

Sort Order: Time of the Event (Earliest to Latest).

Display Order: Event, Item, Quantity, Currency, Unit Price, Total.

## Daily Plan (Room) (23)

With this folio style, charges for transaction codes associated with the LODGING group and the OTHERS group (set up via **Administration> Financial > Cashiering Management> Daily Plan Codes)**are consolidated by room/guest. Available when the **Cashiering > Daily Plans**application parameter is set to **Y**.

Examples:

A reservation for Mr. Smith checks in with a daily rate of EUR 100 (no packages attached) for 2 nights. He has breakfast at EUR 10 each per day. The Daily Plan Folio (Room) will appear as follows:

| | | |
|---|---|---|
| 01/07/18 | Room and Breakfast<br>110 Mr. Smith | $110 |

| | | |
|---|---|---|
| 01/08/18 | Room and Breakfast<br>110 Mr. Smith | $110 |

Reservations for Mr. Smith and Mr. Thompson are checked in with a daily rate of EUR 100 each (no packages attached) for 2 nights. Both guests have breakfast at EUR 10 each per day. At checkout, Mr. Smith agrees to pay for Mr. Thompson's charges as well as his own. Lodging and breakfast charges are transferred from Mr. Thompson's reservation to Mr. Smith's reservation. The Daily Plan Folio (Room) will appear as follows:

| | | |
|---|---|---|
| 01/07/18 | Room and Breakfast<br>110 Mr. Smith | $110 |
| 01/07/18 | Room and Breakfast<br>220 Mr. Thompson | $110 |
| 01/08/18 | Room and Breakfast<br>110 Mr. Smith | $110 |
| 01/08/18 | Room and Breakfast<br>220 Mr. Thompson | $110 |

## Detailed Folio (Package) (24)

This folio style displays the split of packages included in a rate code or added to the reservation. Also, the VAT % for each transaction can be displayed using the VAT Percentage merge code.

- The folio will display 1 line item for the total amount of each package wrapper transaction and then separate line items for all the components of the package wrapper that are either included in the rate or Add to Rate Combined line packages.
- Add to Rate Separate line packages will continue to display as separate line items on this folio style as well.

***Examples (Include details where the VAT merge code has been added to the customized folio)***

A Bed & Breakfast rate code for 120 EURO has an included Breakfast rate of 20 EURO with an 8% inclusive tax on the room charge and a 25% inclusive tax on the breakfast food. This would produce a folio like the following:

| Date | Text | Charges EURO | Credits EURO |
|---|---|---|---|
| 09/09/18 | Bed & Breakfast | 120.00 | |
| | Room Charge | 100.00 (8%) | |
| | Breakfast | 20.00 (25%) | |
| | Total | 120.00 | 0.00 |

If the above example included exclusive generates on the package components, they would be printed as separate line items as in this example.

A Bed & Breakfast rate code for 120 EURO has an included Breakfast rate of 20 EURO with an 8% exclusive tax of the room charge and a 25% exclusive tax on the breakfast food. Also, an extra bed posting with an exclusive tax of 10% is posted to the reservation. This example would produce the following folio:

| Date | Text | Charges EURO | Credits EURO |
|---|---|---|---|
| 09/09/18 | Bed & Breakfast | Breakfast | |
| 09/09/18 | Room Charge | 100.00 (8%) | |
| 09/09/18 | Breakfast | 20.00 (25%) | |
| 09/09/18 | Room Exclusive Tax | 8.00 | |
| 09/09/18 | F&B Exclusive Tax | 5.00 | |
| | Extra Bed | 60.00 (10%) | |
| | Extra Bed Exclusive Tax | 6.00 | |
| | Total | 199.00 | 0.00 |

If a Supplement or Reference is added to the wrapper transaction code, then it will be displayed after the line item for the wrapper posting on the folio.

## Group Folio (Package) (25)

> **Note:**
>
> Available only when the Country Mode is not set Latin America, Hungary, Germany, or France and the **Cashiering > Package Arrangement Code**application parameter is set to **N**.

When using this folio style to generate a folio, all the package/wrapper transactions are first grouped by the Transaction Date, then by the Rate Code, and then by the Rate Amount.

The folio displays 1 line item that shows the Quantity multiplied by the Rate Amount for each Rate Code that has distinct Rate Amount. The package components, i.e., Room and Package charges, are also shown in the same manner (Quantity multiplied by Amount). But this is applicable only for Included in Rate and Combined Line Packages. Add to Rate Separate Line packages do not post wrapper, therefore they display as separate line items.

Charges that are not part of the package wrapper posting follow the grouped wrapper charges for each date and reference/supplement shows only for these charges.

**Examples:**

The following examples display how folio 25 will display based on the following Block Reservation for the first night (02/01/13):

- Arrival: 02/01/2018
- Departure: 02/03/2018
- Rooms: 30 (10 assigned to each Rate Code below)
- Rate Codes: B (100.00) / B (120.00) / B (150.00)

**Inclusive Package/Exclusive Tax**

Taxes: 10% on Rooms / 25% on Breakfast food.

| Date | Text | Charges | Credits |
|---|---|---|---|
| 02/01/18 | B&B (10*100.00) 1,000.00<br>Transient Room Revenue (10*90.00)<br>Food & Beverage (10*10.00)<br>Tax (10*9.00)<br>F&B Tax (10*2.50) | ( )<br>900.000 (10%)<br>100.00 (25%)<br>90.00 ( )<br>25.00 ( ) | |
| 02/01/18 | B&B2 (10*120.00) 1,200.00<br>Transient Room Revenue (10*110.00)<br>Food & Beverage (10*10.00)<br>Tax (10*11.00)<br>F&B Tax (10*2.50) | ( )<br>1,100.00 (10%)<br>100.00 (25%)<br>110.00 ( )<br>25.00 ( ) | |
| 02/01/18 | B&B3 (10*150.00) 1,500.00<br>Transient Room Revenue (10*140.00)<br>Food & Beverage (10*10.00)<br>Tax (10*14.00)<br>F&B Tax (10*2.50) | ( )<br>1,400.00 (10%)<br>100.00 (25%)<br>140.00 ( )<br>25.00 ( ) | |
| 02/01/18 | Miscellaneous Charges (Routings, and so on) displayed here on down | | |

**Inclusive Package/Inclusive Tax**

Taxes: 8% on Rooms / 25% on Breakfast food

| Date | Text | Charges | Credits |
|---|---|---|---|
| 02/01/18 | B&B (10*100.00) 1,000.00<br>Transient Room Revenue (10*90.00)<br>Food & Beverage (10*10.00) | ( )<br>900.000 (10%)<br>100.00 (25%) | |
| 02/01/18 | B&B2 (10*120.00) 1,200.00<br>Transient Room Revenue (10*100.00)<br>Food & Beverage (10*10.00) | ( )<br>1,000.000 (10%)<br>100.00 (25%) | |
| 02/01/18 | B&B3 (10*150.00) 1,500.00<br>Transient Room Revenue (10*130.00)<br>Food & Beverage (10*10.00) | ( )<br>1,300.00 (10%)<br>100.00 (25%) | |
| 02/01/18 | Miscellaneous Charges (Routings and so on) displayed here on down | | |

## Detailed Folio (Name) (26)

This folio style sorts all transactions for the group by guest's last name, then by transaction date.

- Prints all charges for one guest, then prints the next guest's charges.
- Prints Supplements for each transaction.
- Prints Generates immediately following the transaction code from which they were generated.

Sort Order: Guest Last Name, Transaction date, internal transaction number.

### Detailed Folio (Generates) (27)

This folio style shows all generates in the detailed section of the folio, including any zero VAT amounts irrespective whether the transaction code is configured as inclusive or exclusive of generates.

The folio shows the VAT details in a separate column if the folio is customized accordingly.

## Managing Historical Folios

A record of each folio generated is retained and available from Folio History when:

- A reservation account balance is settled (including post it, passer-by and no show). For more information, see Settling a Reservation Account Balance.
- An invoice is created in an AR Account.
- A deposit folio is created (according to the Advanced Deposit Handling OPERA Control). For more information, see About Reservation Advanced Deposit Handling.
- Credit bill is generated. (Available when the Credit Bill OPERA Control is active).
- Debit bill is generated. (Available when the Debit Bill OPERA Control is active).

You can search for various types of folios using the check box options in the search panel:

- **Check Out** - Display folios for guests who have checked out.
- **No Show** - Displays folios for guests who were no shows. (Available when the No Show and Cancellation Posting OPERA Control and Post Revenue (Charges) to No Show OPERA Controls are active).
- **Passer By** - Display folios for transactions posted for non-residential reservation accounts.
- **Video Checkout** - Display folios for guests who used video checkout (Available when the Video Checkout OPERA Control is active).
- **Accounts Receivable** - Displays folios created in AR. (Available when the Accounts Receivable OPERA Control is active).
- **Post It** - Include Post It folios. (Available when the Post It OPERA Control is active).
- **Debit Bill** - Display folios showing a debit to the guest bill. (Available when the Debit Bill OPERA Control is active).
- **Credit Bill** - Display folios showing a credit to the guest bill. (Available when the Credit Bill OPERA Control is active)
- **Deposit** - Displays folios that show a deposit on them.

When the Custom Numbers OPERA Control is active, the search result displays a **Custom Number** column with the custom number(s) generated for each folio.

When the Fiscal Service Terminals OPERA Control is active, the **Fiscal Terminal** column displays the Terminal Label value selected during generation of the original fiscal folio.

> **Note:**
>
> You are required to enter your **PIN** when the Force Cashier Login OPERA Control is active.

### Regenerating / Reprinting a Folio

> **Note:**
>
> When the **Permanent Folio Storage** OPERA Control is active, the stored copy of the folio is reprinted; else the folio is regenerated from the transactional data.

1. From the **OPERA Cloud** menu, select **Financials**, **Cashiering** and then select **Folio History**.
2. Enter search criteria and click **Search**.
3. Locate the folio in the search result, then click the vertical ellipsis **Actions** menu and select **Quick Print Folio**.
4. On the Report Destination page.
    a. **Folio Style**: The default folio style is displayed; click to select a different folio style. For more information, see Selecting Folio Styles for Viewing, Printing.
    b. View in Currency:

        Click to select a currency from the list (available when the **Ability to Quote Rates in Foreign Currencies** OPERA Control is active).

        i. Select a currency from the list.
        ii. Click **Select**.
    c. **Folio Text**: Click to add folio-specific text to appear when generating the folio (available when the **Additional Folio Text** OPERA Control is active).

        i. Enter **Promotional** or **Reference** text into the fields.
        ii. Click **Save**.
    d. Select a destination.

        i. **Preview**: Select to generate as PDF file.
        ii. **Print**: Select a printer from the list. For more information, see Configuring Printers.
        iii. **E-mail**: Select to send an email with PDF attachment.

            i. **Email Address**: Select an email address from the list.

                i. Click **New E-mail** to add an e-mail address.
                ii. **E-mail Type**: Select an e-mail type from the list.
                iii. **E-mail Address**: Enter an e-mail address.
                iv. Click **Save**.
        iv. **Download**: Select to download a file (This option is disabled when the **Folio Copy Legend** OPERA Control value is set to 'W').

            i. **File Format**: Select a format from the list.

e. Click **Process**.

### Generating Credit Bills

Available when the Credit Bill OPERA Control is active.

1. From the **OPERA Cloud** menu, select **Financials**, **Cashiering** and then select **Folio History**.
2. Enter search criteria and click **Search**.
3. Locate the folio in the search result, then click the vertical ellipsis **Actions** menu and select **Generate Credit Bill**.
4. For more information, see Credit Bills For Folios.

### Generating Debit Bills

Available when the Debit Bill OPERA Control is active. You can generate a Debit Bill/ Supplemental Folio for existing folios, for when additional charges need to be posted and linked to the original folio.

1. From the **OPERA Cloud** menu, select **Financials**, **Cashiering** and then select **Folio History**.
2. Enter search criteria and click **Search**.
3. Locate the folio in the search result, then click the vertical ellipsis **Actions** menu and select **Generate Debit Bill**.
4. For more information, see Debit Bills for Folios.

### Sending Offline Fiscal Folios

When the **Fiscal Folio Printing**, **Use General Payload** and the **Offline Folio** OPERA Controls are active, the Fiscal Folio/Payload for the Offline Folios can be generated and transmitted to the Fiscal Service. When the transmission is successful, the 'Offline Folio' link is no longer displayed and the folio will be treated as a successful Fiscal Folio.

> **Note:**
>
> When the **Supporting Documents** OPERA Control is active, and an unsuccessful Supporting Document exists for the reservation, OPERA Cloud will generate the fiscal payload for the Supporting Document first, and if successful, it will generate the fiscal payload for the Offline Folio second.

1. From the **OPERA Cloud** menu, select **Financials**, **Cashiering** and then select **Folio History**.
2. Enter search criteria and click **Search**.
3. Locate the folio in the search result, then click the vertical ellipsis **Actions** menu and select **Send Fiscal Folio**.
   a. Select **Send Folio**.

### Resend Fiscal Folios

When the **Resend Fiscal Folio** OPERA Control is active, you can resend a folio to the fiscal service.

1. From the **OPERA Cloud** menu, select **Financials**, **Cashiering** and then select **Folio History**.
2. Enter search criteria and click **Search**.
3. Locate the folio in the search result, then click the vertical ellipsis **Actions** menu and select **Send Folio**.

## Credit Bills for Folios

### Prerequisites for Credit Bills For Folios

Once a folio has been generated you can associate a credit (that is, a negative posting) with it. Using the Maximum Credit Days For Individuals and Maximum Credit Days For Non-Individuals OPERA Controls you may stipulate that a credit bill can be applied to a folio for only a limited number of days following the date the folio was created.

> **Note:**
>
> A folio must have been generated before the current business date in order to associate a credit bill with that folio. An exception is the case of deposit folios. If a folio was created on the current date for a deposit, a credit bill may be associated with the deposit folio up until the time the reservation is checked in.

> **Note:**
>
> When the **Credit Card Wallet** OPERA Control is set to PROFILE, a **Store Credit Card Token to the Wallet** check box is available to save new credit card details in a wallet. A **Select a Credit Card** action is available to retrieve the credit card details in the wallet.

Using the **Same Day Credit Bills** OPERA Control, you can define when a Credit Bill can be issued. There are three options:

- **All**: You can create a credit bill on all folios on the same date the folios are generated.
- **Deposit**: You can create a credit bill on deposit folios on the same date the folios are generated.
- **Never**: You cannot create a credit bill on folios on the same date they are generated.

Follow these guidelines when associating a credit bill with a folio:

- You can generate a credit bill for an amount up to the remaining balance on the original folio. For example, if you have a folio for $100.00 and you have already issued a credit bill for $20.00, then you can only issue a credit bill for the remaining $80.00 of that folio.
- You cannot associate a credit bill with another credit bill unless the **Allow Credit Bill for Credit Bill Folios** OPERA Control is active.
- You cannot apply a credit bill to a voided bill.

> **Note:**
>
> When the **Credit Bill Reasons** OPERA Control is active, a Credit Bill Reason prompt is displayed when you generate a Credit Bill. Select a credit bill adjustment code and enter any remarks.

> **Note:**
>
> When the **Advanced Deposit Handing** OPERA Control is setup to Generate a Deposit Folio, transaction codes configured as Paid Out will not be available for selection when posting to a Credit Bill.

> **Note:**
>
> The passer-by folio template is used to generate credit bills.

### Generating a Credit Bill

1. From the **OPERA Cloud** menu, select **Financials**, select **Cashiering**, and then select **Folio History**.
2. Enter search criteria , then click **Search**.
3. Select the folio then click the vertical ellipsis **Actions** menu and select **Generate Credit Bill**.
4. On the Credit Bill screen:
   a. Select **Individual Transactions** to select an individual transaction to apply the credit against.
   b. Select **All Transactions** to apply the credit against all previously posted transactions.
   c. When adding charges in the Post Charges panel, click the vertical ellipsis **Actions** menu and select **Add Charge**.
   d. Enter the transaction code of the charge and enter the price as a negative value. The quantity will set to 1 by default.
   e. Enter additional information such as the Supplement, Reference, or a Check Number. The Supplement field is mandatory for all negative posts.
   f. When adding payments in the Post Payments panel, click the vertical ellipsis **Actions** menu and select **Add Payment**.
   g. Enter the payment method and the amount of the payment. You must add a minus sign to the payment amount, for example, -13.20. Cash or Check payment types are not allowed for negative amounts.
   h. When making a payment for All Transactions, the payment amount is pre-filled in the Amount field.
   i. Enter any value in the **Reference** field for the negative payment. This field is mandatory for all negative payments
   j. The Supplement field is available but not mandatory.

k. Click **Settle Credit Bill** or click **Settle and Print Credit Bill** to generate a credit invoice.

l. On the next screen, select a terminal to process the payment.

### Adding Credit Reasons to Transactions

When the **Enforce Full Credit per Line Item** OPERA Control is active; you must enter a credit bill reason using the supplement field.

1. From the **OPERA Cloud** menu, select **Financials**, select **Cashiering**, and then select **Folio History**.
2. Enter search criteria , then click **Search**.
3. Select the folio then click the vertical ellipsis **Actions** menu and select **Generate Credit Bill**.
4. On the Credit Bill screen:
   a. Select a transaction, then click the vertical ellipsis **Actions** menu and select **Credit Reason**.
      i. **Supplement**: Enter text for reason.
      ii. Click **Save**.
   b. Repeat for other transactions listed.

## Debit Bills for Folios

Prerequisites for Debit Bills for Folios

You can generate a Debit Bill/Supplemental Folio for existing folios, for when additional charges need to be posted and linked to the original folio.

> **Note:**
>
> You are required to enter your PIN when the Force Cashier Login OPERA Control is active.

### Generating a Debit Folio

1. From the **OPERA Cloud** menu, select **Financials**, select **Cashiering**, and then select **Folio History**.
2. Enter search criteria, then click **Search**.
3. Select the folio then click the vertical ellipsis **Actions** menu and select **Generate Debit Bill**.
4. Click **Add Charge** to post charge(s).
   a. **Code**: Enter or select a charge code from the list. As you enter the transaction code description a list of matching codes is displayed.
   b. **Price**: Enter the amount of the charge. Price may default based on the transaction code selected.
   c. **Quantity**: Enter the quantity of the charge. The total amount posted = Price x Quantity.
   d. **Arrangement**: Select an arrangement code from the list. An Arrangement Code is a folio grouping code that controls the display of the transaction on the folio (available

when the Folio Arrangements OPERA Control is active). For more information, see Selecting Folio Styles for Viewing, Printing.

e. **Supplement**: Enter any supplemental information text. If a negative price is entered, this field is mandatory to ensure that you enter a reason for the negative (rebate) posting.

f. **Reference**: Enter any reference information. This field is also used to automatically note any transferred postings and/or interface information, such as phone details.

g. **Check Number**: Enter a POS check number if applicable. The field might be mandatory based on the transaction code setup.

h. Click **Add Charge**.

5. To remove a charge, select the charge then click the vertical ellipsis **Actions** menu and select **Remove**.

6. Click **Post Payment** to post payment for additional charges.

   a. **Method**: Enter or select a payment method from the list.

      i. **Card Number**: Enter credit card number (PAN).

      ii. **Card Expiry**: Enter credit card expiry date (MM/YY).

      iii. **Card Holder**: Enter the name of the card holder.

      iv. **Apply Surcharge**: Select to apply a credit card surcharge (available when the Credit Card Transaction Surcharge OPERA Control is active).

   b. **Amount**: Enter the payment amount. Enter a negative amount to post a reversal or refund.

      i. **Total Amount** will include any surcharge calculated.

      ii. Click **Change Payment Currency** to change the currency for the payment (available when the Ability to Quote Rates in Foreign Currencies OPERA Control is active).

   c. **Supplement**: Enter any supplementary information text.

   d. **Reference**: Enter any reference information. When the Mandatory Reference Negative Payments OPERA Control is active, this field is mandatory for negative payment amounts to ensure a reason is provided.

   e. Click **Add Payment**.

7. Click **Settle Debit Bill** to close the debit bill or click **Settle and Print Debit Bill** to close the debit and print a copy of the folio.

# About Billing

Billing is used to manage in house, due out, and checked out with open folio reservation accounts. You can view, post, adjust or transfer charges, post payments, generate folios, and perform many other tasks.

**Watch Video**

Each reservation account is divided into eight sub-accounts (commonly called windows) that are numbered #1 - #8). Each sub-account (billing window) is linked to a payee profile and can be used in conjunction with charge routing (available when the Routing OPERA Control is active) to automatically route selected charges to the sub-accounts. For example, account #1

could be for all charges to be settled by the guest, and account #2 could be linked to a company profile for all charges to be settled by the guest's employer.

Billing can display a single sub-account window or two sub-account windows side-by-side. When charges only exist in a single billing window, billing opens in single panel view. If charges exist on two billing sub-account windows, billing opens with two account panels appearing side-by-side. If charges exist in more than two sub-accounts, billing opens in panel view with the billing drawer displayed to indicate the balance in other sub-accounts. You can toggle between single and panel views by clicking the appropriate view button on the billing window.

Gaming With the Oracle Hospitality OPERA Cloud Service, Casino and Gaming Management Add-on additional sub-accounts (#101 - #108) are available for the management of complimentary charges.

When the Fiscal Folio Printing and Offline Folio OPERA Controls are active, you can settle the folio when the fiscal service is unavailable. The Fiscal Folio/Payload for the Offline Folios can be generated and transmitted to the Fiscal Service from Folio History.

When accessing Billing, the Notification panel automatically opens to display the reservation Cashiering and General notes. Unread notes are marked with a vertical blue indicator and a bold title. Click **Mark All** as **Read** to clear the indicator.

When the Loyalty Payment Award with Eligible Transactions and External Loyalty Program OPERA Controls are active, charges display a point redemption (# symbol) and Membership Awards (* symbol) indicators where the transaction codes **Point Redemption** and **Membership** check boxes are not selected in transaction code configuration.

You can do the following when managing a reservation account in Billing:

- Post charges to the guest account by transaction code, price, and quantity. You can post charges in any of eight separate windows.
- Accept and post guest payments by credit card, cash, or check to any of the eight windows.
- Reverse a payment by creating a new transaction in the same amount. This option appears after you select a payment transaction.
- Edit postings or transfer entire folios or partial postings to other folios or guest rooms.
- Adjust transactions by amounts or percentages. You can provide reason codes and descriptions for the adjustments.
- Split a single transaction into two transactions based on an amount or a percentage. Split amounts appear in separate rows on the Manage Billing screen.
- Print, email, or preview a folio by window or currency.
- Search for all transactions made by the guest or enter search criteria to find only specific transactions.
- Move postings from one window to another window.
- View notifications. The Notification window opens up by default with a red notification icon showing the number of notes waiting to be read.
- Expand the guest's business card to view profile information and more.

## Generating a Folio for a Billing Window

By default, folios are generated in the style selected in the Default Folio Style OPERA Control, but you can select a different style in the Folio Print Options. The cashier number output on the folio is the cashier assigned to the user generating the folio. In the event a user does not have a cashier number assigned, the first open cashier number is output. If no cashiers are open, the cashier selected for the **Night Audit Cashier** OPERA Control is output.

When the **Ability to Quote Rates in Foreign Currencies** OPERA Control is active, you can generate folios in any currency for which exchange rates are set up. For more information, see Managing Currency Exchange Rates.

When the **Additional Folio Text** OPERA Control is active, you can enter reservation-specific promotional or reference text to include on the folio. For example, you could indicate a travel agent voucher number or purchase order reference details on an AR invoice.

The workflow for Folio Settlements is different when a Folio Type is configured for Tax Folio. When you perform a Folio Settlement on a folio window, where at least one of the Tax Folio Transaction Codes are posted, then the transactions are divided into two folios.

- The first folio settles all transactions that are not defined in the **Tax Folio Transaction Codes** OPERA Control.
- The second folio is considered the Tax Folio, which settles all transactions that are defined in the **Tax Folio Transaction Codes** OPERA Control.

When the **Fiscal Folio Printing and Supporting Documents** OPERA Controls are active a folio sequence number is assigned to the folio and details sent to the fiscal partner. If no cashier number is selected for the user, no cashier number is output on the folio. For more information, see Using Supporting Documents.

> **Note:**
>
> When the **Fiscal Folio Printing** and **Associated Folio Details Required for a Credit Bill** OPERA Controls are active, a Fiscal Printing window appears when a Credit Bill is generated during settlement on the Billing screen. **Bill No.**, **Fiscal Bill No.**, **Bill Folio Type**, **Bill Queue Name**, and **Bill Date** fields must be entered to proceed.

1. From the **OPERA Cloud** menu, select **Front Desk**, and then select **In House**.
2. Enter search criteria and then click **Search**.
3. Select the reservation from the search results, click **I Want To. . .** and select **Billing**.
4. Click **I Want To. . .** and then click **Generate Folio for a Window**.

> **Note:**
>
> For reservation account billing windows with no transactions, a folio is not generated and the message "There are no postings to generate the folio" displays.

5. On the Generate a Folio screen:
   a. Select a Window.
   b. Folio Print Options:

i. **Folio Style**: Click to select a folio style. For more information, see Selecting Folio Styles for Viewing, Printing.

ii. **View in Currency**: Click to select a currency from the list (available when the **Ability to Quote Rates in Foreign Currencies** OPERA Control is active).

i. Select a **Currency** from the list.

ii. Click **Select**.

iii. **Folio Text**: Click to add folio-specific text to appear when generating the folio (available when the **Additional Folio Text** OPERA Control is active).

i. Enter **Promotional** or **Reference** text into the fields.

ii. Click **Save**.

c. Select a destination.

i. **Preview**: Select to generate as PDF file.

ii. **Print**: Select a printer from the list. For more information, see Configuring Printers.

iii. **Email**: Select to send an email with PDF attachment.

i. **Email Address**: Select an email address from the list.

i. Click **New Email** to add an email address.

ii. **Email Type**: Select an email type from the list.

iii. **Email Address**: Enter an email address.

iv. Click **Save**.

iv. **Download**: Select to download PDF file.

i. **File Format**: Select a format from the list.

d. Click **Process**.

## Generating a ProForma Invoice

Prerequisites for Generating a ProForma Invoice

You can generate a preliminary bill with the actual and anticipated fixed, package, accommodation and tax charges for the duration of the stay. A proforma invoice only applies to Billing window #1. Room routing of charges are included on the proforma folio for the routed-to reservation and not for the routed-from reservation. Generating a proforma invoice does not actually post the anticipated charges to the reservation account and is not regarded as an actual invoice or bill; it is a provided as an estimate only.

The cashier number output on a proforma invoice is the cashier assigned to the user generating the folio. In the event a user does not have a cashier number assigned, the first open cashier number is output on the pro-forma Invoice. If no cashiers are open in your property, the cashier selected for the **Night Audit Cashier** OPERA Control is output.

> **Note:**
>
> You cannot generate a proforma invoice for a reservation in Checked Out, Cancelled, or No Show status.

When the **Ability to Quote Rates in Foreign Currencies** OPERA Control is active, any rate or package pricing setup in a foreign currency is converted to your properties currency based on the current posting exchange rate. For more information, see Managing Currency Exchange Rates.

When the **Fiscal Folio Printing and Supporting Documents** OPERA Controls are active a folio sequence number is assigned to the folio and details sent to the fiscal partner. If no cashier number is selected for the user, no cashier number is output on the folio. For more information, see Using Supporting Documents.

When the **Tax Folio Transaction Code** OPERA Control has a value selected, and the Folio Type has the Tax Folio check box selected, generating a proforma invoice for a billing window with at least one of the Tax Folio transaction codes posted, generates a separate Tax Folio for the Tax Folio transaction codes.

1. From the **OPERA Cloud** menu, select **Bookings**, select **Reservations**, and then select **Manage Reservation**.
2. Enter search criteria then click **Search**.
3. Select the reservation from the search results, click **I Want To . . .** and select Billing.
4. Click **I Want To . . .** and then click **Proforma Folio**.
5. Select the folio print options. For more information, see Generating a Folio for a Billing Window.
6. Click **Process**.

## Charges Adjustment and Payments

Billing enables you to post, edit, split, transfer, and adjust charges on reservation accounts. You can also post payment and settle reservation accounts.

### Posting Payments to a Reservation Account

#### Posting Payments and Refunds to Reservation Accounts

Use the Post Payment action to apply credit card, cash, check and other forms of payments to a reservation account. You can post payments to any of eight sub-accounts (billing windows). To post a refund, enter a negative **Amount** and provide a **Reference** when the **Mandatory Reference Negative Payments** OPERA Control is active.

> **Note:**
>
> When the **Service Type** OPERA Control is active, the total for Goods and Services must be settled separately for each billing window.

> **Note:**
>
> When the **Rounding Factor** OPERA Control is active, some payments will be rounded up or down according to the configuration of the payment method. For more information, see About Rounding Factors.

> **Note:**
>
> When the **Calculate Change Due** OPERA Control is active, you will be prompted if the cash amount received is greater than the amount due.

> **Note:**
>
> When the **Ability to Quote Rates in Foreign Currencies** OPERA Control is active, you can post payment in various currencies; the amount is converted using the current settlement exchange rate for the currency. For more information, see About Foreign Currency Codes.

**Posting Payments to Reservation Accounts**

1. From the **OPERA Cloud** menu, select **Front Desk**, and then select **In House**.
2. Enter search criteria and click **Search**.
3. Select the reservation from the search results and click **I Want To. . .** and select **Billing**.
4. On the Manage Billing screen, click **Post Payment** then complete the following:
   a. **Window**: Select the billing window for the payment.
   b. **Method**: Enter or select a payment method from the list.
      i. **Card Number**: Enter card number if payment method is a credit card.

      > **Note:**
      >
      > When integrated with payment partner click **Get Token** to read the details from card tapped on an EMV terminal. If the token is erased at any time, you must re-acquire payment details from the guest / payee or contact you merchant for further assistance.

      ii. **Card Expiry**: Enter credit card expiry date (MM/YY).
      iii. **Card Holder**: Enter the name of the card holder.
      iv. **Apply Surcharge**: Select to apply a credit card surcharge (available when the **Credit Card Transaction Surcharge** OPERA Control is active).
   c. **Amount**. Enter the payment amount.
      i. **Total Amount** will include any surcharge calculated.
      ii. Click **Change Payment Currency** to change the currency for the payment (available when the **Ability to Quote Rates in Foreign Currencies** OPERA Control is active).
   d. **Supplement**: Enter any supplementary information text.
   e. **Reference**: Enter any reference information.
   f. Click **Apply Payment**.

### Posting Refunds to Reservation Accounts

> **Note:**
>
> When the **Restrict Cash/Check Payment Reversal** OPERA Control is active you are not able to post negative cash or check payments. When the **Restrict Cash/Check Payment Reversal** OPERA Control is inactive, your role must be granted the **Reverse Cash/Check Payments** task in order to post negative cash or check payments.

1. From the **OPERA Cloud** menu, select **Front Desk**, and then select **In House**.
2. Enter search criteria and click **Search**.
3. Select the reservation from the search results and click **I Want To. . .** and select **Billing**.
4. On the Manage Billing screen, click **Post Payment** then complete the following:
    a. **Window**: Select the billing window for the payment.
    b. **Method**: Enter or select a payment method from the list.
        i. **Card Number**: Enter card number if payment method is a credit card. Note: When integrated with payment partner click Get Token to read the details from card tapped on an EMV terminal. If the token is erased at any time, you must re-acquire payment details from the guest / payee or contact you merchant for further assistance.
        ii. **Card Expiry**: Enter credit card expiry date (MM/YY).
        iii. **Card Holder**: Enter the name of the card holder.
        iv. **Apply Surcharge**: Select to apply a credit card surcharge (available when the **Credit Card Transaction Surcharge** OPERA Control is active).
    c. **Amount**: Enter a negative amount to post a reversal or refund.
        i. Total Amount will include any surcharge calculated.
        ii. Click **Change Payment Currency** to change the currency for the payment (available when the **Ability to Quote Rates in Foreign Currencies** OPERA Control is active).
    d. **Supplement**: Enter any supplementary information text.
    e. **Reference**: Enter any reference information. When the **Mandatory Reference Negative Payments** OPERA Control is active, this field is mandatory for refunds or reversals.
    f. Click **Apply Payment**.

## Posting Adjustment Charges to Reservation Accounts

The Post Adjustments action in Billing enables you to adjust transactions by a fixed amount or a percentage of the original amount posted.

1. From the **OPERA Cloud** menu, select **Front Desk**, and then select **In House**.
2. Enter search criteria and click **Search**.
3. Select the reservation in the search result, then click **I Want To . . .** and select **Billing**.

4. Select a billing window.
5. Click **I Want To . . .** and select **Post Adjustment**.
    a. In the Adjustment panel:
        i. **Type**: Select adjustment type
        ii. **Amount**: Select to post a fixed amount adjustment
            i. **Amount**: Enter an adjustment amount.
        iii. **Percentage**: Select to post a % adjustment of the selected charges.
            i. **Amount**: Enter a percentage.
        i. **Reason**: Select an adjustment reason from the list. For more information, see Configuring Adjustment Reason Codes
        ii. **Reason Text**: Enter additional information about the adjustment.
    b. In the Selected Transactions panel:
        i. Click the vertical ellipsis **Actions** menu and select **Search Transactions**.
        ii. Enter your search criteria and click **Search**.
        iii. Select a transaction to adjust and click the down arrow to move charges from the **Available** section, to the **Selected** section, then click **Select**.
        iv. Click **Process Adjustment**.

## Posting Charges to a Reservation Account

Use the Post Charge action to post charges to an in-house reservation account. When the Pre-Stay Charges OPERA Control is active, you can post charges to future reservations with pre-stay charging privileges. When the Post-Stay Charges OPERA Control is active, you can post charges to checked out reservations with post-stay charging privileges.

You can post charges to any of eight different billing windows. A payment method icon and profile name appears for each Billing window to indicate the payee and payment type for the Billing window. Select the **Views** icon to toggle between single or dual Billing window display.

You can transfer posted charges to another window or reservation according to reservation routing instructions.

> **Note:**
>
> You are prompted with a warning when posting charges to reservations with the **No Post** check box selected in reservation payment details. Users with the Post Charges to No-Post Reservations task assigned can override posting the charge.

> **Note:**
>
> When the **Rollup Transactions** OPERA Control is active, charges posted with the same check number (for example, Restaurant Food and Restaurant Tax) are rolled up into a single line item in Billing. The posting will have a plus sign (+) in the Code field with the check number following the description. Double-click the plus sign to expand and display the individual charges included in that check number.

When the **Transaction Discount** OPERA Control is active, charges may be automatically discounted for specific members. For more information, see About Membership Auto Discounting

### Posting Charges

> **Note:**
>
> Enter a negative **Price** or **Quantity** to post a rebate / adjustment. When the **Allow Negative Postings (Charges)** OPERA Control is inactive, you cannot post negative charges to reservation accounts, overriding the Post Negative Amounts task.

1. From the **OPERA Cloud** menu, select **Front Desk**, and then select **In House**.
2. Enter search criteria and click **Search**.
3. Select the reservation from the search results, click **I Want To. . .** and select **Billing**.
4. On the Manage Billing screen, click **Post Charge** and complete the following:
    a. **Window**. Select the billing window for the charge (defaults to the current billing window).
    b. **Code**. Enter or select a charge code from the list. As you enter the transaction code description a list of matching codes is displayed.
    c. **Price**. Enter the amount of the charge. Price may default based on the transaction code selected.
    d. **Quantity**. Enter the quantity of the charge. The total amount posted = **Price** x **Quantity**.
    e. **Arrangement**.Select an arrangement code from the list. An Arrangement Code is a folio grouping code that controls the display of the transaction on the folio (available when the Folio Arrangements OPERA Control is active). For more information, see Selecting Folio Styles for Viewing, Printing.
    f. **Supplement**. Enter any supplemental information text. If a negative price is entered, this field is mandatory to ensure that you enter a reason for the negative (rebate) posting.
    g. **Reference**. Enter any reference information. This field is also used to automatically note any transferred postings and/or interface information, such as phone details.
    h. **Check Number**: Enter a POS check number if applicable. The field might be mandatory based on the transaction code setup.
    i. **Covers**: Enter the number of covers (Available when the **Post Covers** OPERA Control is active and the **Post Covers** task is granted).
    j. Click **Apply Charge** or click **Apply Charge and Post Another** to post another charge.

### Posting Articles

The following is available when the **Articles** OPERA Control is active:

A charge transaction code can sometimes serve as an "umbrella" for multiple individual items or articles that can be posted using that code. At times, it might be desirable to break out these separate articles for billing and revenue tracking purposes. For example, a single "minibar food" transaction code might cover potato chips, crackers, peanuts, pretzels, and so forth. Using articles setup, you can specify an individual article number that identifies each of these

food items, even though they are all grouped under the same transaction code. Moreover, you can specify a default price for each article, just as you can for transaction codes. Then, instead of posting a lump sum to the minibar food transaction code, you have the option of posting each individual article and its quantity and price. For example, rather than posting $7.75 to minibar food, you can post $5.00 for two bags of peanuts and $2.75 for potato chips. Two separate charges to the minibar food transaction code will appear on the folio (one for $5.00 and one for $2.75).

1. From the **OPERA Cloud** menu, select **Front Desk**, and then select **In House**.
2. Enter search criteria and click **Search**.
3. Select the reservation from the search results, click **I Want To. . .** and select **Billing**.
4. On the Manage Billing screen, click **Post Charge** and complete the following:
    a. **Window**. Select the billing window for the charge (defaults to the current billing window).
    b. **Code**. Enter or select an article code from the list. As you enter the article description, a list of matching codes is appear.
    c. **Price**. Enter the amount of the charge. Price may default based on the article selected.
    d. **Quantity**. Enter the quantity of the charge. The total amount = **Price** x **Quantity**.
    e. **Arrangement**. Select an arrangement code from the list. An Arrangement Code is a folio grouping code that controls the display of this transaction on the folio. For more information, see: Selecting Folio Styles for Viewing, Printing.
    f. **Supplement**. Enter any supplemental information text. If a negative price is entered, this field is mandatory to ensure that you enter a reason for the negative (rebate) posting.
    g. **Reference**. Enter any reference information. This field is also used to automatically note any transferred postings and/or interface information, such as phone details.
    h. **Check Number**. Enter a POS check number if applicable. The field might be mandatory based on the transaction code setup.
    i. Click **Apply Charge** or click **Apply Charge and Post Another** to post another charge.

### Posting (Cash) Paid out Charges

Paid out is a special type of charge on the reservation account that identifies cash payment as given out from your cash draw. You are prompted to generate a paid out receipt after posting a paid out charge; the recipient of the paid out can sign the receipt to confirm acceptance.

1. From the **OPERA Cloud** menu, select **Front Desk**, and then select **In House**.
2. Enter search criteria and click **Search**.
3. Select the reservation from the search results and click **I Want To. . .** and select **Billing**.
4. On the Manage Billing screen, click **Post Charge** then complete the following:
    a. **Window**.Select the billing window for the charge (defaults to the current billing window).
    b. **Code**.Enter or select a paid out charge from the list. As you enter the transaction code description a list of matching codes is displayed.
    c. **Price**.Enter the amount of the paid out

d. **Supplement**.Enter any supplementary information text. If a negative price is entered, this field is mandatory to ensure that you enter a reason for the negative (rebate) posting.

e. **Reference**.Enter any reference information. This field is also used to automatically note any transferred postings and/or interface information, such as phone details.

f. Click **Apply Charge** or click **Apply Charge and Post Another** to post another charge.

## Posting a Rate Code Charge to a Reservation Account

Use Post Rate Code to manually post room and tax charges to a reservation account in advance of the End of Day post room and tax procedure. When the Post Stay Charges and Open Folio OPERA Controls are active, the Post Rate Code action is enabled for reservation accounts in open folio status. For more information, see Using Post Stay Charging and Open Folio Status.

> **Note:**
>
> When manually posting rate code charges to an Open Folio Reservation and allowance packages are linked to the rate code, these package allowances will not be posted as part of manual rate code posting process. The reason being that the Open Folio reservations are already checked out and do not go through End of Day process as in-house reservations. Due to this no allowances and profit/loss charges occur.

> **Note:**
>
> Manually posting rate code charges does not affect the auto-posting of room and tax charges during End of Day, nor does manually posted room and tax charges change the rate code, room type, number of persons, rate, or other details specified on the reservation.

> **Note:**
>
> Posting rate code charges does not post any fixed charges setup on the reservation.

The Post Rate Code action allows you to manually post room and tax charges to a guest's bill.

1. From the **OPERA Cloud** menu, select **Front Desk**, and then select **In House**.
2. Enter search criteria and click **Search**.
3. Select the reservation from the search results and click **I Want To . . .** and then select **Billing**.
4. Click **I Want To . . .** and then click **Post Rate Code**.
   a. Select a **Window** (1–8).
   b. **Rate Code**: Select a rate code from the list (defaults from the reservation).
   c. **Amount**: Enter an amount to post (defaults from the reservation).

d. **Quantity**: Enter quantity to charge.

e. **Adults**: Enter number of adults (defaults from the reservation).

f. **Children**: Enter number of children (defaults from the reservation).

g. Select **Post Packages** to post packages included in the rate.

h. Click **Post Rate Code**.

## Redeem Prepaid (Gift) Cards

Prerequisites for Redeem Prepaid (Gift) Cards

1. From the **OPERA Cloud** menu, select **Front Desk**, then select **In house (or Departures)**.
2. Enter search criteria and click **Search**.
3. Select the reservation and click **I Want To . . .** then **Billing** (or click the **Balance** link for the reservation).
4. Click **Post Redemption**.
   a. Select the billing window to post redemption.
   b. Select a card from the list.
      i. Click **Get Balance** to request card balance from vendor.
      ii. **Amount to Redeem**. Enter the amount to redeem on the prepaid card and post as payment towards settlement; amount cannot be greater than card balance.
      iii. Click **Redeem**.
   c. Click **Add Row** to add a card to the reservation.
      i. **Name**. Enter name on card.
      ii. **Card Number**. Enter the card number.
      iii. **PIN**. Enter card PIN (if required).
      iv. Click **Get Balance** to request card balance from vendor.
      v. **Amount to Redeem** Enter the amount to redeem on the prepaid card and post as payment towards settlement; amount cannot be greater than card balance.
      vi. Click **Redeem**.

Payment(s) will be posted the selected billing window.

## Posting Credit Card Rebates to a Reservation Account

You can post a rebate (refund) to a credit card, by entering a negative **Amount**, when your role is granted the **Post Negative Amounts** task. When the **Credit Card Rebate Validation** OPERA Control is active, the rebate **Amount** is checked against the previous amount charged to the credit card, to ensure the rebate does not exceed the original payment amount posted; the **Credit Card Rebate Can Exceed Credit Card Payments** task is required to override the rebate amount validation. When the **Mandatory Reference Negative Payments** OPERA Control is active, you must enter a value in the **Reference** field.

1. From the **OPERA Cloud** menu, select **Front Desk** and then select **In-House**.
2. Enter search criteria and click **Search**.

3. Select the reservation from the search results, click **I Want To . . .** and select **Billing**.
4. On the **Manage Billing** screen, click **Post Payment** and complete the following
   a. **Window**. Select the billing window for the payment.
   b. **Method**. Enter or select a credit card payment method from the list.
      i. **Card Number**. Enter the credit card number (PAN).

> **Note:**
>
> When integrated with payment partner click **Get Token** to read the details from card tapped on an EMV terminal.

      ii. **Card Expiry**. Enter the credit card expiry date (MM/YY).
      iii. **Card Holder**. Enter the name of the card holder.
      iv. **Apply Surcharge**. Select to apply a credit card surcharge (available when the Credit Card Transaction Surcharge OPERA Control is active).
   c. **Amount**. Enter the negative payment amount.
      i. The Total Amount includes any surcharge calculated.
      ii. Click **Change Payment Currency** to change the currency for the payment (available when the Ability to Quote Rates in Foreign Currencies OPERA Control is active).
      iii. The Override Debit Activity to Process Rebate dialog appears. If you want to override the validation against the original amount, select the check box. If the rebate amount is greater than the original charge, OPERA Cloud prompts this message: Debit Activity for Credit Card Rebate is Insufficient.
   d. **Supplement**. Enter any supplementary information text.
   e. **Reference**. Enter any reference information. When the Mandatory Reference Negative Payments OPERA Control is active, this field is mandatory for negative payment amounts to ensure a reason is provided.
   f. Click **Apply Payment**.

## Posting a Comp Redemption

Gaming

### Prerequisites for Posting a Comp Redemption

The following conditions are required to post redemptions to reservations:

- The attached membership must equal the **Default PTS Membership Type** setting in OPERA Controls.
- The redemption amount is greater than 1.00 (not zero or a negative amount), but not higher than the balance of the folio window where the redemption is being posted.

If granted the **Manage Financial Posting** user task, you can go to the Billing screen and post redemption(s) to reservations using any of the following ways:

- Clicking the **Post Redemption** button.
- Clicking **I Want To . . .** and then selecting **Post Redemption**.

- Clicking the **Post Redemption** link from the Vertical Ellipsis for each folio window.

### Posting Comp Redemptions

1. From the **OPERA Cloud** menu, select **Front Desk**, and then select **In House**.
2. Enter or select a **Property** and click **Search**.
3. Click **I Want To . . .** for the reservation and select **Billing**.
4. On the Billing screen, click the **Post Redemption** button. The Redemption screen appears with a listing of comp redemption codes configured at your property.
5. Select a window and enter the amount to redeem for the selected comp redemption code.

   You can enter a total amount equal to or less than the balance of the selected folio window. The redemption amount or the sum of redemption amounts cannot be negative or higher than the balance of the selected folio window.
6. Click **Post Redemption**.

   After posting redemptions to a folio window, you cannot edit the redemption amount, split, move, transfer, or adjust the transaction.

### Reversing Comp Redemption Postings

To correct or reverse a redemption posting, users granted the **Reverse Redemption** task can click the **Reverse Redemption** button and select an adjustment reason for deleting the selected redemption.

> **Note:**
>
> The **Reverse Redemption** button becomes available when editing a redemption already posted to the folio. This button is only available for redemptions made on the same business date of the property.

1. From the **OPERA Cloud** menu, select **Front Desk**, and then select **In House**.
2. Click **Search**. You can also enter search criteria to refine the search results.
3. Click **I Want To . . .** for a reservation and select **Billing**.
4. On the Billing screen, click the transaction code of the redemption you want to reverse.
5. Click the **Reverse Redemption** button.
6. Select a reason to process the reversal and click **Select**.
7. Click the **Reverse** button to post the reversal to the folio.

## Splitting Charges and Payments

You can split most charges (including negative amount charges), for checked in or open folio reservation accounts, by a fixed amount, a percentage, or a quantity. You can also split payments by a fixed amount or percentage.

When a charge is split, it is divided into two amounts within the same window. You can then transfer either of the resulting charges to another window (by using the drag-and-drop method or to another reservation account. Negative amounts or percentages can be entered as an Amount to Split / Percentage to Split. For example, if you split a posting of 100 by -10, the

result would be postings of 110 and -10. Or if you split a posting for 40 by -10% the result would be postings of 44 and -4. If you split a posting of -10 by -5%, the result would be postings of -10.50 and 0.50. In a split posting, the two resulting values will always equal the amount you start with.

> **Note:**
>
> When you split a charge with tax generates, the tax is automatically recalculated for the two resulting transactions. A generate that has been split cannot be selected and transferred to another window by itself (without the main transaction) when the Auto Transfer Generate With Main OPERA Control is active.

> **Note:**
>
> When the Tax Type Calculation OPERA Control is set to Profile, and a split charge with tax generates is moved between billing windows, the generates for the moved portion of the transaction recalculates based on the tax type of the profile linked to the target billing window.

### Splitting Charges

1. From the **OPERA Cloud** menu, select **Front Desk**, and then select **In House**.
2. Enter search criteria and click **Search**.
3. Select the reservation from the search results and click **I Want To. . .** and select Billing.
4. On the Manage Billing screen, select the **Billing Window** with the charges.
5. Select the charge(s) then click the vertical ellipsis and select **Quick Split** and choose from the options.
    a. **Split by Amount**: Select the Amount option button to split the transactions into two fixed amounts.
        i. **Amount to Split**: Enter the amount by which the transaction is to be split.
        ii. The transaction will be split into two transactions: One will be for the amount you specified, and the other will be for the remainder of the original amount.
    b. **Split by Percentage**: Select the Percentage option button to split the transaction by a percentage of the original amount.
        i. **Percentage to Split**: Enter the percentage by which the transaction is to be split.
        ii. The transaction will be split into two transactions: One will be for the percentage of the original amount you specified, and the other will be for the remainder of the original amount.
    c. **Split by Quantity**: Select the Quantity option button to split the transaction by a quantity so the amount is automatically split based on the unit price multiplied by the respective new quantity values for the resulting transactions
        i. **Quantity to Split**: When a quantity of more than one exists for the transaction, enter the quantity by which the transaction is to be split. Transactions with more than 1 quantity can be split by a quantity between 1 and existing quantity minus 1. If a single transaction having 1 quantity is selected for split, then the Quantity option is not available. If multiple transactions are selected and any of the

transactions cannot or did not split, then a message is displayed that "X Charge(s) Not Split".

d. Click **Split**.

**Splitting Payments**

1. From the **OPERA Cloud** menu, select **Front Desk**, and then select **In House**.
2. Enter search criteria and click **Search**.
3. Select the reservation from the search results and click **I Want To. . .** and select **Billing**.
4. On the Manage Billing screen, select the **Billing Window** with the payment.
   a. Select the payment, then click the vertical ellipsis and select **Quick Split** and choose from the options.
   b. **Split by Amount**: Select the Amount option button to split the payment into two fixed amounts.
      i. **Amount to Split**: Enter the amount by which the payment is to be split.
      ii. The payment transaction is split into two transactions: One will be for the amount you specified, and the other will be for the remainder of the original amount.
   c. **Split by Percentage**: Select the Percentage option button to split the payment by a percentage of the original amount.
      i. **Percentage to Split**: Enter the percentage by which the transaction is to be split.
      ii. The payment transaction is split into two transactions: One will be for the percentage of the original amount you specified, and the other will be for the remainder of the original amount.
   d. Click **Split**.

## Editing Charge Details

You can update current business date charges posted with your cashier ID. With the **Update Charge Details** task granted, you can also update charge details posted by other users.

1. From the **OPERA Cloud** menu, select **Front Desk** and then select **In House**.
2. Enter search criteria and click **Search**.
3. Select the reservation from the search results, click **I Want To . . .** and select **Billing**.
4. On the **Manage Billing** screen, select the **Billing Window** with the charge.
5. Click the **Code** link for the charge or select the charge, click the vertical ellipsis **Actions** menu, and select **Edit Posting**.
6. Update charge details:
   a. **Price**: Enter the price. It can only be changed on the same day that the posting was made, that is, before your business date is rolled over to the next day by End of Day.
   b. **Quantity**: Enter the quantity. It can only be changed on the same day that the posting was made, that is, before your business date is rolled over to the next day by End of Day.
   c. **Arrangement Code**: Select an Arrangement Code from the list. An Arrangement Code is a folio grouping code that controls the display of this transaction on the folio (available when the **Folio Arrangements** OPERA Control is active). For more information, see Selecting Folio Styles for Viewing, Printing.

d. **Revenue Date**: Enter or select a revenue date (enabled when the **Change Revenue Date** task is granted to your role). For more information, see Changing Revenue Date below.

e. **Supplement**: Enter any supplemental information text. If you enter a negative price, this field becomes mandatory to ensure that you provide a reason for the negative (rebate) posting.

f. **Reference**: Enter any reference information. This field is also used to automatically note any transferred postings and/or interface information, such as phone details.

g. **Check No**: Enter a POS check number if applicable. This field might be mandatory based on setup of the transaction code.

h. **Covers**: Enter the number of covers. (Available when the **Post Covers** OPERA Control is active and the **Post Covers** task is granted).

7. Click **Save Transaction**.

### Changing Revenue Date

If the Change Revenue Date task is granted to role(s), you can update the revenue date on postings.

The revenue date can be changed to any date that is equal or greater than the current business date and less than the departure date. A warning message appears if you try to enter a revenue date that is greater than the reservation departure date or earlier than the current business date.

If the revenue date for the main charge is changed, the revenue date for any (tax) generates is changed automatically. You cannot edit the date directly.

The revenue date cannot be changed for a transaction if the reservation is checked out or in Open Folio status.

> **Note:**
>
> You cannot edit the revenue date for a payment wrapper or tax posting.

### Example

A guest checks in for four nights on room-only rate and an advance bill is generated. The next morning, the guest decides to have breakfast at $10.00 per day.

As packages cannot be attached to the reservation once an **Advance Bill** is generated, the cashier posts four breakfasts manually, as shown below, with all breakfast charges allocated to the same business date.

**Table 6-3 Charge Details**

| | Charge Amount | Transaction Date | Revenue Date |
|---|---|---|---|
| **Breakfast** | 10.00 | 16 May | 16 May |
| **Breakfast** | 10.00 | 16 May | 16 May |
| **Breakfast** | 10.00 | 16 May | 16 May |
| **Breakfast** | 10.00 | 16 May | 16 May |

**Table 6-3 (Cont.) Charge Details**

| | Charge Amount | Transaction Date | Revenue Date |
|---|---|---|---|
| **Total Breakfast** | 40.00 | | |

After the Revenue Date is updated, the revenue can be allocated as below:

**Table 6-4 Charge Details**

| | Charge Amount | Transaction Date | Revenue Date |
|---|---|---|---|
| **Breakfast** | 10.00 | 16 May | 16 May |
| **Breakfast** | 10.00 | 16 May | 17 May |
| **Breakfast** | 10.00 | 16 May | 18 May |
| **Breakfast** | 10.00 | 16 May | 19 May |
| **Total Breakfast** | 40.00 | | |

## Adjusting Custom Charges

### Prerequisites for Adjusting Custom Charges

You can make changes to the Custom Charge Exemptions during the reservation stay by accessing custom charge adjustments . Once you make any corrections OPERA Cloud recalculates the total custom charges appropriate for the reservation. If the existing Custom Charges are too much or too little, in comparison with the updated Custom Charge Exemptions, then OPERA Cloud automatically posts a Custom Charge Adjustment to compensate for the difference.

1. From the **OPERA Cloud** menu, select **Front Desk**, and then select **In House**.
2. Enter search criteria for the reservation and click **Search**.
3. Select a reservation in the search results.
4. Click **I Want to. . .** and then select **Billing** or click the Balance link in search result.
5. Click **I Want to. . .** and click **Adjust Custom Charges**.
    a. See Managing Custom Charge Exemption.

## Posting Service Recovery Adjustment Charges

### Prerequisites for Posting Service Recovery Adjustment Charges

A Service Recovery Adjustment provides the ability to post and track adjustments related to service recovery versus other non-service recovery related adjustments.

1. From the **OPERA Cloud** menu, select **Front Desk**, and then select **In House**.
2. Enter search criteria and click **Search**.
3. Select the reservation in the search result, then click **I Want To. . .** and select **Billing**.
    a. Select the Billing window.

b. Click the vertical ellipsis **Actions** menu and select **Post Service Recovery Adjustment**.
    i. In the Adjustment panel:
        i. **Type**: Select adjustment type
            i. **Amount**: Select to post a fixed amount adjustment.
                i. **Amount**: Enter an adjustment amount.
            ii. **Percentage**: Select to post a % adjustment of the selected charges.
                i. **Percentage**: Enter a percentage value.
        ii. **Department**: Select a department from the list.
        iii. **Reason**: Select a reason from the list.
        iv. **Reason Text**: Enter additional information about the adjustment.
    ii. In the **Selected Transactions** panel,
        i. Click the vertical ellipsis **Actions** menu and select **Search Transactions**
        ii. Enter your search criteria then click **Search**.
        iii. Select transactions to adjust from the **Available** panel, then click the down arrow to move charges from the **Available** section to the **Selected** section.
        iv. Click **Process Adjustment**.

## Reversing Direct Bill Settlement

When the Folio No Reprint OPERA Control is inactive and your role is granted the Reverse Direct Bill task, you can reverse (delete) a Direct Bill settlement to an AR account posted to an in house or due out reservation. This action might be necessary when the incorrect profile and AR account were selected for the routing instructions or if the AR Account is on credit hold and an alternate settlement of the reservation account balance is required.

For checked out reservations with Post Stay privileges, **Reverse Direct Bill** is enabled on the departure date prior to running End of Day.

When the Folio No Reprint OPERA Control is active, you cannot reverse a Direct Bill settlement. Instead, a credit bill must be issued from Folio History. For more information, see Credit Bills For Folios.

### Reversing a Direct Bill Settlement

1. From the OPERA Cloud menu, select **Front Desk**, then select **In House** (or click the figure in the In House tile).
2. Enter search criteria and then click **Search**
3. In the search results, select the reservation, click **I Want To . . .** and select **Billing** (or click the value in the **Balance** column).
4. Select the Billing window with the Direct Bill settlement.
5. Click the **Code** link for the Direct Bill settlement posting.
    a. Click **Reverse Direct Bill**
        i. **Reason**: Select a adjustment reason from the list.
        ii. Click **Reverse**.

6. The Direct Bill settlement is deleted and removed from the Billing window.

## Transferring Reservation Account Postings

You can transfer charges to another billing window (sub-account) within a reservation account, or transfer charges to/from another reservation account. When the **Automatically Transfer Generates with Main** OPERA Control is active, tax generates are auto-transferred along with the main charge.

> **Note:**
>
> In multi-property operations, charges cannot be transferred across properties.

### Transferring Charges using the Transfer Posting action

1. From the **OPERA Cloud** menu, select **Front Desk**, then select **In House**.
2. Enter search criteria, then click **Search**.
3. Select the reservation from the search results and click **I Want To. . .** and select **Billing**.
4. On the Manage Billing screen, click the vertical ellipsis **Actions** menu and then select **Transfer Posting**.
    a. On the Transfer Type screen, select either **Entire Folio** or **Partial/Selected Postings**.
        i. If you select Entire Folio, select either **To a Room** or **From Room(s)**. Enter the guest's room and name.
        ii. If you select Partial/Selected Postings, select **To a Folio Window** and choose the window, or select either **To a Room** or **From Room(s)**. If you select the room options, enter the guest room and name.
    b. Select **Next**.
        i. On the Transaction Stop screen, select transactions from the **Available** row and move them to the **Selected** row.
        ii. Select **Next**.
    c. On the Split Options screen, select one of three options:
        i. Do not split.
        ii. Split by Amount
        iii. Split by Percentage.
        iv. Enter an amount or percentage if you selected either Split by Amount or Split by Percentage.
        v. Select **Next**.
    d. On the Transfer Confirmation screen, select **Transfer** to move the posting to either another window on the guest's folio or to another guest's room.

### Transfer Charges using Drag and Drop

A quick way to transfer charges between billing windows (sub accounts) is to use drag and drop functionality. You can also drag and drop transactions to a different reservation account added in Billing.

Click **Move Charges** to expose the Billing Window / Reservation draw on the right side of Billing.

> **Note:**
>
> This method does not let you split charges when transferring.

1. From the **OPERA Cloud** menu, select **Front Desk**, then select **In House**.
2. Enter search criteria, then click **Search**.
3. Select the reservation from the search results and click **I Want To. . .** and select **Billing**.
4. To transfer charges to another billing window:
   a. Click **Windows** in the Move Charges draw.
   b. Select the charges to transfer, then hold down the mouse key and drag the charges into the window number listed in the draw.
5. To transfer charges to another reservation account:
   a. Click **Other Reservations** in the Move Charges draw.
      i. Click **Add Reservation** to search and select a reservation to add to Billing.
   b. Select the charges to transfer, then hold down the mouse key and drag the charges into the room reservation listed in the draw.

> **Note:**
>
> You can toggle between reservation accounts by selecting one of the rooms reservations listed in the draw.

## Transferring Credit Card Payments with Surcharges

When the Credit Card Transaction Surcharge OPERA Control is active, an additional amount is calculated and posted to cover the costs associated with accepting credit card charges. The surcharge amount posts to the guest ledger using the transaction code defined by the Default Surcharge Transaction Code OPERA Control.

You can transfer deposits and reservation account settlements made by credit cards with surcharges to other reservations. When doing so, the transfer moves only the nett credit card payment, not the surcharge.

**Example**

A guest makes a $1000.00 reservation deposit using a credit card with a 10% surcharge applicable. The deposit payment is recorded as $1100.00. The $100.00 credit card surcharge posts to the guest ledger. Afterwards, the available deposit amount on the reservation shows as $1000.00.

## Settling a Reservation Account Balance

A reservation account balance must be settled at check out unless the reservation is checked out with an Open Folio, which allows you to post charges to the reservation in a checked out status.

Reservation account settlement involves the posting of payment(s) for the balance due in each sub-account (billing window). A folio is generated for each billing window and available in Folio History. Each folio is assigned a bill number according to the Fix Bill Reservation and Fix Bill Window OPERA Controls. Custom reference numbers can be configured to generate on the folio when the Custom Numbers OPERA Control is active. For more information, see Configuring Custom Numbers.

To transfer a reservation account (folio window) balance to an Accounts Receivable account, a Direct Bill / City Ledger pseudo-payment is posted. The payee profile linked to the billing window must have an AR account setup in order to post Direct Bill settlement. You must be granted the **Override Flagged Account Direct Bill** task to post Direct Bill settlement to a AR Account with a restricted status. By default, the balance payable is displayed masked #####, click **View Folio Balances** to unmask the direct bill amount. Direct Bill (City ledger transfer) settlement is always a complete bill and not a standalone payment; as such, if you need to partially settle a balance to cash or other payment type, first post the cash settlement and then you can settle the remaining balance to Direct Bill.

To settle the reservation account and check out a reservation earlier than the expected departure date, an Early Departure settlement option is available. The reservation departure date is updated and rooms management is alerted to the unexpected early departure. For more information, see Checking Out Reservations Early.

You can also settle a reservation account balance without checking out the reservation using one of these options:

- **Interim Folio**: Interim settlement allows you to process the payment for a reservation account and generate a folio (bill) without checking out the reservation.
- **Advanced Folio**: While the Interim Bill option covers the current balance due, an Advance Bill allows you apply charges for the current night, several nights, or entire stay.

When the eFolio Export OPERA Control is active, you can be prompted to select a delivery method for an eFolio based on the payment method selected.

When the Fiscal Folio Printing OPERA Control is active, an additional option for generating a fiscally compliant folio may occur. For more information, see Oracle Hospitality Localization Center for Hotel.

### Interim Folio Settlement

Select Interim Folio to process the payment for a reservation account balance and generate a folio (bill) without checking out the reservation.

1. From the **OPERA Cloud** menu, select **Front Desk**, and then select **In House**.
2. Enter search criteria and then click **Search**.
3. Select the **reservation** from the search results, click **I Want To. . .** and then select **Billing**.
4. On the Manage Billing screen:
    a. Click **I Want To . . .** and select **Interim Folio**.
    b. Select the **Billing Window** and then enter the payment details. For more information, see Posting Payments to a Reservation Account.
    c. Click **Settle and Send Folio**.
    d. Select the folio print options. For more information, see Generating a Folio for a Billing Window.

### Advanced Folio Settlement

Select **Advance Bill** to process a payment without checking out the reservation. All anticipated fixed charges (such as room and tax or service charges) get posted.

> **Note:**
>
> The transaction date for all charges paid by Advance Folio—including package and allowances and associated taxes (inclusive and exclusive)—is the date when the Advance Bill is generated. However, revenue for these charges is not recognized until the business date for which the charge is applicable. For example, assume a reservation staying three days, JUN 1 through JUN 3, has a breakfast allowance of $20.00 plus a 6% tax for a total of 21.20 per day. The guest requests an Advance Bill on the first day of the stay. The guest ledger for JUN 1 will show a 63.60 charge for the breakfast transaction code. However, revenue accounting will show 21.20 for JUN 1, another 21.20 on JUN 2, and another 21.20 for JUN 3.

When the **Generate Zero Bill** OPERA Control is active and a zero balance is due, OPERA Cloud prompts you to select whether to generate a zero-balance folio.

1. From the **OPERA Cloud** menu, select **Front Desk**, and then select **In House**.
2. Enter search criteria then click **Search**.
3. Select the reservation from the search results, click **I Want To. . .** and select **Billing**.
4. On the Manage Billing screen:
    a. Click **I Want To . . .** and select **Advance Folio**.
    b. Select an option:
        i. **Tonight**: Current date only.
        ii. **Nights to Charge**: Enter a number of nights to charge.
        iii. **Entire Stay**.
    c. Click **Apply Advanced Charges**.
    d. On the Folio Settlement page, enter the payment details.
    e. Click **Settle and Send Folio**.
    f. Select the folio print options. For more information, see Generating a Folio for a Billing Window.

### Departure Settlement

To settle a reservation account balance to an AR account, the AR Account profile must be selected for the Billing window using reservation routing. To reverse a direct bill settlement, see Reversing Direct Bill Settlement.

1. From the **OPERA Cloud** menu, select **Front Desk**, and then select **In House**.
2. Enter search criteria then click **Search**.
3. Select the reservation from the search results, click **I Want To. . .** and select **Billing**.
4. On the Manage Billing screen, click **Checkout**.

a. On the Folio Settlement page, review the Billing windows with a balance due and click **View Folio Balances** to display amounts currently masked.

b. Select the **Billing window** and enter the payment details.

c. Click **Settle and Send Folio**.

d. Select the **folio print** options. For more information, see Generating a Folio for a Billing Window.

e. Repeat for the next Billing window.

f. When the reservation account balance is zero for all windows, click **Checkout Now**.

## Viewing a POS Check Image for a Charge

A Point of Sale (POS) partner can post an image of the POS check to OPERA Cloud using the OPERA XML posting specification. The POS check image is available for viewing and printing from Billing and can be displayed for charges with a check number in the **Supplement** field.

When the **Print POS Check With Folio** OPERA Control is active, you can also output the POS check image when generating folios. Your customized folio template must have the `POS_CHECK_IMAGE` element added. Supported folio styles are: (1) Detail folio (date), (9) Detail Folio (room), (10) Summary by stay and check Number (Date), (14) Summary by check number (date) and (26) Detail folio (name).

> **Note:**
>
> POS check images are purged after 730 days.

### Viewing POS Check for Charges

1. From the **OPERA Cloud** menu, select **Front Desk**, and then select **In House**.
2. Enter search criteria and click **Search**.
3. Select the reservation from the search results, then click **I Want To. . .** and select **Billing**.
4. Click the information icon in the reference column for a POS charge.
   a. Click **Print** to email or print the POS check:
      i. Select **Email** to send the image as an email attachment. If the email address is not configured, click **New Email** and enter an address; the new email address will save in the guests profile.
      ii. Select **Preview to Print** to generate a PDF of the check image for printing.

## Cashier Login

Cashier Login is a security feature designed to prevent unauthorized users from accessing cashiering functions. You can configure cashier IDs in Configure Cashier and assign cashier IDs and privileges to users in Managing Users.

When the Force Cashier Login is active in OPERA Controls you need to enter your cashier logon details to access cashiering functions such as:

- Reservation Deposits

- Reservations Check Out
- Reservation Billing
- Accounts Receivable Invoices
- Block Post Unallocated Deposits
- Posting Journal
- Post It

> **Note:**
>
> A PIN is required for authentication instead of your sign-on password.

## About Pre-Stay Charging

Prerequisites for Pre-Stay Charging

Pre-stay charging allows charges and payments to be posted to a reservation account (guest ledger) prior check in; limited to **The Days Prior to Arrival** OPERA Control. You can also restrict pre-stay charging to reservation with a selected payment type based on the **Reservation Payment Types** OPERA Control and selected reservation types based on the **Reservation Types** OPERA Control. Optionally, you can restrict pre-stay charging only to arrival reservations on queue by activating the **Only Post if Reservation is on Queue** OPERA Control (Available when the **Queue Rooms** OPERA Control is active).

To default the **Pre-Stay Charging** privileges check box in reservation payment instructions activate the **Default Pre Stay Charges on Reservation** OPERA Control.

## Viewing the Billing Summary

The Billing Summary displays a summary of charges for each billing window based on the Billing revenue bucket type configuration. For more information, see Revenue Buckets Overview.

Gaming The Billing Summary also provides casino hosts with a side-by-side summary comparison of the "cash" and "comped" charges for a reservation account based on the Comp revenue bucket type configuration.

1. From the **OPERA Cloud** menu, select **Front Desk**, and then select **In House**.
2. Enter search criteria and then click **Search**.
3. Select the reservation from the search results and click **I Want To...** and select **Billing**.
4. In Manage Billing
   a. Click **I Want To...** and then select **Billing Summary**.

## Searching Reservation Transactions

You can use the Search Transactions feature to locate charges posted to the reservation account.

### Searching Transactions

1. From the OPERA Cloud menu, select **Front Desk**and then select **In House**.
2. Enter search criteria and then click **Search**.
3. Select the reservation from the search results and click **I Want To...** and select **Billing**.
4. In Manage Billing:
    a. Click **I Want To...** and then select **Search Transactions**.
        i. Enter search criteria and then click **Search**.

### Searching and Transferring Transactions

1. From the OPERA Cloud menu, select **Front Desk**and then select **In House**.
2. Enter search criteria and then click **Search**.
3. Select the reservation from the search results and click **I Want To...** and select **Billing**.
4. In Manage Billing:
    a. Click **I Want To...** and then select **Search Transactions**.
        i. Enter search criteria and then click **Search**
        ii. Select transactions in the search result, then click vertical ellipsis and select **Transfer Postings**.
        iii. Select the **Transfer Direction**.
            i. **to Folio Window**: Select to transfer charges to a folio window in the current reservation
            ii. **to a Room**: Select to transfer charges to another room/reservation
                i. **Room**: Enter or select a room from the list
                ii. **Guest Name**: Enter or select reservation/guest name from the list
            iii. Click **Transfer**.

### Generating a Posting Journal Report

1. From the OPERA Cloud menu, select **Front Desk** and then select **In House**.
2. Enter search criteria and then click **Search**.
3. Select the reservation from the search results and click **I Want To...** and select **Billing**.
4. In Manage Billing:
    a. Click **I Want To...** and then select **Search Transactions**.
        i. Enter search criteria and then click **Search**
        ii. Select transactions in the search result, then click vertical ellipsis and select **Generate Journal Report**.
        iii. Select a destination then click **Process**.

## Void Folios

Prerequisites for Void Folios

Use Void Folio to void folios generated on settlement of a reservation account balance. You can only void a folio on the same business date as the reservation departure date.
Use the following guidelines when voiding a folio:

- A folio that contains a Bucket Redemption transaction code cannot be voided.
- A folio can be voided only on the same business date as it was created.
- A folio can be voided only if it has not been settled to Direct Bill / City Ledger (transferred to Accounts Receivable).
- Once the reservation is checked out, voiding the bill will reinstate the reservation.
- Void bill removes the bill number from the charges.
- Voided bills will show a status of Void.

### Voiding a Folio

1. From the OPERA Cloud menu, select **Front Desk**, then select **In house (or Departures)**.
2. Enter search criteria and click **Search**.
3. Select the reservation in the search result, then click **I Want To ...** then **Billing**.

   OR
4. Click the **Balance** link for the reservation.
5. Click **I Want To...** and select **Void Folio**.
   a. Select a folio from the displayed list , then click the vertical ellipsis and select **Void Folio**.

## Managing Package Allowances and Charges

### Prerequisites for Managing Package Allowances and Charges

For reservations with package allowances, you can view the details of allowances and the charges posted against those allowances, including any package profit or loss adjustment or any allowance overage charge posted to the reservation account.

- Package profit is posted when a package allowance is not consumed or under consumed; adjusting revenue to the item price.
- Package loss is posted when a package is fully consumed; adjusting revenue from the posted amount to the item price.

When the Package Allowance Consumption When No Post or Post Stay Flag OPERA Control is active charges may be posted to allowances even when the reservation is indicated 'No Post' or has Post Stay charge privileges. For more information, see Payment Instructions.

When the Package Allowance Linking OPERA Control is active you can also setup allowance linking; transferring the allowances from one reservation to another. For example, you can transfer allowances for multiple reservations to a posting master reservation in order for the outlet post a single breakfast charge to the master group reservation account.

### Viewing Reservation Package Allowances and Charges

To view the charges posted against an allowance.

1. From the **OPERA Cloud** menu, select **Front Desk**, then select **In House**.

2. Enter search criteria and then click **Search**.
3. In the search result, select the reservation then click **I Want to…** and select **Billing** (or click the value in the **Balance** column).
4. Click **+ Show More** then select the **Packages** link.
    a. Select the **Package Postings** tab.
        i. Click **Breakout** to display a detailed list of all transactions, including any allowance overages charged to the guest.
        ii. Click **Daily View** to display a summary view. Use **<** and  to scroll through the reservation stay dates.

### Linking Reservation Package Allowances

(Available when the Package Allowance Linking OPERA Control is active)

The reservations in a linked allowance relationship are known as the "source" room and the "target" room. The source room makes its allowance available to the target room. Whether or not the source room can draw on the allowance(s) of the target room is determined by the **Use Shared Allowance** check box in the Linked Allowances panel.

1. From the **OPERA Cloud** menu, select **Front Desk**, then select **In House**.
2. Enter search criteria and then click **Search**.
3. In the search result, select the reservation then click **I Want to…** and select **Billing** (or click the value in the **Balance** column).
4. Click **+ Show More** then select the **Packages** link.
    a. Select the **Package Postings** tab.
    b. Click **Link Allowances**.
    c. Enter reservation search criteria and click **Search**.
    d. Select a reservation then click **Select**.
    e. Click **>** to view the Linked Allowances panel.

### Unlinking Reservation Package Allowances

(Available when the Package Allowance Linking OPERA Control is active).

Once a charge is made against an allowance of either the source or target room,  you cannot unlink allowances until completion of End of Day.

1. From the **OPERA Cloud** menu, select **Front Desk**, then select **In House**.
2. Enter search criteria and then click **Search**.
3. In the search result, select the reservation then click **I Want to…** and select **Billing** (or click the value in the **Balance** column).
4. Click **+ Show More** then select the **Packages** link.
    a. Select the **Package Postings** tab.
    b. Click **>** to view the Linked Allowances panel.
    c. Select the linked room/reservation , then click **Unlink**.
    d. Click **Unlink** to confirm.

## Reversing Advance Bill for Deposits

When the Generate Advance Bill/Folio for Deposit OPERA Control is active you can reverse all advance bill transactions that were posted during the Advance Bill/Folio for Deposit process. Adjustment charges and payment are posted (negative amount), with the **Supplement** indicating *Reverse Trn Code <code> for Revenue Date <date>*.

1. From the **OPERA Cloud** menu, select **Front Desk**, and then select **In House**.
2. Enter search criteria and click **Search**.
3. Select the reservation from the search results, click **I Want To. . .** and select **Billing**.
   a. Click **I Want to...** > **Reverse Advance Bill Transactions**

# About Membership Auto Discounting

When the Transaction Discount OPERA Control is active, a flat amount or percentage discount may auto post for selected transaction or article codes (Available when the Articles OPERA Control is active), membership types and levels. The reservation membership details are referenced while applying discount percentages/amounts. If the reservation does not have membership details, OPERA Cloud references the primary profile membership details. When a charge is posted to a reservation account (via Billing, Post It, Fixed Charges, Batch Postings or via an interface), a discount (credit) is automatically applied to the charge with the **Reference** providing details of the discount percentage, membership type and level. The reference details are also available for New Posting activity in the changes log.

> **Note:**
>
> Rate code postings, including packages, deposits, debit, and credit folios are excluded from Transaction Discount. Only negative postings posted through Post It / Passerby result in the auto-posting of discounts.

# Generating Batch Folios

Use Batch Folios to generate folios for multiple reservation accounts without having to access Billing for each reservation. When the Multi-language OPERA Control is active, folios are generated in the language selected in the primary linked profile. When the Generate Zero Bill OPERA Control is active, you can generate a folio for reservation sub-accounts (windows) with a zero balance.

> **Note:**
>
> In order to deliver the folios through email, ensure the reservation has opted-in to receive email folios. See Managing Reservation Payment Instructions .

1. From the **OPERA Cloud** menu, select **Financials**, select **Cashiering**, and then select **Batch Folios**

2. In the Folio Options panel select the following:
    a. **Property**: Select or confirm the property.
    b. **Batch Folio Option**: Select the folio option required.
        i. **Guests Departing Tomorrow**: Select to generate folios for reservations departing tomorrow.
        ii. **Guest Checked Out Today**: Select to generate folios for reservation departed today.
        iii. **All Guests**: Select to generate folios for all in-house reservations.
        iv. **Guests Departing Today**: Select to generate folios for all reservations departing today.
        v. **Guest Checked Out Yesterday**: Select the generate folios for reservations departed yesterday.
        vi. **Periodic Folios**: Useful for long-term reservations, this option allows you to print information folios weekly, monthly, or for user-defined periods of time.
            i. Select whether you want to print weekly, monthly, or other periodic folios.
                i. **Weekly Folio**: Prints folios for in house guests whose last periodic folio was printed 7 or more days ago, or who have never had a periodic folio printed.
                ii. **Monthly Folio**: Prints folios for in house guests whose last periodic folio was printed 28 or more days ago, or who have never had a periodic folio printed.
                iii. **Folio for**: You specify a period of days to be covered. A folio will be printed for guests whose last periodic folio was printed the specified number of days (or more) ago, or who have never had a periodic folio printed.
        vii. **Auto-folio Settlement**: For more information, see Auto Folio Settlement.
    c. Click **Next**.
3. In the Reservation Selection panel search and select the reservations:
    a. Enter any search criteria to refine the reservation search, click **Search**.
    b. From your search results, select the reservations to include in the batch folio process; click the selection column header to select all reservations listed in result.
    c. **Sort By**: Select a sort option from the list.
    d. Click **Select**.
4. In the Billing Options panel specify the following:
    a. Folio Scope
        i. **Information Bill**: Generates an information folio with current charges.
        ii. **Advance Bill**: Generates a folio with expected accommodation and fixed charges posted in advance. For more information, see Settling a Reservation Account Balance.
    b. Billing Windows
        i. **All Windows**: Folios for all Billing Windows in the reservations.
        ii. **Only Guest Windows**: Select to generate folios only for Billing windows linked to the guest profile (exclude Billing Windows linked to Company or Agent).

c. Payment Methods

i. **All Payment Methods**: Select this option to generate folios for reservations with any payment method

ii. **Credit Cards**: Select this option to generate folios for reservations using a credit card payment method

iii. **Simulate Zero Balance**: Select to generate a folio with a credit shown based on the method of payment for a particular billing window. This allows you to provide folios to the guest, with a payment line, showing a zero balance due, without posting an actual payment or checking out the reservation.

5. On the Batch Report Destination page:

a. Make changes to the folio destinations if needed. You can either change the destination for each folio individually or change it for all folios. Confirm your selections before generating the batch folios.

b. Click **Process** to print, email or preview the batch report.

## Auto Folio Settlement

Prerequisites for Auto Folio Settlement

Using Auto Folio Settlement, you can:

- Select reservations to automatically settle the reservation account window balances periodically, rather than manually processing settlement. See Payment Instructions.
- Auto-transfer settled charges to billing window #8 (Available when the Transfer Charges to Window 8 OPERA Control is active).
- Configure automatic folio settlements to only process reservations / billing windows with certain payment types or profiles with a specific folio settlement type. See Configuring Auto Folio Settlement Types.
- Specify the folio settle type within the Profile Details panel. For more information, see Managing a Guest or Contact Profile
- Process automatic folio settlements as a part of the End of Day procedures after all accommodation, package and fixed charges have been posted to reservation accounts. Available when the Auto Settlement to be performed during End of Day OPERA Control is active.
- Manually run the folio settlement process from the Batch Folios screen. You can select folios to automatically settle and initiate the automatic folio settlement process under these conditions:
  - Reservations must be eligible for automatic settlement.
  - Payment type must be eligible for automatic settlement. Cash and check payment types are not able to be automatically settled, and the Auto Settlement Rules, Payment Methods OPERA Control can restrict other payment types.
  - The folio window selection you choose to settle must have a non-zero balance.

When OPERA Cloud is integrated with a payment partner, settlement occurs automatically.

For processing payments manually, activate the Prompt Payment Screen for Auto Folio Settlements OPERA Control so that payment and authorization details can be manually entered for each settlement.

> **Note:**
>
> For reservations to be settled using auto folio settlement, the following must be true:
>
> - For Direct Bill Settlement, the profile linked to the reservation billing window must have a valid AR account.
> - Valid credit card information must be available in reservation payment instructions.
> - Profile address details must meet the requirements specified in the Address Check for Folio Generation OPERA Control.
> - Auto Folio Settlement Type field updated in profile to specify the auto folio settlement types to be included in Auto Folio Settlement Process. The Auto Folio Settlement process will perform the appropriate validations for credit card authorization / settlement and direct bill settlement and only if successful, then the settlement transaction will be posted. The validations as currently exist (i.e., valid credit card number / expiry date or valid AR number associated with the billing window), will occur in the background and no user input should be expected. Any charges that were transferred to window 8 will remain there if window 8 cannot be settled for any reason. While posting an Auto Settlement transaction, if a credit card authorization / settlement fails or if no AR account number exists, then such reservations/ billing windows will not be settled and a change log entry for activity type of **Record Credit Card Failure** will be added, detailing the confirmation no and settlement failure reason.

An Auto Settlement Transaction report (auto_settlement) is available, which lists the auto-settlement transactions. This report is generated automatically when the Auto Settlement to be performed during End of Day OPERA Control is active.

## Running the Batch Folio Process for Automatic Folio Settlement

1. From the **OPERA Cloud** menu,, select **Financials**, select **Cashiering**, and then select **Batch Folios**.
2. Enter your **Cashier ID** and **PIN** when the Force Cashier Login OPERA Control is active.
3. In the Folio Options panel:
   a. Select the **Auto Folio Settlement** check box
   b. Select one or more **Folio Settlement Type** values from the list to determine the eligible reservations based on the Folio Settlement Type selected in the profile. For more information, see Managing a Guest or Contact Profile.
   c. Select the **Use Days on Reservation** check box to use the Days cycle setup in the reservation payment instructions.
   d. Deselect the **Use Days on Reservation** check box to enter a **Date Since Last Auto Settled** or **Days Since Last Auto Settled** value.
4. To process all reservations click **Process All Auto Folio Reservations**.
   a. Then in the **Reservation Selection** panel, click **Select**.
5. To process selected reservations, click **Search Auto Folio Reservations**.

> **Note:**
>
> A maximum of 999 reservations can be selected using this option.

a. In the **Reservation Selection** panel:

   i. Enter search criteria to narrow your reservation search results and select one or more reservations for auto folio settlement.

   ii. Open the Search panel to view search filters. To limit your search results to only checked out reservations with an open folio balance, select **Checked Out** for the Reservation Status and select the **Open Balance** option. Click **Search**.

> **Note:**
>
> For a reservation to appear in the search results using the Checked Out and Open Balance search filters, the reservation must already be checked out and it must have a pending balance. Also, the Payment Instructions on the reservation must have Post-Stay Charging and Auto Settle options selected.

   iii. Select one or more reservations to automatically settle. You can select the check box in the table header to select all reservations. When you have chosen all reservations to settle.

   iv. Click **Select**.

6. In the **Billing Options** panel:

   a. **Payment Methods**: Select reservations payment methods to automatically settle from the list.

   b. **Minimum Window Balance**: Enter a minimum balance to restrict the amount for which this auto settlement process occurs. For example, if you want to settle all folios with a balance of $1000 or more, enter $1000 in this field.

   c. **Include Credit Balance**: Select check box to Include folio windows with a credit balance.

   d. **Generate Folio**: Select check box to generate a folio for each settlement processed.

   e. **Windows to Settle**: Click the appropriate numbered boxes to select Windows to Settle.

   f. **Transfer Settled Windows to Window 8**: Select any folio windows for which you want to transfer the settled charges to window 8.

   g. If needed, click **Folio Style** to select a different folios style from the list of available styles. For more information, see Selecting Folio Styles for Viewing, Printing.

   h. Click **Generate Batch Folios** to proceed.

7. Review the Auto Folio Settlement Summary.

   a. Click **Print** to generate a report.

   b. Click **OK** to complete the automatic folio settlement process.

# Posting Batch Charges

Batch Charges enables you to simultaneously post a single charge to multiple rooms or to individual rooms in a group. You can also post a single charge to all rooms associated with one travel agent or to all checked-in guests. Examples of batch posting includes charging each member in a group for baggage handling or charging a number of individual guests for a sightseeing excursion.

When the **Transaction Discount** OPERA Control is active, charges may be automatically discounted for specific members. For more information, see About Membership Auto Discounting. When the **Allow Negative Postings (Charges)** OPERA Control is inactive you cannot post negative charges to reservation accounts; overriding the **Post Negative Amounts** task assigned to your role(s).

Fast posting is used to rapidly post the same charge to multiple room reservation accounts. This feature is useful for manually posting point of sale (POS) charges to room accounts when integration with the POS system is unavailable. Other uses are for posting laundry or mini bar (summary totals).

1. From the **OPERA Cloud** menu, select **Financials**, select **Cashiering**, and then select **Batch Charges**.
2. On the Batch Charges screen, search for reservations.
    a. **Reservation Status**: Select one or more reservation status. No Show and Cancelled status is displayed when the **No Show and Cancellation Postings** OPERA Control is active.
    b. **Include Pseudo Rooms**: Include pseudo room type reservations in the search.
    c. **Include No Post**: Post charge to reservations indicated No Post (cash only).
    d. **Advanced Checkin**: Search for arrival reservations that are indicated as Advance Checked In (available when Advance Check In control is active).
3. Click **Search**.
4. Select one or more reservations in the search results.
5. Click **Post Charge**.
6. On the Posting Details screen:
    a. **Code**: Enter or select the transaction code.
    b. **Price**: Enter a price for the charge.
    c. **Quantity**: Enter a quantity.
    d. **Supplement**: Enter any supplemental information for charge.
    e. **Covers**: Enter the number of covers. (Available when the **Post Covers** OPERA Control is active and the **Post Covers** task is granted).
    f. **Reference**: Enter a reference number for the charge.

    > **Note:**
    >
    > The amount posted will be Price x Quantity.

    g. Click **Post Charge**.

    A Batch Charge Status screen displays the result.

h. Click **Report** to generate a report.

# Processing Batch Deposits

Batch deposit payment processing is available when your property is integrated with a payment partner, for online credit card processing. You can process multiple reservation deposit payments in a batch process and generate a deposit payment receipt for each payment charged to a credit card. If a partial deposit payment is already posted for a deposit request, the remaining amount due will be processed.

> **Note:**
>
> Alternatively, batch deposit payments can be processed as an End of Day procedure.

Reservation Requirements

- Reservation Payment Instructions has a valid credit card type and card details.
- Reservation Deposit / Cancellation has a deposit request with due date matching the current business date.
- Reservation Status is Reserved or Due In.

### Processing Batch Deposit Payments

1. From the **OPERA Cloud** menu, select **Financials**, select **Cashiering**, and then click **Batch Deposits**.
2. Enter search criteria, then click **Search**.
3. Select one or more reservations showing deposit payment due for processing.
4. Click **Process Selected** to initiate processing of credit card charges.
   a. As each deposit is processed, the following information appears on this screen.
      i. **Name**: Name of the guest whose deposit is being authorized.
      ii. **CC Number**: Masked credit card number.
      iii. **Exp. Date**: Credit card expiration date.
      iv. **Amount**: Payment amount being charged.
   b. A deposit receipt is generated in the background and available in Receipt History .
   c. Deposit details are saved to the changes log.
      i. The details for the Record Credit Card Approval action type entry will have the following format:

         ```
         BATCH DEPOSIT PROCESSING APPROVED 143.75 USD, FOR PAYMENT TYPE }}AX,
         APPROVAL CODE: 580895, FOR Heald IN {{ROOM 130
         ```

      ii. In cases where the End of Day procedure runs deposit batch processing, the changes log detail entry will take the form:

         ```
         NIGHT AUDIT BATCH DEPOSIT ROUTINE APPROVED 655.53 USD, FOR PAYMENT TYPE
         VA, APPROVAL CODE: 768364, FOR Casey IN ROOM 1121
         ```

# Credit Card Settlement

Credit Card Settlement allows you to view and modify credit card transactions prior to final processing. The Credit Card Settlements screen provides a list of credit card transactions. The screen provides information on the charge amount, charge date, guest name, room number, folio number, window number, credit card number, expiration date, and approval code.

Amounts on hold and Amounts to be settled appear at the bottom of the screen. The system calculates these amounts in real-time based on the transactions you select:

- The Total Amount to be Settled represents the total amount of one or more credit card payment transactions selected for settlement.
- The Total Amount on Hold represents the total amount of all credit card payment transactions not selected for settlement.

After reviewing transactions, the system sends the charges electronically to a third-party credit card processing company for batch settlement processing. Credit Card Settlement usually runs once a day as part of the end-of-day routine. You can also run this option at any time, for example, at the end of a shift.

## Settling Credit Card Transactions

1. From the **OPERA Cloud** menu, select **Financials**, select **Cashiering**, and then select **Credit Card Settlements**.
2. Enter a property and additional search criteria if needed and click **Search** to view credit card transactions.
3. Select transactions to review and modify.
4. Select **Settle Credit Cards** to begin processing.

# Managing Prepaid (Gift) Cards

Prerequisites for Managing Prepaid (Gift) Cards

Pre-paid Cards allow you to view and manage the details of a stored value / gift card.

You can view the card transactions, reload (top-up) the card, and transfer or cash out the card balance.

Card details, including card balance, appear in the left-side panel; card transaction details are in the right-side panel.

Use this option to issue cards non-resident guests by creating or searching for a profile.

### Issuing Prepaid Card

1. From the **OPERA Cloud** menu, select **Financial**, select **Cashiering** and select **Pre-Paid Cards**.
2. Click **Issue Card** and complete the following
   a. **Interface**. Select the Stored Value System from the list.

b. **Card Number**. Enter the gift card number.
c. **Amount**. Enter the issue amount.
d. **Passerby tab**
    i. **Name**. Enter name to search for guest profile.
        i. Click **I Want to . . .** to create new profile.
    ii. **Method**. Select a payment method from the list.
    iii. **Card Number**. Enter credit card number.
    iv. **Expiration**. Enter credit card expiry date.
    v. **Card Holder**. Enter card holder name.
e. Additional Information tab
    i. **Reference**. Enter reference number.
    ii. **Supplement**. Enter supplement text.
f. Click **Issue Card**.

### Activating Prepaid Card

> **Note:**
>
> This option is vendor specific and cards are activated one time

1. From the **OPERA Cloud** menu, select **Financial**, select **Cashiering** and select **Pre-Paid Cards**.
2. Select the interface , enter the Card Number and PIN (if required) and click **Search**.
3. Click **Activate Card**.
    a. **Amount**. Enter the issue amount.
    b. **Passerby tab**
        i. **Name**. Enter name to search for guest profile.
            i. Click **I Want to . . .** to create new profile.
        ii. **Method**. Select a payment method from the list.
        iii. **Card Number**. Enter credit card number.
        iv. **Expiration**. Enter credit card expiry date.
        v. **Card Holder**. Enter card holder name.
    c. Additional Information tab
        i. **Reference**. Enter reference number.
        ii. **Supplement**. Enter supplement text.
    d. Click **Activate Card**.

### Reloading (Top-up) Prepaid Card

1. From the **OPERA Cloud** menu, select **Financial**, select **Cashiering** and select **Pre-Paid Cards**.

2. Select the interface, enter the Card Number and PIN (if required), and click **Search**.
3. Click **Reload Card**.
    a. **Amount**. Enter the reload amount.
    b. **Passer-by tab**
        i. **Name**. Enter name to search for guest profile.
            i. Click **I Want to . . .** to create new profile.
        ii. **Method**. Select a payment method from the list.
        iii. **Card Number**. Enter credit card number.
        iv. **Expiration**. Enter credit card expiry date.
        v. **Card Holder**. Enter card holder name.
    c. Additional Information tab
        i. **Reference**. Enter reference number.
        ii. **Supplement**. Enter supplement text.
    d. Click **Reload Card**.

### Cancelling Prepaid Transaction

> **Note:**
>
> The Cancel Transaction action is only available for records of types **Issue** and **Reload** posted on the current business date.

1. From the **OPERA Cloud** menu, select **Financial**, select **Cashiering**, and select **Pre-Paid Cards**.
2. Select the interface, enter the Card Number and PIN (if required), and click **Search**.
3. Select the **OPERA Transactions** tab.
4. Select a transaction, click the vertical ellipsis, and click **Cancel Transaction**.
    a. **Name**. Enter name to search for guest profile.
        i. Click **I Want to . . .** to create new profile.
    b. **Method**. Select a payment method from the list.
    c. **Card Number**. Enter credit card number.
    d. **Expiration**. Enter credit card expiry date.
    e. **Card Holder**. Enter card holder name.
5. Additional Information tab
    a. **Reference**. Enter reference number.
    b. **Supplement**. Enter supplement text.
6. Click **Cancel Transaction**.

> **Note:**
>
> When you access Cancel Transaction from a reservation, you are presented with additional options:
>
> - **Post Amount to Room**. Select the post the refund amount to the folio.
> - **Make Payment**. Select the process refund amount as payment, for example, credit card.

### Cash Out Prepaid Card

> **Note:**
>
> A negative payment amount defaults up to the maximum amount the vendor permits for the selected prepaid card.

1. From the **OPERA Cloud** menu, select **Financial**, select **Cashiering** and select **Pre-Paid Cards**.
2. Select the interface, enter the Card Number and PIN (if required), and click **Search**.
3. Select the **OPERA Transactions** tab.
4. Click **Cash Out**.
    a. **Name**. Enter name to search for guest profile.
        i. Click **I Want to . . .** to create new profile.
    b. **Method**. Select a payment method from the list.
    c. **Card Number**. Enter credit card number.
    d. **Expiration**. Enter credit card expiry date.
    e. **Card Holder**. Enter card holder name.
5. Additional Information tab
    a. **Reference**. Enter reference number.
    b. **Supplement**. Enter supplement text.
6. Click **Cash Out**.

### Viewing Prepaid Transaction Details

> **Note:**
>
> 'View Transaction Details' action is only available when the 'Prepaid Cards Transaction' SVS IFC setting is **Vendor Transaction** or **OPERA and Vendor Transaction**.

1. From the **OPERA Cloud** menu, select **Financial**, select **Cashiering** and select **Pre-Paid Cards**.
2. Select the interface , enter the Card Number and PIN (if required) and click **Search**.

3. Select the **OPERA Transactions** tab.
4. Select a transaction, click the vertical ellipsis, and click **View Transaction Details**.

# Managing Currency Exchange

Prerequisites for Currency Exchange

The Currency Calculator lets you calculate and post currency exchange amounts based on an established exchange rate per exchange type for each currency. For more information, see Managing Currency Exchange Rates. When posting currency exchange you must select a reservation or profile for the currency exchange receipt generated.

When the Sell Currency OPERA Control is active you can sell (pay out) foreign currency as well as buy (receive) foreign currency.

When the Foreign Currency Limits OPERA Control is active, daily and monthly exchange limits are setup per currency. For more information, see Configuring Foreign Currency Limits.

When the Daily Currency Exchange Limit Amount and Daily Currency Exchange Limit Code OPERA Controls. are setup a daily limit for the specified currency code applies. For more information, see Oracle Hospitality Localization Center for Hotel; Israel - under OPERA Cloud, Solutions: OPERA Cloud Fiscal Primary Data Document (Doc ID: 2621636.1).

### Calculating Currency Exchange

1. From the **OPERA Cloud** menu, select **Financials**, select **Cashiering**, and select **Currency Calculator**.
2. **Property**: Enter or select the property.
3. Select the **Buy** or **Sell** tab. (Sell tab is enabled when the Sell Currency OPERA Control is active).
    a. **Exchange Type**: Select an exchange type: Cash, Check, Posting (Charges), Settlement, Commission, Membership and Certificate. Each exchange type can have a different exchange rate.
    b. **From Currency**: Select a currency to convert from.
        i. **From Amount**: Enter the From Currency amount.
    c. **To Currency**: Select a currency to convert to.
        i. **To Amount**: Displays the converted amount.
    d. Currency exchange information automatically populates on the screen.
    e. Click **Clear** to clear the entries on the page.

### Posting Currency Exchange

1. From the **OPERA Cloud** menu, select **Financials**, select **Cashiering**, and select **Currency Calculator**.
2. **Property**: Enter or select the property.
3. Select the **Buy** or **Sell** tab. (Sell tab is enabled when the Sell Currency OPERA Control is active).
    a. **Exchange Type**: Select an exchange type: Cash, Check, Posting (Charges), Settlement, Commission, Membership and Certificate. Each exchange type can have a different exchange rate.

b. **From Currency**: Select a currency to convert from.
    i. **From Amount**: Enter the From Currency amount.
c. **To Currency**: Select a currency to convert to.
    i. **To Amount**: Displays the converted amount.
d. Currency exchange information automatically populates on the screen.
e. Click **Clear** to clear the entries on the page.

4. Click **Post Currency Exchange**.
    a. Enter your **Cashier ID** and **PIN**.
    b. Posting Details.
        i. Search and select a **Room** (Reservation) or **Name** (Profile).
        ii. **Supplement**: Enter reference text.
        iii. Click **Post Exchange**.
    c. Click **Send Receipt** to generate a currency exchange receipt.
        i. Select a report destination
            i. **Preview**: Generate a PDF.
            ii. **Email to Print**: Select a printer from the list. For more information, see Configuring Printers.
            iii. **Email**: Enter an email address.
            iv. Click **Process**.

## Managing Currency Exchange Rates

Currency exchange rates can vary depending on the type of transaction being conducted, such as posting settlement in a foreign currency or calculating agent commission or member points for foreign currency rates and charges. In addition, exchange rates for buying foreign currency (the usual foreign currency exchange transaction) can also differ from exchange rates for selling foreign currency. Exchange rates are time and date sensitive; they are set up to become effective on a certain date/time and remain in-effect until they are superseded by an exchange rate with a newer effective date.

### Adding Currency Exchange Rates

1. From the **OPERA Cloud** menu, select **Financials**, select **Cashiering**, and then select **Currency Calculator**.
2. Click the **I Want To . . .** and select **Manage Exchange Rates**.
3. Click **New** and enter the following details:
    a. **Exchange Types**: Select one or more check boxes indicating the exchange types covered by the new exchange rate.
        i. **Cash** - for cash currency exchanges and foreign currency payments (for example, deposit payments, Billing - Pay only)
        ii. **Check** - for foreign currency traveler's check exchange.
        iii. **Settlement** - for posting a settlement payment in Billing in foreign currency.

iv. **Posting** - for posting sales charges in a foreign currency. You can use this for accommodation and package charges for rate code and package elements configured in another currency.

v. **Commission** - for commission calculation on foreign currency commission bank accounts.

vi. **Certificate** - for printing an e-certificate voucher (Available when the Loyalty e Certificates OPERA Control is active).

vii. **Membership** - for member point calculation on foreign currency rates/charges and for Payment Award Redemption when the Loyalty Payment Award OPERA Control is active.

b. **Property**: Enter or select the property.

c. **Currency**: Select the currency from the list.

d. **Begin Date** : Enter or select the start date for the exchange rate.

e. **Begin Time** : Enter the start time for the exchange rate.

f. **Buy Rate / From Buy Rate**: Enter either the Buy Rate or the From Buy Rate. OPERA Cloud will calculate the complementary exchange rate and display both exchange transactions in the Exchange Info area.

- **Buy Rate**: When buying foreign currency, one unit of the local currency equals this many units of the foreign currency.
- **From Buy Rate**: When buying foreign currency, one unit of the foreign currency equals this many units of the local currency.

For example, assume US Dollars is the local currency and you are setting rates for buying Euros. When buying Euros you want 1 USD to equal 0.770471 EUR; therefore, you enter 0.770471 in the Buy Rate field. OPERA Cloud will calculate the From Buy Rate and automatically enter 1.297907... in the From Buy Rate field. The Exchange Info area will summarize the buy exchange rate as follows:

1 USD = 0.770471 EUR

1 EUR = 1.297907 USD

g. **Buy Commission**: Enter a Forex commission percentage to charge.

h. **Net Buy Rate**: View Only. Displays the calculated nett buy rate , including any Buy Commission.

i. **Sell Rate/ From Sell Rate.**: Enter either the Sell Rate or the From Sell Rate. OPERA Cloud will calculate the complementary exchange rate and display both exchange transactions in the Exchange Info area.

- **Sell Rate**. When selling foreign currency, one unit of the local currency equals this many units of the foreign currency.
- **From Sell Rate**. When selling foreign currency, one unit of the foreign currency equals this many units of the local currency.

For example, assume US Dollars is the local currency and you are setting rates for selling Euros. When selling Euros you want 1 USD to equal 0.770471 EUR; therefore, you enter 0.770471 in the Sell Rate field. OPERA Cloud will calculate the From Sell Rate and automatically enter 1.297907... in the From Sell Rate field. The Exchange Info area will summarize the buy exchange rate as follows:

1 USD = 0.770471 EUR

1 EUR = 1.297907 USD

j. **Sell Commission**: Enter a Forex commission percentage to charge.

k. **Net Sell Rate**: View Only. Displays the calculated nett sell rate , including any Sell Commission.

l. **Comments**: Enter any comments.

4. Click **Save**.

### Editing a Current Exchange Rate

1. From the **OPERA Cloud** menu, select **Financials**, select **Cashiering**, and then select **Currency Calculator**.
2. Enter search criteria and click **Search**.
3. Select a currency code in the search result.
4. Expand result to view exchange rate per exchange type.
5. Select an exchange rate and click **Edit**.
6. Update details.
7. Click **Save**.

### Managing Future/History Exchange Rates for a Currency

#### Viewing All Exchange Rates

1. From the **OPERA Cloud** menu, select **Financials**, select **Cashiering**, and then select **Currency Calculator**.
2. Enter search criteria and click **Search**.
3. Select a currency code in the search result.
4. Click the **I Want To . . .** and select **Manage Exchange Rates**.

#### Deleting an Exchange Rate

1. From the Application menu, select **Financials**, select **Cashiering**, and then select **Currency Calculator**.
2. Enter search criteria and click **Search**.
3. Select a currency code in the search result.
4. Click the **I Want To . . .** and select **Manage Exchange Rates**.
5. Click **vertical ellipsis** and select **History Future Exchange Rates**.
6. Select an exchange rate, click vertical ellipsis **Actions** menu, and select **Delete**.
7. Click **Delete** to confirm.

> **Note:**
>
> OPERA Cloud stores exchange rates for critical financial transactions so deleting a past exchange rate will not impact these areas. However, deleting a past exchange rate may affect certain operations. For example, assume you are examining a past reservation and you view Rate Info to view rate summary details. If you decide you want to see the rate summary details in a currency other than that in which the reservation's rate amount is stored, OPERA Cloud will use the current exchange rate for that currency as the past exchange rate for the date in question was deleted.

> **Note:**
>
> When the Ability to Quote Rates in Foreign Currencies OPERA Control is active, the Delete action is not enabled for past exchange rates.

## Managing Global Membership Exchange Rates

Prerequisites for Managing Global Membership Exchange Rates

Loyalty Global membership exchange rates are required for the conversion of revenue from the property currency to the central currency (Central Currency Code OPERA Control), for loyalty program management.

### Adding Global Membership Exchange Rates

1. From the **OPERA Cloud** menu, select **Financials**, select **Cashiering**, and then select **Currency Calculator**.
2. Click **I Want To . . .** and select **Manage Global Exchange Rates**.
3. Click **New** and enter the following details:
   a. **Currency**: Select the currency from the list.
   b. **Begin Date**: Enter or select the start date for the exchange rate.
   c. **Begin Time**: Enter the start time for the exchange rate.
   d. **Buy Rate**: Enter either the Buy Rate
   e. **Buy Commission**: Enter a Forex commission percentage to charge. When buying foreign currency, one unit of the local currency equals this many units of the foreign currency.
   f. **Net Buy Rate**: View Only. Displays the calculated nett buy rate , including any Buy Commission.
   g. **Sell Rate/ From Sell Rate**: Enter either the Sell Rate. When selling foreign currency, one unit of the local currency equals this many units of the foreign currency.
   h. **Sell Commission**: Enter a Forex commission percentage to charge.
   i. **Net Sell Rate**: View Only. Displays the calculated nett sell rate , including any Sell Commission.
   j. **Comments**: Enter any comments.
4. Click **Save**.

### Editing Global Membership Exchange Rates

1. From the **OPERA Cloud** menu, select **Financials**, select **Cashiering**, and then select **Currency Calculator**.
2. Click **I Want To . . .** and select **Manage Global Exchange Rates**.
3. Click **Search**.
4. Select a currency code in the search result.
5. Expand result to view exchange rate
6. Select an exchange rate , then click **Edit**.

7. Update details.
8. Click **Save**.

### Deleting Past / Future Exchange Rates

1. From the **OPERA Cloud** menu, select **Financials**, select **Cashiering**, and then select **Currency Calculator**.
2. Click **I Want To . . .** and select **Manage Global Exchange Rates**.
3. Enter search criteria, then click **Search**.
4. Select a currency code in the search result.
5. Click the vertical ellipsis **Actions** menu and select **History Future Exchange Rates**.
6. Select an exchange rate, then click vertical ellipsis **Actions** menu and select **Delete**.
7. Click **Delete** to confirm.

### Viewing All Exchange Rates

1. From the **OPERA Cloud** menu, select **Financials**, select **Cashiering**, and then select **Currency Calculator**.
2. Click **I Want To . . .** and select **Manage Global Exchange Rates**.
3. Enter search criteria, then click **Search**.
4. Select a currency code in the search result.
5. Click the vertical ellipsis **Actions** menu and select **History Future Exchange Rates**.

## Charging Purchases Using Post It

Prerequisites for Charging Purchases Using Post It

Post it provides a way to charge for the consumption of items such as mini-bar item, day spa treatments, gift shop items, and so on with features similar to a point of sale. The items have a price defined and are posted to a cart. The balance of the cart is then settled to a room reservation or by cash or credit card.
Post It does not support room charge to future reservations enabled with pre-stay charging. See, Managing Reservation Payment Instructions

When the **Check In Prepay Rules** OPERA Control is set to **Auto Advanced Bill Posting**, you cannot settle charges by room charge to a reservation account.

When the **Transaction Discount** OPERA Control is active, charges may be automatically discounted for specific members. For more information, see About Membership Auto Discounting. When the **Allow Negative Postings (Charges)** OPERA Control is inactive you cannot post negative charges to reservation accounts; overriding the **Post Negative Amounts** task assigned to your role(s).

> **Note:**
>
> When the **Credit Card Wallet** OPERA Control is set to PROFILE, a **Store Credit Card Token to the Wallet** check box is available to save new credit card details in a wallet. A **Select a Credit Card** action is available to retrieve the credit card details in the wallet.

**Watch Video**

### Posting Charges using Post it

1. From the **OPERA Cloud** menu, select **Financials**, select **Cashiering**, and then select **Post It**.
2. Select an article or a transaction code for posting. Alternatively, if the item has a UPC number, you can enter value in the UPC field using a UPC scanner or by manually typing it.

> **Note:**
>
> The selected item and its price (and associated taxes) appear in the cart.

3. Select the **[x]** next to an article in the cart to remove the item.
4. Repeat the steps to post additional items to the cart.
5. **Covers**: Enter the number the covers (Available when the **Post Covers** OPERA Control is active and the **Post Covers** task is granted).
6. To settle the cart, click **Pay**.
   a. If settling the cart balance to a room reservation, click the **Charge to Room** check box.

   > **Note:**
   >
   > User role must be granted **Charge to Room (Settlement)** task to settle balance to a room reservation account.

      i. Enter a room number or guest name and click **Search**.
      ii. To include Open Folio reservations click the **Open Folio** check box.
      iii. Select the required reservation from search results.

   b. If settling to a credit card, select the payment method, and enter card number, expiration date, and card holder name (swipe or tap card if payment integration is active at property).

   > **Note:**
   >
   > A **Card Present** check box is available when the **Payment Services Directive** OPERA Control is active. This check box is deselected by default and remains deselected if you manually enter a credit card number. A 'Credit Card Was Entered Manually' message appears when you manually enter a credit card. This check box is automatically selected if you insert or swipe a credit card in a credit card terminal.

   c. You can also search and select a profile and enter reference text to generate a personalized folio.
7. Click **Complete Sale** to post the settlement.

8. To post negative items, first select the **Activate Minus Posting** button and then select the article(s) being adjusted. The button then changes to **Deactivate Minus Posting** to enable the posting of articles.

> **Note:**
>
> Your user role must be granted **Post a Negative Post It Article** task.

**Posting Charges using Fast Post**

Fast posting is used to rapidly post the same charge to multiple room reservation accounts. This feature is useful for manually posting point of sale (POS) charges to room accounts when integration with the POS system is unavailable. Other uses are for posting laundry or mini bar (summary totals).

1. Select the **Fast Post** check box.
2. **Code.** Enter or select the charge transaction code to be posted.
3. **Room / Name**. Enter or select the room reservation the charge is to be posted to.
4. **Amount**. Enter the amount of the charge.
5. Click **Post**.

The **Code** field will retain the selected charge code - repeat entry of Name/Room and Amount to a post new charge.

# Managing Receipt History

OPERA Cloud stores a copy of receipts for foreign currency exchange, deposit payment, deposit refund, guest ledger payment and paid out transactions. Use **Receipt History** to regenerate a copy of the receipt.

1. From the **OPERA Cloud** menu, select **Financials**, select **Cashiering**, and select **Receipt History**.
2. Enter a property and any additional search criteria and click **Search** .
3. Locate the receipt in the search result, click the **Vertical Ellipsis** and select **Send to**.
4. Select a destination option:
   a. **Preview**: Select to preview in PDF.
   b. **Email to Print**: Select to print to selected printer.
   c. **Email**: Select to delivery via email as PDF attachment. Select or enter an email address.
5. Click **Process**.

# Open Cashiers

### Viewing Open Cashiers

Open Cashiers provides status information about currently open cashier sessions. The information includes the following:

1. From the **OPERA Cloud** menu, select **Financials**, **Cashiering** and then **Open Cashiers**.
   a. **Cashier Number**. An ID number assigned to the cashier during setup.
   b. **Cashier Name**. Name assigned to the Cashier ID during Cashier setup.
   c. **Maximum Daily Use**. Number of times a cashier can close and re-open in one business day. This value is set during Cashier setup.
   d. **Times Opened**. The number of times the Cashier opened since the last End of Day processing.
   e. **Opened Time**. Most recent time the Cashier opened since the last End of Day processing.
   f. **Last Closed Time**. Most recent time the Cashier closed since the last End of Day processing. This field is blank if the Cashier has not closed since the last End of Day processing.

# Closing Cashiers

Close Cashier enables you to view and audit charges posted during your shift, the closing balances for charges, confirm your shift drop amounts, print your daily reports, and close your shift.

> **Note:**
>
> When you close your cashier, you are not logged out of **OPERA Cloud**. You may continue to use other features, however to perform cashiering activities, you will be prompted to re-open your cashier. The number of times your cashier can be opened and closed during a single business day is set for your cashier ID in Cashier Configuration.

> **Note:**
>
> When the **Blind Cash Drop Cashiering** control is enabled all transactions (charges) are displayed except for Cash and Check transactions.

### Closing Your Cashier

1. From the OPERA Cloud menu, select **Financials**, select **Cashiering**, select **Cashier Closure**.

2. When the Force Cashier Login OPERA control is enabled, the Cashier Login screen appears, prompting you to confirm your cashier ID and enter your user PIN to continue.

**Property Selection**

In multi-property operations you may have posted charges and payments to reservation accounts or AR accounts in various properties. The property selection panel allows you to select each property in order to reconcile transactions and enter shift drop details for the property, click a property in the list to refresh the details for the selected property.

**Review Transaction Details**

The transaction panel displays a summary list of all charges and payments which have been posted is presented for audit purposes.

Click the transaction code link to view a **Detailed Posting Journal** for the selected transaction code.

> **Note:**
>
> Link is not enabled when **All Properties** checkbox is selected.

**Posting Journal**

1. Enter search criteria.

> **Note:**
>
> The cashier ID field defaults with your cashier ID.

2. Click **Search**.
3. The transactions matching the criteria are listed.
4. Click the transaction code link for a posting to view and edit the posting details.

**Shift Drop**

The Shift Drop panel allows you to reconcile cash, checks, credit card and other payments posted in local currency during your shift. Behavior in this panel is dependent on the **Blind Shift Drop** cashier control.

When the **Blind Shift Drop** cashier control is not enabled :

- **Opening Balance Including Float Cash.** Displays the amount of cash in your cash drawer when you opened your cashier. Opening Balance Cash reflects any starting amount of cash and any "float" over or under amount of cash from the last time you closed your cashier. **Cashier Configuration** defines the Starting Amount, if any, and whether Float Over/Short is considered.

> **Note:**
>
> When more cash is paid out than is received, this is known as negative banking. Whether or not the **Float Over/Short** check box is selected when configuring the cashier. **Cashier Configuration** determines if a negative amount is displayed when the cashier logs back in. For example, a cashier logs in and pays out 200 and takes in 0. This means that the Expected Shift Drop is -200. If the **Float Over/Short** check box is selected for the cashier, the next time the cashier logs back in he has an Opening Balance Including Float Cash of -200. (If the cashier has a starting amount configured, the Opening Balance Including Float Cash would equal the starting amount plus the previous Expected Shift Drop.) If the **Float Over/Short** check box is not selected, then the Opening Balance Including Float Cash will display 0 because no float amount is carried over from the previous shift drop.

- **Opening Balance Check**: Displays the amount of checks in your cash drawer when you opened your cashier. Opening Balance Check reflects any "float" over or under amount in checks from the last time you closed your cashier. **Cashier Configuration** determines whether Float Over/Short is considered.
- **Cash Received**: Total amount of cash received in your drawer this shift, based on the record of cash payment transactions you posted.
- **Cash Paid Out**: Total amount of cash paid out from your drawer this shift, based on the record of paid out transactions you posted.
- **Cash Received**: Total amount of monies to be dropped to the General Cashier. This is the result of the calculation of Cash - Paid Out. You may change the figure shown in the **Cash Actual Shift Drop** field if this is incorrect. This is the amount of local currency cash you are dropping to the General Cashier.
- **Check (Cheque) Received**: Total amount of checks accepted into your drawer this shift, based on the record of check (cheque) payment transactions you posted. You may change the figure shown in the **Check Actual Shift Drop** field if this is incorrect. This is the amount of local currency checks you are dropping to the General Cashier.
- **Expected Shift Drop**: The sum of Total Cash Drop + Checks Received. The amount of cash and checks you are dropping to the General Cashier. When the **Positive Cashier Drop** cashier control is enabled the amount must be a positive value.
- **Credit Card Expected Shift Drop**: Total amount of all credit card settlements based on the record of transactions you posted.
- **Other Payments Expected Shift Drop**: Total amount of all other payment based on the record of transactions you posted. Examples of other payments include Direct Bank Transfer, TA Commission, C/Card Commission.
- **Cash Actual Shift Drop**: Enter the total amount of physical cash you have to drop (bank). When selecting another property the amount that is entered in this field will be saved before switching to another property . When the **Negative Cash Shift Drop** cashier control is enabled this amount can be a negative value.
- **Check Actual Shift Drop**: Enter the total amount of checks you have to drop (bank). When selecting another property the amount that is entered in this field will be saved before switching to another property.

> **Note:**
>
> An alert message appears notifying you of the amount by which the total of **Actual Checks** and **Actual Cash** varies from **Expected Shift Drop**.

### Foreign Currency

Displayed when the Foreign Currency Handling cashier control is enabled . Foreign currencies are not included in the reconciliation performed in the Shift Drop section of the Cashier Closure screen. The Foreign Currency section lets you account for the amounts of foreign cash received during this shift, based on the record of transactions that you posted. These could be payments received in foreign currency or as a result of foreign currency exchanges posted. Information is provided individually for each currency, as applicable.

- **Currency**: Currency code for the type of currency to be reconciled. This field is populated from transactions recorded throughout the day by your cashier ID.
- **Opening**: Amount of this currency in your cash drawer when it was opened.
- **From Today**: Amount of this currency taken in today.
- **Shift Drop**: Enter the amount of this currency you are dropping to the General Cashier. Enter the amount in the foreign currency, not the amount converted into your local currency. For example, if you have 20,000 Japanese yen, enter 20000 and not the equivalent amount in your local currency. This is the expected shift drop.
- **Difference**: Any difference between the amount of cash in this currency taken in today and the amount you are dropping to the **General Cashier** (**From Today** - **Shift Drop**).

### Foreign Check

Displayed when the **Foreign Currency Handling** cashier control is enabled . Foreign checks (usually, traveler's checks) are not included in the reconciliation performed for the Shift Drop section of the Cashier Closure screen. The Foreign Currency section lets you account for the amounts of foreign checks received during this shift, based on the record of transactions that you handled. Information is provided individually for each currency, as applicable.

- **Currency**: Currency code for the type of checks to be reconciled. This field is populated from transactions recorded throughout the day by your Cashier ID.
- **Opening**: Amount of checks in this currency in your cash drawer when it was opened.
- **From Today**: Amount of checks in this currency taken in today.
- **Shift Drop**: Enter the amount of checks in this currency you are dropping to the General Cashier. Enter the amount in the foreign currency, not the amount converted into your local currency. For example, if you have a check for 20,000 Japanese yen, enter 20000 and not the equivalent amount in your local currency. This is the expected shift drop.
- **Difference**: Any difference between the amount of checks in this currency taken in today and the amount you are dropping to the General Cashier (From Today - Shift Drop).

When the **Blind Cashier Drop** cashier control is enabled, the following is displayed:

- **Credit Card Expected Shift Drop**: Total amount of all credit card settlements based on the record of transactions you posted.
- **Other Payments Expected Shift Drop**:. Total amount of all other payment based on the record of transactions you posted. Examples of other payments include Direct Bank Transfer, TA Commission, C/Card Commission.

When the **Enter Shift Drop Amounts** cashier control is enabled, the following is displayed:

- **Cash Actual Shift Drop**: Enter the total amount of physical cash you have to drop (bank). When selecting another property the amount that is entered in this field will be saved before switching to another property.
- **Check Actual Shift Drop**: Enter the total amount of checks you have to drop (bank). When selecting another property the amount that is entered in this field will be saved before switching to another property.

### Closing Cashier and Generating Reports

Once all transactions have been reconciled and you have entered Shift Drop totals for local currency payments and foreign currencies payment for each property you are ready to close your cashier.

1. In multi-property operations select the **All Properties** checkbox to enable the **Close Cashier** button.
2. **Shift Drop Location and Bag Number**: When the **Shift Drop Location and Bag Numbers** OPERA Control is active, you are required to select a shift drop location and enter a bag number - these details are included on Cashier Shift Bag Report Financial report, refer Financials Reports.
    - **Shift Drop Location**: Select a location from Configuring Shift Drop Locations.
    - **Cash Bag Number**: Enter a bag number value.
    - **Others Bag Number**: Enter a bag number value .
3. Click **Close Cashier** to close your cashier.
4. When prompted click **Close Cashier** to confirm and continue. You will see an Information notification confirming that your cashier has been closed.
5. Next you will be prompted to generate the Cashier Closure reports.
6. Click **Process** to generate the reports.
    - **Cash Report**: This report lists all cash transactions with your cashier ID, including cash received in payment (credit), cash paid out in check exchange (debit), cash paid out in currency exchange (debit).
    - **Check Report**: This report lists all checks received with your Cashier ID, including checks received in payment and checks received for check exchange Foreign Currency Report - this report lists all foreign currency received with your Cashier ID, including foreign monies received in the form of cash and traveler's checks for currency exchange, and foreign monies received in the form of cash and checks in payment (Applicable hen the Foreign Currency Handling cashier control is enabled ).
    - **Credit Cards Report**: This report lists all credit card transactions posted by your Cashier ID.
    - **AR Settlements Report**: This report lists all settlements sent to AR with your Cashier ID.
    - **Miscellaneous Payments Report**: The Miscellaneous Payments Report lists all payment transactions handled by your Cashier ID for which the transaction code is designated as Other Payments.
    - **Deposit Transfers Report**: Deposit transfers are transactions that represent deposits transferred at check in. Whilst these transactions belong to the Other Payments transaction type, they are listed separately from the payment transactions included in the Miscellaneous Payments Report.

- **Cashier Closure Report** : The Cashier Closure Report is a summary of the cashiering activity for your Cashier ID during the shift just ending. The report has these main sections:
  - The report provides the amounts (in local and foreign currency) and number of postings for each of the following:
    - Cash Received.
    - Checks Received.
    - Total Cash and Checks Received.
  - Cash Drop Amount, Check Drop Amount, and Total Drop Amount.
  - Difference between Cash Drop Amount and Cash Received, Check Drop Amount and Checks Received, and Total Drop Amount and Total Cash and Checks Received.
  - Credit Card transactions by type and Total Value of Credit Card transactions.
  - Accounts Receivable transactions Total Value.
  - Other Payments (excluding deposit transfers) by type and Total Value of Other Payments.
  - Deposit Transfers.

# Generating Cashier Reports

You can view transactions and generate Cashier Reports containing details for the transactions posted on your cashier number from the last time your cashier was opened.

You can also use this option to regenerated the reports produced from closing a cashier.

The following reports are available

- **Cash Report**: This report lists all cash transactions with your cashier ID, including cash received in payment (credit), cash paid out in check exchange (debit), cash paid out in currency exchange (debit)
- **Check Report**: This report lists all checks posted with your Cashier ID, including checks received in payment and checks received for travelers check exchange.
- **Foreign Currency Report**: This report lists all foreign currency posted with your Cashier ID, including foreign monies received in the form of cash and travelers checks for currency exchange, and foreign monies received in the form of cash and checks in payment (available when Foreign Currency Handling OPERA Control is active).
- **Credit Card Report**: This report lists all credit card transactions posted by your Cashier ID.
- **AR Settlement Report**: This report lists all settlements posted to AR Direct Bill by your Cashier ID.
- **Miscellaneous Payment Report**: . This report lists all payment transactions posted by your Cashier ID for which the transaction code is configured as **Other** payment.
- **Deposit Transfer Report**: This report lists deposits transferred at check in transactions handled internally by your Cashier ID

> **Note:**
>
> Whilst these transactions are configured as Other Payments transaction type, they are listed separately from the transactions listed on the Miscellaneous Payments Report.

**Generating Current (Open) Cashier Reports**

1. From the OPERA Cloud menu, select **Financials**, select **Cashiering** then **Cashier Reports**.
2. Enter your user/cashier PIN.
3. Select the **Current** tab and enter the following details:
    a. **Property**: Enter or select the property.
    b. **Report Type**: Select a report type from the list.
    c. Click **Search** to view the transactions.
    d. Click **Print** to generate the report.
        i. Select a report destination and click **Process**.
    e. Click **Print Closure Reports** to generate all reports.
        i. Select a report destination and click **Process**

**Reprint Past (Closed) Cashier Reports (All Cashiers)**

1. From the OPERA Cloud menu, select **Financials**, select **Cashiering** then **Cashier Reports**.
2. Enter your user/cashier PIN.
3. Select the **Reprint** tab and enter the following details:
    a. **Property**: Enter or select the property.
    b. **CashierID**: Enter or select a cashier number.
    c. **Closure Date**: Enter or select the closure date
    d. **Closure Number**: Select a closure number from the list.
    e. **Report Type**: Select a report type from the list.
    f. Click **Search** to view the transactions.
    g. Click **Reprint** to generate the report.
        i. Select a report destination and click **Process**.
    h. Click **Reprint Closure Reports** to generate all reports.
        i. Select a report destination and click **Process**.

# Viewing Posting Journal

Use the posting journal to view details on charges and payments posted in OPERA Cloud.

Charges can be posted manually, automatically (during end of day) or via an integrated system such as point of sale or call accounting system.

1. From the **OPERA Cloud** menu select **Financials**, select **Cashiering**, and then select **Posting Journal**.
2. Enter search criteria and click **Search**.
    a. Click the **Transaction Code** link to view the posting details.
    b. Click the **Confirmation Number** link to view the reservation details.

# Sending Fiscal Commands

Prerequisites for Sending Fiscal Commands

You can manually send a specific command to a fiscal printer using the Fiscal Commands option.

The commands / actions available vary according to your country location.

For further information, see Oracle Hospitality Localization Center for Hotel.

### Sending a Command to a Fiscal Printer

1. From the OPERA Cloud menu, select **Financials**, then **Cashiering**, then select **Fiscal Commands**.
2. Enter or select the property and click **Search**.
3. Select a terminal (printer) , then click the vertical ellipsis and select a command from the list.

# Sending Failed Fiscal Payloads

Prerequisites for Sending Failed Fiscal Payloads

You can re-send fiscal payloads that failed transmission during the original reservation check out.

### Re-sending Fiscal Payloads

1. From the **OPERA Cloud** menu, select **Financials**, then **Cashiering**, then select **Fiscal Payloads**.
2. Enter search criteria and click **Search**.
3. Select the reservation in the search result, then click the vertical ellipsis **Actions** menu and select **Send**.

# Generating Batch Vouchers

Prerequisites for Managing Vouchers

Use batch vouchers to generate and print vouchers for future arrival reservations in a batch process. Each voucher has a voucher number assigned.

### Generating and Printing Vouchers

1. From the OPERA Cloud menu, select **Financials**, select **Cashiering**, then select **Batch Vouchers**.

2. Enter search criteria, then click **Search**.
3. Select reservations in the search result, then click **Generate Batch Vouchers**.
    a. Click **Print**.
        i. Select the report destination and then click **Process**.

### Reprinting Vouchers

1. From the **OPERA Cloud** menu, select **Financials**, select **Cashiering**, and then select **Batch Vouchers**.
2. Select **Vouchers Generated** and enter any other search criteria, then click **Search**.
3. Select reservations in the search result, then click **Print Batch Vouchers**.
    a. Click **Print**.
        i. Select the report destination then click **Process**.

## Adjusting Daily Covers

### Prerequisites for Adjusting Daily Covers

Use Post Covers to view a summary of total covers for each POS revenue transaction codes and adjust total covers for current or past dates. Transaction codes with the **Post Covers** check box selected can be adjusted. See Configuring Transaction Codes.

The search result displays the following information

- **Trn. Code / Description**: The transaction code and description.
- **Revenue Today**: Nett daily revenue posted.
- **Covers Today**:  Total number of covers for today.
- **Covers Journal**: Displays the calculated total of the covers for charges posted by a Point of Sale interface or manually posted in OPERA Cloud.
- **Covers MTD**: Displays month-to-date total.
- **Covers YTD**: Displays year-to-date total.

> **Note:**
>
> A **COVERS_EXPORT** template export is available to export cover data. See Exports.

### Adjusting Daily Covers Totals

The **Covers MTD** and **Covers YTD** will update accordingly.

1. From the **OPERA Cloud** menu, select **Financials**, select **Cashiering**, and then select **Post Covers**.
2. Enter search criteria, then click **Search**.
3. Select a transaction code in the search result, then click the vertical ellipsis **Actions** menu and select **Edit**.
    a. **Covers Today**: Enter the total number of covers for the date selected in search.
    b. Click **Save**.

# About Commission Management

Prerequisite for Managing Commissions

Use Commissions Management to process reservation commission payments to travel agents and other booking sources in the currency and payment method specified in the Commission Bank Account selected in the profile commission details. Commission payments can be made by check or EFT export according to the export file format selected in the **EFT Export Type** OPERA Control; the export then sent to a clearing house for processing. For more information, see Commission EFT Export Formats.

Commission codes determine the amount of commission to be paid (example; as a percentage of revenue or a flat amount), and can be selected in travel agent and source profiles commission details or can be selected in rate codes financial details, to override the commission selected in the agent / source profile.

Commission to be paid can be adjusted or placed on hold to stop payment when additional checks are needed prior to approving payment. For commissions that are expected to be withheld from an AR Invoice remittance by an agent, you can identify a commission as 'Paid in AR' to prevent the reservation commission from being included in check or EFT payment. You can choose to include reservations with a zero amount in processing when the Send Zero Commission Records to **Payment Processing** OPERA Control is active and include No Show and Cancelled reservations when the **Transfer No Shows and Cancels** OPERA Control is active.

The **Default Transaction Code for Prepaid Customers** OPERA Control identifies the payment transaction code used to post pre-paid commission payment as part of a (nett) reservation deposit payment; OPERA Cloud then identifies the reservation commission as pre-paid.

Once commission payments have been processed, you can track and manage outstanding, cleared and unpresented commission checks and reprint or void as necessary. For EFT exports, you can download past EFT export files in the event they are misplaced. For more information, see Using Commission Payment Activity.

## Detaching Reservations from Travel Agent or Source

In the event that a reservation is linked to the incorrect profile for commission payment, you can detach the reservation from the agent or source profile. You can then attach (link) the reservation to the correct profile. For more information, see Attaching Travel Agents / Sources to Reservations.

1. From the **OPERA Cloud** menu, select **Financials**, select **Commissions**, and then select **Bank Account**.
2. Enter search criteria, then click **Search**.
3. Select a bank account in the search result, then click the vertical ellipsis **Actions** menu and select **Go to Commissions**.
4. A message appears informing you that Commission Records successfully processed. Click **OK**.
    a. On the Manage Commissions screen:
        i. Select the reservation to detach, then click the vertical ellipsis **Actions** menu and select **Detach Reservation**.

ii. Click **Detach Reservation** to confirm.

# Attaching Travel Agents / Sources to Reservations

Use the Manage Commissions screen to attach a Travel Agent/Source to a reservation. You can also detach a reservation from a Travel Agent/Source. Reservation not currently linked to a profile can be manually attached to a profile.

1. From the **OPERA Cloud** menu, select **Financials**, select **Commissions**, and then select **Bank Account**.
2. Enter search criteria, then click **Search**.
3. Select a bank account in the search result, then click the vertical ellipsis **Actions** menu and select **Go to Commissions**.
4. A message appears informing you that Commission Records successfully processed. Click **OK**.
5. In Manage Commissions, Travel Agent / Source panel, locate the agent or source profile then click the vertical ellipsis **Actions** menu and select **Attach Existing Reservation**.
    a. Select a reservation, then click **Attach Existing Reservation**.

# Managing Commission Payment Holds

You can place reservation commission payments to Travel Agents or Sources on hold; excluding these commissions from payment processing. You can also release a hold on a reservation commission when ready to pay the commission. When the Stop Processing Reason Codes OPERA Control is active you must select a reason why the commission payment is on hold.

### Placing All Reservation Commissions on Hold

To hold all reservation commissions for a selected Travel Agent or Source

1. From the **OPERA Cloud** menu, select **Financials**, select **Commissions**, and then select **Travel Agent/Source**.
2. Enter search criteria, then click **Search**.
3. In the search result, click **I Want To...** next to the travel agent or source and select **Commission**.
4. A message appears informing you that Commission Records successfully processed. Click **OK**.
5. On the Manage Commissions screen, select the **Travel Agent or Source**, then click the vertical ellipsis **Actions** menu and select **Hold**.
    a. **Hold Reason**: Select a Hold Reason from the list.
    b. **Description**: Enter an explanation for the hold.
    c. Click **OK**.

The **Hold** checkbox is selected against the agent and all commission listed below are placed on hold and the On Hold total is updated in the Summary panel.

### Placing a Reservation Commission on Hold

1. From the **OPERA Cloud** menu, select **Financials**, select **Commissions**, and then select **Travel Agent/Source**.

2. Enter search criteria, then click **Search**.
3. In the search result, click **I Want To...** next to the travel agent or source and select **Commission**.
4. A message appears informing you that Commission Records successfully processed. Click **OK**.
5. On the Manage Commissions screen, select the reservation, then click the vertical ellipsis **Actions** menu and select **Hold**.
    a. **Hold Reason**: Select a Hold Reason from the list.
    b. **Description**: Enter an explanation for the hold.
    c. Click **OK**.

The **Hold** checkbox is selected against the agent and all commission listed below are placed on hold and the On Hold total is updated in the Summary panel.

### Releasing Reservation Commissions from Hold

1. From the **OPERA Cloud** menu, select **Financials**, select **Commissions**, and then select **Travel Agent/Source**.
2. Enter search criteria, then click **Search**.
3. In the search result, click **I Want To...** next to the travel agent or source and select **Commission**.
4. A message appears informing you that Commission Records successfully processed. Click **OK**.
5. On the Manage Commissions screen, select the reservation, then click the vertical ellipsis **Actions** menu and select **Release from on Hold**.
6. Click **Release from on Hold** to confirm

The**Hold** checkbox is cleared and the On Hold total is updated in the Summary panel.

## Transferring Zero Commissions to History

You can process reservations with zero-payable commission records so these are sent to payment history and not included in payment processing.

### Processing Zero-Payment Commissions for Bank Account

1. From the **OPERA Cloud** menu, select **Financials**, select **Commissions**, and then select **Bank Account**.
2. Enter search criteria, then click **Search**.
3. Select a bank account in the search result, then click the vertical ellipsis **Actions** menu and select **Go to Commissions**..
4. A message appears informing you that Commission Records successfully processed. Click **OK**.
5. In Manage Commissions, click the vertical ellipsis Actions menu and select **Process All Zero**.
    a. Click **Process All Zero** to confirm.

# Processing Commission Payments

Commission payments to agents and sources are made by printing checks or generating an EFT export file in the format selected in the **EFT Export Type** OPERA Control. The setup of each commission bank account defines the payment method and currency for commission payments.

The **To Be Paid** value is the total amount of the commission to be paid to the agent(s) or source(s) listed in the panel below. The **To Be Paid** amount excludes all commissions associated with an Agent or Source on hold.  The **To Be Paid** amount also excludes individual reservation commissions with the **On Hold** check box select, the **Accounts Receivable** (offset) check box selected, as well as prepaid amounts for commissions with the **Prepaid**After commission payment is processed, the Payment Details report can be generated.

The actual commission payment amount can be different from the **To Be Paid** amount if you choose to limit the range of dates when you process commission payments.

### Generating the Prepayment Report

Generate the Commissions Prepayment Report report from Manage Reports.

### Processing Commission Payments by Check

1. From the **OPERA Cloud** menu, select **Financials**, select **Commissions**, and then select **Bank Account**.
2. Enter search criteria, then click **Search**.
3. Select a bank account in the search result, then click the vertical ellipsis **Actions** menu and select **Go to Commissions**.
4. A message appears informing you that Commission Records successfully processed. Click **OK**.
5. In Manage Commissions, click **I Want To . . .** and then select **Process Payment**.
    a. **From Departure Date**: Enter a start date
    b. **To Departure Date**: Enter an end date
    c. **Check Number**: Enter the starting check number. This number can only be changed when  **Edit Check Number** check box is selected in the Bank Account setup.
    d. **Print Payment Details**: Select check box to print the payment details report.
    e. Click **Process**.

### Processing Commission Payments by EFT Export

EFT payment generates an export file for submission to a commission processing agency / clearing house. You are prompted to download the EFT export file after processing is complete.

1. From the **OPERA Cloud** menu, select **Financials**, select **Commissions**, and then select **Bank Account**.
2. Enter search criteria, then click **Search**.
3. Select a commission bank account in the search result, then click the vertical ellipsis **Actions** menu and select **Go to Commissions**.

4. A message appears informing you that Commission Records successfully processed. Click **OK**.
5. In Manage Commissions, click **I Want To . . .** and then select **Process Payment**.
    a. **From Departure Date**: Enter a start date
    b. **To Departure Date**: Enter an end date
    c. **Print Transmittal Letter**: Select check box to generate a transmittal letter. This letter may be emailed to the commission processing agency to confirm the EFT file.
    d. Click **Process**.

# Researching Reservations Commission Details

Use Reservation Research to view the status of commission payment for a historic reservation. The **Reservation Status** search field defaults to Checked Out; you can update this to include No Show and Cancelled status when the Transfer No Show and Cancels OPERA Control is active.

In the search result, the **Commission Paid** column indicates the status of the commission payment for the reservation. The **Commission Notes** column displays an icon when notes exist in the reservation commission details.

### Viewing Commission Payment Details

1. From the **OPERA Cloud** menu, select **Financials**, select **Commissions**, then select **Reservation Research**.
2. Enter search criteria, then click **Search**.
3. Select a reservation in the search result, then click the vertical ellipsis **Actions** menu and select **Commission Details** or click **I Want To. . .** and select **Commission Details**.

### Viewing Commission Notes

1. From the **OPERA Cloud** menu, select **Financials**, select **Commissions**, then select **Reservation Research**.
2. Enter search criteria, then click **Search**.
3. Select a reservation in the search result, then click the **Notes** icon.

# Using Commission Payment Activity

Commission payment activity provides options to track and manage past commission payments. Use payment activity to reconcile commissions payments with bank statements, and when necessary, void unpresented commission checks or checks that failed to print. You can also download EFT export payment files.

Commission Payment statuses:

- **Outstanding**: Payments that have not yet been cleared within the time period permitted (initial status)
- **Reconciled**: Payments that have been cleared
- **Unpresented**: Payments that were not cleared within the time period permitted.

- **Void**: Payments that have been made invalid (reservation commissions transactions were reverted to payable status in the bank account.)
- **Failed**: Payments that failed to generate (print)

### Viewing Commission Payment Details

To view a list of the reservation commissions included in a payment.

1. From the **OPERA Cloud** menu, select **Financials**, select **Commissions**, and then select **Bank Account**.
2. Enter search criteria, then click **Search**.
3. Select a commission bank account in the search result, then click the vertical ellipsis **Actions** menu and select **Go to Payment Activity**.
    a. Enter search criteria, then click **Search**.
    b. Select the payment in the search result, then click the vertical ellipsis **Actions** menu and select **View Details**.

### Editing Commission Payment Check Numbers

To update the check number for an Outstanding payment.

1. From the **OPERA Cloud** menu, select **Financials**, select **Commissions**, and then select **Bank Account**.
2. Enter search criteria, then click **Search**.
3. Select a commission bank account in the search result, then click the vertical ellipsis **Actions** menu and select **Go to Payment Activity**.
    a. Enter search criteria, then click **Search**.
    b. Select the payment in the search result, then click the vertical ellipsis **Actions** menu and select **Edit**.
        i. **Check Number**: Enter a new check number
        ii. Click **Save**.

### Reconciling Commission Payments

You can reconcile a range of outstanding payments with your bank statements. Once reconciled, payments can't be voided or set to unpresented.

1. From the **OPERA Cloud** menu, select **Financials**, select **Commissions**, and then select **Bank Account**.
2. Enter search criteria, then click **Search**.
3. Select a commission bank account in the search result, then click the vertical ellipsis **Actions** menu and select **Go to Payment Activity**.
    a. Select **Outstanding Status** and enter additional search criteria, then click **Search**.
    b. Click the **Actions** menu and select **Reconciled**.
        i. **First Check / Batch Number**: Enter an initial check number.
        ii. **Last Check / Batch Number**: Enter a final check number.
        iii. **Reconciled Date.** Enter or select a date
        iv. Click **Save**.

### Updating Payments to Unpresented Status

You can change an outstanding payment to unpresented when the payment was not cleared (banked) within the time period permitted.

1. From the **OPERA Cloud** menu, select **Financials**, select **Commissions**, and then select **Bank Account**.
2. Enter search criteria, then click **Search**.
3. Select a commission bank account in the search result, then click the vertical ellipsis **Actions** menu and select **Go to Payment Activity**.
    a. Select **Outstanding Status** and enter additional search criteria, then click **Search**.
    b. Click the **Actions** menu and select **Unpresented**.
        i. **First Check / Batch Number**: Enter an initial check number.
        ii. **Last Check / Batch Number**: Enter a final check number.
        iii. **Unpresented Date**: Enter or select a date.
        iv. Click **Save**.

### Updating Payments to Outstanding Status

To update payments to Outstanding (initial) status.

1. From the **OPERA Cloud** menu, select **Financials**, select **Commissions**, and then select **Bank Account**.
2. Enter search criteria, then click **Search**.
3. Select a commission bank account in the search result, then click the vertical ellipsis **Actions** menu and select **Go to Payment Activity**.
    a. Select **Outstanding Status** and enter additional search criteria, then click **Search**.
    b. Click the **Actions** menu and select **Outstanding**.
        i. **First Check / Batch Number**: Enter an initial check number.
        ii. **Last Check / Batch Number**: Enter a final check number.
        iii. Click **Save**.

### Voiding Commission Payments

Can you void unpresented payments and reprocess payment (link: t_commissions_processing_commission_payments.htm); the reservation commissions transactions associated with the payment are reverted to payable status in the commission bank account.

1. From the **OPERA Cloud** menu, select **Financials**, select **Commissions**, and then select **Bank Account**.
2. Enter search criteria, then click **Search**.
3. Select a commission bank account in the search result, then click the vertical ellipsis **Actions** menu and select **Go to Payment Activity**.
    a. Select **Unpresented Status** and enter additional search criteria, then click **Search**.
    b. Click the **Actions** menu and select **Void**.
        i. **First Check / Batch Number**: Enter an initial check number.

ii. **Last Check / Batch Number**: Enter a final check number.

iii. Click **Save**.

### Discarding Voided Commission Checks

Use the discard action when check printing fails (for example because of a paper jam) and you are using checks with pre-printed check numbers. Discarded checks are set to the Failed status. By setting the payment status to failed, the check numbers become available again for generating commission checks when you reprocess the commission payments from the Commission Payment Processing screen. All check numbers from the **First Check Number** you enter onward are assigned to the Failed status.

1. From the **OPERA Cloud** menu, select **Financials**, select **Commissions**, and then select **Bank Account**.
2. Enter search criteria, then click **Search**.
3. Select a commission bank account in the search result, then click the vertical ellipsis **Actions** menu and select **Go to Payment Activity**.
   a. Select **Void Status** and enter additional search criteria, then click **Search**

      .

   b. Click the **Actions** menu and select **Discard**.
      i. **First Check Number**: Enter a check number
      ii. Click **Save**.

### Accessing Commission EFT Export Files

To view the data contained within an EFT file and to download export files.

1. From the **OPERA Cloud** menu, select **Financials**, select **Commissions**, and then select **Bank Account**.
2. Enter search criteria, then click **Search**.
3. Select a commission bank account in the search result, then click the vertical ellipsis **Actions** menu and select **Go to Payment Activity**.
   a. Enter search criteria, then click **Search**.
   b. Select the payment in the search result, then click the vertical ellipsis **Actions** menu and select **Exports**.
      i. Select the EFT export in the search result, then click the vertical ellipsis **Actions** menu and select **View Exports**.
      ii. To view export data, select an export file in the search result, then click the vertical ellipsis **Actions** menu and select **View Details**.
      iii. to download an export file, select an export file in the search result, then click the vertical ellipsis **Actions** menu and select **Download**.

# Internal Charge Number

Prerequisites for Internal Charge Numbers

Internal Charge Number functionality provides guests with a unique, internal charge number for their reservation that enables them to charge directly to their hotel folio. This is a convenience

that enables the guest to use one method of payment throughout the property and any other associated locations during their stay. The Internal Charge Number can be used before the reservation is checked in and after checking out. The unique charge numbers are generated automatically. Hotel staff can view guest postings for research and audit purposes. Guests can use the assigned charge card number for purchases made at the hotel, as well as other integrated locations throughout the resort or theme park.

Internal Charge Number functionality provides the following benefits.

The guest can:

- Use one charge card for purchases at the property and related locations such as theme parks, spa facilities, and restaurants.
- Receive one bill for all related purchases in one folio at the hotel.

Hotel staff can:

- Configure charge card numbers in a variety of ways, including adding prefixes and suffixes to the number using property information, guest identification numbers, and so on.
- Ensure that all new reservations are automatically provided with an internal charge card number at the time a confirmation number is generated.
- Search for postings by charge card number in the Posting Journal when the third-party system is configured to provide this information.

## Reviewing Postings to the Internal Charge Number in the Posting Journal

1. From the Navigation Bar, select **Financials**, select **Cashiering**, and then select **Posting Journal**.
2. Enter search criteria, such as Room Number, Cashier ID, and including the internal charge number in the **Reference** field. Note that this is dependent on the third-party system providing this data in the posting message.
3. Click **Search**.
4. Click the **Code** link to review posting details.

## Accessing an Internal Charge Number from the Changes Log

1. From the Navigation Bar, select **Miscellaneous**, and then select **Changes Log**.
2. Select a **Property**, select **Reservation** in the **Activity Group** field, select the **Activity Type NEW**, select or confirm the **Activity Date From** and **Activity Date To** fields, and then click **Search**.
3. Double-click a row in the search results to review information. You can identify the internal charge number in the **Description** field: **CHARGE NUMBER -> 10000000**, for example.
4. Click the **X** icon to close the Changes Log.

## Internal Charge Number Setup

1. To enable internal charge numbers in OPERA Controls, from the Administration menu, select **Enterprise**, and then select **OPERA Controls**.
2. Select **Reservations** from the Groups menu.
3. Ensure the **Create Internal Charge Number** setting is enabled.
4. Modify **Charge Number Pattern** settings:

a. Add a **Charge Number Pattern Prefix** if the internal charge numbers should begin with a specific alpha or numeric code. For example, enter DL in this field if you want all internal charge numbers to begin with the letters DL.

b. Add a **Charge Number Pattern** to define the pattern to be used to generate internal charge numbers. For example, press **Ctrl** and click to select PROPERTY and NAME ID from the multi-selection pane, and then click **Save**. This defines the number creation pattern to use and the guest's name ID when creating new internal charge numbers. Leave this field blank to use the Oracle Sequence Number.

c. Add a **Charge Number Pattern Suffix** if the internal charge numbers should end with a specific alpha or numeric code. For example, enter ORL in this field if you want all internal charge numbers to end with the letters ORL.

d. Enter a value in the **Charge Number Maximum Size** field to specify a maximum number of characters to be used in internal charge numbers. The minimum value is five and maximum is 60 characters.

## Troubleshooting Internal Charge Numbers

**Table 6-5** `Troubleshooting Internal Charge Numbers`

| Problem / Issue | Cause | Resolution |
|---|---|---|
| Internal Charge Numbers are not generated when reservations are created or imported into the system. | OPERA Control for **Create Internal Charge Number** is set to **Off**. | Set the OPERA Control for **Create Internal Charge Number** to **On**. |
| Internal Charge Number is not found when used with a posting from a third-party system. | Reservation is not active for posting. | Verify why the reservation is not active for posting. For example, the status might not be correct, or the Pre and Post Stay rules are not valid. |

## Internal Charge Number Impact

Activating the Create Internal Charge Number parameter with its related controls impacts the following features:

**Reservations**

- When a confirmation number is generated (that is, when a reservation is created in the property management system or received from a third-party system), a charge number is generated and associated with the reservation.

**Changes Log**

- There is a field (**CHARGE NUMBER**) in the changes log, which is available when viewing logs for reservations with a charge number associated.

**Folio Windows**

- Postings can be made from third-party systems to guest folios when purchases are made using an internal charge number at the third-party's POS terminals.

**Posting Journal**

- Postings from third-party systems are included in search results in the **Posting Journal Reference** field. This assumes that the third-party system delivers the appropriate information in the posting message and it is saved in the **Reference** field.

## Internal Charge Number Conditions/Assumptions

- When the **Create Internal Charge Number**OPERA Control is active, all new reservations that are assigned a confirmation number have an internal charge number created.
- Assuming the Pre Stay Charges function is active in the property, internal charge numbers can be used for posting before the reservation is checked in.
- Reservations must be active (that is, the status must be Advanced Checked In or Checked In) when a third-party inquiry is made, or otherwise fit any Pre and Post Stay Charging rules. A room does not need to be assigned for a reservation to be considered active.
- Any point of sale systems such as restaurants, gift shops, and theme parks must be integrated and configured to work with OPERA Cloud
- OPERA Cloud posts charges to folio window 1, including the internal charge number and any additional data provided by the third-party POS system in the **Reference** field of the posting. This is dependent on the POS system passing this data in specific elements in the posting message.
- If credit limit checking is configured for a third-party system, the credit is validated before a posting is allowed. If there is not enough available credit, the posting fails.
- If the NoPost check is configured for a third-party system and the reservation has the **No Post** check box active, the posting fails.
- Assuming the Post Stay Charges OPERA Control is active, charge numbers can be used after the reservation has been checked out, up until the next day following the departure date of the reservation.
- OPERA Cloud accepts any charge number posting from the third-party system and posts it to the folio of the reservation that is mapped to that charge card number, as long as the reservation is valid with the posting rules configured.
- An external system must handle Hotel Charge ID replacement or deactivation.
- Searches for internal charge number are only available from the Posting Journal, not from the reservation search, and is dependent on this information being provided by third-party systems.
- Only the internal charge number is created by the OPERA Cloud system. If a physical card is generated and provided to the guest, this is created in an external system that interfaces with OPERA Cloud to fetch the internal charge number of the reservation. Depending on the external system, each guest can have an individual charge number or physical card that is mapped back to the reservation's internal charge number.

# Comp Accounting

Gaming

### Prerequisites for Comp Accounting

The Oracle Hospitality OPERA Cloud Service, Casino and Gaming Management Add-on enables you to set up complimentary goods and services, referred to as "comps" or comp transactions, and offer them to guests during their stay. You set up comp accounting by adding

routing instructions to the reservation to transfer selected transaction codes to one of eight special "Comp" billing windows (#101 to #108).

You can specify the sales charges to be comped (including how related taxes should be handled) and nominate staff members (called authorizers) to approve comp requests and the monetary value of the comps they authorize (per-day and per-stay). Authorizers review and evaluate requests for comps submitted by other staff members, who themselves may not be authorizers.

When integrated with a Player Tracking System (PTS), approved comps can be automatically transferred to the AR account associated with an authorizer. If no AR account is associated to an authorizer, the front desk agent / cashier selects an alternate payment method to settle the comp charges. If AR accounts are used, comp charges are managed through the Accounts Receivable module.

# Comp Posting Journal

Gaming

Prerequisites for Comp Posting Journal

The Comp Posting Journal feature provides a detailed summary of the comp transactions that have been routed or transferred to the comp windows (101...108).

### Comp Transaction Postings

There are three configurations available for controlling how comp transaction postings are handled by users:

- The first is for users to send comp postings to a Patron Tracking System (PTS) for approval.
- The second is for users to manually approve comp postings.
- The third is to not provide users with options for approving or updating the status of comp postings.

When the **Comp Accounting Integration Service** parameter is **On** and a PTS interface cloud service code is active, users can send interfaced postings to a Patron Tracking System (PTS) for approval. You can use the Comp Posting Journal to determine which transactions were approved, staged (that is, not approved), and declined by the PTS. Staged transactions can be re-submitted to the PTS for approval, transferred to another of the guest's Billing screen windows, or transferred to another room.

When the **Comp Transaction Status** parameter is **On**, users can manually approve, decline, or stage comp postings. Only one of these two OPERA Controls (**Comp Accounting Integration Service** parameter or **Comp Transaction Status** parameter) can be on at a time.

When neither OPERA Control is on, there are no options available for users to update the status of a comp posting or send a comp posting for approval.

### Search Filters

The Comp Posting Journal enables you to search by authorizer, start date, end date, transaction code, room number, reference, and supplement. When the **Comp Transaction Status** parameter or the **Comp Accounting Integration Service** parameter is enabled in

OPERA Controls, additional search filters for approval code, approved, staged, and declined are available.

### Available Actions for Comp Transactions

The below actions are available for the comp transactions listed in the search results, enabling you to access options related to the transaction and the associated reservation. To access these options for a transaction, click the row-level vertical ellipsis.

- **Confirmation Number** — Click to open the Reservation Overview (available when the Reservation Management task is granted).
- **Code** — Click to edit the transaction (available when the Manage Financial Postings task is granted).
- **Go to Billing** — Click to open the Billing screen (available when the Manage Financial Postings task is granted).
- **Go to Profile** — Click to open the Profile Overview (available when the Profiles Management task is granted).
- **View Routing Instructions** — Click to open the Routing Instructions (available when the Routing Instructions task is granted).
- **Transfer Posting** — Click to open the Transfer Postings page (available when the Manual Transfer of Transactions Between Reservations task is granted).
- **Update Approval Status** — Click to manually update the transaction status to approved, declined, or pending approval (available when the **Comp Transaction Status** parameter is set to **On** and the **Update Approval Status** task is granted).

> **Note:**
>
> When the **Comp Accounting Integration Service** parameter is set to **On**, the 'Update Approval Status' button changes to 'Submit for Approval.'

You can access the Transaction Details for any transaction that appears on the Comp Posting Journal screen. From the Edit Transaction Details screen, you can view the transaction details such as price, quantity, cashier ID, supplemental and reference information, posting windows, and other information related to the transaction.

### Approval Request Status

After sending comp postings to the external PTS system for approval, postings that are declined or staged appear on the Approval Request Status screen. You can select one or more comp postings and take the following actions:

- **Submit for Approval**

  — Click to send the selected comp posting(s) to the Patron Tracking System (PTS) for approval if a gaming interface is active (available when the PTS interface cloud service code is active and the **Comp Accounting Integration Service** parameter is set to **On**).

> **Note:**
>
> When the **Comp Transaction Status** parameter is set to **On**, the 'Submit for Approval' button changes to 'Update Approval Status.'

- **Move to Folio 1** — Click to move the selected comp posting(s) to folio 1 of the reservation account.

> **Note:**
>
> The Comp Posting Journal will not show these postings after refreshing since they are no longer comp postings.

- **Leave on Comp Folio** — Click to leave the selected comp posting(s) on the current comp folio(s). These records will remain in a declined or staged status.

## Managing Comp Transactions

Gaming

### Viewing Comp Transactions

To view the detailed summary of the transactions that have been routed or transferred to the comp windows, do the following:

1. From the **OPERA Cloud** menu, select **Financials**, select **Comp Accounting**, and then select **Comp Posting Journal**.
2. Use the following search criteria:
   a. **Authorizer**: Select the authorizers whose comp transactions you want to review in the Comp Posting Journal.
   b. **Start Date/ End Date**: Enter or select the range of dates to review transactions.
   c. **Transaction Code**: Select transaction codes to review in the Comp Posting Journal.
   d. **Room**: Enter the guest's room number or search and select from the list of room numbers. Multiple rooms can be selected.
   e. **Status Code**: Enter the status code assigned by the PTS to a transaction.
   f. **Approved**: Select this check box to see transactions that were approved by the PTS. Available when the Oracle Hospitality OPERA Gaming Interface Cloud Service and Comp Accounting Integration Service OPERA Control are active.
   g. **Staged**: Select this check box to see transactions that are staged by the PTS. (Available when PTS interface cloud service code is active and the **Comp Accounting Integration Service** parameter is **On**.)
   h. **Declined**: Select this check box to display transactions that were declined by the PTS. (Available when PTS interface cloud service code is active and the **Comp Accounting Integration Service** parameter is **On**.)
3. Click **Search**.
4. Click the **Code** link to access the frequently used functions such as billing, routing, and other reservation details.

### Manually Updating Comp Transaction Status

When the **Comp Transaction Status** OPERA Control is active, users can manually approve, decline, or stage comp postings.

1. From the **OPERA Cloud** menu, select **Financials**, select **Comp Accounting**, and then select **Comp Posting Journal**.
2. Enter search criteria and click **Search**.
3. Select one or more transaction records and then click the **Update Approval Status** button.
4. On the Status Code screen, select **Approved**, **Declined**, or **Staged** and then click **Save**.

### Sending a Comp Transaction to a Patron Tracking System (PTS) for Approval

When the **Comp Accounting Integration Service** OPERA Control is active and the Oracle Hospitality OPERA Gaming Interface Cloud Service is active, you can send interfaced postings to a Patron Tracking System (PTS) for approval.

1. From the **OPERA Cloud** menu, select **Financials**, select **Comp Accounting**, and then select **Comp Posting Journal**.
2. Enter search criteria and click **Search**.
3. Select one or more comp postings.
4. Click **Submit for Approval**.

### Updating Patron Tracking System (PTS) Declined or Staged Comp Transactions

When the **Comp Accounting Integration Service** OPERA Control is active and Oracle Hospitality OPERA Gaming Interface Cloud Service is active, you can, you can use the Comp Posting Journal to determine which transactions were approved, staged (that is, not approved), and declined by the Patron Tracking System (PTS). Staged transactions can be re-submitted to the PTS for approval, transferred to another of the guest's Billing screen windows, or transferred to another room.

After sending comp postings to the external PTS system for approval, postings that are declined or staged appear on the Approval Request Status screen.

1. From the **OPERA Cloud** menu, select **Financials**, select **Comp Accounting**, and then select **Comp Posting Journal**.
2. Enter search criteria and click **Search**.
3. On the Approval Request Status screen, select one or more comp postings.
4. Select one of the following actions:
    a. **Submit for Approval**: Click to send the selected comp postings(s) back to the Patron Tracking System (PTS) for approval.
    b. **Move to Folio 1**: Click to move the selected comp posting(s) to folio 1 of the reservation account.

> **Note:**
>
> The Comp Posting Journal will not show these postings after refreshing since they are no longer comp postings.

    c. **Leave on Comp Folio**: Click to leave the selected comp posting(s) on the current comp folio(s). These records will remain in a declined or staged status.

## Comp Routing Instructions

Gaming

Prerequisites for Comp Routing Instructions

From the Comp Routing Instructions screen, you can view existing comp routings and view the status of comp routing requests, such as Pending or Declined. If a comp routing instruction exists on the reservation, you can add additional comp routing instructions to the reservation from this screen.

From the Routing Instructions panel on the Reservation screen, you can add, edit, and delete comp routing instructions as well as edit, decline, or delete comp requests.

When the **PTS Membership Type based Comp Routing** parameter is active in OPERA Controls, comp routing instructions are only allowed for reservations where the linked membership type is equal to the **Default PTS Membership Type** setting. The **Default PTS Membership Type** setting in OPERA Controls specifies the default membership type for the Patron Tracking System (PTS). If this setting is blank, the option to set up comp routing is hidden when creating or updating routing instructions for reservations. Additionally, the option to set up comp routing instructions is hidden for reservations without a linked membership type equal to the **Default PTS Membership Type** setting. However, when the **PTS Membership Type based Comp Routing** parameter is OFF, comp routing can be set up for all reservations.

## Managing Comp Routing Instructions

Prerequisites for Comp Routing Instructions

### Searching for and Viewing Comp Routing Instructions

1. From the **OPERA Cloud** menu, select **Financials**, select **Comp Accounting**, and then select **Comp Routing Instructions**. The Comp Routing Instructions screen appears.
2. **Search Criteria**: Enter the following search criteria to search for and view comp routing instructions for a reservation:
    a. **Property**. Confirm the property or select a new property.
    b. **Start Date/ End Date**: Select the data range for which you want to view the comp routing instructions.
    c. **VIP**: Select the required VIP status from the list of available VIP status codes. You can select more than one VIP status.
    d. **Name**: Enter the guest's complete last name or the first part of the guest's last name.
    e. **Player ID**: Enter the Player ID number assigned to the guest by the Patron Tracking System (PTS).
    f. **Authorizer**: Enter the authorizer name or search for and select the required authorizer.
    g. **Room**: Enter the guest's room number or search for and select from the list of room numbers. Multiple rooms can be selected.
    h. **Comp**: Select to display existing comp routings.
    i. **Request**: Select to display pending comp requests. If you have authorizer privileges, you can edit those requests and update them to comp routings.
    j. **Declined**: Select to display comp requests that have been declined by the authorizer.
3. Select a record from the search results and click the row-level vertical ellipsis and select **View Routing Instructions**. The Routing Instructions screen appears with sections for

Window (folio window routings), Room (room routings), Comp (comp window routings), and Request (comp requests).

### Adding a Comp Routing Instruction

1. From the **OPERA Cloud** menu, select **Front Desk** and then select **In House**. You can also set up routings for future reservations by selecting the **Bookings** menu, selecting **Reservations**, and then selecting **Manage Reservation**.
2. Click **Search** and open a reservation from the search results. You can enter optional search criteria to refine the results.
3. From the Routing Instructions panel on the reservation, click **New** and complete the following fields:
    a. **Comp**. Select this option to create a comp routing instruction.
    b. **Authorizer**. Select to require an authorizer to approve the comp routing instruction. Enter or select an authorizer for this routing instruction.
    c. **Folio**. Select the comp folio window to route the postings to.
    d. **Membership Number**. (Appears when **Comp** is selected and the **Generic Comp Membership Number** parameter is active in OPERA Controls.) Click the **Profile Search** link to open the Profile Search screen to search for a profile and populate its Membership Number and Membership Name on the Routing Instructions screen. The membership number and membership name is saved along with the routing instructions. Any communication with the external PTS (Patron Tracking System) will have the selected profile's membership number attached.

> **Note:**
>
> You cannot change the membership type populated on the Profile Search screen. The membership type that appears is the one configured for the Default PTS Membership Type setting in OPERA Controls. The search results only include profiles with the PTS membership type attached.

    e. **Comp / Coupon**. Enter a comp coupon.
    f. **Comments**. Enter any comments for the routing instruction if needed.
    g. **Date Range**. Select either **Entire Stay** to apply the comp routing to the guest's entire stay or select **Specific Dates** to only apply the comp routing to a specific date range. Once the date has passed, there is no limitation on transferring or routing charges to comp windows.
    h. **Routing / Transaction Codes**. Use this section to select the **Comp Routing Codes** or **Transaction Codes** that will be routed to the comp folios. In the **Available** pane, select one or more transaction codes and click the arrow button to move the codes to the **Selected** pane. To unassign a code, select it in the **Selected** pane and click the arrow button to move it back to the **Available** pane.

> **Note:**
>
> You can select either **Comp Routing Code** or **Transaction Code** to filter the types of codes that appear in either pane. You can also enter a search filter above the Available or Selected pane and click **Go** to further filter the transaction codes that appear.

i. **Apply Instructions to Postings on Folios**. Select to apply these routing instructions to existing folio postings.

j. **Routing Limits**. In this section, you can set the limits for the amount that can be routed to the comp folio. Select **Amount** to enter a dollar amount, select **Percentage** to enter a percentage for the amount, or select **Covers**.

4. Click **Save**.

> **Note:**
>
> When the **Authorizer PIN Required** parameter is On, you are prompted to enter both an **Authorizer ID** and **PIN**. This is the PIN belonging to the authorizer for the target window to which you are transferring the posting.

#### Editing a Comp Routing Instruction

1. From the Routing Instructions panel on the reservation, navigate to the Comp section and locate a routing instruction.
2. Click the row-level vertical ellipsis and select **Edit**.
3. Make your desired edits and click **Save**.

#### Deleting a Comp Routing Instruction

1. From the Routing Instructions panel on the reservation, navigate to the Comp section and locate a routing instruction.
2. Click the row-level vertical ellipsis and select **Delete**.
3. Confirm the deletion.

## Managing Comp Requests

Prerequisites for Comp Requests

#### Approving a Comp Request

1. From the **OPERA Cloud** menu, select **Financials**, select **Comp Accounting**, and then select **Comp Routing Instructions**. The Comp Routing Instructions screen appears.
2. Enter search criteria and click **Search**. If you are searching for pending comp requests, only select the **Request** check box and then click **Search**.
3. From the search results, locate a comp request, click the row-level vertical ellipsis, and select **View Routing Instructions**.
4. On the Routing Instructions screen, locate the comp request under the Request section, click the row-level vertical ellipsis, and select **Edit**.

5. Select the **Comp** option and finish the setup of the comp routing instruction as described in Managing Comp Routing Instructions.

**Declining a Comp Request**

1. From the Comp Routing Instructions screen, enter search criteria and click **Search**.
2. From the search results, locate a comp request, click the row-level vertical ellipsis, and select **View Routing Instructions**.
3. On the Routing Instructions screen, locate the comp request under the Request section, click the row-level vertical ellipsis, and select **Edit**.
4. Click **Decline**.

**Deleting a Comp Request**

1. From the Comp Routing Instructions screen, enter search criteria and click **Search**.
2. From the search results, locate a comp request, click the row-level vertical ellipsis, and select **View Routing Instructions**.
3. On the Routing Instructions screen, locate the comp request under the Request section, click the row-level vertical ellipsis, and select **Delete**.

# Player Snapshot

Gaming

Prerequisites for Player Snapshot

The Player Snapshot gives you a summary of comp and reservation information related to current, future, and past stays by guests who have a Patron Tracking System (PTS) player ID. This feature is available when the Oracle Hospitality OPERA Cloud Service, Casino and Gaming Management Add-on is active.

Besides giving an overview of information related to guests who have player IDs, you can also determine which guests are scheduled to arrive on a given date, check the current comp balances for in- house guests, and so on.

## Viewing a Player's Snapshot

Prerequisites for Player Snapshot

The Player Snapshot screen enables you to view a summary of comp and reservation information related to current, future, and past stays by guests who have a Patron Tracking System (PTS) player ID.

> **Note:**
>
> The Player Snapshot is only available for guests who have a Patron Tracking System (PTS) player ID.

1. From the **OPERA Cloud** menu, select **Financials**, select **Comp Accounting**, and then select **Player Snapshot**.
2. To view a player's snapshot, complete the following search fields and click **Search**:
   a. **Property**. Confirm the **Property** or select a new one. When at the Hub level, all properties within the Hub are selected by default if you do not select one or more properties.
   b. **Name**. Enter the guest's complete last name or the first part of the guest's last name.
   c. **Player ID**. Enter the Player ID number assigned to the guest by the Patron Tracking System (PTS).
   d. **Room**. Enter the guest's room number or choose from a list of room numbers.
   e. **Comp Balance From/To**. Enter a **Comp Balance From** value to view only those guests with a comp balance (that is, a total amount of charges transferred to comp) equal to or greater than the entered amount. Enter a **Comp Balance To** value to establish a lower limit to the search. Enter the same amount in both fields to search only for guests with that specific comp balance.
   f. **Balance From / To**. Enter a **Balance From** value to view only those guests with a balance (that is, a total amount of charges not transferred to comp) equal to or greater than the entered amount. Enter a Balance To value to establish a lower limit to the search. Enter the same amount in both fields to search only for guests with that specific comp balance.
   g. **Reservation Status**. Select the options that correspond to the reservation statuses you want to search.

      **Checked Out** – Search for guests who have already checked out.

      **Due Out** – Search for guests whose departure date is today.

      **Stay Overs** – Search for guests whose departure date has passed, but who have not checked out. This option is selected by default.

      **Arrivals/Date From** – Search for guests by arrival date. The **Date From** field becomes active when you select the **Arrivals** check box. The search will start from this date and extend into the future. The default arrival date is today's date, but you can also search from any future or past arrival date. To enter a date, select the calendar tool or enter the date manually.

# Viewing Player Statistics

Prerequisites for Player Statistics

Gaming

Player Statistics are available when OPERA Cloud is integrated with a Patron Tracking System (PTS). The Player Statistics screen can be accessed from the Guest's Profile, the Guest's Reservation, Arrivals, Billing, or from the Player Snapshot .

The Player Statistics screen provides an up-to-the-minute display of gaming information for a guest with a player ID. Guests have a player ID if their profiles are associated with the membership program specified by the PTS Membership Type OPERA Control. The data fetched from the Player Tracking System appears as view-only. You can select up to 30 data items for display.

> **Note:**
>
> The data available varies according to the Player Tracking System integrated with OPERA Cloud.

To view the Player Statistics for a guest:

1. Navigate to **Manage Reservation**, **Manage Profile** , **Arrivals** or **Billing** :
   a. **Manage Reservation screen**: Select **Bookings**, select **Reservations**, and select **Manage Reservation**. For more information, see Editing a Reservation
   b. **Manage Profile screen**: Select **Client Relations**, select **Profiles**, and select **Manage Profile**. For more information, see Managing a Guest or Contact Profile
   c. **Check In**: Select **Front Desk**, select **Arrivals**. Search for a reservation. For more information, see Checking in Reservations
   d. **Billing**: Select **Front Desk**, then select **Inhouse**. For more information, see Manage Billing
2. Select **I Want To . . .** and then select **Player Statistics**.

   You can also access Player Statistics through Player Snapshot .

# Searching for and Transferring Comp Postings

Gaming

On the Search Transactions screen, you can search for transaction postings and filter your search to view only postings from comp windows 101–108. From the search results, you can select charges and transfer them to a folio window or to a room, transfer charges from cash windows to comp windows and vice versa, or transfer charges within a comp window.

### Searching for Comp Postings

1. From the **OPERA Cloud** menu, select **Front Desk**, and then select **In House**.
2. Search for In House guests by entering a **Name** and clicking **Search**. You can also click **Search** to view all in house guests without entering search criteria.
3. In the search results, click **I Want To...** for the reservation you want to view and select **Billing**.
4. On the Billing screen, click **I Want To...** and select **Search Transactions**.
5. On the Search Transactions screen, select a comp window of **101-108** to filter the list of transaction codes to show only transactions posted to a comp window.
6. Click **Search** to view the filtered transaction code list.

### Transferring Comp Postings

1. On the Search Transactions screen, select the transaction from the search results, click the vertical ellipsis, and select **Transfer Posting**.

2. On the Transfer Postings screen, select a **Transfer Direction**, either **To a Folio Window** or **To a Room**.
   a. **To a Folio Window**. Click the down arrow and select a comp window (101-108) for the transfer.
   b. **To a Room**. Enter or select a **Room Number** or a **Guest Name** for transfer.
3. Click **Transfer**. You are prompted for an Authorizer ID and must enter your **Authorizer ID** to proceed with the transfer.

> **Note:**
>
> When the **Authorizer PIN Required** parameter is On, you are prompted to enter both an **Authorizer ID** and **PIN**. This is the PIN belonging to the authorizer for the target window to which you are transferring the posting.

# Working with Comp Windows

Gaming

Prerequisites for Working with Comp Windows

### Accessing Comp Windows

With the **Access Comp Windows** task granted, you can access comp windows 101 through 108.

1. From the **OPERA Cloud** menu, select **Front Desk**, and then select **In House** or select **Departures**.
2. Enter search criteria and click **Search**.
3. Select the reservation from the search results and then click **I Want To . . .** and select **Billing**.

   The comp windows appear on the right-side of the Billing screen as windows 101 through 108.
4. Select the comp window you want to work with.

### Editing Price and Quantity

With the **Edit Price Quantity Comp No Approval** task granted, you can edit the price or quantity of a posting on windows 101-108 even if it has not been approved. With the **Edit Price Quantity Comp With Approval** task granted , you can only edit the price or quantity of a posting on windows 101-108 that has already been approved.

1. From the **OPERA Cloud** menu, select **Front Desk**, and then select **In House** or select **Departures**.
2. Enter search criteria and click **Search**.
3. Select the reservation from the search results and then click **I Want To . . .** and select **Billing**.

4. On the Billing screen, select a comp window (101 through 108), select a transaction, and then click the vertical ellipsis button and select **Edit Posting**.
5. Edit the **Price** or **Quantity** as needed and click **Save Transaction** when finished.

### Transferring a Comp Posting

With the **Transfer Posting Comp No Approval** task granted, you can transfer a comp posting without an approval code assigned to it.

Direct postings are not allowed in comp windows 101-108 and postings must be transferred from windows 1-8.

1. From the **OPERA Cloud** menu, select **Front Desk**, and then select **In House** or select **Departures**.
2. Enter search criteria and click **Search**.
3. Select the reservation from the search results and then click **I Want To . . .** and select **Billing**.
4. On the Billing screen, click the vertical ellipsis button and select **Transfer Posting**.
5. In the **Select a Transfer Scope** pane, select **Partial/Selected Posting**.
6. In the **Select a Transfer Direction** pane, select **To a Folio Window**.
7. Select a comp window (101 through 108).
8. In the **Split Options** pane, select one of the following options: **Do not split**, **Amount**, **Percentage**, or **Quantity**.

> **Note:**
>
> If you are transferring only a portion of the transaction charges, enter the amount, percentage, or quantity based on your selection.

9. In the **Selected Transactions** pane, search for transactions by clicking the vertical ellipsis button and selecting **Search Transactions**.
10. Enter search criteria such as the **Transaction Code**, **Routing Code**, or a **Start Date** / **End Date** to narrow your search results and click **Search**.

> **Note:**
>
> Only Transactions that are allowed to be transferred appear in the search results.

11. From your search results, select one or more transactions, click **Add**.
12. From the **Selected** section, select one or more transactions, click **Next**.
13. Click **Transfer** to confirm the transfer.

## Transferring Transactions to Comp Windows

Gaming

The Transfer Transactions function lets you transfer and split transactions from a folio (or non-comp) window to a comp window. You must have an authorizer ID and credentials to transfer transactions.

> **Note:**
>
> When the **Restrict New Profile** parameter is active in OPERA Controls, you are restricted from removing the primary profile linked to the reservation when comp charges exist on any of the comp windows. In addition, you are unable to attach another profile to the reservation.
>
> When the **Authorizer PIN Required** parameter is active in OPERA Controls, the Authorizer Sign In window appears when transferring comp transactions to a different comp window and authorizers are prompted for a password. When the parameter is set to **Off**, authorizers are only prompted for an Authorizer ID when transferring transactions.
>
> If the transaction has an inclusive tax associated with it and the **Deduct Inclusive Tax from Comp Window** parameter is active in OPERA Controls, the inclusive tax will not be included in the transfer to the comp window. If the same transaction is transferred back to guest billing window, the inclusive tax is re-posted.

1. From the **OPERA Cloud** menu, select **Front Desk**, and then select **In House** or select **Departures**.
2. Enter search criteria and click **Search**.
3. Select the reservation from the search results and then click **I Want To . . .** and select **Billing**.
4. On the Billing screen, click **I Want To . . .** and select **Transfer Posting**.
5. In the **Select a Transfer Scope** pane, select **Partial/Selected Postings**.
6. In the **Select a Transfer Direction** pane, select **To a Folio Window**.
7. Click the down arrow and select a comp window (101 through 108).
8. In the **Split Options** pane, select one of the following: **Do not split**, **Amount**, **Percentage**, or **Quantity**.

   If you are transferring only a portion of the transaction charges, enter the amount, percentage, or quantity based on your selection.
9. In the **Selected Transactions** pane, click the **vertical ellipsis** and select **Search Transactions**.
10. Enter search criteria and click **Search**. From your search results, select one or more transactions and click **Select**.
11. Click **Transfer** to complete the transfer. You are prompted for an Authorizer ID and must enter your **Authorizer ID** to proceed with the transfer.

    When the **Authorizer PIN Required** parameter is On, you are prompted to enter both an **Authorizer ID** and **PIN**. This is the PIN belonging to the authorizer for the target window to which you are transferring the posting.

# Settling and Printing Comp Folios

Gaming

Prerequisites for Settling and Printing Comp Folios

**Settling a Comp Folio**

1. From the **OPERA Cloud** menu, select **Front Desk**, and then select **Departures**.
2. Enter the reservation search criteria and click **Search**.
3. Select a reservation from the search results and then click the **Check Out** button.
4. On the Check Out screen, select **I Want To...** and select **Billing**.
5. On the Billing screen, select **I Want To...** and select **Interim Bill** or select **Advance Bill**.
6. On the Folio Settlement screen, select a comp window and then select either **Settle and Send Folio** or select **Settle Folio**.

> **Note:**
>
> The **Print Comp Folio** setting in OPERA Controls affects the printing options as follows:
>
> - When set to **AUTO_PRINT**, the **Settle Folio** button is not available for selection. Clicking the **Settle and Send Folio** button takes you to the print screen after settlement.
> - When set to **SELECT_DESTINATION**, the **Settle Folio** button is available for selection. Clicking the **Settle Folio** button settles the folio without printing it. Clicking the **Settle and Send Folio** button takes you to the print screen after settlement.
> - If set to blank, the **Settle Folio** button is available for selection. Clicking the **Settle Folio** button settles the folio without printing it.

# About End of Day

Prerequisites for End of Day

End of Day comprises multiple procedures executed in a sequence to finalize and close the current business date. The **Update Business Date** procedure advances the business date so that all other users can reinitialize their OPERA Cloud session and commence working on the new business date while End Of Day continue to run additional procedures to post room and package charges, balance financial ledgers, calculate statistics, generate export files, generate reports, and so on for the current business date. You can modify the procedures and reports that execute by accessing **Setup**. For more information, see Running End of Day.

When the **Auto Continue** OPERA Control is active, End of Day will automatically commence the next procedure without pausing for confirmation to proceed.

When the **Auto Close Cashier** OPERA Control is active, all cashiers in open status will be automatically closed during end of day. When the **Auto Close Cashier** OPERA Control is inactive, cashiers are required to close their cashier prior to End of Day. For more information, see Closing Cashiers.

When the **Auto No Show Arrivals** OPERA Control is active, arrivals expected are updated to No-show status during end of day. When the **Rolling No Show** OPERA Control has one or more reservation types selected, matching reservations are automatically updated with new arrival date up until the departure day (default) or the last night of the reservation according to the **Rolling No Show Preference** OPERA Control.

When the **Income Audit** OPERA Control is active, business dates can remain open to allow adjustment to charges for dates in open status. For more information, see Income Audit.

In multi-property operations, End of Day can be executed concurrently for multiple properties using separate browser tabs (sessions) from a Hub location. If your browser supports a **Duplicate tab** option, you can duplicate your current OPERA Cloud End Of Day session to manage and run End of Day for different properties.

**Table 6-6 End of Day Procedures**

| Procedures | Description |
|---|---|
| Pseudo Rooms not Checked In | This step runs before the Update the Business Date procedure and checks in any pseudo room type arrival reservations for the current business date. |
| Country and State Check | When the **Country Check** OPERA Control is set to End of Day. Checks for country and state codes to complete a guest's address. |
| Arrivals with Deposit Balance Check | When the **Deposit Handling** and **Arrivals with Deposit Balance** OPERA Controls are active, an additional check for arrivals with deposit balance is added, prior to the Arrival not Checked in procedure. End of Day will stop if there are any arrival reservations identified and cannot be continued unless all these reservations are checked in or their deposit balance is zero (ie refunded or retained). |
| Arrivals not Checked In | Verifies that guests who are expected to arrive have either checked in or changed their reservation status or arrival date. If not resolved, End of Day may list the reservation status as No Show. |
| Departures not Checked Out | Verifies that guests expected to check out have checked out or have extended their stay. You must resolve each guest's Due Out status. You can either extend or check out the guest. |
| Open Folios | An Open Folio is a reservation account that is allowed to remain open after checkout. It allows the guest to check out with an outstanding balance and to continue charging until final settlement is made. |
| Cashier Closure | Closes any open cashiers other than the End of Day routine cashier. |
| Weather or Notes | Enter weather related information or other factors that impact the business day; for example, weather delaying airline flights. |

**Table 6-6 (Cont.) End of Day Procedures**

| Procedures | Description |
|---|---|
| Update the Business Date | Advances the business date forward one day. Arrivals, departure, charges, and other activities occurring are based on the new business date.<br>The business date can be updated when:<br>• All departure reservation are checked out, extended, or otherwise resolved.<br>• All cashiers are closed.<br>When the above two tasks have been accomplished, a waiting time is displayed based on the **Auto UpdateBusiness Date Minutes** OPERA Control, before updating the business date. You may change this setting as needed. A broadcast message is sent to all users that the business date is about to be updated. |
| Pseudo Room Arrivals Next Day | This step runs after the Update the Business Date procedure and checks in any pseudo room type reservations in arrival status. |
| Posting Room and Tax | For more information, see Post Room and Tax. |
| Staged Comp Postings | When the **Comp Accounting Integration Service** OPERA Control is active, this procedure provides the ability to access the Comp Posting Journal when staged comp postings exist in a comp sub-account (101-108) for any reservation; allowing you to send the transactions to the Patron Tracking System (PTS) for approval.<br>Two options are available:<br>• **Comp Posting Journal**: when selected, you are taken to the Comp Postings Journal where results are filtered by staged status. See Comp Posting Journal.<br>• **Continue**: when selected, the End of Day advances to the next step, skipping the Comp Posting Journal. |
| Audit | When the **Audit** OPERA Control is active, this procedure requires a user to enter and verify a total for each transaction code. |
| Run Additional Procedures | Runs the additional procedures configured. For more information, see Mandatory or Optional End of Day Sequence Procedures. |
| Auto Folio Settlement | When the **Auto Settlement Rules** and **Auto Settlement to be Performed During End of Day** OPERA Controls are active, auto folio settlement automatically process payments for reservations. For more information, see Auto Folio Settlement. |
| Print Final Reports | Generates, files, prints or emails End of Day reports. For more information, see Managing End of Day Reports. |

**Table 6-6 (Cont.) End of Day Procedures**

| Procedures | Description |
|---|---|
| Folios Required After Void (Greece Country Mode) | Verifies that reservations with a voided folio have a new folio created for the transactions from the original folio. When a reservation is identified without a new folio, the button for Folios Required displays. Select Folios Required to view the identified reservation(s) and resolve by generating a new folio. Once all listed reservations are resolved, you can select Continue to resume the End of Day. |

# Running End of Day

The End of Day process is specific to each property and run separately, however you can run End of Day for one or more properties concurrently via separate browser tabs (sessions).

> **Note:**
>
> If your browser supports a duplicate tab option you can duplicate your current OPERA Cloud EOD session to manage and run End of Day for different properties.

Prior to commencing End of Day you can manage the various procedures Mandatory and Optional End of Day Sequence Procedures and reports to be run for the current date.

1. From the **OPERA Cloud** menu, select **Financials**, select **End of Day**, and then select **Manage End of Day**.
2. **Property**: Search and select a property from the list, click **Search**.

   > **Note:**
   >
   > From a Hub location you can select multiple properties and view status for all selected properties.

3. A tile is displayed for each property, indicating the number of Arrivals and Departure due plus an open cashiers requiring closure; click the values to drill down and manage the details.
   a. Arrival expected reservations are auto-updated to no-show status when the Auto No Show Arrivals End of Day OPERA Control is active.
   b. Open cashiers are auto-closed when the Auto Close Cashiers End of Day OPERA Control is active.

### Modifying End of Day Procedures and Reports

To modify the End of Day procedures and reports to run for a property.

1. Click **Manage**, then click **Setup**.
2. Click the vertical ellipsis **Actions** menu and select **Show Inactive** to display inactive procedures.

a. To active an optional procedure.

   i. Select an inactive procedure (red background), then click the vertical ellipsis **Actions** menu and select **Activate**.

b. To deactivate an optional procedure or report.

   i. Select an active procedure or report (white or grey background), click the vertical ellipsis **Actions** menu and select **Inactivate**.

# Income Audit

Prerequisites for Income Audit.

Income Audit allows you to adjust revenues after the Advance Business Date procedure completes; leaving the status of the prior business date(s) open so you can post and adjust guest ledger sales charges for reservations still in-house.

End of Day procedures such as Arrivals Not Checked-In, Departures Not Checked Out, Country and State Check, Close Cashiers, Post Accommodation and Taxes and Advance the Business Date still execute regardless of whether the Income Audit OPERA Control is active or not.

An interim set of End of Procedures is then executed and an interim set of End of Day reports are generated. For more information, see End of Day (Night Audit) Procedures.

The End of Day routine then halts, leaving the status of the business date open.

Through Income Audit, you can select an open business date and proceed to post guest ledger sale charges and adjustments on the past business date

After your corrections are complete, you can complete End of Day for the open date,  run the final set of End of Day procedures, generate the finalized End of Report reports and close the business date.

Back Office Export and other procedures that require the finalized revenue are only included in the final End of Day procedure list.

Each past business date must be finalized and closed in chronological order.

> **Note:**
>
> You must configure an income audit cashier and select this cashier for the Income Audit Cashier setting OPERA Control.

# Managing Income Audit

### Posting and Adjusting Charges on Past Business Date

To post or adjust guest ledger sales charges for an open business date

1. From the OPERA Cloud menu, select **Financials**, select **End of Day**, select **Manage Income Audit**.
2. Enter or select the property and click **Search**.

> **Note:**
>
> From a Hub location you can select multiple properties and view status for all selected properties.

3. On the property tile, select the open business date tab, click the **vertical ellipsis** and select an option:
    a. **Reservations**: Click to search for (current) in house reservations and click value in **Balance** column to go to Billing. For more information, see Manage Billing.
    b. **Post It**: Click to launch Post It to access Passerby. For more information, see Charging Purchases Using Post It

**Finalizing a Business Date**

1. From the OPERA Cloud menu, select **Financials**, select **End of Day**, select **Manage Income Audit**.
2. Enter or select the property and click **Search**.

> **Note:**
>
> From a Hub location you can select multiple properties and view status for all selected properties.

3. On the property tile, select the tab for the business date, click **Manage**.
4. To modify the End of Day procedures or reports to run, For more information, see Running End of Day.
5. Click **Continue** to proceed with completing the End of Day and closing the business date.

## Print Interim Reports

The OPERA Controls End of Day - Audit must be set to Active for OPERA Cloud to print Interim Reports. OPERA Cloud generates the selected interim reports and prepares them for the Income Auditor as established in End of Day Routine Setup. Use these Interim Reports with the Income Audit feature to make corrections, adjustments, and postings to guest folios as necessary.

If your property does not use the Income Audit feature, the auditor can now close the business date and print final reports.

If the property uses the Income Audit feature, the Interim reports are then run after the procedures. These reports are referenced when the income auditor makes adjustments and new charges.

It is suggested that the interim reports include the Preliminary Manager's Report, Preliminary Trial Balance, and Preliminary Journal by Transaction Code.

# Update the Business Date

The business date can be advanced when:

- All expected departures are settled and checked out or their departure date extended or otherwise resolved from due out status.
- All open cashiers are closed.

> **Note:**
>
> With the Auto Close Cashiers OPERA Control is active. Open cashiers are automatically closed during End of Day

When the above two tasks have been accomplished, OPERA Cloud displays a notification to users, advising a duration before the business date advances.

The browser tab where you are running **End of Day** remains active to complete the process. In any other browser tabs and additional browser sessions (including incognito) a message that the business date is being advanced (updated) is displayed and once completed a confirmation message appears. Selecting **OK** refreshes OPERA Cloud with the new business date.

All other user sessions will receive a message that the business date will be advanced (updated) and once complete their sessions will automatically log out.

## Post Room and Tax

The Post Room and Tax procedure posts accommodation charges and associated taxes, plus reservation fixed charges, rate code and reservation package charges to all in house reservation accounts. Additionally, when the **Advanced Package** OPERA Control is active, package allowances, package profit and loss adjustment charges are posted to the package ledger for applicable in house reservations.

When the **No Show and Cancellation Postings** OPERA Control and **Post Revenue to No Show** OPERA Controls are active, this procedure posts a no show charge to reservations based on No Show Posting rules.

When the **Advanced Discount** OPERA Control is active, the Post Room and Tax procedure references the Advanced Discount Reasons (ADR) and the Advanced Discount Reasons calculation rules to calculate the discount amount to be applied to each reservation based on the advanced discount reason set in the reservation discount reason field. The amount to be posted considers all non-Advanced Discount Reason Reservations to calculate the amount of discount to be posted to guest reservations. The Room Rate posting posts the percent of ADR on all guest reservations with an Advance Discount Reason selected. The amount of the posting depends on the configuration of the Advance Discount Reason and the previous night's occupancy. For more information, see Configuring Discount Reasons.

The Postings Status page displays specific information about each posting, such as how many times each posting process has been run (iterations), the starting and stopping time, and the status.

- **Room and Tax** - Posts (rate code) accommodation charge and tax generates.
- **Fixed Charges** - Posts reservation fixed charges. For more information, see Managing Reservation Fixed Charges.
- **Package Charges** - Posts reservation and rate code package charges to guest ledger and create allowances in package ledger.
- **Package Profit/Loss** - Post package ledger adjustments.

> **Note:**
>
> No matter how many iterations of the Post Room and Tax procedure are executed for a business date, duplicate charges are not posted to reservation accounts.

# Managing End of Day Reports

End of Day reports, for any date in the past, can be viewed, regenerated and resent.

> **Note:**
>
> Trial Balance and Guest Balance Snapshot cannot be regenerated.

### Preview End of Day Reports

Reports with a Filed status can be previewed.

1. From the OPERA Cloud menu, select **Financials**, select **End of Day**, and then select **End of Day Reports**.
2. Confirm or select the Property, then select a past date and select the report statuses:
   a. **Filed**: Report was generated to file.
   b. **Sent**: Report was emailed or printed.
   c. **Not Processed**: Report was not generated.
3. Click **Search**.
4. Select the report then click the vertical ellipsis and select **Preview**.

### Regenerate End of Day Reports

1. From the OPERA Cloud menu, select **Financials**, select **End of Day**, and then select **End of Day Reports**.
2. Confirm or select the Property, then select a past date and select the report statuses:
   a. **Filed**: Report was generated to file.
   b. **Sent**: Report was emailed or printed.
   c. **Not Processed**: Report was not generated.
3. Click **Search**.
4. Select one or more reports in the search result , click the page-level vertical ellipsis and select **Regenerate and Send To...**.
5. Update the report destination(s).
6. Click **Process**.

> **Note:**
>
> The following reports can be regenerated on the previous business day only:
>
> - gi_trial_balance
> - deposit_ledger
> - guest_ledger_snapshot

### Resend End of Day Reports

1. From the OPERA Cloud menu, select **Financials**, select **End of Day**, and then select **End of Day Reports**.
2. Confirm or select the Property, then select a past date and select the report statuses
   a. **Filed**: Report was generated to file
   b. **Sent**: Report was emailed or printed.
3. Click **Search**.
4. Select one or more reports in the search result , click the page-level vertical ellipsis and select **Regenerate and Send To...**.
5. Update the report destination(s).
6. Click **Process**.

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# Channel

Channel provides alternative sources of reservations. You can monitor channels for inventory, billing accounts, statements, and evaluations.

## Managing Channel Sell Limits

Use Channel Inventory to setup sell limits for each distribution channel.

### Adding Channel Sell Limit

1. From the **OPERA Cloud** menu, select **Channel** then select **Channel Inventory**.
2. Enter search criteria and click **Search.**
3. Click **Manage Sell Limits**.
4. Click **New** and enter the following details:
    a. **Property**: Enter or select the property.
    b. **Channel**: Select the channel from the list.
    c. **Channel Room Type**: Select a room type from the list.
    d. **Start Date**: Enter or select the start date.
    e. **End Date**: Enter or select the end date.
    f. **Number of Rooms**: Enter the number of rooms for the Sell Limit.
    g. **Days of Week**: Select the applicable days of the week.
5. Click **Save**.

### Editing Channel Sell Limit

1. From the **OPERA Cloud** menu, select **Channel** then select **Channel Inventory**.
2. Enter search criteria and click **Search.**
3. Click **Manage Sell Limits**.
4. Enter search criteria and click **Search**.
5. Select the Sell Limit, click the vertical ellipsis **Actions** menu, and select **Edit**.
6. Update details.
7. Click **Save**.

### Deleting Channel Sell Limit

1. From the **OPERA Cloud** menu, select **Channel**, and then select **Channel Inventory**.
2. Enter search criteria and click **Search.**
3. Click **Manage Sell Limits**.

4. Enter search criteria and click **Search**.
5. Select the Sell Limit, click the vertical ellipsis **Actions** menu, and select **Delete**.
6. Click **Delete** to confirm.

# Managing Channel Inventory

The Channel Inventory Setup screen enables you to setup sell limits for each channel.

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# Miscellaneous

The Miscellaneous menu enables you to create or search for a variety of information and perform a variety of functions using features such as the Changes Log (search and create reports on logged activities by property, activity group, activity type, and date range), Service Requests (create service requests by assigning priorities, dates, and times), and Telephone Book (create phone numbers and categories for properties, restaurants, and transportation).

## Prerequisites for Miscellaneous

This chapter of the OPERA Cloud User Guide lists the prerequisites for Miscellaneous menu.

### Prerequisites for Property Interface Control

**OPERA Cloud Tasks**

**Group**: Bookings

Property Interface Controls from Reservation:

- Edit Key Valid Start Date
- Edit Key Valid Start Time
- Edit Key Valid Until Date
- Edit Key Valid Until Time

**Group**: Miscellaneous

Property Interface Controls:

- Edit Key Valid Start Date
- Edit Key Valid Start Time
- Edit Key Valid Until Date
- Edit Key Valid Until Time

### Prerequisites for Managing Service Requests

**OPERA Controls**

**Group**: Front Desk

**Functions**: Service Requests

**OPERA Cloud Tasks**

**Group**: Miscellaneous

**Miscellaneous Workspace**: Service Requests

- New/Edit Service Requests

- Delete Service Requests

## Prerequisites for Logging It

**OPERA Controls**

**Group**: General

**Functions**: Log It

**OPERA Cloud Tasks**

**Group**: Miscellaneous

- Log It
- New/Edit Log It
- Delete Log It

## Prerequisites for Track It

**OPERA Controls**

**Group**: General

**Functions**: Track It

**OPERA Cloud Tasks**

**Group**: Miscellaneous

**Tasks**: Miscellaneous Workspace

Track It

- New/Edit Track It
- Delete Track It

## Prerequisites for Exports

**OPERA Controls**

**Group**: Exports

**Functions**: General Exports

**Group**: Cashiering

**Parameters**: eFolio Export

**OPERA Cloud Tasks**

**Group**: Miscellaneous

**Tasks**: Exports

- View Exports with Sensitive Data

- Export Schedules
  - New/Edit Export Schedules
  - Delete Export Schedules

**Table 8-1 OPERA Cloud Tasks**

| Parent Task | Task | Sub-task |
|---|---|---|
| Exports | General Exports | • New/Edit General Exports<br>• Delete General Exports Generate General Exports |
| | Country Exports | • New/Edit Country Exports<br>• Delete Country Exports Generate Country Exports |
| | Membership Exports | • New/Edit Membership Exports<br>• Delete Membership Exports |
| | Back Office Exports | • New/Edit Back Office Exports<br>• Delete Back Office Exports |
| | View Exports with Sensitive Data | |
| | Export Schedules | • New/Edit Export Schedules<br>• Delete Export Schedules |

# Prerequisites for Export Mapping

**OPERA Cloud Tasks**

**Group**: Miscellaneous

**Tasks**: Property Interfaces

Exports

- Export Mapping
- New/Edit Export Mapping
- Delete Export Mapping

# Prerequisites for eFolio Exports

**OPERA Controls**

**Group**: Cashiering

**Parameters**: eFolio Export

**Settings**:

- Payment Methods
- Delivery Methods

**OPERA Cloud Tasks**

**Group**: Financials

**Tasks**: eFolio Export

**Group**: Client Relations

**Tasks**: Delivery Types

- New/Edit Delivery Types
- Delete Delivery Types

## Prerequisites for Monitoring Fiscal Business Event Status

**OPERA Controls**

**Group**: Cashiering

**Parameter**: Fiscal Business Events

**Setting**:

- Fiscal Business Event Resend Days
- Maximum Fiscal Business Events to Resend

**OPERA Cloud Tasks**

**Group**: Miscellaneous

**Tasks**:

- Fiscal Business Event Status
- Resend Fiscal Business Events

## Prerequisites for Supporting Documents

**OPERA Controls**

**Group**: Cashiering

**Parameters**:

- Fiscal Folio Printing
- Supporting Documents

**OPERA Cloud Tasks**

**Group**: Miscellaneous

**Tasks**: Supporting Documents

## Prerequisites for Managing Telephone Book Categories and Entries

**OPERA Controls**

**Group**: Front Desk

**Parameters**:Telephone Book / Operator

**OPERA Cloud Tasks**

**Group**: Miscellaneous

**Tasks**: Telephone Book

- New/Edit Telephone Book
- Delete Telephone Book

# Property Brochure

Prerequisites for Property Brochure

The Property Brochure is a resource that central sales, reservations, and on-property staff can use to obtain detailed information about services, facilities, accommodation at your property, and details on transportation options and local attractions in surrounding areas of your property. The Property Brochure can include high-quality photographs of your property accommodations and facilities and information on popular local attractions, dining and retail, local airports, transportation services, and other facilities.

**Watch Video**

Your property's primary details and contact information appear in the business card format at the top of the Property Brochure screen. The remaining information is presented in the following three panels:

- **Property Details**: Tabs for Directions, Airports, and Transportation.
- **Features**: Tabs for Amenities, Dining & Retail, Local Attractions, Event Spaces, Images, and Calendar. The property calendar is available from the **Features** panel.
- **Miscellaneous**: Tabs for Alternate Properties, General Notes, and Additional Details.

### Viewing the Property Brochure

You can access the Property Brochure from Look to Book (LTB) Sales screen or from the Miscellaneous, Property Brochure menu. You can also add the Property Brochure menu option to your F2 Quick Links. For more information, see Quick Launch.

You can access the Property Brochure from Look to Book (LTB) Sales screen or from the Miscellaneous, Property Brochure menu. You can also add the Property Brochure menu option to your F2 Quick Links. For more information, see Quick Launch. You can select from a list of properties when operating from a hub location.

If filtering is available within a panel, use it to hide or unhide information.

1. Select **Filter Results** and select or enter the information you want to appear in the tab.
2. Click **Apply Filters**.
3. After applying filtering, click **Reset** to remove the filters.

The property calendar is available from the **Features** panel.

# Property Interface Control

Prerequisites for Property Interface Control

Property Interface Control allows you to manage the status of features for the property systems integrated with OPERA Cloud. Quite often these systems are related to guest rooms and reservations, and may also apply to other areas in your property.

> **Note:**
>
> 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, Inhouse and Departure statuses. You can also select to search for Advanced Check-In reservations when the Advanced Check In OPERA Control is active.

The types of integrated systems listed in Property Interface Control include:

- PBX, Call Accounting, Voicemail and other telephone related systems
- Room key / Door lock
- In-room movie / entertainment
- Minibar
- WIFI/Internet
- Building /Energy Management

## Managing a Room Key / Door Lock Property Interface

You can use Property Interface Control to create and manage keys independently of other processes such as check in. You can create room keys for future-date arrivals, Due In, Advanced Checked In or Checked In, Inhouse, and Departure reservations with a room assigned. You can select multiple reservations if required. Use **Oneshot Key** to encode a single-use key for sales or housekeeping staff to access to the room.

When the **Multiple Guest Room Key** OPERA Control you can setup a charge limit amount on each key to limit charging from Point of Sale (POS) systems. For example, when a family of 2 adults and 2 children occupy a room, the adults want the ability to charge any amount to their room and limit the amount the children can charge to the room. This functionality encodes unique Track 2 data for each key encoded for the reservation. When the **Accompanying Guest** OPERA Control is active, this room charge limit is also added to accompanying guest keys. The **Incidental Limit** indicates the credit card authorization or payment type default credit limit minus the expected total cost of stay (accommodation, fixed charges and taxes).

When the **Display Key PIN** OPERA Control is active, the PIN received from the door lock system is available when creating keys; you must have the **View Key PIN** task granted to view unmasked PIN.

Key encoding activity and failures are tracked in the Reservation Group, Keys Activity Type in the Changes log.

**Watch Video**

### Creating Room Keys for a Reservation

1. From the **OPERA Cloud** menu, select **Miscellaneous**, and then select **Property Interface Control**.
2. Enter or select the property and click **Search**.
3. Select and expand the **Key Card / Door Lock System (DLS)** panel.
4. Enter reservation search criteria and click **Search**.
5. Select a reservation in the search then click **Create Key**.
6. Room Key Options:
    a. **Key Type**:
        i. Select **Cut New Key**: This sends a new Key Request to the Door Lock System and is expected to invalidate any previous keys for room.
    b. **Previous Keys Made**: Information on the number of existing keys made for the room.
    c. **Number of Keys**:
        i. **Per Adult on Reservation**: Select the number of keys based on Adults in the reservations. (Defaults when the **Default Key Selection** OPERA Control is set to Per Adult).
        ii. **Per Reservation**: Select a fixed number of keys per reservations. (Defaults when the **Default Key Selection** OPERA Control is set to Per Reservation).
            i. **Value**: Enter the number of keys. (Defaults from the Default Number of Keys Per Reservation OPERA Control).
    d. **Additional Rooms**: Select any additional rooms from the list.
    e. **Key Options**: Select special key options from the list; key options provide special access to areas such as fitness center or club floor. Defaults with values from Profile Key Options preferences and Reservation Key Option preferences.
    f. **Key Card Use**: Select a use for the key from the list. (Defaults to Room Key Only, other options are available when integrated with a Gaming system).
    g. **Key PIN**: Displays the PIN for the room key (Available when the **Display Key PIN** OPERA Control is active).
    h. **Valid Start Date**: Defaults to the current date.
    i. **Valid Start Time**: Defaults to the current time or the **Key Valid Start Time** OPERA Control.
    j. **Valid Until Date**: Enter or select a expiry date. The default is the departure date plus any value specified in the **Keys Expiry Days** OPERA Control.
    k. **Valid Until Time**: Enter an expiry time. The default is the departure time plus any specified in the **Keys Expiry Time** OPERA Control.
7. Guest Details for Multiple Keys (Available when the **Multiple Guest Room Key** OPERA Control is active).
    a. The primary guest and any accompanying guests (Available when the **Accompanying Guest** OPERA Control is active) are listed for selection. A New key can be also encoded for an accompanying guest as well.

b. Select the check box to select the guest.

c. Click **Add Rows** to add additional guest names; an accompanying guest is not added to the reservation.

   i. **Name**: Enter a name.

d. Click **Edit** to update the Adult/Child or **Remaining Balance** for guests listed

   i. **Adult/Child**: Select Adult or Child from the list.

   ii. **Remaining Balance**: Enter an amount for the guest.

   iii. Click **Save**.

8. **Key Encoder Locations**

   a. **Display All Encoders**: Switch on to display a list of all encoders; when off, the last used encoder is displayed.

   b. Select a device area to view a list of encoders allocated to the area.

   c. Select a key encoding device.

9. Click **Create Key**.

### Creating Room Keys for Multiple Reservations

1. From the **OPERA Cloud** menu, select **Miscellaneous**, and then select **Property Interface Control**.
2. Enter or select the property and click **Search**.
3. Select and expand the **Key Card / Door Lock System (DLS)** panel.
4. Enter reservation search criteria and click **Search**.
5. Select multiple reservations in the search then click **Create Key**.
6. **Room Key Options**: With multiple selected, it is expected the selections here apply to all those selected.

   a. **Number of Keys**

      i. **Per Adult on Reservation**: Select the number of keys based on Adults in the reservations. (Defaults when the **Default Key Selection** OPERA Control is set to Per Adult).

      ii. **Per Reservation**: Select a fixed number of keys per reservations. (Defaults when the **Default Key Selection** OPERA Control is set to Per Reservation).

         i. **Value**: Enter the number of keys. (Defaults from the **Default Number of Keys Per Reservation** OPERA Control).

   b. **Additional Rooms**: Select any additional rooms from the list.

   c. **Key Options**: Select special key options from the list. Key options provide special access to areas such as a fitness centre or club floor. Defaults with values from Profile Key Options preferences and Reservation Key Option preferences

   d. **Valid Start Date**: Defaults to the current date.

   e. **Valid Start Time**: Defaults to the current time or the **Key Valid Start Time**OPERA Control.

   f. **Valid Until Date**: Enter or select a expiry date. The default is the departure date.

   g. **Valid Until Time**: Enter an expiry time. The default is the departure time.

7. **Key Encoder Locations**:

a. **Display All Encoders**: Switch on to display a list of all encoders; when off the last used encoder is displayed.

b. Select a device area to view a list of encoders allocated to the area.

c. Select a key encoding device.

8. Click **Process**.

9. The Information Message **Create Keys for Reservation 1 of x: (Room: xxx) (Name: xxx)** appears at the top of the panel.

a. Modify the **Room Key Options** if required.

b. Click **Create Keys**.

c. To skip this reservation, click **Skip**.

d. Repeat for each reservation.

10. Click **Close** after all reservations are processed.

### Creating One-Shot (One-time Use) Keys for a Room

1. From the **OPERA Cloud** menu, select **Miscellaneous**, and then select **Property Interface Control**.

2. Enter or select the property and click **Search**.

3. Select and expand the **One-Shot Key (DLS)** panel.

4. Enter search criteria for the room to access and click **Search**.

5. Select a room in the search result then click **Create Key**.

6. Room Key Options:

a. Number of Keys:

i. **Value**: Enter the number of keys. (Defaults from the **Default Number of Keys Per Reservation** OPERA Control).

b. **Additional Rooms**: Select any additional rooms from the list.

c. **Key Options**: Select special key options from the list; key options provide special access to areas such as fitness center or club floor.

d. **Keycard Use**: Select a use for the key from the list. (Defaults to Room Key Only, other options are available when integrated with a Gaming system).

e. **Valid Until Date**:Enter or select a expiry date.

f. **Valid Until Time**:Enter an expiry time.

7. Key Encoder Locations:

a. **Display All Encoders**: Switch on to display a list of all encoders; when off the last used encoder is displayed.

b. Select a device area to view a list of encoders allocated to the area.

c. Select a key encoding device.

8. Click **Create Key**.

### Encoding a Duplicate (Additional) Key

Existing keys encoded for room remain valid.

1. From the **OPERA Cloud** menu, select **Miscellaneous**, and then select **Property Interface Control**.
2. Enter or select the property and click **Search**.
3. Select and expand the **Key Card / Door Lock System (DLS)** panel.
4. Enter search criteria for the room to access and click **Search**.
5. Room Key Options:
    a. Key Type
        i. Select **Cut Duplicate Key**: Any existing keys for room remain valid.
    b. Number of Keys
        i. **Per Adult on Reservation**: Select the number of keys based on Adults in the reservations. (Defaults when the **Default Key Selection** OPERA Control is set to Per Adult).
        ii. **Per Reservation**: Select a fixed number of keys per reservations. (Defaults when the **Default Key Selection** OPERA Control is set to Per Reservation).
            i. **Value**: Enter the number of keys. (Defaults from the **Default Number of Keys Per Reservation** OPERA Control).
    c. **Additional Rooms**: Select any additional rooms from the list.
    d. **Key Options**: Select special key options from the list; key options provide special access to areas such as fitness center or club floor. Default from Key Options Preferences and Reservation Key Option preferences.
    e. **Keycard Use**: Select a use for the key from the list.
    f. **Valid Start Date**: Defaults to the current date (when configured for the DLS IFC type in use).
    g. **Valid Start Time**: Defaults to the current time or the configured setting in OPERA Controls.
    h. **Valid Until Date**: Enter or select a expiry date. The default is the departure date (follows the OPERA Controls settings for Keys Expiry Days and Time under IFC Group).
    i. **Valid Until Time**. Enter an expiry time. The default is the departure time (follows the OPERA Controls settings for Keys Expiry Days and Time under IFC Group).
6. Guest Details for Multiple Keys (Available when the **Multiple Guest Room Key** OPERA Control is active).
    a. The primary guest and any accompanying guests (Available when the **Accompanying Guest** OPERA Control is active) are listed for selection.
    b. Select check box next to guest name to select the guest.
    c. Click **Add Rows** to add additional guest names; an accompanying guest is not added to the reservation.
        i. **Name**: Enter a name.
    d. Click **Edit** to update the Adult/Child or **Remaining Balance** for guests listed.
        i. **Adult/Child**: Select Adult or Child from the list.
        ii. **Remaining Balance**: Enter a limit amount the guest is permitted to charge from a point of sale, by swiping the room key.
        iii. Click **Save**.

7. Key Encoder Locations:
    a. **Display All Encoders**: Switch on to display a list of all encoders; when off the last used encoder is displayed.
    b. Select a device area to view a list of encoders allocated to the area.
    c. Select a key encoding device.
8. Click **Create Key**.

### Re-encoding a Room Key (Replacement)

Requests a key that duplicates all data of the existing key.

1. From the **OPERA Cloud** menu, select **Miscellaneous**, and then select **Property Interface Control**.
2. Enter or select the property and click **Search**.
3. Select and expand the **Key Card / Door Lock System (DLS)** panel.
4. Enter reservation search criteria and click **Search**.
5. Room Key Options:
    a. Key Type
        i. Select **Re-encode Key**:
    b. Number of Keys
        i. **Per Adult on Reservation**: Select quantity of keys based on Adults in the reservations.
        ii. **Per Reservation**: Select a fixed number of keys per reservations.
            i. **Value**: Enter the number of keys.
    c. **Additional Rooms**: Select any additional rooms from the list.
    d. **Key Options**: Select special key options from the list. Key options provide special access to areas such as fitness center or club floor. Default from Key Options Preferences and Reservation Key Option preferences.
    e. **Keycard Use**: Select a use for the key from the list. (Defaults to Room Key Only, other options are available when integrated with a Gaming system).
    f. **Valid Start Date**: Defaults to the current date.
    g. **Valid Start Time**: Defaults to the current time or the or the **Key Valid Start Time** OPERA Control.
    h. **Valid Until Date**: Enter or select a expiry date. The default is the departure date plus any value specified in the **Keys Expiry Days** OPERA Control.
    i. **Valid Until Time**: Enter an expiry time. The default is the departure time plus any specified in the **Keys Expiry Time** OPERA Control.
6. Guest Details for Multiple Keys (Available when the **Multiple Guest Room Key** OPERA Control is active).
    a. The primary guest and any accompanying guests (Available when the **Accompanying Guest** OPERA Control is active) are listed for selection.
    b. Select check box next to guest name to select the guest.
    c. Click**Add Rows** to add additional guest names; an accompanying guest is not added to the reservation.

i. **Name**: Enter a name.

d. Click **Edit** to update the Adult/Child or **Remaining Balance** for guests listed.

i. **Adult/Child**: Select Adult or Child from the list.

ii. **Remaining Balance**: Enter a limit amount the guest is permitted to charge from a point of sale, by swiping the room key.

iii. Click **Save**.

7. Key Encoder Locations:

a. **Display All Encoders**: Switch on to display a list of all encoders; when off the last used encoder is displayed.

b. Select a device area to view a list of encoders allocated to the area.

c. Select a key encoding device.

8. Click **Re-encode Key**.

### Reading a Room Key

To identify a key you can read a room key.

1. From the **OPERA Cloud** menu, select **Miscellaneous**, and then select **Property Interface Control**.
2. Enter or select the property and click **Search**.
3. Select and expand the **Read Key (DLS)** panel.
4. Key Encoder Locations:

a. **Display All Encoders**: Switch on to display a list of all encoders; when off the last used encoder is displayed.

b. Select a device area to view a list of encoders allocated to the area.

c. Select a key encoding device to read the key.

5. Click **Read Key**.
6. Key details are displayed for the key inserted in the encoder selected.

### Deleting a Room Key

Requests the Door Lock System to remove a key when supported.

1. From the **OPERA Cloud** menu, select **Miscellaneous**, and then select **Property Interface Control**.
2. Enter or select the property and click **Search**.
3. Select and expand the **Key Card / Door Lock System (DLS)** panel.
4. Enter reservation search criteria and click **Search**.
5. Room Key Options:

a. Key Type

i. Select **Delete Key**

6. Key Encoder Locations.

a. **Display All Encoders**: Switch on to display a list of all encoders; when off the last used encoder is displayed. For more information, see Configuring Device Areas

b. Select a device area to view a list of encoders allocated to the area.

c. Select a key encoding device.

7. Click **Delete Key**.

# Managing Service Requests

## Prerequisites for Managing Service Requests

Service Requests are used for incident, complaint or general request tracking and can be associated with a guest profile, reservation or room. You can create service request directly from a reservation or profile or generically via Miscellaneous. Each service request opened must be resolved and then followed-up at a later date to be completed and closed.

You can report on the current service requests via the Service Requests Report and Service Request Comparison reports - For more information, see Miscellaneous Reports.

### Adding Service Requests

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Service Requests**.
2. Click **New** complete the following:
   a. **Service Type**: Select from the options.
   b. **Reservation**: Select to create a service request for a reservation.
      i. **Confirmation**: Click to search and select a reservation.
   c. **Profile**: Select to create a service request for a profile.
      i. **Name**: Click to search and select a profile.
   d. **Room**: Select to create a service request a room.
      i. **Room**: Click to search and select a room.
   e. **Code**: Select a service request code from the list.
   f. **Priority**: Select a priority for the request from the list.
   g. **Date Opened**: Enter or select a date. (Defaults to the current calendar date).
   h. **Time**: Enter or select a time. (Defaults to the current system time).
   i. **Remarks**: Enter any remarks / notes for the request or incident/complaint.
3. Click **Save**.

### Editing Service Requests

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Service Requests**.
2. Enter search criteria, click **Search**.
3. Select the card for the request in the search result, then click the vertical ellipsis **Actions** menu and select **Edit**.
4. Update request.
5. Click **Save**.

### Deleting Service Requests

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Service Requests**.

2. Enter search criteria, click **Search**.
3. Select the card for the service request in the search result, then click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

### Completing (Resolving) Service Requests

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Service Requests**.
2. Enter search criteria, click **Search**.
3. Select the card for the service request in the search result, then click the vertical ellipsis **Actions** menu and select **Complete**.
4. The Complete Service Request page is displayed. Enter the following details:
    a. **Contact Method**: Select a contact method.
    b. **Contacted By**: Enter your name or who contacted the guest to complete the request.
    c. **Action Taken**: Enter details of the action taken.
    d. **Date Completed**: Defaults to the current calendar date; you can update.
    e. **Time Completed**: Defaults to the current time; you can update.
    f. Click **Save**.
    g. The status is updated to **Pending Follow Up**.

### Closing Pending Follow Up Service Requests

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Service Requests**.
2. Enter search criteria, click **Search**.
3. Select the card for the service request in the search result, then click the vertical ellipsis **Actions** menu and select **Followup**.
4. The Close Service Request page is displayed. Enter the following details:
    a. **Closed By**: Enter your name or who contacted the guest to close the request.
    b. **Action Taken**: Enter details of the action taken.
    c. **Date Completed**: Enter or select a date. (Defaults to the current calendar date).
    d. **Time Completed**: Enter or select a time. (Defaults to the current time).
    e. Click **Save**.

# Viewing Changes Log Details

### Changes Log

The Changes Log provides a history of user activity and details the user who performed the action, the date, the time, the activity type and a description of the change. For example, it can show you activity such as reservation check ins, check outs, posting of charges, adjustments and payment, and the creation or update of profiles, reservations, blocks and events. Changes to your property configuration are also captured, along with activity from integrated systems based on the service account user as defined in Oracle Identity Manager.

When the **Store IP Address in Changes Log** OPERA Control is active, search results display the workstation IP address. When the **Device Selection for Changes Log Tracking** OPERA Control is active, search result displays the workstation device details. For more information, Configuring Client Devices

From a hub location , the changes log provides details of changes that are not property specific. For example, profiles (if profile sharing is active) updates as well a global configuration changes such as VIP codes, Enrollment Codes, Membership Types, and global OPERA Controls.

> **Note:**
>
> When the Payment Service Directive OPERA Control is active, the CIT (Customer Initiated Transaction) value received can be viewed in New Reservation, Update Reservation & Record Credit Card Approval activity.

> **Tip:**
>
> Reservation related activity is purged 30-180 days after check out, cancellation or no-show. Other user activity is purged 30-180 days after the date of the activity. It is recommended to add the User Activity Log report, for the current business day's activity, to End of Day reports for archival purposes. For more information, see Configuring Interim / Final Procedures and Reports.

### Viewing Changes Log Details

1. From the **OPERA Cloud** menu, select **Miscellaneous** and then select **Changes Log**.
2. Enter search criteria and click **Search**.

> **Note:**
>
> Enter any text in the **Description** field for a wildcard search.

### Generating the Changes Log Report

1. From the **OPERA Cloud** menu, select **Miscellaneous** and then select **Changes Log**.
2. Enter search criteria and click **Search**.
3. Click the vertical ellipsis **Actions** menu and select **Report**.
4. Select a **Report Destination** and then click **Process**.

# Managing Log It

Prerequisites for Logging It

Log It available for tracking and communicating information to other users. Each log book entry is linked to a department so that other users in the same department can filter and read relevant Log It entries. Log It is useful for handing over information, tasks or other activities to users on the next shift. You can also create Log It entry for a future date and use this feature to

remind staff in a specific department to complete certain tasks. A Log It report is available to generate details of the log book entries.

> **Note:**
>
> Log It entries are purged 30 days after the Log Date.

### Generating the Log It Report

To generate the log_book report with details of the log book entries that are currently displayed in the Log Book

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Log It**.
2. Enter search criteria and click **Search**.
3. Click the **Vertical Ellipsis** and select **Report**.
4. Select a report destination then click **Process**.

### Adding Log It Entry

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Log It**.
2. Click **New** and enter the following details:
    a. **Department**: Select the down arrow to choose the department associated with the log book entry. Once the entry is saved, this field cannot be edited. The department name appears to the right of the field.
    b. **Log Date**: Enter the date to which this entry applies. Current date is the default date. The date cannot be earlier than today's date.
    c. **Log Time**: Enter the time to which this entry applies.
    d. **Details**: Enter the text of the log book entry.
3. Click **Save**.

### Viewing/Editing Log It Entry

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Log It**.
2. Enter search criteria and click **Search.**.
3. In the search results, select the entity, click the vertical ellipsis **Actions** menu and select **Edit**.
4. Update entry.
5. Click **Save** .

> **Note:**
>
> Past date entries cannot be edited, a **View** action link is available instead of Edit.

### Deleting Log It Entry

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Log It**.

2. Enter search criteria and click **Search**.
3. In the search results, select the entity, vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

# Track It

Prerequisites: Track It

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Track It manages storage and delivery of guest luggage, parcels, vehicles (valet), and lost items.

Track It tickets are optionally linked to a reservation if related to an arrival, in-house, or departure reservation.

Track It requests can also be managed on a smartphone using the OPERA Cloud mobile web application.

> **Note:**
>
> Closed (resolved) Track It Requests are purged 30 days after the closed date.

## Managing Track It Requests

### Adding Track It Requests

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Track It**, and then select **New**.
2. Click **New** and enter the following details:
   a. **Category**: Select a category : **Parcel**, **Valet**, **Baggage**, or **Lost**.
   b. **Property**: Enter or select the property.
   c. **Track It Number**: Enter a reference number, such a baggage receipt number.
   d. **Type**: Select a Track it type from the list.
   e. **Action**: Select a Track It action from the list.
   f. **Quantity**: Enter the quantity of items. (Enabled for Parcel, Baggage and Lost categories).
   g. **Location**: Enter the current location of the item.
   h. **Action Date**: Enter or select an action date.
   i. **Assigned To**: Select an employee to assign the Track it request.

> **Note:**
>
> Track It on mobile devices shows the 'My Requests' by default. This is a listing of requests assigned to the user.

j. **Description**. Enter a detailed description of the item(s).

3. **Reservation Information**: To associate the Track It request with a reservation
   a. Enter the guest last name into the **Name** search field and press tab.
   b. Select the reservation in the search result (you can modify the search criteria if the reservation is not found).
   c. Click **Select Reservation**.
4. Click **Save**.

### Editing Track It Requests

1. From the **OPERA Cloud** menu, select **Miscellaneous**, and then select **Track It**.
2. Enter search criteria and then click **Search**.

> **Note:**
>
> To search Requests assigned to you, select **Assigned**.

> **Note:**
>
> By default, only Open status requests are included in the search.

3. Click the vertical ellipsis **Actions** menu and select **Edit**.
4. To assign a request to a staff member, select **User** from the list.
5. **Reservation Information**: To associate the Track It request with a reservation
   a. Enter the guest last name into the **Name** search field and press tab.
   b. Select the reservation in the search result (you can modify the search criteria if the reservation is not found).
   c. Click **Select Reservation**.
   d. To view the guest profile, click the **Guest Name** link.
6. To view the history of a request, select **View History** from the vertical ellipsis. The request history appears in a screen.

### Deleting Track It Requests

1. From the **OPERA Cloud** menu, select **Miscellaneous**, and then select **Track It**.
2. Enter search criteria and then click **Search**.

> **Note:**
>
> To search Requests assigned to you, select **Assigned**.

> **Note:**
>
> By default, only Open status requests are included in the search.

3. Click the vertical ellipsis **Actions** menu and select **Delete**.

**Closing (Resolving) Track it Requests**

1. From the **OPERA Cloud** menu, select **Miscellaneous**, and then select **Track It**.
2. Enter search criteria and then click **Search**.

> **Note:**
>
> To search Requests assigned to you, select **Assigned**.

> **Note:**
>
> By default, only Open status requests are included in the search.

3. To edit a request, click the vertical ellipsis **Actions** menu and select **Edit**.
4. Select an appropriate action from the list to close the request (for example, select **Done** or **Delivered**).

# Exports

Prerequisites for Exports

Using the exports module you can export data to text or XML files; text files can be setup as either fixed-width or delimited data. Export files can be configured to generate a file for download (file system) or transmitted via SFTP. When the delivery method is setup for file system, the export file is encrypted and stored in the OPERA Cloud database for 30 days. The file generated is decrypted and delivered securely when you select to download or zip the file.

You can configure export files to generate a file for download (File System) or transmit using SFTP. When the delivery method is set up for File System, the export file is encrypted and stored in the OPERA Cloud database for 30 days. The file generated is decrypted and delivered securely when you select to download or zip the file.

> **Note:**
>
> Export files are generated with UTF-8 encoding unless otherwise specified in Managing Export Definitions.

The following export types exist in OPERA Cloud:

- **General**: Used for all general or generic exports.
- **Back Office**: Used for export of financial data to general ledger / ERP solutions. For more information, see Back Office Exports
- **Membership**: Used to export membership and point data to airline reward programs. For more information, see Membership Exports
- **Country**: Used for country-specific exports. For more information, see Oracle Hospitality Localization Center for Hotel .

OPERA Cloud offers a number of pre-defined export templates that you can use as-is or customize to suit your needs. For more information, see General Export Template Catalogue.

You can also configure component exports that reference different data sources and then combine the data from each component into a single export file.

### Export File Configuration Workflow

The setup of an export involves the following steps:

1. Creating the export from a template or as-new. For more information, see Managing Exports
2. Setup data definitions for static variables. For more information, see Managing Export Definitions
3. Select fields and setup formula columns to output in header, detail and footer. For more information, see Managing Export Columns
4. Select an export delivery method. For more information, see Managing Export File Delivery

### Export File Generation Methods

There are three methods for generating export files.

- **End of Day**. When the GENERATE EXPORT NA DATA End of Day procedure is active, exports configured for End of Day processing are generated. For more information, see End of Day Procedures.
- **Scheduled**. You can schedule exports to generate periodically. For more information, see Managing Scheduled Exports.
- **Manual**. You can generate export files on an ad-hoc basis with the ability to enter runtime parameters. For more information, see Exporting a General or Back Office Data File.

### Export File Generation Process

The export file process typically consists of the following steps:

1. **Runtime Parameters**: For manually generated exports, you are prompted to input parameters to control the execution of the export generation. For example, the parameter screen can prompt for the start and end dates of the date range covered by the export. Not all exports use a parameter screen.
2. **Pre-Processing**: When export generation commences, a pre-processor (pre-export procedure) runs. This occurs only if a pre-processor is defined for the export. The procedure is specific to the export and populates views and sets variables and filters. Each export uses views that are supplied as standard with OPERA Cloud. Views are collections of data that are pulled from the many hundreds of OPERA Cloud database tables specifically for use in creating exports and reports.

3. **Fetch Data**: The export generation process pulls data from the views, applies parameters and filters (if defined in the export setup), and calculates formulas as appropriate. Exported data is stored in tables and can be viewed through the View Exports option. For more information, see Managing Export Results.
4. **Generate File**: When the export is automatically generated during End of Day processing, the export file is generated with no user intervention required.
5. **Post-Processing**: A Post Export Procedure runs to perform clean-up after the export data is generated. This includes activities such as truncating temp tables and resetting variables that were set by a parameter form.

#### Exports with Sensitive Data

Any exports configured with the following field attributes are considered sensitive and are indicated accordingly:

- CREDIT_CARD (PAN)
- CC_NO (PAN)
- PAY_REF
- ID_NUMBER
- PASSPORT
- PPT_NO
- BIRTH_DATE
- BIRTHDAY
- BIRTH_DAY
- DATE_OF_BIRTH
- DOCUMENT_NUMBER

The **View Exports with Sensitive Data** task must be granted to roles in order to enable the **View Exports** action for exports indicated with sensitive data. The Personally Identifiable Information (PII) data is unmasked in the View Details screen for exports indicated with sensitive data.

> **Note:**
>
> The Sensitive Data check box will be unchecked when PII columns are removed from the export definition and no data files have been generated. Delete all generated export files to update the export definition and remove PII columns. For more information, see Managing Export Results.

## Managing Exports

In addition to creating exports using a template, you can also set up exports starting with a **blank canvas**.

The Pre-defined Format wizard can assist you with automating the setup of your export definition based on the file format, column selection and sort order selected.

### Adding Fixed Width or Delimited Exports (ASCII text)

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Exports**, and then select **General, Back Office**, **Country**, or **Membership**.
2. Click **New** and complete the following.
    a. **Property**: Enter or select a Property.
    b. **Export Name**: Enter a name for the export.
    c. **Description**: Enter a description for the export.
    d. **Data Source**: Select a data source from the list. The file should contain the information for different views and tables as needed for the new export.
    e. **Pre Export Procedure**: The Pre Export Procedure is an internal setup procedure that executes prior to the data export. The procedure populates views, filters views, and sets variables. Click the pencil to launch the expression editor.
    f. **Post Export Procedure**: The Post Export Procedure is a post-processor that truncates temp tables following export generation and might also reset parameters that were set for the export. Click the pencil to launch the expression editor
    g. **Filter Condition**: The filter condition is the 'where clause' defining which data to select for export. Click the pencil to launch the expression editor.
    h. **File Name Formula**: Define the expression for the filename. For example, `'WY'||TO_CHAR(PMS_P.BUSINESS_DATE,'MMDD')||'EXP'`. Click the pencil to launch the expression editor.
    i. **File Extn Formula**: Define the expression for the file extension. For example 'TXT'. Click the pencil to launch the expression editor.
    j. **Zip file name**: Define the expression for the zip filename. Click the pencil to launch the expression editor.
    k. **End of Day**: Select checkbox to generate the export during End of Day.
        i. **Frequency**: Select a frequency from the list.
        ii. **Day of Week**: Select a day of the week from the list (not enabled for daily frequency).
    l. **Parameter Form**: Select the parameter form to use when the export is manually generated (not enabled when End of Day is selected).
    m. **Exports Contents Configuration**
        i. **Pre-Define Formats**: Click to use a wizard to setup the data export. Using the wizard will override the current column selection.
            i. **Format**: Select a file format from the list.
                i. **CVS**: Comma separated values.
                ii. **Custom List**: Custom separated list.
                    i. **Separator**: Click to select a predefined value from the list. Based on selection made, each data element within export records would be separated by the separator symbol or action selected.
                        i. **Custom Separator**: Else, enter a custom Separator value. This is used as alternate to the predefined separators to be used to separate each data element in the export.

ii. **Enclose In**: Click to select a predefined value from the list. Based on selection made, each data element within export records would be enclosed by the value selected.

i. **Custom Enclose In**: Else, enter a custom Enclose In value. This is used as alternate to the predefined Enclose In to be used to enclose each data element in the export.

iii. **JSON**: JavaScript Object Notation format.

iv. **TSV**: Tab-separated values.

ii. **Columns**: Select one or more data columns to include in the export. Click **[>]** to move the selected columns from the Available panel to the Selected panel.

i. Use the UP and DOWN arrows to reorder the columns in the Selected panel.

iii. Click **OK**.

iv. Click **OK** to confirm.

ii. **Always Export Header and Footer**: Select check box to generate an export with header and footer if no detail data is generated.

n. **Compress Data**: Select check box to delimit the data. When unchecked the export data is fixed width.

i. **Column Separator**: Select a delimiter character

o. **Add Newline**: Select check box to have each record output on a separate line in the ASCII text file.

p. Column Configurations.

i. Select the column options for header, detail, and footer using the expression editor.

3. Click **Save**.

### Adding XML Exports

The setup of an XML export is accomplished by configuring export columns to represent the simple and complex XML tags required by the XML schema being used as the pattern for the export (also known as the XSD schema). Complex tags can be configured to whatever level is required for nested XML elements.

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Exports**, and then select **General, Back Office**, **Country**, or **Membership**.
2. Click **New** and complete the following:
   a. **Property**: Enter or select a property.
   b. **Export Name**: Enter a name for the export.
   c. **Description**: Enter a description for the export.
   d. **Data Source Name**: Select a data source from the list.
   e. **Pre Export Procedure**: The Pre Export Procedure is an internal setup procedure that executes prior to the data export. The procedure populates views, filters views, and sets variables.  Click the pencil icon to launch the expression editor.
   f. **Post Export Procedure**: The Post Export Procedure is a post-processor that truncates temp tables following export generation and might also reset parameters that were set for the export. Click the pencil icon to launch the expression editor

g. **Filter Condition**: The filter condition is the 'where clause' defining which data to select for export. Click the pencil icon to launch the expression editor.

h. **XML Format**: Select check box to setup and generate XML export. By default, the File Extn Formula field populates with 'XML' when this option is selected but can be edited to change the filename extension.

   i. **XML Root Tag**: Enter root tag.

i. **File Name Formula**: Define the expression for the filename. For example `'WY'||TO_CHAR(PMS_P.BUSINESS_DATE,'MMDD')||'EXP'`. Click the pencil icon to launch the expression editor

j. **File Extn Formula**: Define the expression for the file extension. For example 'TXT'. Click the pencil to launch the expression editor.

k. **Zip file name**: Click pencil to launch expression editor.

l. **End Of Day**: Select check box to generate the export during end of day.

   i. **Frequency**: Select a frequency from the list.

   ii. **Day Of Week**: Select a day of the week (if weekly selected in Frequency).

m. **Parameter Form**: Select the parameter form to display, for user input, when the export is manually generated (not enabled when End of Day is selected). Parameterized exports cannot be scheduled. (not available when the **End of Day** check box is selected).

   Export Contents Configuration.

   i. **XML Encoding**: Enter the encoding attribute to add to the `<?xml?>` file header. (20 character max). Example: UTF-8.

   ii. **XML Processing Instructions**: Enter any additional processing instructions to the XML file header. (2000 character max).

   iii. **XML Document Type Name**: Used to define an optional document type name (`<!DOCTYPE "_doc_type_name">`). (100 character max).

   iv. XML Document Type System ID. Used to Define an optional document type system ID (`<!SYSTEM "_system_id_">`). (100 character max).

   v. XML Document Type Public ID. Used to define an optional document type public ID (`<!PUBLIC "_public_id_">`). (100 character max).

n. XML Schema Configuration: To add attribute / elements, click **More** then select **Add Attributes/Elements**.

   i. Select **Database Columns** to add data columns for Attributes or Elements.

      i. Select the columns on left, then click **>** to move selected columns to the right.

      ii. Click **OK**.

   ii. Select **SQL Expression** to add SQL expression

      i. **Type**: Select an element type

         **Attribute**

         i. **Name**: Enter a name.

         ii. **Value**: Click the pencil to launch the expression editor.

         iii. Column Length.

            i. **Variable**: Select check box if length is variable

ii. **Value**: Enter a fixed length

iv. **Required**: Select check box if element is required.

**Simple**: Contains no sub elements.

i. **Name**: Enter a name.

ii. **Value**: Click the pencil to launch the expression editor.

iii. Column Length.

i. **Variable**: Select check box if length is variable.

ii. **Value**: Enter a fixed length.

iv. **Required**: Select check box if element is required.

**Complex**: Contains other sub elements.

i. **Name**: Enter a name.

**Complex Element with Additional Source** - data for this element is taken from a view (data source) that is different than the view named in Export Source.

i. **Name**: Enter a name.

ii. **Data Source Name**: Select a data source from the list.

iii. **Filter**: This can be used as a link between the main export source and the source for the current element. For example: EXPORT_ID = <EXPORT_ID> AND CONSIDERED_DATE= <CONSIDERED_DATE>. Click the pencil to launch the expression editor.

ii. Click **OK**

iii. To edit an attribute / elements, click **More** then select **Edit Attributes/Elements**.

i. Select **Attributes/Elements** from the list then click **OK**.

iv. To reorder attributes / elements, click **More** then select **Reorder Attributes/ Elements.**.

i. Select the **Attributes or Elements** then use the up/down arrows, then click **OK**.

v. To delete attributes / elements, click **More** then select **Delete Attributes/ Elements**.

i. Select **Attributes/Elements** from the list then click **OK**.

3. Click **Save**.

### Adding Exports Using a Template

To simplify setting up exports, you can select various predefined export templates. You should not need to update any of the details for the export, however you can update details if required: for example, you could modify the default filter condition expression.

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Exports**, and then select **General, Back Office**, **Country**, or **Membership**.
2. Click **New from Template** and complete the following:
   a. **Property**: Enter or select the property.
   b. **Template**: Select a template from the list. For more information see: General Export Template Catalogue.

c. **Export Name**: Enter or confirm a name for the export.

d. **Description**: Enter a description of the export.

3. Click **Create and Continue** .
4. Update export setup. For more information, see sections, **Adding Fixed Width or Delimited Export** or **Adding XML Exports**.
5. Click **Save**.

### Editing Exports

> **Note:**
>
> To view inactive exports, click the vertical ellipsis **Actions** menu and select **Show Inactive**.

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Exports**, and then select **General, Back Office**, **Country**, or **Membership**.
2. Enter a search criteria and click **Search**.
3. Select the export in search result, click the vertical ellipsis **Actions** menu, and then click **Edit**.
4. Update details.
5. **Inactive**: Select check box to inactivate the export.
6. Click **Save**.

### Deleting Exports

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Exports**, and then select **General, Back Office**, **Country**, or **Membership**.
2. Enter a search criteria and click **Search**.
3. Select the export in search result, click the vertical ellipsis **Actions** menu, and select **Delete**.
4. Click **Delete** to confirm.

### Cloning and Copying Exports to other Properties

You can clone an export within the same property (with a new name) or copy an export to other properties. Change to a Hub location to copy exports to other properties. Your assigned role(s) must be granted the Copy or Duplicate Export task.

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Exports**, and then select **General, Back Office**, **Country**, or **Membership**.
2. Enter a search criteria and click **Search**.
3. Select the export in search result, then click the vertical ellipsis and select **Copy**.
4. On the Copy Export page complete the following details:

a. **Property**: Select one ore more properties from the list.

b. **Export Name**: Enter a name for the export; the source export name is populated.

c. **Export Description**: Enter a description for the export; the source export description is populated.

5. Click **Copy Export**.

## Generating Exports

For manually generated exports, you may be prompted to input parameters to control the execution of the export, For example, you can be prompted for the start date and end date range for the export. Exports that do not require input of parameters can be scheduled. Once generated you can manage the export result.

### Generating Exports

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Exports**, and then select **General**, **Back Office**, or **Membership**.
2. Enter search criteria and click **Search**.
3. Select the export in the search result , then click the vertical ellipsis **Actions** menu and select **Export Data**.
4. Enter export parameters if prompted.

## Managing Export Columns

Configure the export columns (data fields) for an export. Select the Header (first row), Data (repeating rows) or Footer (last row) to add columns. You can select a columns (fields) from the export data source or setup a custom formula column using the expression editor.

### Adding Export Data Source Columns

To add a field from the data source.

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Exports**, and select either **General**, **Country**, **Membership**, or **Back Office**.
2. Enter search criteria, then click **Search**.
3. Select the export definition in the search results, then click the vertical ellipsis **Actions** menu and select **Columns**.
4. Click **New**.
   a. Column Type.
      i. Select **Use Existing Column**.
   b. **Column Name**: Select a column from the list.
   c. **Order By**: Enter a number to indicate the sequence in the file.
   d. **Field Data Type**: Select a data type from the list.
      i. **Header**: Add column to first row.
      ii. **Data**: Add column to repeating row.
      iii. **Footer**: Add column to last row.
   e. **Default Value**: Enter the value that is automatically inserted in the column.
   f. **Column Alignment**: Select a value from the list.

g. **Ignore Length**: Select check box to have the field length varies depending on what data is stored in it.

h. **Column Length**: Enter a number to indicate the length of the field; for instance a character field can be 50 characters long.

i. **Column Format**: Enter a format mask if applicable, for example 'YYYYMMDD'. (Enabled for date fields).

5. Click **Save**.

### Adding Export Pseudo Columns

To add a pseudo field.

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Exports**, and select either **General**, **Country**, **Membership**, or **Back Office**.
2. Enter search criteria, then click **Search**.
3. Select the export definition in the search results, then click the vertical ellipsis **Actions** menu and select **Columns**.
4. Click **New**.
   a. Column Type.
      i. Select **New Pseudo Column**.
   b. **Column Name**: Select a column from the list
   c. **Order By**: Enter a number to indicate the sequence in the file.
   d. **Field Data Type**: Select a data type from the list.
      i. **Header** - Add column to first row
      ii. **Data** - Add column to repeating row
      iii. **Footer** - Add column to last row
   e. **Column Alignment**: Select a value from the list
   f. **Ignore Length**: Select check box to have the field length varies depending on what data is stored in it.
   g. **Column Length**: Enter a number to indicate the length of the field; for instance a character field can be 50 characters long.
5. Click **Save**.

### Adding Export Formula Columns

To add a formula (computed) field. For more information, see Export APIs.

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Exports**, and select either **General**, **Country**, **Membership**, or **Back Office**.
2. Enter search criteria, then click **Search**.
3. Select the export definition in the search results, then click the vertical ellipsis **Actions** menu and select **Columns**.
4. Click **New**.
   a. Column Type.
      i. Select Formula

b. **Column Name**: Select a column from the list
c. **Order By**: Enter a number to indicate the sequence in the file.
d. **Field Data Type**: Select a data type from the list.
    i. **Header** - Add column to first row
    ii. **Data** - Add column to repeating row
    iii. **Footer** - Add column to last row
e. **Default Value**: Enter the value that is automatically inserted in the column.
f. **Column Alignment**: Select a value from the list
g. **Ignore Length**: Select check box to have the field length varies depending on what data is stored in it.
h. **Column Length**: Enter a number to indicate the length of the field; for instance a character field can be 50 characters long.
i. **Formula**: Click the pencil to launch the Using the Expression Editor.

5. Click **Save**.

### Editing Export Columns

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Exports**, and select either **General**, **Country**, **Membership**, or **Back Office**.
2. Enter search criteria, then click **Search**.
3. Select the export definition in the search results, then click the vertical ellipsis **Actions** menu and select **Columns**.
4. Select **Header**, **Data** or **Footer** tab.
5. Select the column in the search result, then click the vertical ellipsis **Actions** menu and select **Edit**.
6. Update details.
7. Click **Save**.

### Deleting Export Columns

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Exports**, and select either **General**, **Country**, **Membership**, or **Back Office**.
2. Enter search criteria, then click **Search**.
3. Select the export definition in the search results, then click the vertical ellipsis **Actions** menu and select **Columns**.
4. Select **Header**, **Data** or **Footer** tab.
5. Select the column in the search result, then click the vertical ellipsis **Actions** menu and select **Delete**.
6. Click **Delete** to confirm.

## Managing Export Definitions

Export definitions are commonly used to include static data elements in an export file. Once defined you can select as an export column. One exception to this is the **Code** EXPORT CHARATER SET, setup to override the default (UTF8) character encoding for the export; set the **Value** to the required character encoding. For more information, see Choosing a Character Set.

### Adding Export Definitions

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Exports**, and select either **General**, **Country**, **Membership**, or **Back Office**.
2. 
3. Enter search criteria, then click **Search**.
4. Select the export definition in the search results, then click the vertical ellipsis **Actions** menu and select **Definitions**.
5. Click **New** and complete the following:
    a. **Code**: Enter a code.
    b. **Description**: Enter a description.
    c. **Value**: Enter a value.
6. Click **Save** or **Save and Continue** to add another.

### Editing Export Definitions

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Exports**, and select either **General**, **Country**, **Membership**, or **Back Office**.
2. Enter search criteria, then click **Search**.
3. Select the export definition in the search results, then click the vertical ellipsis **Actions** menu and select **Definitions**.
4. Select the code, then click the vertical ellipsis **Actions** menu and select **Edit**.
5. Update the details.
6. Click **Save**.

### Deleting Export Definitions

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Exports**, and select either **General**, **Country**, **Membership**, or **Back Office**.
2. Enter search criteria, then click **Search**.
3. Select the export definition in the search results, then click the vertical ellipsis **Actions** menu and select **Definitions**.
4. Select the code, then click the vertical ellipsis **Actions** menu and select **Delete**.
5. Click **Delete**to confirm.

## Managing Export File Delivery

### Editing Export Delivery Configuration

You can select to deliver an export data file to an SFTP location or simply as a file for manual download.

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Exports**, and select either **General**, **Country**, **Membership** or **Back Office**.
2. Enter a search criteria and click **Search**.
3. Select the export definition in the search results, then click the vertical ellipsis **Actions** menu and select **Delivery Configuration**.
4. Click **Edit** to update the destination.
   a. **SFTP**: Select to delivery export to SFTP location.

      > **Note:**
      >
      > When an SFTP delivery option is selected, Personally Identifiable Information (PII) data is unmasked once the file is received at the SFTP destination. For more information , see Exports

      i. **SFTP Code**: Select a SFTP destination from the list.
      ii. **SFTP Folder**: Select a folder from the list.
      iii. For more information, see Configuring SFTP Connections
   b. **HTTPS**: Not used.
   c. **File System**: Select to generate a file for manual download. Files are retained for 30 days. For more information, see Viewing and Generating Export Files
5. Click **Save**.

## Managing Export Results

Once an export is generated you can view the export result, edit the data within the export and generate the data file to the specified export destination. For file system delivery you can download the export data file to your workstation.

> **Note:**
>
> Export files are stored encrypted in the OPERA Cloud database for 30 days.

> **Note:**
>
> The **View Exports with Sensitive Data** task must be assigned in order to view exports identified with sensitive data.

### Viewing Export File Details

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Exports** and then select **General**, **Back Office**, or **Membership** .
2. Enter search criteria and click **Search**.
3. Select the export in the search result, then click the vertical ellipsis **Actions** menu and select **View Exports**.

### Deleting Export Results

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Exports** and then select **General**, **Back Office**, or **Membership** .
2. Enter search criteria and click **Search**.
3. Select the export in the search result, then click the vertical ellipsis **Actions** menu and select **View Exports**.
    a. Select the export result in the search result, then click the vertical ellipsis **Actions** menu and select **Delete**.
        i. Click **Delete** to confirm

### Viewing Export File Data Details

> **Note:**
>
> With the **View Exports with Sensitive Data** task assigned, PII data is unmasked.

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Exports** and then select **General**, **Back Office**, or **Membership** .
2. Enter search criteria and click **Search**.
3. Select the export in the search result, then click the vertical ellipsis **Actions** menu and select **View Exports**.
4. Select the export result in the search result, then click the vertical ellipsis **Actions** menu and select **View Details**.

### Editing Export File Data Details

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Exports** and then select **General**, **Back Office**, or **Membership** .
2. Enter search criteria and click **Search**.
3. Select the export in the search result, then click the vertical ellipsis **Actions** menu and select **View Exports**.
4. Select the export result in the search result, then click the vertical ellipsis **Actions** menu and select **View Details**.
    a. Select an export data element in the search result, then click the vertical ellipsis **Actions** menu and select **Edit**.
        i. Update the data details.
        ii. Click **Save**.

### Batch Editing Export File Data Details

To update data details using search and replace.

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Exports** and then select **General**, **Back Office**, or **Membership** .
2. Enter search criteria and click **Search**.

3. Select the export in the search result, then click the vertical ellipsis **Actions** menu and select **View Exports**.
4. Select the export result in the search result, then click the vertical ellipsis **Actions** menu and select **View Details**.
    a. Select an export data element in the search result, then click the vertical ellipsis **Actions** menu and select **Batch Edit**.
        i. **Data**: Enter the string to find for update.
        ii. **Replace with**: Enter the replacement string.
        iii. Click **Save**.

### Adding Export File Data Details

To add data to the end of the export data file.

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Exports** and then select **General**, **Back Office**, or **Membership** .
2. Enter search criteria and click **Search**.
3. Select the export in the search result, then click the vertical ellipsis **Actions** menu and select **View Exports**.
4. Select the export result in the search result, then click the vertical ellipsis **Actions** menu and select **View Details**.
    a. Click **New**.
    b. **Data**: Enter the data string to include in the export data.
    c. Click **Save**.

### Deleting Export File Data Details

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Exports** and then select **General**, **Back Office**, or **Membership** .
2. Enter search criteria and click **Search**.
3. Select the export in the search result, then click the vertical ellipsis **Actions** menu and select **View Exports**.
4. Select the export in the search result, then click the vertical ellipsis **Actions** menu and select **View Exports**
    a. Select an export data element in the search result, then click the vertical ellipsis **Actions** menu and select **Delete**.
        i. Click **Delete**to confirm.

### Generating Export Data Files

To generate an export data to the specified destination.

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Exports** and then select **General**, **Back Office**, or **Membership** .
2. Enter search criteria and click **Search**.
3. Select the export in the search result, then click the vertical ellipsis **Actions** menu and select **View Exports**.

4. Select the export result in the search result, then click the vertical ellipsis **Actions** menu and select **Generate File**.
    a. **File Name**: Confirm or enter a filename.
    b. **Extension**: Confirm or enter a file extension.
    c. Click **Generate File**.

### Downloading Export Data Files

To decrypt and download an export data file.

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Exports** and then select **General**, **Back Office**, or **Membership** .
2. Enter search criteria and click **Search**.
3. Select the export in the search result, then click the vertical ellipsis **Actions** menu and select **View Exports**.
4. Select the export result in the search result, then click the vertical ellipsis **Actions** menu and select **Generate File**.
    a. **File Name**: Confirm or enter a filename.
    b. **Extension**: Confirm or enter a file extension.
    c. Click **Generate File**.
5. Select the export data file, then click the vertical ellipsis **Actions** menu and select **Download**.

### Compressing and Downloading Export Data Files

To decrypt, compress and download an export data file.

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Exports** and then select **General**, **Back Office**, or **Membership** .
2. Enter search criteria and click **Search**.
3. Select the export in the search result, then click the vertical ellipsis **Actions** menu and select **View Exports**.
4. Select the export result in the search result, then click the vertical ellipsis **Actions** menu and select **Generate File**.
    a. **File Name**: Confirm or enter a filename.
    b. **Extension**: Confirm or enter a file extension.
    c. Click **Generate File**.
5. Select the export data file, then click the vertical ellipsis **Actions**menu and select **Zip File**.
    a. **Zip File**: Enter a filename.
    b. Click **Zip File**.

### Deleting Export Data Files

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Exports** and then select **General**, **Back Office**, or **Membership** .
2. Enter search criteria and click **Search**.

3. Select the export in the search result, then click the vertical ellipsis **Actions** menu and select **View Exports**.
4. Select the export result in the search result, then click the vertical ellipsis **Actions** menu and select **Generate File**
   a. **File Name**: Confirm or enter a filename.
   b. **Extension**: Confirm or enter a file extension.
   c. Click **Generate File**.
5. Select the export data file, then click the vertical ellipsis **Actions** menu and select **Delete**.
6. Click **Delete** to confirm.

## Using the Expression Editor

The expression editor provides selectable values to build an SQL expression, using String, Number, Date, Boolean, and conversion functions. You can also select from a list of SQL functions, separators, operators, and system variables such as PMS_P.BUSINESS_DATE or PMS_P.RESORT.

Use the [ADD] [ADD BEFORE] and navigation controls to determine the placement of the selected function, operator, separator, string or numeric values.

> **Note:**
>
> To join multiple string elements together use the '||' concatenation operator in your expression.

**Table 8-2 Example of expressions**

| Type | Expression |
|---|---|
| Pre Export Procedure | EXP_GENERAL_RESV_PKG.SET_EXP_START_DATE(PMS_P.BUSINESS_DATE) |
| Post Export Procedure | exp_create_data.delete_report_table |
| Filter condition | inactive_date is null and NAME_TYPE = 'D' and COUNTRY = 'US' and FIRST is not null and TOTAL_ROOM_REVENUE > '1000' |
| Filter condition | business_date=to_char(pms_p.business_date-1,'DD-MM-YY') |
| Filename | 'CR'\|\|pms_p.resort\|\| lpad(to_char(pms_p.business_date,'DDD'),3,'0') |
| Filename | 'DRS'\|\|SUBSTR(HOTEL_CODE,1,5)\|\| TO_CHAR(EXP_GENERAL_RESV_PKG.EXP_START_DATE(),'DDD') |
| Filename | 'DCO_'\|\|pms_p.resort\|\| to_char(pms_p.business_date,'MMDDYY') |
| Filename | 'STAT_'\|\|pms_p.resort\|\|'_'\|\| to_char(sysdate,'YYYYMMDD') |

1. Click the **pencil icon** to create or edit an SQL expression.

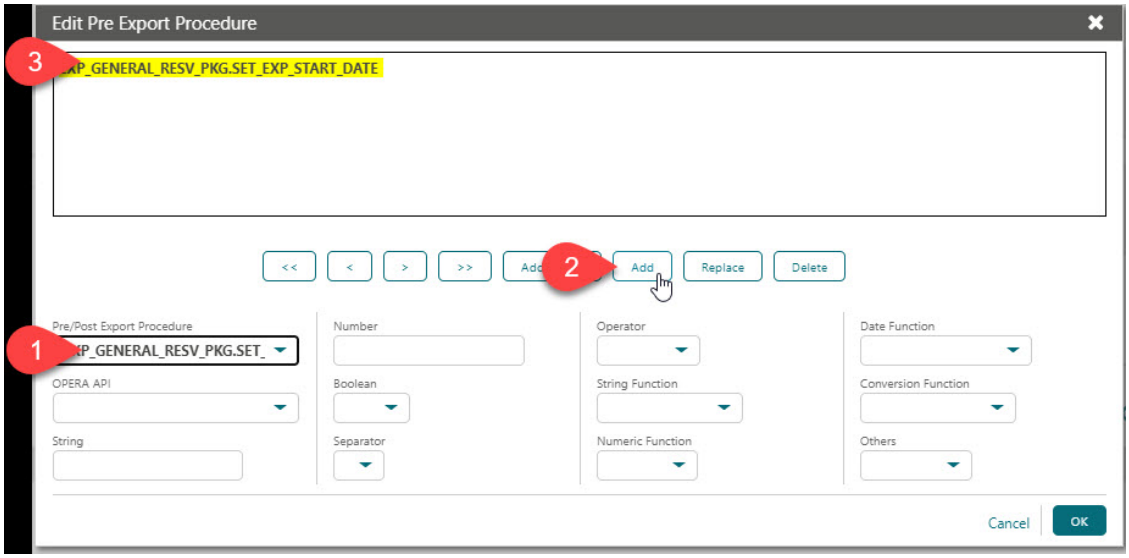
2. Select a procedure, API, operator, function or other element from the list.

   OR

3. Enter text into **String** field to add text to the expression.

   OR

4. Enter a numeric value to the **Number** field to add a number to the expression.
5. Click **[ADD]** to append the selection after the yellow highlighted entry.
6. Click **[REPLACE]** to replace the highlighted entry
7. Click **[DELETE]** to delete highlighted entry
8. Use **[<]** and **[>]** to move through the entries in the expression.
9. Repeat steps to construct the expression; inserting elements where required.
10. Click **OK** when complete.




# Membership Template Catalogue

Loyalty Membership data can be exported to provide stay and calculated point data to airlines partners. Alternatively, membership and point data can be exported from OPERA Cloud Reporting and Analytics.

The following membership export templates are available.

**Table 8-3 Membership Export Templates**

| File Type | Description |
|---|---|
| BA EXPORT | British Airways Export |
| CI EXPORT | China Airlines Export |
| CX EXPORT | Cathay Pacific Airlines Export |

**Table 8-3 (Cont.) Membership Export Templates**

| File Type | Description |
|---|---|
| FF EXPORT | Frequent Flyer Export |
| FF EXPORT PC | Frequent Flyer Export |
| GL1 EXPORT | Airline Guests Reservations Export |
| GV1 EXPORT | Gold Passport Reservations Export |
| MEM EXPORT | Membership Fulfillment Production Export |
| OCIS AMERICAN | OCIS American Airline Export |
| OCIS ALASKA | OCIS Alaska Airline Export |
| OCIS DL EXP | OCIS DL Export |
| PA EXPORT | Passages Export |
| QF EXPORT | Qantas Airways Export |
| SCC EXPORT | SCC Export |
| SR EXPORT | Swiss Air Export |
| UA EXPORT | United Airlines Export |
| VS EXPORT | Virgin Atlantic Airways Export |

# About Back Office Exports

Back Office exports are used to export financial totals and statistical data, for import as a journal entry to a general ledger and/or AR accounting solution.

- **Revenue (Sales)**: Trial balance totals.
- **Market Statistics**: Market code statistics - room nights and revenue.
- **Daily Statistics** : Managers report statistics. For more information, see Managing Definable Managers Report
- **City Ledger**: Reservation accounts (guest ledger) settled to A/R Accounts Receivable payment method.

### Back Office Export Workflow

The Back Office export workflow consists of the following steps:

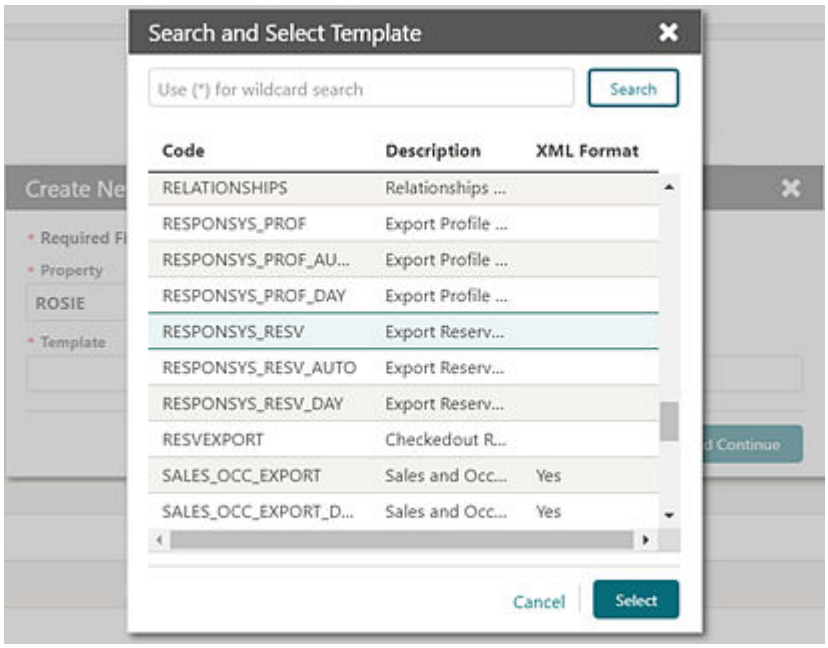
1. During installation
   a. Assign chart of account numbers to every OPERA Cloud transaction code, market code and daily statistic. For more information, see Export Mapping
   b. Configure the back office export files. For more information, see Managing Exports.
2. During End of Day,
   a. OPERA Cloud calculates the trial balance, market and managers report statistics.
   b. Export files are generated.
3. You then import the export files as a journal entry to your general ledger accounting solution.

# Responsys Profile Exports

The Responsys Profile Export templates export profile and membership details, along with revenue and stay details for use in the Oracle Responsys solution.

There are three export templates available:

- **RESPONSYS_PROF_DAY**. You can run this export manually for a Day or Date Range.
- **RESPONSYS_PROF**. You can configure this export to run during End of Day.
- **RESPONSYS_PROF_AUTO**. You can schedule this export from Export Schedules.




### Generating the Responsys_Prof_Day Export

You can run the Responsys_Prof_Day Export manually for a day or date range. When the export is generated manually, you must select dates such as Date, Month, and Year (MM/DD/YYYY) for which the export need to be generated. The date range is defaulted to the business date. For example, if you export the file on May 15, the default date range will be To Date – 14 May and For Date – 15 May; and records for May 14 through May 15 will be generated provided the current business date is later than May 15.

You can generate exports for one or multiple profile types with combinations of multi select profile privacy option.

### Generating the Responsys_Prof Export

You can schedule the Responsys_Prof export to run during End of Day. The export frequency is set to Daily by default. When the Night Audit Export check box is enabled for the export, the export will run during End of Day (EOD). Once this export is added to the property, the EOD automatically considers the export based on the export frequency defined. The check box is enabled by default, and you can deselect the check box if you decide against running the export during EOD.

### Generating the Responsys_Prof_Auto Export

You can schedule the Responsys_Prof_Auto export from the OPERA Cloud Scheduler: Administration->Enterprise->Opera Scheduler->New-> Select the export 'Responsys_Prof_Auto'->Select-> Specify the scheduler frequency > click OK to schedule the export.

You can also schedule the export via Export Scheules: OPERA Cloud-> Export- > Schedules->New-> select the export Responsys_Prof_Auto-> click Run-> specify the scheduler frequency-> click OK.

### Export Output

The export is generated in the .cvs format by default. You can change the format to .txt from Miscellaneous-> Exports-> General-> select the export file type-> Edit-> update the file extension formula.

The Responsys Profile export output file contains following Fields:

- **Export File Name Format**: ' pms_p.resort '|| '_' ||RESPONSYS|| '_' ||PROFILE|| '_' || EXPORT|| '_' ||to_char(pms_p.business_date,'YYYYMMDDHHMI')
- **Example**: TOKYO_RESPONSYS_PROFILE_EXPORT_202002141635

**Table 8-4 Export Fields**

| Column | Type and Length | Description |
|---|---|---|
| FIRST_NAME | Text (100) | The first name of the profiles. |
| MIDDLE_NAME | Text (100) | The middle name of the profiles. |
| LAST_NAME | Text (100) | The last name of the individual profile and the search name of the other types of profiles (Group, Travel Agent, and Source) are stored in this column. |
| TITLE | Text (25) | The title of the profiles. |
| SALUTATION | Text (100) | Salutation greetings. |
| BIRTHDATE | Timestamp | Date of Birth of the Profiles. |
| VIP_STATUS | Text (100) | VIP Status of the profiles. |
| GENDER | Text (25) | Indicates gender of profile; either (M)ale or F(emale). |
| LANGUAGE | Text (25) | Primary language used for the profile. |
| NATIONALITY | Text (100) | Nationality of the individual. |
| PHONE NUMBER | Text (225) | The phone number for this record. |
| PHONE_COUNTRY CODE | Text (25) | Numeric phone dialing prefix code for the country. |
| EMAIL ADDRESS | Text (500) | Number Rooms in the reservation. |
| ADDRESS LINE 1 | Text (225) | The first line of street address. |

**Table 8-4 (Cont.) Export Fields**

| Column | Type and Length | Description |
|---|---|---|
| ADDRESS LINE 2 | Text (225) | The second line of street address. |
| CITY | Text (50) | The city for this address. |
| COUNTY | Text (50) | The state of this address. |
| POSTAL CODE | Text (25) | The postal code of this address. |
| COUNTRY | Text (25) | The country of this address. |
| EMAIL_OPT_OUT | CHARACTER | Indicates if profile should be contacted through email. |
| SMS_OPT_OUT | CHARACTER | Indicates if profile should be contacted through SMS. |
| Total_Value_of_Customer | Number | Total Value of the Guest. |
| Total_Room_Revenue | Number | Total revenue generated by the guest. |
| Total_Food_Beverage_Revenue | Number | Total Food and beverage revenue generated. |
| Total_Other_Revenue | Number | Total other revenue. |
| Total_Number_of_Stays | Number | Total Number of stay. |
| Total_Number_of_Nights | Number | Total Number of nights. |
| Last_Stay_Date | Timestamp | Last Stay date. |
| Last_Stay_Property_Name | Text (25) | Last Stay Property Name. |
| Next_Stay_Check_In_Date | Timestamp | Last Stay Check In date. |
| Next_Stay_Check_Out_Date | Timestamp | Last Stay Check Out date. |
| Next_Stay_Property_Name | Text (100) | Next Stay Property. |
| Partner_Name | Text (100) | Membership Type Name. |
| Member_Status | CHARACTER | Membership Status. |
| Member_Number | Text (100) | Membership Card Number. |
| Tier | Text (100) | Level of this Membership Type. |
| Points_Remaining | NUMBER | Total Points Remaining for the Profile. |
| Lifetime_Points | NUMBER | Total Points Accrued for the Profile. |

# Responsys Property Exports

The General export, RESPONSYS_PROP_DAY, exports property details to the Oracle Responsys System. The Oracle Responsys System requires the Responsys Property Export on a monthly basis per Responsys services.

The export captures property details such as Code, Brand, Type, Address, No. of Guest Rooms, No. of Meeting Rooms, Attraction, Airport, Transportation, Alternate, Cities Nearby, and Region for all properties within the chain. You can generate the export for a date or date range.

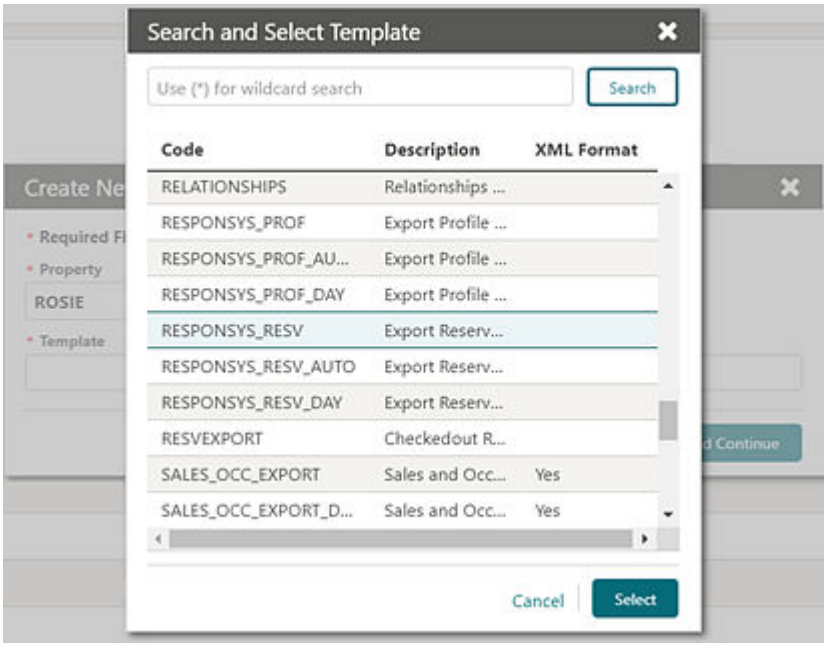
The OPERA Cloud add on OPP_EXP subscription must be activated for General Exports functionality. The Export is available from the OPERA Cloud menu by selecting Miscellaneous, then Export, then General, and then RESPONSYS_PROP_DAY.

The export contains information on Properties, such as their Brand, Level, Address, Amenities, Attractions, Alternates, Transportation, Features, and so on.

The export contains information on Properties, such as their Brand, Level, Address, Amenities, Attractions, Alternates, Transportation, Features, and so on. There are three export file types available in the list of templates within the General Exports. You can select the applicable export(s) from the Template list (Miscellaneous > Exports > General > New) and add to them your property.

There are three export file types available in the list of templates within the General Exports. You can select the applicable export(s) from the Template list (Miscellaneous > Exports > General > New) and add to them your property.

- **RESPONSYS_PROP_DAY**. You can run this export manually for a Day or Date Range.
- **RESPONSYS_PROP**. You can configure this export to run during End of Day.
- **RESPONSYS_PROP_AUTO**. You can schedule this export from Export Schedules.

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### Generating the Responsys_Prop_Day Export

You can generate the Responsys_Prop_Day export manually. When doing so, you must select date ranges such as Date, Month, and Year that the report is to cover. The date range is defaulted to the current month (a business date-30 days). For example, if you export the file on May 15, the default date range would be To Date – 15 April and For Date – 15 May. Records for April 15th through May 15th will be generated provided the current business date is later than May 15.

### Generating the Responsys_Prop Export

You can schedule the Responsys_Prop export to run during End of Day (EOD). The export frequency is set to Monthly (30 days) by default. When the Night Audit Export check box is

selected for the export, the export runs during the End of Day. Once this export is added to the Property, the EOD automatically considers the export based on the export frequency defined. The check box is enabled by default, and you can deselect the check box if you decide against running the export during EOD.

### Generating the Responsys_Prop_Auto Export

You can schedule the Responsys_Prop_Auto export from the OPERA Cloud Export Scheduler.

1. From the OPERA Cloud menu, select **Miscellaneous**, select **Exports**, and then select **Scheduled Exports**.
2. Click **New**.
3. Select the **Responsys_Prop_Auto** export and click **Run**.
4. Specify the scheduler frequency and click **OK**.

### Export Output

The Responsys Property export output file contains the following fields:

- **Export File Name Format**. ' pms_p.resort '|| '_' ||RESPONSYS|| '_' ||PROPERTY|| '_' || EXPORT|| '_' ||to_char(pms_p.business_date,'YYYYMMDDHHMI'). The following is an example: TOKYO_RESPONSYS_PROPERTY_EXPORT_202002141635.
- **File Extension**. CSV.

**Table 8-5 Export Fields**

| Column | Type and Length | Description |
|---|---|---|
| Property Name | VARCHAR (20 BYTE) | The property that the record belongs to. |
| Property Brand | VARCHAR (20 BYTE) | Chain Code for the chain to which the property belongs. |
| Property Type | VARCHAR (20 BYTE) | Type of resort. |
| Street Address | VARCHAR2(2000 BYTE) | The street of the property. |
| City | VARCHAR2(24 BYTE) | The physical city in which this property resides. |
| State | VARCHAR2(3 BYTE) | The state in which this property is located. |
| Postal Code | VARCHAR2(20 BYTE) | The postal code of this property. |
| Country | VARCHAR2(3 BYTE) | The name of the country in which this property resides. |
| No. of Guest Rooms | NUMBER | Total number of rooms in this property. |
| No. of Meeting Rooms | NUMBER(4,0) | Total number of Meeting rooms. |
| Attractions | Text (225) | The phone number for this record. |
| Airports | VARCHAR2(100 BYTE) | The Airport Code for the airport near the property. |
| Transportation | VARCHAR2(40) | Code of the transportation. |

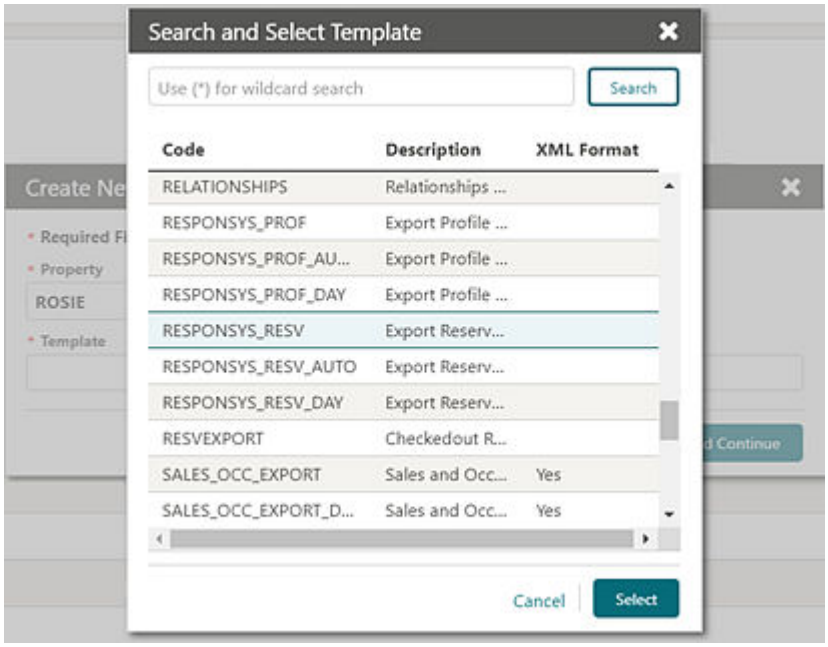
**Table 8-5 (Cont.) Export Fields**

| Column | Type and Length | Description |
|---|---|---|
| Alternatives | VARCHAR2(20) | Alternate property of the resort column. |
| Major_City_Nearby | VARCHAR2(20) | Marketing citycodes. |
| Region | VARCHAR2(20) | Region |

# Responsys Reservation Exports

The General export, Responsys_Resv_Day, exports reservations to the Oracle Responsys system. You can generate the export for an arrival date range and request it for a specific reservation status. Additional filter conditions are definable in the Miscellaneous menu. Select **Exports**, select **General**, select the **export file type**, select **Edit**, and then click **Filter Condition**. The OPERA Cloud add on OPP_EXP subscription must be activated for General Exports functionality.

There are three export file types available in the list of templates within the General exports. You can select the export(s) from the Template list and add them to your property. The Template list is available in the Miscellaneous menu. Select **Exports**, select **General**, and then select **New**.




### Generating the Responsys_Resv_Day Export

The Responsys_Resv_Day export can be generated manually. When generating it manually, you must select the Arrival Date Range and the Reservation Statuses to be considered in the export. The Date range defaults to the current month, and you can modify the date selection as required. By default, reservation statuses Arrivals, Checked In, InHouse, Departure, and Checked Out are available. You can select the following additional statuses: Waitlist, Canceled, and No Show if required.

### Generating the Responsys_Resv Export

You can schedule the Responsys_Resv export to generate during End Of Day (EOD). The frequency of the export is set to Daily by default. Once this export is added to the Property, the EOD automatically considers it based on the export frequency defined. If required, you can deactivate the scheduler job for the export from Miscellaneous > Exports> Schedules > and turning off the scheduler job for the export Responsys_Resv.

When the export is scheduled to run during EOD, it generates for the next 30 days of arrivals (from the current business date). Reservations with these statuses: Arrivals, Checked In, InHouse, Departure, and Checked Out are considered by the export.

### Generating the Responsys_Resv_Auto Export

You can schedule the Responsys_Resv_Auto export from Export Schedules (Miscellaneous > Exports> Schedules> Create Schedules).

When the export is scheduled to run from Scheduler, it generates for the next 30 days of arrivals from the current business date. Reservations with these statuses: Arrivals, Checked In, InHouse, Departure and Checked Out are considered by the export.

### Export Output

The export is generated in the .csv format by default. You can change the file format to .txt from Miscellaneous > Exports > General > Select the export file type > Edit> update the file extension formula.

The export data is ordered by reservation arrival date. Pseudo room reservations are not considered by this export.

Export file name format: propertycode_filetype_date.csv, for example: PROP1_RESPONSYS_RESV_EXPORT_202002241510.txt (Note: the DateTimestamp format for the file name is YYYYMMDDHHMI).

**Table 8-6 Export Fields**

| Column | Type and Length | Description |
|---|---|---|
| RESERVATION_ID | Number | OPERA Cloud Reservation Confirmation Number. |
| GUEST_LAST_NAME | Text (100) | Guest Last name. |
| GUEST_FIRST_NAME | Text (100) | Guest First Name. |
| GUEST_MIDDLE_NAME | Text (100) | Guest Middle Name. |
| TRAVEL_AGENT_NAME | Text (100) | Name of the Travel Agent Profile. This is blank if No Travel agent is associated to the reservation. |
| COMPANY_NAME | Text (100) | Name of the Company Profile. This is blank if No Company is associated to the reservation. |
| BOOKING_SOURCE | Text (100) | Source Code of the Reservation. |
| PROPERTY_NAME | Text (100) | Name of the Property. |
| ARRIVAL_DATE | Datestamp | Arrival date of the reservation in Properties Date format. |

**Table 8-6 (Cont.) Export Fields**

| Column | Type and Length | Description |
|---|---|---|
| DEPARTURE_DATE | Datestamp | Arrival date of the reservation in Properties Date format. |
| NUM_NIGHTS | Number | Number of Nights. |
| NUM_ADULTS | Number | Number of Adults in the reservation first stay night. |
| NUM_CHILDREN | Number | Number of Children in the reservation first Stay night. |
| NUM_ROOMS | Number | Number Rooms in the reservation. |
| ROOM_TYPE | Text (25) | Room Type in the Reservation. If the Reservation has multiple room type, this field should carry the Room Type applicable for the first Stay Night. |
| ROOM_TYPE_TO_CHARGE | Text (25) | Room Type to Charge (RTC) in the Reservation. If the Reservation has multiple RTC, this field should carry the RTC applicable for the first Stay Night. |
| ROOM_NUMBER | Text (25) | Room Number assigned to the Reservation. For multiple room reservations, display room numbers as comma separated. If different rooms are assigned to different nights, Room Number(s) assigned to the first stay night. |
| RATE | Number | Rate applicable for the first Stay night of the reservation. |
| BLOCK_CODE | Text (25) | Block Code assigned to the Reservation First Stay Night. |
| RESERVATION_TYPE | Text (25) | Reservation Type of the Reservation. |
| PAYMENT_TYPE | Text (25) | Reservation Payment method applicable for the Payment Window1 /Folio1. |
| NAME_ON_CARD | Text (500) | Name on the Card. Comma separate Last Name and First Name. |
| DISCOUNT_AMOUNT | Number | Discount amount applied to the reservation- This field will pass null value, if no discount applied. |
| DISCOUNT_PERCENTAGE | Number | Discount Percentage applied to the reservation- This field will pass null value, if no discount applied. |

**Table 8-6 (Cont.) Export Fields**

| Column | Type and Length | Description |
|---|---|---|
| DISCOUNT_REASON | Text (25) | Discount reason specified while applying the discount. This field will pass a null value if no discount is applied. |
| SPECIAL_REQUESTS | Text (500) | Special Request Codes attached to the reservation. Any preferences from the SPECIALS preference group added to the reservation will appear in this column. If multiple special requests are attached, those will be displayed as comma separated. |
| PROMOTION | Text (25) | Promotion Codes attached to the reservation. If multiple Promotion Codes are attached, those will be displayed as comma separated. |
| ROOM_PREFERENCES | Text (500) | Reservation preference Codes from the preference group ROOM FEATURES, SMOKING and FLOOR, If there are multiple records, display as comma separated. |
| OTHER_PREFERENCES | Text (500) | Reservation Preference Codes from all other preference groups (VIDEO OPTIONS, TV OPTIONS, MINIBAR OPTIONS, PHONE OPTIONS, INTERESTS, KEY OPTIONS, EVENTS, ATTENDEES + ANY ADDITIONAL PREFERENCE GROUPS ADDED BY THE PROPERTY). If there are multiple records, display as comma separated. |
| SHARED_ROOM | Character ( Y / N) | Y/N Y- if the Reservation is sharing a room with another reservation. N - if the reservation doesn't share the room. |
| RATE_CODE | Text (25) | Rate Code attached to the reservation. If the Reservation has multiple Rate Codes, this field should carry the Room Type applicable for the first Stay Night. For a Block Reservation, where the Block doesn't have a Rate Code attached, the Rate Code will be passed as null. |
| PARENT_BLOCK | Text (25) | Leave this as blank always. |

**Table 8-6 (Cont.) Export Fields**

| Column | Type and Length | Description |
|---|---|---|
| RESERVATION_STATUS | Text (25) | Status of the reservation while generating the export. |

# Responsys Transaction Exports

The General export, Responsys_TRX_Day, exports reservation sales charge transactions to the Oracle Responsys system. This export can be generated for a transaction date range. Additional filter conditions can be defined in Miscellaneous > File Exports > General > Select the export file type > Edit > Filter Condition. The OPERA Cloud add on OPP_EXP subscription must be activated for General Exports functionality.

The Responsys_TRX_Day export considers transactions where the Transaction Code is indicated revenue_yn=Y.

There are three export file types available in the list of templates within the General exports. To add templates to your property, select the applicable export(s) from the template list. Go to Miscellaneous > File Exports > General > New and select/add the files types to the property.

- **RESPONSYS_TRX_DAY**. You can use this template file type to generate the transaction export manually.
- **RESPONSYS_TRX**. When this template file type is added to the property, the transaction export is automatically scheduled to run during End of Day (EOD). You can review the scheduler job from Miscellaneous > File Exports > Schedules.
- **RESPONSYS_TRX_AUTO**. You can use this template file type to schedule the transaction export from Miscellaneous > File Exports > Schedules.

When the transaction export is generated during End Of Day or from a scheduler job, the export is generated for the previous business date.

Transactions of pseudo room type reservations are not included in this export. The Transaction export is generated in comma separated file format by default; you can change the format to .txt from Miscellaneous > File Exports > General > Select the export file type > Edit > update the file extension formula. The export is delivered to an SFTP server or file system location.

### Generating the Responsys_TRX_Day Export

For generating the Responsys_TRX_Day export manually, the export parameter screen should be provided with options to select a past date range. The date range you select is the transaction date range. The From Date field and To Date field should default to the previous business date (OPERA Cloud business date - 1). You can select a different date range (earlier than today's business date). The From Date and To Date selection is mandatory to generate export. The export should not be executed until a valid date range is specified.

**Table 8-7 Export Fields**

| Column | Type and Length | Description |
|---|---|---|
| TRANSACTION_DATE | Text (100) | Transaction Date in OPERA Cloud. |

**Table 8-7 (Cont.) Export Fields**

| Column | Type and Length | Description |
|---|---|---|
| TRANSACTION_ID | Text (100) | OPERA Cloud Transaction Numbers. |
| RESERVATION_ID | Text (100) | OPERA Cloud Reservation Confirmation Numbers. |
| REVENUE_TYPES | Text (100) | Transaction Group mapped to the Transaction Code of the above Transaction Number. |
| REVENUE_AMOUNTS | NUMBER | Net Revenue Amounts. |
| CURRENCY | Text (100) | Currency Code used in Reservation. |

# Generic XML Back Office Export

OPERA Cloud provides a number of pre-defined back office exports as part of SID data. However, due to the nature of changing business requirements, these pre-defined exports are only utilized to create customized view and back office configuration.

To centrally manage accounts/payables etc., this export is used in passing the data to the ERP systems allowing the user a greater flexibility in managing and maintaining their financials.

### Creating an Export

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Exports** then select **General**.
2. Select **New From Template** and enter the following detail:
   a. **Property**: Enter or confirm the property.
   b. **Template**: Search for the template from the search glass and click **Select**.
   c. **Export Name**: Highlight an export to proceed.
   d. **Description**: The description is entered by default.
3. Click **Create & Continue**.
4. Click **Save** after creating an export
5. Repeat for all 10 exports, following the same steps as mentioned above and configure.

> **Important:**
>
> No configuration change is advised in the templates except for Delivery Configuration. The templates are predefined and it is advisable not to modify them.

## Generic XML Back Office Export-Specifications

The following table explains information sent in different files:

**Table 8-8 Standard Views and Description**

| File | Description |
|---|---|
| REVENUE | Revenue and Payments for the day |
| CITY LEDGER | All City Ledger / Accounts Receivable transactions of the day |
| BILLS | All bills/folios generated on the day (including voided) |
| CUSTOMERS | Profile data for profiles that appear in the BILLS file |
| STATISTICS | Includes Room Nights, Persons, Noshows and Cancellations of the day by Room Class, Room Type and Market Code |

All files have the same two attributes under the root element:

- **<date>**: Single date the export is executing.
- **<hotel_code>**: Identifier for the property. You can set up a custom code in Administration/ Enterprise/Chain and Property Management/Properties/Property Configuration/Property Controls/Hotel Code; otherwise it will use the OPERA Cloud property code.

### Formatting Conventions

All date fields use the format YYYY-MM-DD.

All monetary fields have two decimals with dot (“.”) as the separator, no thousand separator is used. Negative numbers have an explicit minus sign (“-“).

Element and attribute tags follow the lowercase and hyphen standard. Secondary information is set as Attribute, main information as Element.

### Data Exchange

The information flows from OPERA Cloud to the ERP/Back Office system only. No data is being sent to OPERA Cloud. Exports are usually configured to automatically generate during the end of day routine for the day being closed, but you can manually re-generate for past days.

## Revenue Export

The Revenue File contains one record per transaction code with the total of the transaction code for the day, as well as a transaction level detail of each posting generated for that transaction code, this is in case the property wants to have Market Code and/or Room Class information as a breakdown of the revenue instead of just one single total per transaction.

You may choose to work on a transaction summary basis (columns stating with “TOTAL_” or if you wish to obtain Market Code and/or Room Class breakdown, you can use the transaction level amounts (columns starting with “TRX_”).

The sum of the TOTAL_AMOUNT and TRX_AMOUNT columns matches the “Transaction Total Today” line of the Trial Balance. All LEDGER (GUEST, AR, DEPOSIT, PACKAGE) columns match the corresponding Ledger of the Trial Balance (Today Balance – Yesterday Balance)

**Table 8-9 Revenue Export**

| Element Name | Element Type | Description | Notes |
|---|---|---|---|
| revenue | Complex Element | Root element | NA |
| hotel_code | Attribute | Identifies the property exporting data | Only one property is exported per file |
| date | Attribute | Identifies the date of the export | Only one day is exported per file |
| transaction_total | Complex Element | Repeats for each distinct transaction code | NA |
| transaction_type | Attribute | Identifies the type of transaction: revenue, non revenue, payment, paid out, package (wrapper transactions that used to post to guest account but don't affect the revenue/non revenue figures) | NA |
| transaction_code | Element | OPERA Cloud codes that identifies the transaction | E.G.: 1000 |
| description | Element | OPERA Cloud description of the transaction | E.G.: Room revenue |
| total_amount | Element | Sum of the transaction for the date exported | Same amount that you see in trial balance for that transaction |
| total_guest_ledger | Element | Sum of the transaction for the date exported affecting the guest ledger | NA |
| total_package_ledger | Element | Sum of the transaction for the date exported affecting the package ledger (ultimately part of the guest ledger) | NA |
| total_ar_ledger | Element | Sum of the transaction for the date exported affecting the accounts receivable ledger | NA |

**Table 8-9 (Cont.) Revenue Export**

| Element Name | Element Type | Description | Notes |
|---|---|---|---|
| total_deposit_ledger | Element | Sum of the transaction for the date exported affecting the deposit ledger | NA |
| transaction_details | Complex Element | List of transactions that make up the sum | NA |
| transaction | Complex Element | | NA |
| market_code | Element | Market code associated with the transaction | NA |
| room_class | Element | Room class (a grouping of type of room) associated with the transaction | Dependent on having the room class function active in OPERA Cloud |
| trx_amount | Element | Amount of the transaction | For revenue transactions this is net amount (without tax) |
| trx_guest_ledger | Element | Amount of the transaction affecting the guest ledger | Transactions posted to a guest folio |
| trx_package_ledger | Element | Amount of the transaction affecting the package ledger | Wrapper transaction posted to a guest folio, offsetted by internal revenue/non revenue transactions that make the package rate |
| trx_ar_ledger | Element | Amount of the transaction affecting the accounts receivable ledger | Direct bill/city ledger transaction used to settle guest folios or any movement in the ar ledger (eg: payments received). Also credit card transactions if configured with an ar account |
| trx_deposit_ledger | Element | Amount of the transaction affecting the deposit ledger | Payments taken on reservations prior to check in. Also deposit transfer at checkin lowers the ledger upon guest check in |

The following is generated export for Generic XML Back Office - Revenue

```
<?xml version="1.0" encoding="UTF-8"?>
<revenue hotel_code="DEMOHOTEL" date="2017-02-23">
  <transaction_total transaction_type="REVENUE">
    <transaction_code>1000</transaction_code>
    <description>Room Revenue</description>
    <total_amount>1913.738317757012</total_amount>
    <total_guest_ledger>1870</total_guest_ledger>
```

```
<total_package_ledger>170</total_package_ledger>
<total_ar_ledger>0</total_ar_ledger>
<total_deposit_ledger>0</total_deposit_ledger>
<transaction_details>
  <transaction>
    <market_code>CRP</market_code>
    <room_class>ALL</room_class>
    <trx_amount>168.22</trx_amount>
    <trx_guest_ledger>180.00</trx_guest_ledger>
  </transaction>
  <transaction>
    <market_code>CRP</market_code>
    <room_class>ALL</room_class>
    <trx_amount>110.00</trx_amount>
    <trx_guest_ledger>110.00</trx_guest_ledger>
  </transaction>
  <transaction>
    <market_code>CRP</market_code>
    <room_class>ALL</room_class>
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    <trx_guest_ledger>100.00</trx_guest_ledger>
  </transaction>
  <transaction>
    <market_code>CRP</market_code>
    <room_class>ALL</room_class>
    <trx_amount>168.22</trx_amount>
    <trx_guest_ledger>180.00</trx_guest_ledger>
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  <transaction>
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    <trx_guest_ledger>100.00</trx_guest_ledger>
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  <transaction>
    <market_code>CRP</market_code>
    <room_class>ALL</room_class>
    <trx_amount>205.61</trx_amount>
    <trx_guest_ledger>220.00</trx_guest_ledger>
  </transaction>
  <transaction>
    <market_code>BUS</market_code>
    <room_class>ALL</room_class>
    <trx_amount>158.88</trx_amount>
    <trx_package_ledger>170.00</trx_package_ledger>
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  <transaction>
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  </transaction>
  <transaction>
    <market_code>BUS</market_code>
    <room_class>ALL</room_class>
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```

```
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      <transaction>
        <market_code>WIN</market_code>
        <room_class>ALL</room_class>
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      <transaction>
        <market_code>IND</market_code>
        <room_class>ALL</room_class>
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      <transaction>
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        <room_class>ALL</room_class>
        <trx_amount>205.61</trx_amount>
        <trx_guest_ledger>220.00</trx_guest_ledger>
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    </transaction_details>
  </transaction_total>
  <transaction_total transaction_type="REVENUE">
    <transaction_code>2000</transaction_code>
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    <total_amount>934.579439252336</total_amount>
    <total_guest_ledger>1000</total_guest_ledger>
    <total_package_ledger>0</total_package_ledger>
    <total_ar_ledger>0</total_ar_ledger>
    <total_deposit_ledger>0</total_deposit_ledger>
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        <trx_amount>186.92</trx_amount>
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```

```
      <market_code>CRP</market_code>
      <room_class>ALL</room_class>
      <trx_amount>93.46</trx_amount>
      <trx_guest_ledger>100.00</trx_guest_ledger>
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  </transaction_details>
</transaction_total>
<transaction_total transaction_type="REVENUE">
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  <total_guest_ledger>1400</total_guest_ledger>
  <total_package_ledger>0</total_package_ledger>
  <total_ar_ledger>0</total_ar_ledger>
  <total_deposit_ledger>0</total_deposit_ledger>
  <transaction_details>
    <transaction>
      <market_code>CRP</market_code>
      <room_class>ALL</room_class>
      <trx_amount>300.00</trx_amount>
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    <transaction>
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    <transaction>
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  <total_package_ledger>0</total_package_ledger>
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  <total_deposit_ledger>0</total_deposit_ledger>
```

```
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      <transaction>
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        <room_class>ALL</room_class>
        <trx_amount>200.00</trx_amount>
        <trx_guest_ledger>200.00</trx_guest_ledger>
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    </transaction_details>
  </transaction_total>
  <transaction_total transaction_type="REVENUE">
    <transaction_code>2050</transaction_code>
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    <total_guest_ledger>0</total_guest_ledger>
    <total_package_ledger>10</total_package_ledger>
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    <total_deposit_ledger>0</total_deposit_ledger>
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    <total_guest_ledger>700</total_guest_ledger>
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    <total_ar_ledger>0</total_ar_ledger>
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```

```
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  <total_package_ledger>0</total_package_ledger>
  <total_ar_ledger>0</total_ar_ledger>
  <total_deposit_ledger>0</total_deposit_ledger>
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      <room_class>ALL</room_class>
      <trx_amount>100.00</trx_amount>
      <trx_guest_ledger>100.00</trx_guest_ledger>
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  </transaction_details>
</transaction_total>
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  <transaction_code>2110</transaction_code>
  <description>Lobby Bar Lunch Food</description>
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  <total_guest_ledger>150</total_guest_ledger>
  <total_package_ledger>0</total_package_ledger>
  <total_ar_ledger>0</total_ar_ledger>
  <total_deposit_ledger>0</total_deposit_ledger>
  <transaction_details>
    <transaction>
      <market_code>CRP</market_code>
      <room_class>ALL</room_class>
      <trx_amount>150.00</trx_amount>
      <trx_guest_ledger>150.00</trx_guest_ledger>
    </transaction>
  </transaction_details>
</transaction_total>
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  <transaction_code>2120</transaction_code>
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  <total_guest_ledger>250</total_guest_ledger>
  <total_package_ledger>0</total_package_ledger>
  <total_ar_ledger>0</total_ar_ledger>
  <total_deposit_ledger>0</total_deposit_ledger>
  <transaction_details>
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      <room_class>ALL</room_class>
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  </transaction_details>
</transaction_total>
<transaction_total transaction_type="REVENUE">
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  <total_amount>350</total_amount>
  <total_guest_ledger>350</total_guest_ledger>
  <total_package_ledger>0</total_package_ledger>
```

```
    <total_ar_ledger>0</total_ar_ledger>
    <total_deposit_ledger>0</total_deposit_ledger>
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    <total_guest_ledger>100</total_guest_ledger>
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    <total_ar_ledger>0</total_ar_ledger>
    <total_deposit_ledger>0</total_deposit_ledger>
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        <market_code>IND</market_code>
        <room_class>ALL</room_class>
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    <total_deposit_ledger>0</total_deposit_ledger>
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        <room_class>ALL</room_class>
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        <trx_guest_ledger>250.00</trx_guest_ledger>
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      <transaction>
```

```
      <market_code>WIN</market_code>
      <room_class>ALL</room_class>
      <trx_amount>200.00</trx_amount>
      <trx_guest_ledger>200.00</trx_guest_ledger>
    </transaction>
  </transaction_details>
</transaction_total>
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  <total_guest_ledger>150</total_guest_ledger>
  <total_package_ledger>0</total_package_ledger>
  <total_ar_ledger>0</total_ar_ledger>
  <total_deposit_ledger>0</total_deposit_ledger>
  <transaction_details>
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      <market_code>CRP</market_code>
      <room_class>ALL</room_class>
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  </transaction_details>
</transaction_total>
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  <transaction_code>3060</transaction_code>
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  <total_guest_ledger>250</total_guest_ledger>
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  <total_ar_ledger>0</total_ar_ledger>
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      <room_class>ALL</room_class>
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```

```
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  <total_deposit_ledger>0</total_deposit_ledger>
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    </transaction>
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</transaction_total>
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  <total_package_ledger>0</total_package_ledger>
  <total_ar_ledger>0</total_ar_ledger>
  <total_deposit_ledger>0</total_deposit_ledger>
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      <room_class>ALL</room_class>
      <trx_amount>25.00</trx_amount>
      <trx_guest_ledger>25.00</trx_guest_ledger>
    </transaction>
  </transaction_details>
</transaction_total>
<transaction_total transaction_type="REVENUE">
  <transaction_code>5020</transaction_code>
  <description>Internet Charges</description>
  <total_amount>80</total_amount>
  <total_guest_ledger>80</total_guest_ledger>
  <total_package_ledger>0</total_package_ledger>
  <total_ar_ledger>0</total_ar_ledger>
  <total_deposit_ledger>0</total_deposit_ledger>
  <transaction_details>
    <transaction>
      <market_code>WIN</market_code>
      <room_class>ALL</room_class>
      <trx_amount>20.00</trx_amount>
      <trx_guest_ledger>20.00</trx_guest_ledger>
```

```
    </transaction>
    <transaction>
      <market_code>CRP</market_code>
      <room_class>ALL</room_class>
      <trx_amount>40.00</trx_amount>
      <trx_guest_ledger>40.00</trx_guest_ledger>
    </transaction>
    <transaction>
      <market_code>GRP</market_code>
      <room_class>ALL</room_class>
      <trx_amount>20.00</trx_amount>
      <trx_guest_ledger>20.00</trx_guest_ledger>
    </transaction>
  </transaction_details>
</transaction_total>
<transaction_total transaction_type="NON REVENUE">
  <transaction_code>8000</transaction_code>
  <description>7% Tax (Tax 1)</description>
  <total_amount>199.382242990652</total_amount>
  <total_guest_ledger>7.7</total_guest_ledger>
  <total_package_ledger>0</total_package_ledger>
  <total_ar_ledger>0</total_ar_ledger>
  <total_deposit_ledger>0</total_deposit_ledger>
  <transaction_details>
    <transaction>
      <market_code>CRP</market_code>
      <room_class>ALL</room_class>
      <trx_amount>11.78</trx_amount>
    </transaction>
    <transaction>
      <market_code>BUS</market_code>
      <room_class>ALL</room_class>
      <trx_amount>19.63</trx_amount>
    </transaction>
    <transaction>
      <market_code>CRP</market_code>
      <room_class>ALL</room_class>
      <trx_amount>13.08</trx_amount>
    </transaction>
    <transaction>
      <market_code>CRP</market_code>
      <room_class>ALL</room_class>
      <trx_amount>13.08</trx_amount>
    </transaction>
    <transaction>
      <market_code>CRP</market_code>
      <room_class>ALL</room_class>
      <trx_amount>7.70</trx_amount>
      <trx_guest_ledger>7.70</trx_guest_ledger>
    </transaction>
    <transaction>
      <market_code>CRP</market_code>
      <room_class>ALL</room_class>
      <trx_amount>13.08</trx_amount>
    </transaction>
    <transaction>
```

```
      <market_code>CRP</market_code>
      <room_class>ALL</room_class>
      <trx_amount>6.54</trx_amount>
    </transaction>
    <transaction>
      <market_code>CRP</market_code>
      <room_class>ALL</room_class>
      <trx_amount>11.78</trx_amount>
    </transaction>
    <transaction>
      <market_code>CRP</market_code>
      <room_class>ALL</room_class>
      <trx_amount>6.54</trx_amount>
    </transaction>
    <transaction>
      <market_code>CRP</market_code>
      <room_class>ALL</room_class>
      <trx_amount>14.39</trx_amount>
    </transaction>
    <transaction>
      <market_code>BUS</market_code>
      <room_class>ALL</room_class>
      <trx_amount>11.12</trx_amount>
    </transaction>
    <transaction>
      <market_code>CRP</market_code>
      <room_class>ALL</room_class>
      <trx_amount>6.54</trx_amount>
    </transaction>
    <transaction>
      <market_code>BUS</market_code>
      <room_class>ALL</room_class>
      <trx_amount>14.39</trx_amount>
    </transaction>
    <transaction>
      <market_code>BUS</market_code>
      <room_class>ALL</room_class>
      <trx_amount>11.78</trx_amount>
    </transaction>
    <transaction>
      <market_code>WIN</market_code>
      <room_class>ALL</room_class>
      <trx_amount>11.78</trx_amount>
    </transaction>
    <transaction>
      <market_code>IND</market_code>
      <room_class>ALL</room_class>
      <trx_amount>11.78</trx_amount>
    </transaction>
    <transaction>
      <market_code>GRP</market_code>
      <room_class>ALL</room_class>
      <trx_amount>14.39</trx_amount>
    </transaction>
  </transaction_details>
</transaction_total>
```

```
<transaction_total transaction_type="PAYMENT">
  <transaction_code>9000</transaction_code>
  <description>Cash</description>
  <total_amount>-5662.7</total_amount>
  <total_guest_ledger>-5362.7</total_guest_ledger>
  <total_package_ledger>0</total_package_ledger>
  <total_ar_ledger>0</total_ar_ledger>
  <total_deposit_ledger>-300</total_deposit_ledger>
  <transaction_details>
    <transaction>
      <market_code>CRP</market_code>
      <room_class>ALL</room_class>
      <trx_amount>-180.00</trx_amount>
      <trx_guest_ledger>-180.00</trx_guest_ledger>
    </transaction>
    <transaction>
      <market_code>IND</market_code>
      <room_class>ALL</room_class>
      <trx_amount>-500.00</trx_amount>
      <trx_guest_ledger>-500.00</trx_guest_ledger>
    </transaction>
    <transaction>
      <market_code>GRP</market_code>
      <room_class>ALL</room_class>
      <trx_amount>-300.00</trx_amount>
      <trx_guest_ledger>-300.00</trx_guest_ledger>
    </transaction>
    <transaction>
      <market_code>CRP</market_code>
      <room_class>ALL</room_class>
      <trx_amount>-850.00</trx_amount>
      <trx_guest_ledger>-850.00</trx_guest_ledger>
    </transaction>
    <transaction>
      <market_code>CRP</market_code>
      <room_class>ALL</room_class>
      <trx_amount>-710.00</trx_amount>
      <trx_guest_ledger>-710.00</trx_guest_ledger>
    </transaction>
    <transaction>
      <market_code>CRP</market_code>
      <room_class>ALL</room_class>
      <trx_amount>-417.70</trx_amount>
      <trx_guest_ledger>-417.70</trx_guest_ledger>
    </transaction>
    <transaction>
      <market_code>CRP</market_code>
      <room_class>ALL</room_class>
      <trx_amount>-280.00</trx_amount>
      <trx_guest_ledger>-280.00</trx_guest_ledger>
    </transaction>
    <transaction>
      <market_code>BUS</market_code>
      <room_class>ALL</room_class>
      <trx_amount>-200.00</trx_amount>
      <trx_deposit_ledger>-200.00</trx_deposit_ledger>
```

```
    </transaction>
    <transaction>
      <market_code>BUS</market_code>
      <room_class>ALL</room_class>
      <trx_amount>-480.00</trx_amount>
      <trx_guest_ledger>-480.00</trx_guest_ledger>
    </transaction>
    <transaction>
      <market_code>BUS</market_code>
      <room_class>ALL</room_class>
      <trx_amount>-220.00</trx_amount>
      <trx_guest_ledger>-220.00</trx_guest_ledger>
    </transaction>
    <transaction>
      <market_code>WIN</market_code>
      <room_class>ALL</room_class>
      <trx_amount>-345.00</trx_amount>
      <trx_guest_ledger>-345.00</trx_guest_ledger>
    </transaction>
    <transaction>
      <market_code>CRP</market_code>
      <room_class>ALL</room_class>
      <trx_amount>-700.00</trx_amount>
      <trx_guest_ledger>-700.00</trx_guest_ledger>
    </transaction>
    <transaction>
      <market_code>CRP</market_code>
      <room_class>ALL</room_class>
      <trx_amount>-100.00</trx_amount>
      <trx_deposit_ledger>-100.00</trx_deposit_ledger>
    </transaction>
    <transaction>
      <market_code>BUS</market_code>
      <room_class>ALL</room_class>
      <trx_amount>-200.00</trx_amount>
      <trx_guest_ledger>-200.00</trx_guest_ledger>
    </transaction>
    <transaction>
      <market_code>BUS</market_code>
      <room_class>ALL</room_class>
      <trx_amount>-180.00</trx_amount>
      <trx_guest_ledger>-180.00</trx_guest_ledger>
    </transaction>
  </transaction_details>
</transaction_total>
<transaction_total transaction_type="PAYMENT">
  <transaction_code>9080</transaction_code>
  <description>Direct Bill</description>
  <total_amount>-1200</total_amount>
  <total_guest_ledger>-1200</total_guest_ledger>
  <total_package_ledger>0</total_package_ledger>
  <total_ar_ledger>1200</total_ar_ledger>
  <total_deposit_ledger>0</total_deposit_ledger>
  <transaction_details>
    <transaction>
      <market_code>CRP</market_code>
```

```
        <room_class>ALL</room_class>
        <trx_amount>-450.00</trx_amount>
        <trx_guest_ledger>-450.00</trx_guest_ledger>
        <trx_ar_ledger>450.00</trx_ar_ledger>
      </transaction>
      <transaction>
        <market_code>BUS</market_code>
        <room_class>ALL</room_class>
        <trx_amount>-750.00</trx_amount>
        <trx_guest_ledger>-750.00</trx_guest_ledger>
        <trx_ar_ledger>750.00</trx_ar_ledger>
      </transaction>
    </transaction_details>
  </transaction_total>
  <transaction_total transaction_type="INTERNAL">
    <transaction_code>9150</transaction_code>
    <description>Deposit Transfer</description>
    <total_amount>0</total_amount>
    <total_guest_ledger>-300</total_guest_ledger>
    <total_package_ledger>0</total_package_ledger>
    <total_ar_ledger>0</total_ar_ledger>
    <total_deposit_ledger>300</total_deposit_ledger>
  </transaction_total>
  <transaction_total transaction_type="PACKAGE">
    <transaction_code>9300</transaction_code>
    <description>Packages (Wrapper)</description>
    <total_amount>0</total_amount>
    <total_guest_ledger>180</total_guest_ledger>
    <total_package_ledger>-180</total_package_ledger>
    <total_ar_ledger>0</total_ar_ledger>
    <total_deposit_ledger>0</total_deposit_ledger>
  </transaction_total>
</revenue> <?xml version="1.0" encoding="UTF-8"?> <?xml version="1.0"
encoding="UTF-8"?>
<revenue hotel_code="DEMOHOTEL" date="2017-02-23">
  <transaction_total transaction_type="REVENUE">
    <transaction_code>1000</transaction_code>
    <description>Room Revenue</description>
    <total_amount>1913.738317757012</total_amount>
    <total_guest_ledger>1870</total_guest_ledger>
    <total_package_ledger>170</total_package_ledger>
    <total_ar_ledger>0</total_ar_ledger>
    <total_deposit_ledger>0</total_deposit_ledger>
    <transaction_details>
      <transaction>
        <market_code>CRP</market_code>
        <room_class>ALL</room_class>
        <trx_amount>168.22</trx_amount>
        <trx_guest_ledger>180.00</trx_guest_ledger>
      </transaction>
      <transaction>
        <market_code>CRP</market_code>
        <room_class>ALL</room_class>
        <trx_amount>110.00</trx_amount>
        <trx_guest_ledger>110.00</trx_guest_ledger>
      </transaction>
```

```
<transaction>
  <market_code>CRP</market_code>
  <room_class>ALL</room_class>
  <trx_amount>93.46</trx_amount>
  <trx_guest_ledger>100.00</trx_guest_ledger>
</transaction>
<transaction>
  <market_code>CRP</market_code>
  <room_class>ALL</room_class>
  <trx_amount>168.22</trx_amount>
  <trx_guest_ledger>180.00</trx_guest_ledger>
</transaction>
<transaction>
  <market_code>CRP</market_code>
  <room_class>ALL</room_class>
  <trx_amount>93.46</trx_amount>
  <trx_guest_ledger>100.00</trx_guest_ledger>
</transaction>
<transaction>
  <market_code>CRP</market_code>
  <room_class>ALL</room_class>
  <trx_amount>205.61</trx_amount>
  <trx_guest_ledger>220.00</trx_guest_ledger>
</transaction>
<transaction>
  <market_code>BUS</market_code>
  <room_class>ALL</room_class>
  <trx_amount>158.88</trx_amount>
  <trx_package_ledger>170.00</trx_package_ledger>
</transaction>
<transaction>
  <market_code>BUS</market_code>
  <room_class>ALL</room_class>
  <trx_amount>205.61</trx_amount>
  <trx_guest_ledger>220.00</trx_guest_ledger>
</transaction>
<transaction>
  <market_code>BUS</market_code>
  <room_class>ALL</room_class>
  <trx_amount>168.22</trx_amount>
  <trx_guest_ledger>180.00</trx_guest_ledger>
</transaction>
<transaction>
  <market_code>WIN</market_code>
  <room_class>ALL</room_class>
  <trx_amount>168.22</trx_amount>
  <trx_guest_ledger>180.00</trx_guest_ledger>
</transaction>
<transaction>
  <market_code>IND</market_code>
  <room_class>ALL</room_class>
  <trx_amount>168.22</trx_amount>
  <trx_guest_ledger>180.00</trx_guest_ledger>
</transaction>
<transaction>
  <market_code>GRP</market_code>
```

```
        <room_class>ALL</room_class>
        <trx_amount>205.61</trx_amount>
        <trx_guest_ledger>220.00</trx_guest_ledger>
      </transaction>
    </transaction_details>
</transaction_total>
      </revenue>
```

## City Ledger Export

The City Ledger File contains one record per invoice or payment generated on the day affecting Accounts Receivable. Includes Credit Card Transfers (credit card payments configured to be sent to AR).

Amounts can be grouped by ACCOUNT_NO. Bill number and Reservation information are included to ease charge recognition. The sum of the AMOUNT column will match the AR Ledger Report in OPERA Cloud(DEBIT – CREDIT columns).

**Table 8-10 City Ledger Export**

| Element Name | Element Type | Description | Notes |
|---|---|---|---|
| city_ledger | Complex Element | Root element | |
| hotel_code | Attribute | Identifies the property exporting data | Only one property is exported per file |
| date | Attribute | Identifies the date of the export | Only one day is exported per file |
| transaction_type | Attribute | Type of transaction code | |
| trx_code | Attribute | Transaction code against which this transaction is posted. | |
| bill_no | Element | Bill_no associated with reservation | |
| invoice_no | Element | Invoice number of the reservation . | |
| amount | Element | Amount of the bill | |
| customer_internal_id | Attribute | Internal id for the payee profile | |
| account_name | Element | City_ledger account name | |
| account_number | Element | City_ledger account number | |
| confirmation_no | Element | Confirmation number of the reservation . | |
| arrival_date | Element | Arrival date of the guest | |
| departure_date | Element | Departure date of the guest | |
| guest_name | Element | Name of the guest | |
| credit_card_last_4_digits | Element | Last four digit of the credit card | |

**Table 8-10 (Cont.) City Ledger Export**

| Element Name | Element Type | Description | Notes |
|---|---|---|---|
| transaction_type | Element | Type of transaction code | |
| trx_code | Element | Transaction code against which this transaction is posted. | |
| bill_no | Element | Bill_no associated with reservation | |
| invoice_no | Element | Invoice number of the reservation . | |
| amount | Element | Amount of the bill | |
| credit_card_last_4_digits | Element | Last four digit of the credit card | |
| account_info | Complex Element | Account Info | |
| customer_internal_id | Attribute | Internal id for the payee profile | |
| account_name | Element | City_ledger account name | |
| account_number | Element | City_ledger account number | |
| reservation_info | Complex Element | Reservation Info | |
| confirmation_no | Element | Confirmation number of the reservation . | |
| arrival_date | Element | Arrival date of the guest | |
| departure_date | Element | Departure date of the guest | |
| guest_name | Element | Name of the guest | |

Generated export for Generic XML Back Office - City Ledger

```
<?xml version="1.0" encoding="UTF-8"?> <?xml version <?xml version="1.0"
encoding="UTF-8"?>
<city_ledger hotel_code="DEMOHOTEL" date="2017-02-23">
  <transaction trx_code="9080" transaction_type="INVOICE">
    <bill_no>66</bill_no>
    <invoice_no>44</invoice_no>
    <amount>450.00</amount>
    <account_info customer_internal_id="947959">
      <account_name>Demo Company</account_name>
      <account_number>DEMO00001</account_number>
    </account_info>
    <reservation_info>
      <confirmation_no>1086003</confirmation_no>
      <arrival_date>2017-02-23</arrival_date>
      <departure_date>2017-02-23</departure_date>
      <guest_name>Name, Guest</guest_name>
    </reservation_info>
  </transaction>
```

```
  <transaction trx_code="9080" transaction_type="INVOICE">
    <bill_no>68</bill_no>
    <invoice_no>45</invoice_no>
    <amount>750.00</amount>
    <account_info customer_internal_id="947975">
      <account_name>Demo Hospitality</account_name>
      <account_number>DEMO0002</account_number>
    </account_info>
    <reservation_info>
      <confirmation_no>1086062</confirmation_no>
      <arrival_date>2017-02-23</arrival_date>
      <departure_date>2017-02-23</departure_date>
      <guest_name>Name, Guest</guest_name>
    </reservation_info>
  </transaction>
</city_ledger> ="1.0" encoding="UTF-8"?>
<city_ledger hotel_code="DEMOHOTEL" date="2017-02-23">
  <transaction trx_code="9080" transaction_type="INVOICE">
    <bill_no>66</bill_no>
    <invoice_no>44</invoice_no>
    <amount>450.00</amount>
    <account_info customer_internal_id="947959">
      <account_name>Demo Company</account_name>
      <account_number>DEMO00001</account_number>
    </account_info>
    <reservation_info>
      <confirmation_no>1086003</confirmation_no>
      <arrival_date>2017-02-23</arrival_date>
      <departure_date>2017-02-23</departure_date>
      <guest_name>Name, Guest</guest_name>
    </reservation_info>
  </transaction>
  <transaction trx_code="9080" transaction_type="INVOICE">
    <bill_no>68</bill_no>
    <invoice_no>45</invoice_no>
    <amount>750.00</amount>
    <account_info customer_internal_id="947975">
      <account_name>Demo Hospitality</account_name>
      <account_number>DEMO0002</account_number>
    </account_info>
    <reservation_info>
      <confirmation_no>1086062</confirmation_no>
      <arrival_date>2017-02-23</arrival_date>
      <departure_date>2017-02-23</departure_date>
      <guest_name>Name, Guest</guest_name>
    </reservation_info>
  </transaction>
</city_ledger>
```

## Bills Export

**Table 8-11 Bills Export**

| Element Name | Element Type | Description | Notes |
|---|---|---|---|
| bills | Complex Element | Root element | |
| hotel_code | Attribute | Identifies the property exporting data | Only one property is exported per file |
| date | Attribute | Identifies the date of the export | Only one day is exported per file |
| bill | Complex Element | Repeats for each distinct bill Record | |
| customer_internal_id | Attribute | Internal id for the payee profile | |
| bill_no | Element | Bill_no associated with reservation | |
| bill_type | Element | Type of the bill | |
| window | Element | The Window number of the bill | |
| status | Element | Status of the bill | |
| total_amount | Element | Total amount of the bill | |
| guest_internal_id | Element | Unique, internal ID for the payee profile | Can be used to link to the customers file to obtain additional info on the customer (internal_id tag) |
| queue_name | Element | Name of the printer queue | |
| reservation_info | Complex Element | Reservation Info | |
| confirmation_no | Element | Confirmation number of the reservation . | |
| arrival_date | Element | Arrival date of the guest | |
| departure_date | Element | Departure date of the guest | |
| guest_name | Element | Name of the guest | |
| trx_no | Attribute | Unique number to identify the transations | |
| trx_no_added_by | Attribute | Transaction number of the parent would be stored in case of Tax generations. | |
| bill_detail | Complex Element | Bill Detail | |
| transaction | Complex Element | Transaction | |
| arrangment_id | Element | Arrangement id. | |

**Table 8-11 (Cont.) Bills Export**

| Element Name | Element Type | Description | Notes |
|---|---|---|---|
| trx_package_no | Element | The Transaction number used to link the all the package elements for a particular day. | |
| trx_code | Element | Transaction code against which this transaction is posted. | |
| trx_date | Element | The date on which the transaction gets posted . | |
| net_amount | Element | Significant in case of Inclusive taxes. If the charge is inclusive of taxes, this column tells us what the contribution of each transaction is. | |
| debit_amount | Element | Debit amount of the reservation . | |
| credit_amount | Element | Credit amount of the reservation . | |
| fiscal_bill_no | Element | Fiscal Bill Number for countries where Fiscal Folio Printing is enabled. May be blank in others. Usually the number returned by the fiscal printer or government web service. | |
| invoice_no | Element | Invoice number of the reservation . | |
| foreign_currency | Element | Type of currency in which amount is paid | |
| foreign_amount | Element | Foreign Amount | |
| name_tax_type | Simple Element | Name tax type of the payee profile | |

The following is generated export for Generic XML Back Office - Bill

```
<?xml version="1.0" encoding="UTF-8"?> <?xml version="1.0" encoding="UTF-8"?>
<?xml version="1.0" encoding="UTF-8"?>
<bills hotel_code="DEMOHOTEL" date="2017-02-23">
  <bill customer_internal_id="947957">
    <bill_no>65</bill_no>
    <status>OK</status>
    <total_amount>180.00</total_amount>
    <guest_internal_id>947957</guest_internal_id>
    <reservation_info>
```

```
      <confirmation_no>1086003</confirmation_no>
      <arrival_date>2017-02-23</arrival_date>
      <departure_date>2017-02-23</departure_date>
      <guest_name>GuestName</guest_name>
    </reservation_info>
    <bill_detail>
      <transaction trx_no="903959">
        <trx_code>1000</trx_code>
        <trx_date>2017-02-23</trx_date>
        <net_amount>168.22</net_amount>
        <debit_amount>180.00</debit_amount>
      </transaction>
      <transaction trx_no="903960" trx_no_added_by="903959">
        <trx_code>8000</trx_code>
        <trx_date>2017-02-23</trx_date>
        <net_amount>11.78</net_amount>
      </transaction>
      <transaction trx_no="903961">
        <trx_code>9000</trx_code>
        < <?xml version="1.0" encoding="UTF-8"?>
<bills hotel_code="DEMOHOTEL" date="2017-02-23">
  <bill customer_internal_id="947957">
    <bill_no>65</bill_no>
    <status>OK</status>
    <total_amount>180.00</total_amount>
    <guest_internal_id>947957</guest_internal_id>
    <reservation_info>
      <confirmation_no>1086003</confirmation_no>
      <arrival_date>2017-02-23</arrival_date>
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    </transaction>
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```

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    </transaction>
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    <departure_date>2017-02-23</departure_date>
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      </transaction>
      <transaction trx_no="904033" trx_no_added_by="904032">
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    </reservation_info>
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    </transaction>
    <transaction trx_no="904041" trx_package_no="904037">
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    </transaction>
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    </transaction>
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      <trx_date>2017-02-23</trx_date>
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    </transaction>
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      <trx_code>9150</trx_code>
      <trx_date>2017-02-23</trx_date>
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```
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    </bill_detail>
  </bill>
</bills> trx_date>2017-02-23</trx_date>
        <credit_amount>180.00</credit_amount>
      </transaction>
    </bill_detail>
  </bill>
</bills>
```

## Statistics Export

The Statistics file contains the Occupied rooms, Persons, Noshow rooms and Cancelled Rooms for the day, broken down by Market Code, Room Class and Room Type.

The values can be match against most of the statistics reports such as res_statistics1.

**Table 8-12**

| Element Name | Element Type | Description | Notes |
|---|---|---|---|
| statistics | Complex Element | Root element | |
| hotel_code | Attribute | Identifies the property exporting data | Only one property is exported per file |
| date | Attribute | Identifies the date of the export | Only one day is exported per file |
| statistic_record | Complex Element | Repeats for each distinct statistics record | |
| market_code | Element | Market code associated with the transaction | |
| room_class | Element | Room class (a grouping of type of room) associated with the transaction | |
| room_type | Element | The room category to which the current record applies | |
| rooms | Element | Number of occupied rooms for the current record's key value. | |
| persons | Element | Number of guests ( adults + children ) for the current record's key value, excluding canceled/no-show reservations. | |
| noshow_rooms | Element | Total number of rooms for which the reserved guest did not show up on the arrival date for the current record's key value. | |

**Table 8-12 (Cont.)**

| Element Name | Element Type | Description | Notes |
|---|---|---|---|
| cancel_rooms | Element | Total number of rooms for which the reservation was canceled by the guest for the current record's key value. | |

Generated export for Generic XML Back Office- Statistics Export

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  <statistic_record>
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    <room_class>ALL</room_class>
    <room_type>STTD</room_type>
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    <persons>0</persons>
    <noshow_rooms>0</noshow_rooms>
    <cancel_rooms>1</cancel_rooms>
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    <room_class>ALL</room_class>
    <room_type>DLXK</room_type>
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    <persons>1</persons>
    <noshow_rooms>0</noshow_rooms>
    <cancel_rooms>0</cancel_rooms>
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    <room_class>ALL</room_class>
    <room_type>STDK</room_type>
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    <noshow_rooms>1</noshow_rooms>
    <cancel_rooms>0</cancel_rooms>
  </statistic_record>
</statistics> <?xml version="1.0" encoding="UTF-8"?> <?xml version="1.0"
encoding="UTF-8"?>
<statistics hotel_code="DEMOHOTEL" date="2017-02-23">
  <statistic_record>
```

```
    <market_code>CRP</market_code>
    <room_class>ALL</room_class>
    <room_type>STTD</room_type>
    <rooms>0</rooms>
    <persons>0</persons>
    <noshow_rooms>0</noshow_rooms>
    <cancel_rooms>1</cancel_rooms>
  </statistic_record>
  </statistics>
```

## Customer Export

The Customers file contains one record for each profile with a bill generated on that day.

Provides more detail on the customer profile. Note that Passport field will be masked unless delivery is done via secure method (SFTP).

**Table 8-13 Customer Export**

| Element Name | Element Type | Description | Notes |
|---|---|---|---|
| customers | Complex Element | Root element | |
| hotel_code | Attribute | Identifies the property exporting data | Only one property is exported per file |
| date | Attribute | Identifies the date of the export | Only one day is exported per file |
| customer | Complex Element | Repeats for each distinct customer | |
| internal_id | Attribute | Name_ID of the Profile | |
| customer_type | Element | Type of the Profile | |
| name | Element | Full name of the Profile | |
| legal_name | Element | Legal name of the Profile | |
| tax_id1 | Element | Tax id1 of this Profile. Usually issued by a government agency. | |
| tax_id2 | Element | Tax id2 of this Profile. Usually issued by a government agency. | |
| corporate_id | Element | The unique key of this name stores IATA#, Company # etc. | |
| passport_no | Element | Passport Number of the Profile | |
| nationality | Element | Nationality of the Profile | |
| address_info | Complex Element | Repeats for each distinct address | |
| address1 | Element | The first line of street address. | |
| city | Element | City of this address | |

**Table 8-13 (Cont.) Customer Export**

| Element Name | Element Type | Description | Notes |
|---|---|---|---|
| country | Element | Country of this address | |
| country_name | Element | Full Country name of this address | |
| zip_code | Element | The postal code of this address. | |
| address2 | Element | The second line of street address. | |
| address3 | Element | The third line of street address. | |
| address4 | Element | The fourth line of street address. | |
| state | Element | The state of this address. | |
| communication_info | Complex Element | Repeats for each distinct communication info | |
| email | Element | Email ID of the Profile | |
| phone | Element | Phone Number of the Profile | |

Generated export for Generic XML Back Office - Customer

```
<?xml version="1.0" encoding= <?xml version="1.0" encoding="UTF-8"?>
<customers hotel_code="DEMOHOTEL" date="2017-02-23">
  <customer internal_id="947957">
    <customer_type>INDIVIDUAL</customer_type>
    <name>Name, Guest</name>
    <nationality>XX</nationality>
    <address_info>
      <address1>Demo Address 1</address1>
      <address2>Demo Address 2</address2>
      <address3>Demo Address 3</address3>
      <address4>Demo Address 4</address4>
      <city>Demo City</city>
      <zip_code>000000</zip_code>
      <state>XX</state>
      <country>XX</country>
      <country_name>Demo Country Name</country_name>
    </address_info>
    <communication_info>
      <email>abc@xyz.com</email>
      <phone>0000000000</phone>
    </communication_info>
  </customer>
  <customer internal_id="947959">
    <customer_type>COMPANY</customer_type>
    <name>Demo Company Private Limited</name>
    <legal_name>ABC Knowledge Park</legal_name>
    <address_info>
```

```
    <address1>Demo Address 1</address1>
    <address2>Demo Address 2</address2>
    <address3>Demo Address 3</address3>
    <addrDemo City</city>
    <zip_code>000000</zip_code>
    <state>XX</state>
    <country>XX</country>
    <country_name>Demo Country Name</country_name>
  </address_info>
  <communication_info>
    <phone>0000000000</phone>
  </communication_info>
</customer>
<customer internal_id="947973">
  <customer_type>INDIVIDUAL</customer_type>
  <name>Name, Guest</name>
  <nationality>XX</nationality>
  <address_info>
    <address1>Demo Address 1</address1>
    <address2>Demo Address 2</address2>
    <address3>Demo Address 3</address3>
    <address4>Demo Address 4</address4>
    <city>Demo City</city>
    <zip_code>000000</zip_code>
    <state>XX</state>
    <country>XX</country>
    <country_name>Demo Country Name</country_name>
  </address_info>
  <communication_info>
    <email>xyz@abc.com</email>
    <phone>0000000000</phone>
  </communication_info>
</customer>
<customer internal_id="947975">
  <customer_type>COMPANY</customer_type>
  <name>Demo Hospitality</name>
  <legal_name>Demo Knowledge Park</legal_name>
  <address_info>
    <address1>Demo Address 1</address1>
    <address2>Demo Address 2</address2>
    <address3>Demo Address 3</address3>
    <address4>Demo Address 4</address4>
    <city>Demo City</city>
    <zip_code>000000</zip_code>
    <state>XX</state>
    <country>XX</country>
    <country_name>Demo Country Name</country_name>
  </address_info>
  <communication_info>
    <phone>0000000000</phone>
  </communication_info>
</customer>
<customer internal_id="947989">
  <customer_type>INDIVIDUAL</customer_type>
  <name>Name, Guest</name>
  <nationality>XX</nationality>
```

```
  <address_info>
    <address1>Demo Knowledge Park</address1>
    <address2>Demo Address 2</address2>
    <address3>Demo Address 3</address3>
    <address4>Demo Address 4</address4>
    <city>Demo City</city>
    <zip_code>000000</zip_code>
    <state>XX</state>
    <country>XX</country>
    <country_name>Demo Country Name</country_name>
  </address_info>
  <communication_info>
    <email>abc@abc.com</email>
    <phone>0000000000</phone>
  </communication_info>
</customer>
<customer internal_id="947991">
  <customer_type>INDIVIDUAL</customer_type>
  <name>Name, Guest</name>
  <nationality>XX</nationality>
  <address_info>
    <address1>Demo Address1</address1>
    <address2>Demo Address 2</address2>
    <address3>Demo Address 3</address3>
    <address4>Demo Address 4</address4>
    <city>Demo City</city>
    <zip_code>000000</zip_code>
    <state>XX</state>
    <country>XX</country>
    <country_name>Demo Country Name</country_name>
  </address_info>
  <communication_info>
    <email>xyz@xyz.com</email>
    <phone>0000000000</phone>
  </communication_info>
</customer>
<customer internal_id="947993">
  <customer_type>INDIVIDUAL</customer_type>
  <name>Name, Guest</name>
  <nationality>XX</nationality>
  <address_info>
    <address1>Demo Address1</address1>
    <address2>Demo Address 2</address2>
    <address3>Demo Address 3</address3>
    <address4>Demo Address 4</address4>
    <city>Demo City</city>
    <zip_code>000000</zip_code>
    <state>XX</state>
    <country>XX</country>
    <country_name>Demo Country Name</country_name>
  </address_info>
  <communication_info>
    <email>demo@demo.com</email>
    <phone>0000000000</phone>
  </communication_info>
</customer>
```

```
  <customer internal_id="947995">
    <customer_type>INDIVIDUAL</customer_type>
    <name>Name, Guest</name>
    <nationality>XX</nationality>
    <address_info>
      <address1>Demo Address1</address1>
      <address2>Demo Address 2</address2>
      <address3>Demo Address 3</address3>
      <address4>Demo Address 4</address4>
      <city>Demo City</city>
      <zip_code>000000</zip_code>
      <state>XX</state>
      <country>XX</country>
      <country_name>Demo Country Name</country_name>
    </address_info>
    <communication_info>
      <email>demo@demo.com</email>
      <phone>0000000000</phone>
    </communication_info>
  </customer>
  <customer internal_id="947997">
    <customer_type>INDIVIDUAL</customer_type>
    <name>Name, Guest</name>
    <nationality>XX</nationality>
    <address_info>
      <address1>Demo Address1</address1>
      <address2>Demo Address 2</address2>
      <address3>Demo Address 3</address3>
      <address4>Demo Address 4</address4>
      <city>Demo City</city>
      <zip_code>000000</zip_code>
      <state>XX</state>
      <country>XX</country>
      <country_name>Demo Country Name</country_name>
    </address_info>
    <communication_info>
      <email>demo@demo.com</email>
      <phone>0000000000</phone>
    </communication_info>
  </customer>
</customers> "UTF-8"?> <?xml version="1.0" encoding="UTF-8"?>
<customers hotel_code="DEMOHOTEL" date="2017-02-23">
  <customer internal_id="947957">
    <customer_type>INDIVIDUAL</customer_type>
    <name>Name, Guest</name>
    <nationality>XX</nationality>
    <address_info>
      <address1>Demo Address 1</address1>
      <address2>Demo Address 2</address2>
      <address3>Demo Address 3</address3>
      <address4>Demo Address 4</address4>
      <city>Demo City</city>
      <zip_code>000000</zip_code>
      <state>XX</state>
      <country>XX</country>
      <country_name>Demo Country Name</country_name>
```

```
    </address_info>
    <communication_info>
      <email>abc@xyz.com</email>
      <phone>0000000000</phone>
    </communication_info>
  </customer>
</customers>
```

# Creating a Component Export File

Component files can be created to export a subset of data from a larger data export. For example, you might create a membership export and choose to create a component export for only the membership preferences or membership points.

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Exports**, and then select **General**, **Back Office**, **Country**, or **Membership** depending on the export type for which you want to create a component file.
2. Locate the file type you previously created, click the vertical ellipsis button, and select **Create Component**.
3. Search by property for the file type you want to export and click **Continue**. Proceed to create the component file just as you would for other export data files.

# Managing Scheduled Exports

You can schedule exports to generate at a defined frequency and interval:

The following restrictions apply to scheduled exports:

- You cannot schedule more than five scheduled exports in the same hourly frequency.
- You cannot schedule the same export with the same frequency more than once.
- You cannot schedule more than 20 exports per day.
- You cannot schedule exports with parameter forms (requires user input).
- You cannot schedule a component export (child export) independently.

### Adding a Scheduled Export

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Exports**, and then select **Schedules**.
2. Click **New** and enter the following details:
    a. **Property**: Enter or confirm the property.
    b. **Export Group**: The export group from the list.
    c. **Export**: Select the export from the list.
    d. **Frequency**: Select the frequency for the schedule.
        i. **Once**: Generate the export one time.
            - **Start Date**: Enter or select a start date.
            - **Start Time**: Enter a start time HH;MM (24 hour clock).
        ii. **Hourly**: Generate the export at hourly intervals.

- **Interval**: Enter the number of hours between intervals.
- **Start Date**: Enter or select a start date.
- **Start Time**: Enter a start time HH;MM (24 hour clock).
- **End Date**: Enter or select an end date.
- **End Time**: Enter a end time HH;MM (24 hour clock).

iii. **Daily**: Generate the export daily.

- **Interval**: Enter the number of days between intervals.
- **Hour**: Enter the hour in the day to generate the report.
- **Start Date**:. Enter or select a start date.
- **Start Time**: Enter a start time HH;MM (24 hour clock).
- **End Date**: Enter or select an end date.
- **End Time**: Enter a end time HH;MM (24 hour clock).

iv. **Weekly**: Generate the export weekly.

- **Interval**: Enter the number of weeks between intervals
- **Days to Repeat**: Select the days of the week.
- **Start Date**: Enter or select a start date.
- **Start Time**: Enter a start time HH;MM (24 hour clock).
- **End Date**: Enter or select an end date.
- **End Time**: Enter a end time HH;MM (24 hour clock).

v. **Monthly**: Generate the export monthly.

- **Interval**: Enter the number of months between intervals.
- **Week to Repeat**: Select the week in the month.
- **Days to Repeat**: Select the days of the week.
- **Start Date**: Enter or select a start date.
- **Start Time**: Enter a start time HH;MM (24 hour clock).
- **End Date**: Enter or select an end date.
- **End Time**: Enter a end time HH;MM (24 hour clock).

vi. **End of Day**: Generate the export during End of Day.

- Repeat Interval
  - **Daily**: Generate Daily.
  - **Weekly**: Generate Weekly.
    - **Days to Repeat**: Select the days of the week.
  - **Monthly**: Generate monthly.
  - **Yearly**: Generate once per year.

3. Click **Save** .

### Disabling a Scheduled Export

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Exports**, and then select **Schedules**.
2. Enter search criteria and click **Search**.
3. Click **ON** to toggle to **OFF**.
4. Click **OK** to confirm. The status updates to **Disabled**.

### Activating a Scheduled Export

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Exports** then select **Schedules**.
2. Enter search criteria and click **Search**.
3. Click **OFF** to toggle to **ON**.
4. Click **OK** to confirm. The status updates to **Scheduled**.

### Editing a Scheduled Export

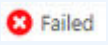
1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Exports** then select **Schedules**.
2. Enter search criteria and click **Search**.
3. Select the scheduled export in the result, click the **vertical ellipsis**, and select **Edit**.
4. Update details.
    a. **Inactive**: Click to make the scheduled export inactive.
5. Click **Save**.

### Deleting a Schedule Export

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Exports**, and then select **Schedules**.
2. Enter search criteria and click **Search**.
3. Select the scheduled export from your search results, click the **vertical ellipsis**, and select **Delete**.
4. Click **Delete** to confirm.

### Viewing and Managing Generated Export Files

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Exports**, and then select **Schedules**.
2. Enter search criteria and click **Search**.
3. Select the scheduled export from your search results, click the **vertical ellipsis**, and select **View Exports**.
4. Click **Refresh** to update the list of generated export files.

> **Note:**
>
> If an export file fails to generate, the **Status** column indicates  along with the error details.

5. Click **Back** to return to search.

# Export Mapping

Prerequisites for Export Mapping

Export Mapping provides a way to associate certain codes and values that are external to OPERA Cloud (such as general ledger codes or back office application codes that are typically determined by the property or the chain) to codes used in OPERA Cloud (such as transaction codes or market codes). When export mapping is configured for an OPERA Cloud code, the export can include the associated information needed for processing externally. For example, when generating an export that contains transaction codes and transaction totals you may require certain codes/values, such as a GL (general ledger) code, to be associated with the transaction code. In this case, each OPERA Cloud transaction code would require an export mapping associated with it.

Export Mapping configuration involves these steps:

- Setting up the export mapping types.
  - For each export mapping type, define the property/chain-specific export mapping codes that will be associated with an OPERA Cloud code. For more information, see Managing Export Mapping Types and Codes.
- Linking the export mapping codes with the OPERA Cloud code and assigning specific values to the export mapping codes. For more information, see Managing Export Mappings.

> **Note:**
>
> If mappings are configured and are to be included in any export, that export definition must be updated in order to refer to such mappings.

# Managing Export Mappings

Prerequisites for Export Mapping

Once the export mapping codes are defined, the final step in export mapping is to link the export mapping codes to the OPERA Cloud code and assign the appropriate value to each export mapping code for that association.

### Editing Export Mappings

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Exports**, and then select **Mapping Types/Codes**.
2. Enter search criteria and click **Search**.
3. From your search results, select a code, then click the vertical ellipsis **Actions** menu, and select **Edit**.

a. Expand each Mapping Type to update details. Mapping Codes and Descriptions appear.

b. **Export Value**: Enter a value for each Mapping Code listed.

4. Repeat for other Mapping Types listed.

5. Click **Save**.

## Managing Export Mapping Types and Codes

### Adding Export Mapping Types

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Exports**, and then select **Mapping Types/Codes**.

2. Click **New** and complete the following

   a. **Property**: Enter or select the property from the list

   b. **Mapped To**: Select the type of code in OPERA Cloud to which the export mapping type relates and for which a value will be defined using export mapping codes.

   c. **Type**: Enter a unique code for this export mapping type.

   d. **Description**: Enter a description for this export mapping type.

3. Click **Save** or click **Save and Continue** to add another.

### Adding Export Mapping Codes to Export Mapping Types

Once export mapping types have been configured, you can edit an export mapping type and configure the export mapping codes for that export mapping type.

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Exports**, and then select **Mapping Types/Codes**.

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

3. From the search result, select the mapping type then click the vertical ellipsis and select **Edit**.

   a. Expand the **Mapping Codes** section

   b. Click **New** and complete the following

      i. **Mapping Codes**: Enter the export mapping code to associate with an OPERA Cloud code

      ii. **Description**: Enter a description of the mapping code

      iii. **Column Type**: Select a data type from the list

      iv. **Sequence**: Enter a number to indicate the position of this export mapping code value when multiple export mapping codes are associated with the export mapping type. During the export OPERA Cloud uses a function that retrieves all mapping codes for the export mapping type with one command

      v. **Required**: Select this check box if a value must be specified for this export mapping code when it is associated with an OPERA Cloud code.

      vi. **Use LOV**: Select this check box to present a list of values for this export mapping code. You can then select from that LOV when specifying a value for this export mapping code when assigning it to an OPERA Cloud code. Otherwise, the assigned value can be entered directly.

i. **LOV Name**: Select value from the list to choose the LOV that will present the values for this export mapping code when linking export mapping codes to OPERA Cloud codes. For more information, see: Configuring UDF Groups.

vii. Click **Save**.

4. Click **Save**.

### Editing Export Mapping Types & Codes

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Exports**, and then select **Mapping Types/Codes**.
2. Enter search criteria and click **Search**.
3. From the search result, select the mapping type then click the vertical ellipsis and select **Edit**.
4. Update details.
5. Expand the **Mapping Codes** section.
6. Select the code, then click vertical ellipsis and select **Edit**.
   a. Update Mapping Code details.
   b. Click **Save**.
7. Click **Save**.

### Deleting Export Mapping Codes

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Exports**, and then select **Mapping Types/Codes**.
2. Enter search criteria and click **Search**.
3. From the search result, select the mapping type then click the vertical ellipsis and select **Edit**.
4. Expand the **Mapping Codes** section.
   a. Select the code, then click vertical ellipsis and select **Delete**.
   b. Click **Delete** to confirm.

### Deleting Export Mapping Types

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Exports**, and then select **Mapping Types/Codes**.
2. Enter search criteria and click **Search**.
3. From the search result, select the mapping type then click the vertical ellipsis and select **Delete**.
4. Click **Delete** to confirm
5.

### Copying Export Mapping Types/Codes to Other Properties

You can copy export mapping types/codes to other properties from a Hub location.

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Exports**, and then select **Mapping Types/Codes**.
2. Enter search criteria and click **Search**.

3. From the search result, select the mapping type then click the vertical ellipsis and select **Copy**.
   a. **Property**: Enter or select the source property from the list.
   b. **Mapping Types/Codes**: Select one or more codes from the list.
   c. **Target Property**: Enter or select one or more properties from the list.
   d. Click **Save**.
   e. Review the details, then click **Copy and Continue**.

# General Export Template Catalogue

| Template | Description | Notes | XML Output |
|---|---|---|---|
| BACKLOG_DAILY_DETAIL | Backlog Daily Detail | Backlog Export contains information about the year-to-date production for a property. Data will contain the current year and the two previous years. Room nights and nett revenue are output by status, but the last status is only reported on. These figures are then split by market segment and stay month. | |
| BOOK_STATUS_SNAPSHOT | Booking Status Snapshot Export | | |
| CHECKOUT_GST_DETAILS | Checked out Guest Information Export | | |
| CHECKOUT_TRX_DETAILS | Financial Transactions Export | | |
| COMPANY_AGENT_OWNERS | Company and Agent Owners Export | | |
| COMPLEXPT | Comp Rooms In house Export | | |
| COVEXPORT | Covers Export | | |
| COVERS_EXPORT | Daily Covers Export | | |
| CRISIS_EXPORT | Crisis Management Export | | |
| CRISIS_EXPORT_DAY | Crisis Management Export By Date | | |
| DAILYSTAT | Daily Statistics Export | | |

| Template | Description | Notes | XML Output |
|---|---|---|---|
| DB_STAY_DAY | DB Stay Export - Manual | The DB STAY export provides a breakout of the revenue buckets for all reservations checked out for a specified date. The export first provides a summary record for each reservation and then one row for each day of the stay/Billing screen window combination showing:<br>Totals of each revenue bucket (Room, F&B, Banquet, Other) as configured for your property.<br>Totals of membership-points-eligible revenue and membership-points-eligible nights for the stay as defined by the rules set up for the default membership type. Default Membership Type OPERA Control) | |
| DB_STAY_NIGHT | DB Stay Export - End of Day | | |
| DCO_EXPORT | Detailed Checkout Export | | |
| DCO_EXPORT_SCC | Detailed Checkout Export (IHG) | | |
| DCO_EXPORT_SCC_DAY | Detailed Checkout Export (IHG) By Date | | |
| DRS_EXPORT | DRS Extract - End of Day | | |
| DRS_EXPORT_DAY | DRS Extract By Date - Manual | | |
| EFOLIO_EXPORT | EFolio Export - End of Day | Available to be generated during End of Day. | |
| EFOLIO_EXPORT_DAY | EFolio Export By Date - Manual | Available to be manually generated on-demand. | |
| EDW EXPORT | EDW Export - End of Day | JD Edwards ? | |
| EDW_EXPORT_DAY | EDW Export By Date - Manual | | |
| EDW_ADVANCED_EXPORT | EDW Advanced Export | | |
| EXP_ALLOTMENT | Allotments View | | |

| Template | Description | Notes | XML Output |
|---|---|---|---|
| EXP_CHKOUT_FOLIO | Checkout Details Export - End of Day | | |
| EXP_CHKOUT_FOLIO_DAY | Checkout Details Export By Date - Manual | | |
| EXP_EFOLIO_DETAILS | Efolio Detail Export | | |
| EXP_MC_EFOLIO | MasterCard Efolio Export | | |
| EXP_OPERA_ECERT | Opera E-Certificate Export | | |
| EXP_ROOMSTATS | Room type Daily Statistics | | |
| EXP_TRANSACTIONS | All Financial Transactions View | | |
| FOLIOTAX_EXPORT | Folio-tax Export | | |
| GEN_REVENUE | General Revenue Export | | |
| GEN_REVENUE_DAY | General Revenue Export By Date | | |
| GEN_XMLBO_BILLS | Generic XML Back Office-Bills | | ✓ |
| GEN_XMLBO_BILLS_DAY | Generic XML Back Office-Bills By Date | | ✓ |
| GEN_XMLBO_CITYLD_DAY | Generic XML Back Office-City Ledger By Date | | ✓ |
| GEN_XMLBO_CITYLEDGER | Generic XML Back Office-City Ledger | | ✓ |
| GEN_XMLBO_CUSTOMER | Generic XML Back Office-Customer | | ✓ |
| GEN_XMLBO_CUST_DAY | Generic XML Back Office-Customer By Date | | ✓ |
| GEN_XMLBO_REVENUE | Generic XML Back Office-Revenue | | ✓ |
| GEN_XMLBO_REVENUE_DY | Generic XML Back Office-Revenue By Date | | ✓ |
| GEN_XMLBO_REV_DAY | Generic XML Back Office-Revenue By Date | | ✓ |
| GEN_XMLBO_STATISTICS | Generic XML Back Office-Statistics | | ✓ |
| GEN_XMLBO_STAT_DAY | Generic XML Back Office-Statistics By Date | | ✓ |
| GENERIC_ARRIVALS | General Arrivals Export | | |
| GENERIC_DEPARTURES | General Departures Export | | |

| Template | Description | Notes | XML Output |
|---|---|---|---|
| GENERIC_INHOUSE_RESV | General In house Reservation Export | | |
| GENERIC_PROFILES | General Profiles Export | | |
| GL_EXPORT | Global 2000 Export | | |
| GL_EXPORT_SCC | Global 2000 Export (IHG) | | |
| GROUPEXPORT | Groups In house Export | | |
| GS_EXPORT | Guest Stay Export | | |
| GS_EXPORT_DAY | Guest Stay Export By Date | | |
| GST_HIST_EXPORT | Guest History Export | | |
| GST_HIST_EXPORT_DAY | Guest History Export By Date | | |
| HSK_STATUS_EXP | Housekeeping Room Status Export | | |
| HSK_STATUS_EXP_NA | Housekeeping Room Status Export - - End of Day | | |
| HUSEEXPORT | House Use Rooms Export | | |
| IT_ALLOGGIATI | Export Alloggiati per spedizione telematica (3.0) | Day use reservations are not included irrespective of whether the export is generated manually or during the End of Day. Export cannot be scheduled. | |
| IT_ALLOGGIATI_YD | Export Alloggiati Yesterday (corrections) 3.0 | Day use reservations are not included irrespective of whether the export is generated manually or during the End of Day. Export cannot be scheduled. | |
| IT_ASTAT | Italian ASTAT export | | |
| IT_CITY_TAX | Italian City Tax by Night Export | | |
| IT_E-INVOICE | Italy E-Invoice | | |
| IT_E-INVOICE_DAY | Italy E-Invoice - Manual | | |
| IT_ISTAT_ALLOWEB | Export per Istat con tracciato AlloggiatiWeb (3.0) | | |
| IT_ISTAT_FIRENZE | Export Istat Firenze | | |
| IT_ISTAT_LAZIO | Export per Istat Regione Lazioy | | |

| Template | Description | Notes | XML Output |
|---|---|---|---|
| IT_ISTAT_LIGU | Export Istat per Regione Ligu | | |
| IT_ISTAT_PUGLIA | Export per Istat Regione Puglia | | |
| IT_ISTAT_TRENTO | Export per Istat Provincia di Trento | | |
| IT_ISTAT_VENETO | Export per Istat Regione Veneto | | |
| IT_ISTAT_WEBTUR | Movimento Giornaliero Clienti | | |
| IT_SPESOMETRO | Italian Spesometro Export | | |
| MARKETEXPORT | Market Statistics Export | | |
| NETSUITE_REVENUE | NetSuite Revenue Export - End of Day | TB/Revenue export for Oracle Netsuite ERP | |
| NETSUITE_REVENUE_DAY | NetSuite Revenue Export By Date - Manual | | |
| ORS_RESV_EXP | ORS Reservations Export 2 | | |
| ORS_RESV_EXP_RESORTS | ORS Reservations Export 1 | | |
| PT_SAFT_104 | Portugal Export | Windows - 1252 encoding. For more information, see Oracle Hospitality Localization Center for Hotel; Portugal | |
| POST_STAY_EXPORT | Departures Export | | |
| POTENTIAL_FORECAST | Potential Forecast Export | | |
| PRE_ARRIVAL_EXPORT | Arrivals Export | | |
| PROFEXPORT | Profiles Export | | |
| PROFILE_REQUESTS | Profile Requests Export | | |
| RELATIONSHIPS | Relationships Export | | |
| RESPONSYS_PROF | Profile Data for Responsys - End of Day | Profile export for Oracle Responsys (Marketing Cloud) | |
| RESPONSYS_PROF_AUTO | Profile Data for Responsys - Scheduler | | |

| Template | Description | Notes | XML Output |
|---|---|---|---|
| RESPONSYS_PROF_DAY | Profile Data for Responsys - Manual | **RESPONSYS_PROF_DAY** export can be generated for date/date range and filtered by profile type(s) and profile privacy option. The Profile export file generated contains profile, revenue (production) data, stay details, and membership details for applicable profile types(s) | |
| RESPONSYS_RESV | Reservation Data for Responsys - End of Day | Reservation export for Oracle Responsys (Marketing Cloud)<br>**RESPONSYS_RESV_DAY** export can be generated for an arrival date range and for specific reservation status(es). Additional filter conditions can be defined in export Filter Condition.<br>End Of Day and Scheduler exports are generated for the next 30 days arrivals (from the current business date). | |
| RESPONSYS_RESV_AUTO | Reservation Data for Responsys - Scheduler | | |
| RESPONSYS_RESV_DAY | Reservation Data for Responsys - Manual | Note: Pseudo room type reservations are not included in the reservation export. | |
| RESPONSYS_TRX | Transaction data for Responsys - End of Day | Sales charge (revenue) transaction export for Oracle Responsys<br>Transaction codes configured as revenue_yn=Y are included. | |
| RESPONSYS_TRX_AUTO | Transaction data for Responsys - Scheduler | | |
| RESPONSYS_TRX_DAY | Transaction data for Responsys - Manual | Note: Pseudo room type reservation transactions are not included in this export. | |
| RESVEXPORT | Checked out Reservations Export | | |

| Template | Description | Notes | XML Output |
|---|---|---|---|
| SALES_OCC_EXPORT | Sales and Occupancy Feed - End of Day | | ✓ |
| SALES_OCC_EXPORT_DAY | Sales and Occupancy Feed By Date - Manual | | ✓ |
| TB_EXPORT | Trial Balance Export- End of Day | | |
| TB_EXPORT_DAY | Trial Balance Export by Date - Manual | | |
| TB_STAT_EXPORT | Trial Balance Statistics Export | | |
| TREXPORT | Financial Transactions Export - End of Day | | |
| TREXPORT_DAY | Financial Transactions Export by Date - Manual | | |
| TRX_CODES | Transaction Codes - End of Day | | |
| TRX_CODES_DAY | Transaction Codes by Date - Manual | | |
| TRXCODEEXPT | Transaction Codes | | |
| TSA01 | TSA01 Export | Exports specific to https://www.tsa-solutions.com/ | |
| UPE_EXPORT | Universal PMS Export | Automatically run during the End of Day process. | |
| UPE_EXPORT_DAY | Universal PMS Export | Can be manually generated for any past date range. | |
| VISA_EXTRACT | Visa Folio Export - End of Day | | ✓ |
| VISA_EXTRACT_DAY | Visa Folio Export by Date -Manual | | ✓ |

# Using eFolio Exports

## Prerequisites for eFolio Exports

You can export folio data to an XML file during the End of Day procedure or on demand using the following two export templates for creating exports:

- EFOLIO_EXPORT is available to be generated during End of Day.
- EFOLIO_EXPORT_DAY is available to be manually generated on demand.

> **Note:**
>
> eFolio Export is not supported by scheduled exports.

The generated export file contains data for billing folio settlements made with a selected payment method. For more information see: Managing Exports.

You can include custom reference numbers in the export when the Custom Numbers OPERA Control is active and customer numbers are configured..

### eFolio Export Delivery Types

Multiple delivery types can be selected in a profile, with one delivery type selected as the primary. For more information, see Managing Profile Delivery Types

- **Electronic**: transmits data to the recipient's bank.
- **Email**: generates an email to the recipient.
- **Printing**: sends by regular postal mail to the recipient.

When a guest settles a bill for a billing window with a payment type selected for eFolio Export, the cashier is prompted to select the delivery type and proceed with the settlement.

### Posting

The Billing screen updates to display the Before Settlement Actions prompt when posting a settlement from the following:

- Advance Bill
- Early Departure
- Interim Bill
- Check Out
- Credit Bill (through Billing)
- Quick Checkout

You can select an eFolio delivery method from the delivery types defined on the profile.

### Sample eFolio XML Export

```
<?xml version="1.0" encoding="UTF-8"?> <?xml version="1.0" encoding="UTF-8"?>
<OPERA_eFoliioExport hotel_code="HOTELCODE" date="2017-02-23">
    <Company>
        <CompanyName>COMPANY</CompanyName>
        <CompanyAddress>COMPANY ADDRESS</CompanyAddress>
        <ComapnyCity>CITY</ComapnyCity>
        <CompanyZip>ZIP</CompanyZip>
        <CompanyCountry>XXXX</CompanyCountry>
        <CompanyPhone>+PHONE NUMBER/CompanyPhone>
        <CompanyFax> </CompanyFax>

        AND ALL OTHER UNDER EXPORT MAPPING FOR EFOLIO

    </Company>

    <eFolios>
        <EFOLIO>
            <FolioDate>20200721</FolioDate>
            <FolioTime>10:32</FolioTime>
                <FolioNumbers>
                    <BillNumber>1234</BillNumber>
```

```
                    <InvoiceNumber>9876</InvoiceNumber>
                    <VoidNumber></VoidNumber>
                    <CreditBill></CreditBill>
                    <CustomNumber1>XXXX XXXX XXXX XXXX XXXX</CustomNumber1>
                    <CustomNumber2></CustomNumber2>
                    <CustomNumber3></CustomNumber3>
                    <CustomNumber4></CustomNumber4>
                    <CustomNumber5></CustomNumber5>
                    -- ALL NUMBERS RELATED TO THE FOLIO...

                </FolioNumbers>
            <CashierNumber>10</CashierNumber>
            <UserID>USERID</UserID>
            <FolioText1>I love XXXX</FolioText1>
            <FolioText2></FolioText2>
            <PromotionText1>Have a nice day</PromotionText1>
            <PromotionText2></PromotionText2>

                <Payee>
                    <PayeeName>PAYEE NAME AB</PayeeName>
                    <PayeeAddress1>PAYEE ADD 1</PayeeAddress1>
                    <PayeeAddress2>PAYEE ADD 2</PayeeAddress2>
                    <PayeeAddress3>PAYEE ADD 3 </PayeeAddress3>
                                -- AND ALL UNDER PAYEE MARKED IN GREEN
                </Payee>
                <Guest>
                    <GuestName>GUEST NAME</PayeeName>
                    <GuestFistName>First Name</GuestFistName>
                    <GuestAddress1>Address</GuestAddress1>
                    <GuestAddress2></GuestAddress2>
                    <GuestAddress3> </GuestAddress3>
                                -- AND ALL UNDER GUEST MARKED IN GREEN
                </Guest>

                <Reservation>
                    <RESV_NAME_ID>RESV ID</RESV_NAME_ID>
                    <ConfirmationNumber>CONFIRM NUM</ConfirmationNumber>
                    <ExternalReferenceNumber>REF NUM</
ExternalReferenceNumber>
                    <CustomReferenceNumber>CUSTOM REF NUM</
CustomReferenceNumber>
                    <ArrivalDate>20200719</ArrivalDate>
                    <ArrivalTime>15:53</ArrivalTime>
                    <DepartureDate>20200721</DepartureDate>
                    <DepartureTime>10:32</DepartureTime>
                    <RoomNumber>517</RoomNumber>
                    <LinkedProfiles>
                        <LinkedCompany>COMPANY</LinkedCompany>
                        <LinkedAgent></LinkedAgent>
                        <LinkedSource></LinkedSource>
                        <LinkedGroup>Group</LinkedGroup>
                        <LinkedReservationContact>RES
CONTACT<LinkedReservationContact>
                        <LinkedBillingContact>BILLING CONTACT</
LinkedBillingContact>
                    </LinkedProfiles>
```

```
                        <LinkedMemberships>
                            <MemberClass Class="LOYALTY">
                                <MemberType>EHS</MemberType>
                                <Memberdescription>HOTELNAME</Memberdescription>
                                <MemberNumber>MEMBER NUM</MemberNumber>
                                <MemberLevel>GOLD</MemberLevel>
                            </MemberClass>
                            <MemberClass Class="FFF">
                                <MemberType>SAS</MemberType>
                                <Memberdescription>AIRLINE NAME</
Memberdescription>
                                <MemberNumber>MEMBER NUM</MemberNumber>
                                <MemberLevel>SILVER</MemberLevel>
                            </MemberClass>
                            -- AND ALL OTHER LINKED MEMBERSHIPS TO THE RESERVATION
                        </LinkedMemberships>

                            -- AND ALL UNDER RESERVATION MARKED IN GREEN

                    </Reservation>
                    <Transactions>
                        <Posting>
                            <TransactionDate>20200720</TransactionDate>
                            <TransactionTime>02:32</TransactionTime>
                            <TransactionType>WRAPPER</TransactionType>
                            <DebitCredit>DEBIT</DebitCredit>
                            <TransactionID>XX</TransactionID>
                            <WrapperTransactionID></WrapperTransactionID>
                            <TransactionCode>9090i</TransactionCode>
                            <TransactionDescription>Accommodation</
TransactionDescription>
                            <ArrangementCode>10</ArrangementCode>
                            <ArrangementDescription>Accommodation</
ArrangementDescription>
                            <Quantity>1</Quantity>
                            <Price>100</Price>
                            <GrossAmount>100</GrossAmount>
                            <NetAmount>82</NetAmount>
                            <TotalVATAmount>18</TotalVATAmount>
                            <VAT>
                                <VATCode>20</VATCode>
                                <VATDescription>20% VAT</VATDescription>
                                <VATAmount>16</VATAmount>
                                <VATCode>10</VATCode>
                                <VATDescription>10% VAT</VATDescription>
                                <VATAmount>2</VATAmount>
                            </VAT>
                            <Supplement>[NA Posting]</Supplement>
                            <Reference></Reference>
                            <CheckNumber></CheckNumber>
                        </Posting>
                        <Posting>
                            <TransactionDate>20200720</TransactionDate>
                            <TransactionTime>02:32</TransactionTime>
                            <TransactionType>SUB</TransactionType>
                            <DebitCredit>DEBIT</DebitCredit>
```

```
                        <TransactionID>28</TransactionID>
                        <WrapperTransactionID>27</WrapperTransactionID>
                        <TransactionCode>1000</TransactionCode>
                        <TransactionDescription>Accommodation</
TransactionDescription>
                        <ArrangementCode>10</ArrangementCode>
                        <ArrangementDescription>Accommodation</
ArrangementDescription>
                        <Quantity>1</Quantity>
                        <Price>80</Price>
                        <GrossAmount>80</GrossAmount>
                        <NetAmount>64</NetAmount>
                        <TotalVATAmount>16</TotalVATAmount>
                        <VAT>
                            <VATCode>20</VATCode>
                            <VATDescription>20% VAT</VATDescription>
                            <VATAmount>16</VATAmount>
                        </VAT>
                        <Supplement>[NA Posting]</Supplement>
                        <Reference></Reference>
                        <CheckNumber></CheckNumber>
                    </Posting>
                    <Posting>
                        <TransactionDate>20200720</TransactionDate>
                        <TransactionTime>02:32</TransactionTime>
                        <TransactionType>SUB</TransactionType>
                        <DebitCredit>DEBIT</DebitCredit>
                        <TransactionID>29</TransactionID>
                        <WrapperTransactionID>27</WrapperTransactionID>
                        <TransactionCode>2000</TransactionCode>
                        <TransactionDescription>Breakfast</
TransactionDescription>
                        <ArrangementCode>10</ArrangementCode>
                        <ArrangementDescription>Accommodation</
ArrangementDescription>
                        <Quantity>1</Quantity>
                        <Price>20</Price>
                        <GrossAmount>20</GrossAmount>
                        <NetAmount>18</NetAmount>
                        <TotalVATAmount>2</TotalVATAmount>
                        <VAT>
                            <VATCode>10</VATCode>
                            <VATDescription>10% VAT</VATDescription>
                            <VATAmount>2</VATAmount>
                        </VAT>
                        <Supplement>[NA Posting]</Supplement>
                        <Reference></Reference>
                        <CheckNumber></CheckNumber>
                    </Posting>
                    <Posting>
                        <TransactionDate>20200720</TransactionDate>
                        <TransactionTime>13:22</TransactionTime>
                        <TransactionType>POSTING</TransactionType>
                        <DebitCredit>DEBIT</
DebitCredit>
                        <TransactionID>30</TransactionID>
```

```
                        <WrapperTransactionID></WrapperTransactionID>
                        <TransactionCode>3000</TransactionCode>
                        <TransactionDescription>Mini Bar Drinks</
TransactionDescription>
                        <ArrangementCode></ArrangementCode>
                        <ArrangementDescription></ArrangementDescription>
                        <Quantity>2</Quantity>
                        <Price>6</Price>
                        <GrossAmount>12</GrossAmount>
                        <NetAmount>9.60</NetAmount>
                        <TotalVATAmount>2.4</TotalVATAmount>
                        <VAT>
                            <VATCode>10</VATCode>
                            <VATDescription>10% VAT</VATDescription>
                            <VATAmount>2.40</VATAmount>
                        </VAT>
                        <Supplement>2 Company 2</Supplement>
                        <Reference></Reference>
                        <CheckNumber></CheckNumber>
                    </Posting>
                    <Posting>
                        <TransactionDate>20200721</TransactionDate>
                        <TransactionTime>10:31</TransactionTime>
                        <TransactionType>PAYMENT</TransactionType>
                        <DebitCredit>CREDIT</DebitCredit>
                        <TransactionID>31</TransactionID>
                        <WrapperTransactionID></WrapperTransactionID>
                        <TransactionCode>9000</TransactionCode>
                        <TransactionDescription>Cash</TransactionDescription>
                        <ArrangementCode></ArrangementCode>
                        <ArrangementDescription></ArrangementDescription>
                        <Quantity>1</Quantity>
                        <Price>112</Price>
                        <GrossAmount>112</GrossAmount>
                        <NetAmount></NetAmount>
                        <TotalVATAmount></TotalVATAmount>
                        <VAT>
                        </VAT>
                        <Supplement></Supplement>
                        <Reference></Reference>
                        <CheckNumber></CheckNumber>
                    </Posting>
                </Transactions>
                <FolioTotals>
                    <FolioBalance>0</FolioBalance>
                    <FolioTotalGrossAmount>112.00</FolioTotalGrossAmount>
                    <FolioTotalNetAmount>91.60</FolioTotalNetAmount>
                    <FolioTotalVATAmount>20.40</FolioTotalVATAmount>
                    <FolioVATDetails>
                        <FolioVATCode>20</FolioVATCode>
                        <FolioVATDescription>20% VAT</FolioVATDescription>
                        <FolioVATAmount>16</FolioVATAmount>
                        <FolioVATCode>10</FolioVATCode>
                        <FolioVATDescription>10% VAT</FolioVATDescription>
                        <FolioVATAmount>4.40</FolioVATAmount>
                    </FolioVATDetails>
```

```
                </FolioTotals>
            </EFOLIO>
    </eFolios>


</OPERA_eFoliioExport>
```

# Export APIs

The following topics provide details on available Export APIs.

## Create HESTA Statistics Exports

```
EXP_COUNTRY_CH.CREATE_HESTA_STAT_EXP(IN_DATE_FROM','IN_DATE_TO)
```

This procedure acts as the pre export procedure for HESTA Statistics Exports. The procedure finds the eligible reservations in the given date range for HESTA statistics exports. If the in_date_from and in_date_to are passed as null, the procedure finds the reservations for the last 30 days based on the current business date.

| Parameter | Required | Type | Description |
|---|---|---|---|
| IN_DATE_FROM | Yes | Date | Beginning date range. |
| IN_DATE_TO | Yes | Date | Ending date range. |

**EXAMPLE**

EXP_COUNTRY_CH.CREATE_HESTA_STAT_EXP(01-JAN-2021','10-JAN-2021)

## Post HESTA Statistics Export

```
EXP_COUNTRY_CH.POST_HESTA_STAT_EXP
```

This procedure acts as the Post Export procedure for HESTA Statistics export. The API deletes the temporary table entries made for the HESTA export creation. The API has relevance only with HESTA statistics exports.

| Parameter | Required | Type | Description |
|---|---|---|---|
| NA | No | NA | Post export procedure. |

**EXAMPLE**

EXP_COUNTRY_CH.POST_HESTA_STAT_EXP;

## Set / View Global Variable Name Reference

```
NAME_REF.SET_VIEW_INACTIVE_FLAG(IN_YN)
```

This function sets the Global variable name_ref. g_View_Inactive_Flag with the value passed with the argument IN_YN.

| Parameter | Required | Type | Description |
|---|---|---|---|
| IN_YN (DEFAULT'N') | Y | VARCHAR2 | Sets Inactive flag view. |

**EXAMPLE**

NAME_REF.SET_VIEW_INACTIVE_FLAG('Y') This sets the global variable as Yes.

NAME_REF.SET_VIEW_INACTIVE_FLAG('N') This sets the global variable as No.

## Get Report Table ID for Last / Current Export

```
BACKLOG_BLOCKS.GET_LAST_REPORT_ID
```

This function returns the unique ID associated with the report_table for the Last/Current Export execution. Currently, this API is used in the WHERE CONDITION of Backlog and Room Pace Exports. The Report ID is set in the pre-export procedure of these exports.

| Parameter | Required | Type | Description |
|---|---|---|---|
| | No | | Returns report ID for last/current export. |

**EXAMPLE**

WHERE_CLAUSE=export_id=backlog_blocks.get_last_report_id

## Get Cached Value of Export Data Passed from Package Global Variable

```
EXPORT_DATA_P.GET_CACHED_NUM(IN_CODE)
```

This function returns the value associated with the code passed in the input argument from the package global variable.

| Parameter | Required | Type | Description |
|---|---|---|---|
| IN_CODE | Yes | VARCHAR2 | Value of code passed. |

**EXAMPLE**

EXPORT_DATA_P.GET_CACHED_NUM

## Set Start Date for Exports

```
REP_RESV_STATISTICS.SET_START_DATE(IN_DATE)
```

This API sets the Start date for Exports like Stats by Market Code, Tiers, and Room Types. If the IN_DATE is passed as NULL, the business date will be considered as the start date for the export.

| Parameter | Required | Type | Description |
|---|---|---|---|
| IN_DATE | Yes | Date | Sets the Start date of Exports. |

**EXAMPLE**

rep_resv_statistics.SET_start_date(EXP_GENERAL_RESV_PKG.EXP_START_DATE)

Here, EXP_GENERAL_RESV_PKG.EXP_START_DATE will contain the date provided in the export parameter screen.

## Set End Date for Exports

```
REP_RESV_STATISTICS.SET_END_DATE(IN_DATE)
```

This API sets the end date for exports such as Stats by Market Code, Tiers, and Room Types. If the IN_DATE is passed as NULL, the business date will be considered as the end date for the export.

| Parameter | Required | Type | Description |
|---|---|---|---|
| IN_DATE | Yes | Date | Sets end date of exports. |

**EXAMPLE**

rep_resv_statistics.SET_END_date(EXP_GENERAL_RESV_PKG.EXP_start_DATE)

Here, EXP_GENERAL_RESV_PKG.EXP_START_DATE will contain the date provided in the export parameter screen.

## Get Currency Exchange Rate

```
MULTI_CURRENCY.GET_EXCHANGE_RATE
```

This function converts an amount from one currency to another based on a specific exchange type, property, and date.

| Parameter | Required | Type | Description |
|---|---|---|---|
| FROM_CURRENCY | Yes | VARCHAR2 | Returns the currency type. |
| FROM_CURRENCY_AMT | No | NUMBER | Transaction amount converted into a specific currency. |
| TO_CURRENCY | No | VARCHAR2 | Sets the currency type. |
| EXCH_TYPE | No | VARCHAR2 | Sets the currency exchange type. |
| IN_DATE | No | DATE | Sets the exchange date. |
| IN_RESORT | No | VARCHAR2 | Identifies the property. |

**EXAMPLE**

MULTI_CURRENCY.GET_EXCHANGE_RATE ('USD','100','INR','P','15-SEP-2021','BANGKOK')

## Get Block Code for Resort / Allotment

```
RESERVATION_REF.GET_BLOCK_CODE(IN_RESORT','IN_ALLOTMENT_HEADER_ID)
```

This function returns the block for a given resort/allotment header ID combination.

| Parameter | Required | Type | Description |
|---|---|---|---|
| IN_RESORT | Yes | VARCHAR2 | Returns block for given resort. |
| IN_ALLOTMENT_HEADER_ID | Yes | NUMBER | Returns block for given allotment header. |

**EXAMPLE**

Vblockcode := RESERVATION_REF.GET_BLOCK_CODE(‘TOKYO’,112356);

## Get Reservation External Reference Number

```
RESERVATION_REF.GET_EXTERNAL_REFERENCE(IN_RESORT','IN_RESV_NAME_ID)
```

This function returns the external reference number of a reservation. The resort and resv name id will be passed as IN arguments.

| Parameter | Required | Type | Description |
|---|---|---|---|
| IN_RESORT | Yes | VARCHAR2 | Passes resort name. |
| IN_RESV_NAME_ID | Yes | NUMBER | Passes resv name ID. |

**EXAMPLE**

Vrefno := RESERVATION_REF.GET_EXTERNAL_REFERENCE(‘TOKYO’,11223);

## Get Reservation Guest Name

```
Vname :=
RESERVATION_REF.GET_NAME(IN_NAME_ID,’IN_NAME_PREFERENCE’,’IN_EXTENDED_YN')
```

```
Vname :=
RESERVATION_REF.GET_NAME('IN_RESORT’,IN_RESV_NAME_ID,’IN_NAME_PREFERENCE’,’IN_
EXTENDED_YN')
```

This function is overloaded. It can be either invoked with NAME ID, NAME PREFERENCE AND EXTENDED_YN OR with RESORT, RESV NAME ID, NAME PREFERENCE AND EXTENDED_YN. This function returns the guest name based on the given arguments.

| Parameter | Required | Type | Description |
|---|---|---|---|
| IN_NAME_ID | Yes | NUMBER | Returns guest name ID. |
| IN_NAME_PREFERENCE (DEFAULT 'L') | Yes | VARCHAR2 | Returns guest name preference. |
| IN_EXTENDED_YN (DEFAULT 'N') | Yes | VARCHAR2 | Indicates extended: yes, no. |
| IN_RESORT | Yes | VARCHAR2 | Returns resort name. |
| IN_RESV_NAME_ID | Yes | NUMBER | Returns reservation ID. |
| IN_NAME_PREFERENCE (DEFAULT 'L') | Yes | VARCHAR2 | Returns guest name preference. |
| IN_EXTENDED_YN (DEFAULT 'N') | Yes | VARCHAR2 | Indicates extended: yes, no. |

**EXAMPLE**

Vname := RESERVATION_REF.GET_NAME(1000,'L','N')

Vname := RESERVATION_REF.GET_NAME('TOKYO',100010,'L','N')

## Check for Existing Resort Export

```
EXP_GEN.EXPORTS_EXIST(IN_EXPORT_TYPE','IN_RESORT)
```

This API checks whether an export exists for a given resort.

| Parameter | Required | Type | Description |
|---|---|---|---|
| IN_EXPORT_TYPE | No | VARCHAR2 | Export type that maps to field: export_type in table exp_file_hdr. |
| IN_RESORT | Yes | VARCHAR2 | Resort that the export belongs to (value of the Resort column from the Resort table). |

**EXAMPLE**

TRX_GENERATES_EXPORT = Transaction Codes Configuration with Generate Information (Template Export).

You can use this in a formula column in export configuration, for example, (CASE WHEN exp_gen.exports_exist('TRXGEN') = 'N' THEN 'Y' ELSE FULL_REFRESH_YN END).

## Get Current Business Date

```
PMS_P.BUSINESS_DATE
```

This API gets the current business date for the logged-in property.

| Parameter | Required | Type | Description |
|---|---|---|---|
| | No | Date | Gets logged-in property's current business date. |

**EXAMPLE**

TO_CHAR(pms_p.business_date,'MM-DD-YYYY')

This example shows a formula column created to get the current business date.

## Get Parameter Value Configured for Logged-in Resort

```
PMS_P.GET_PARAMETER(IN_PARAMETER)
```

Use this API to get the parameter value configured for the parameter of the logged-in resort.

| Parameter | Required | Type | Description |
|---|---|---|---|
| IN_PARAMETER | No | VARCHAR2 | OPERA parameter name |

**EXAMPLE**

PMS_P.GET_PARAMETER('DEFAULT_CURRENCY')

You can use this in the Pre Export Procedure field.

## Get the Resort Code of the Logged-in Resort

```
PMS_P.RESORT
```

You can use this in a formula column to get the hotel code of the logged-in resort.

| Parameter | Required | Type | Description |
|---|---|---|---|
| | No | | Gets resort code. |

**EXAMPLE**

EXP_CREATE_DATA.get_hotel_code(pms_p.resort)

## Set Business Date for a Given Session

```
PMS_P.SET_BUSINESS_DATE(IN_NEW_DATE)
```

You can use this to set the business date for a given session. The default value is SysDate (system date)

| Parameter | Required | Type | Description |
|---|---|---|---|
| IN_NEW_DATE | Yes | Date | Sets session business date. |

**EXAMPLE**

PMS_P.SET_BUSINESS_DATE(12-JUN-21)

## Get the Property's Date

```
TZ.GET_PROPERTY_DATE(IN_RESORT','IN_FR_DATE)
```

This API returns the new date-time for the given property based on Database time zone.

| Parameter | Required | Type | Description |
|---|---|---|---|
| IN_RESORT | Y | VARCHAR2 | Resort (value of RESORT column from RESORT table). |
| IN_FR_DATE | Y | DATE | Date that needs conversion (mostly sysdate is passed). |

**EXAMPLE**

tz.get_property_date(pms_p.resort, sysdate)

## Get BOF Interface Code2

```
EXP_CREATE_BTR.GET_PROD_ID
```

This procedure returns the bof_code2 of an active BOF interface of the current resort.

| Parameter | Required | Type | Description |
|---|---|---|---|
| NONE | NA | NA | NA |

**EXAMPLE**

EXP_CREATE_BTR.GET_PROD_ID

## Get Checked Out Reservations for Specified Dates

```
EXP_CREATE_DATA2.CHKOUT_RES_DATA
```

This procedure provides Information about checked out reservations between the specified start and end dates.

| Parameter | Required | Type | Description |
|---|---|---|---|
| in_from_Date | No | DATE | From Date.<br>Defaults to pms_p.business_date -1 |
| in_to_Date | No | DATE | To Date.<br>Defaults to pms_p.business_date -1 |

**EXAMPLE**

EXP_CREATE_DATA2.CHKOUT_RES_DATA (pms_p.business_date-1, pms_p.business_date)

## Get Considered Date of a Reservations Export

`EXP_GENERAL_RESV_PKG.GET_CONSIDERED_DATE`

This procedure returns the From_Date of the Guests Reservations Export.

| Parameter | Required | Type | Description |
|---|---|---|---|
| NONE | NA | NA | NA |

**EXAMPLE**

EXP_GENERAL_RESV_PKG.GET_CONSIDERED_DATE

## Get Considered Date of an Export

`EXP_CREATE_DATA.GET_CONSIDERED_DATE`

This procedure returns the From_Date of the export execution.

| Parameter | Required | Type | Description |
|---|---|---|---|
| IN_Default/DATE (default null) | No | DATE | Export From Date.<br>Defaults to Null |

**EXAMPLE**

EXP_CREATE_DATA.GET_CONSIDERED_DATE

## Get External Reference Value from Membership

`EXP_CREATE_DATA.GET_EXTERNAL_REF`

This procedure returns the External Reference Value of the input active Membership and External Ref Types.

| Parameter | Required | Type | Description |
|---|---|---|---|
| IN_Resort | YES | VARCHAR2 | Resort |
| IN_Membership_Type | YES | VARCHAR2 | Membership Type |
| IN_Ref_Type | YES | VARCHAR2 | Reference Type |

**EXAMPLE**

EXP_CREATE_DATA.GET_EXTERNAL_REF('TOKYO','VIP', 'REF1')

## Get Hotel Code

```
EXP_CREATE_DATA.GET_HOTEL_CODE
```

This procedure returns the Hotel Code that corresponds to the Resort parameter, if not found than return default hotel code as in the input parameter.

| Parameter | Required | Type | Description |
|---|---|---|---|
| in_default | No | VARCHAR2 | Hotel Code.<br>Defaults to Null |
| in_resort | No | VARCHAR2 | Resort.<br>Defaults to PMS_P.RESORT |

**EXAMPLE**

EXP_CREATE_DATA.GET_HOTEL_CODE('EXTTOKYO',pms_p.resort)

## Get Include Guests without VAT Number Indicator

```
EXP_GENERAL_RESV_PKG.GET_INCL_PROF
```

This is set with exp_country.tax_export's parameter form "TAX1". This form has a checkbox "Include Guests without VAT Number" which when checked, the EXP_GENERAL_RESV_PKG.GET_INCL_PROF will return Y, else N.

| Parameter | Required | Type | Description |
|---|---|---|---|
| NONE | NA | NA | NA |

**EXAMPLE**

EXP_GENERAL_RESV_PKG.GET_INCL_PROF

## Get Minimum Amount

```
EXP_GENERAL_RESV_PKG.GET_MIN_AMOUNT
```

This procedure returns the minimum amount value set for the Export.

| Parameter | Required | Type | Description |
|---|---|---|---|
| NONE | NA | NA | NA |

**EXAMPLE**

EXP_GENERAL_RESV_PKG.GET_MIN_AMOUNT

## Get Report ID of the Export Data

`EXP_CREATE_DATA.GET_LAST_REPORT_ID`

This procedure returns the last report ID stored in the global variable g_report_id, that corresponds to the REPORT_TABLE data created by other functions for the data export.

| Parameter | Required | Type | Description |
|---|---|---|---|
| NONE | NA | NA | NA |

**EXAMPLE**

EXP_CREATE_DATA.GET_LAST_REPORT_ID

## Get the Export Country

`EXP_GENERAL_RESV_PKG.GET_EXP_COUNTRY`

This procedure returns the export country of the Guests Reservations Export.

| Parameter | Required | Type | Description |
|---|---|---|---|
| NONE | NA | NA | NA |

**EXAMPLE**

EXP_GENERAL_RESV_PKG.GET_EXP_COUNTRY

## Get the Export's "From Date"

`EXP_GENERAL_RESV_PKG.EXP_START_DATE`

This procedure returns the Export's start date.

| Parameter | Required | Type | Description |
|---|---|---|---|
| NONE | NA | NA | NA |

**EXAMPLE**

EXP_GENERAL_RESV_PKG.EXP_START_DATE

## Get the Export's "To Date"

`EXP_GENERAL_RESV_PKG.EXP_END_DATE`

This procedure returns the Export's end date.

| Parameter | Required | Type | Description |
|---|---|---|---|
| NONE | NA | NA | NA |

**EXAMPLE**

EXP_GENERAL_RESV_PKG.EXP_END_DATE

## Set the Export's "End Date"

`EXP_GENERAL_RESV_PKG.SET_EXP_END_DATE`

This procedure sets the export end date to the value provided.

| Parameter | Required | Type | Description |
|---|---|---|---|
| in_date | Yes | DATE | Date |

**EXAMPLE**

EXP_GENERAL_RESV_PKG.SET_EXP_END_DATE(PMS_P.BUSINESS_DATE)

## Initialize Buckets Summed Value

`EXP_CREATE_DATA.SUM_BUCKET_INIT`

This procedure is used to initialize all buckets to 0 for the input "in_max_buckets" rows.

| Parameter | Required | Type | Description |
|---|---|---|---|
| in_max_buckets | No | NUMBER | Number of Buckets. Defaults to Null |

**EXAMPLE**

EXP_CREATE_DATA.SUM_BUCKET_INT(10)

## Initialize/Set Export Type

`EXP_CREATE_DATA2.SET_EXPORT_TYPE`

This procedure sets the export type to the value provided.

| Parameter | Required | Type | Description |
|---|---|---|---|
| in_type | Yes | VARCHAR2 | Export Type |

**EXAMPLE**

EXP_CREATE_DATA2.SET_EXPORT_TYPE(' EFOLIO ')

## Set Global Data to Date

```
EXPORT_DATA_P.SET_DATA_TO_DATE (IN_DATA_TO_DATE)
```

This API sets the global data to date variable in the package with the parameter.

| Parameter | Required | Type | Description |
|---|---|---|---|
| IN_DATA_TO_DATE<br>Defaulted to 'N' | NA | DATE | Sets admin context to EXPORT_END_DATE |

## Set Age Credit

```
AR_TRX_I.SET_AGE_CREDIT
```

This API moves accruals to next aging bucket, prior to the night audit.

| Parameter | Required | Type | Description |
|---|---|---|---|
| NA | NA | NA | Moves accruals to next aging bucket, prior to the night audit. |

## Get Parameter Method

```
EXPORT_DATA_P.GET_PARAMETER (IN_PARAM_CODE)
```

This API calls the overloaded get_parameter method with the global file id as first parameter.

| Parameter | Required | Type | Description |
|---|---|---|---|
| IN_PARAM_CODE<br>Defaulted to 'N' | NA | VARCHAR2 | This function is used when file id is not available as a parameter and SET_PARAMETER sets the value. |

## Get Parameter Value

```
EXPORT_DATA_P.GET_PARAMETER (IN_PARAM_CODE, IN_EXP_FILE_ID)
```

This API returns the parameter value based on the file id, and the parameter code overloaded function in the package is used to generate country-specific views for all hotels in one particular country.

| Parameter | Required | Type | Description |
|---|---|---|---|
| IN_EXP_FILE_ID<br>Defaulted to 'N' | NA | VARCHAR2 | Returns the parameter value based on the file id. |
| IN_PARAM_CODE<br>Defaulted to 'N' | NA | VARCHAR2 | This is used in extracting the value of one particular parameter in the view. |

## Get External Reference

```
RESERVATION_REF. GET_EXTERNAL_REFERENCE (in_resort, in_resev_name_ id)
```

Fetches external reference for the reservation.

| Parameter | Required | Type | Description |
|---|---|---|---|
| in_resort | NA | VARCHAR2, | Returns external reference for the reservation. |
| in_resev_name_ id | NA | NUMBER | |

**EXAMPLE**

RESERVATION_REF.GET_EXTERNAL_REFERENCE( 'TOKYO',344597)

## Set Global Variable

```
AR_TRX_I.SETRUNNINGFROMNA
```

Sets global variable gRunningFromNa.

| Parameter | Required | Type | Description |
|---|---|---|---|
| NA | NA | NA | Sets the global variable. |

## Get Last Report ID

```
BACKLOG_BLOCKS.GET_LAST_REPORT_ID
```

Returns the last report ID.

| Parameter | Required | Type | Description |
|---|---|---|---|
| NA | NA | NA | Returns the last report ID. |

**EXAMPLE**

BACKLOG_BLOCKS.GET_LAST_REPORT_ID

## Get the Number of Cached Records

```
EXPORT_DATA_P. GET_CACHED_NUM (in_code)
```

Returns the number of cached records for in_code.

| Parameter | Required | Type | Description |
|---|---|---|---|
| IN_CODE | NA | VARCHAR2 | Returns the number of cached records. |

**EXAMPLE**

EXPORT_DATA_P.GET_CACHED_NUM('CL')

## Create Export Data for Italian ASTAT

```
EXP_ITALY_PKG.CREATE_ASTAT (IN_EXPORT_DATE)
```

Pre-procedure related to the Italian ASTAT export using export view EXP_IT_ASTAT.

| Parameter | Required | Type | Description |
|---|---|---|---|
| IN_EXPORT_DATE<br>Defaulted to 'N' | NA | DATE | Creates the data required for Italian ASTAT export. |

## Create Export Data for Istat Firenze

```
EXP_ITALY_PKG.PRE_ISTAT (IN_MODE)
```

Pre-procedure related to the Istat Firenze export using export view EXP_XML_BASE.

| Parameter | Required | Type | Description |
|---|---|---|---|
| IN_MODE<br>Defaulted to 'N' | NA | VARCHAR2 | Creates the data required for Istat Firenze export. |

## Clean Export Data for Istat Firenze

```
EXP_ITALY_PKG.POST_ISTAT(IN_MODE)
```

Post-procedure to clean up the export data for Istat Firenze export using export view EXP_XML_BASE.

| Parameter | Required | Type | Description |
|---|---|---|---|
| IN_MODE<br>Defaulted to 'N' | NA | VARCHAR2 | Clean up the Istat Firenze export data. |

## Create Export Data for Istat Puglia Region

```
EXP_ITALY_PKG.PRE_EXPORT
```

Pre-procedure for Istat Puglia Region export using the export view EXP_XML_BASE.

| Parameter | Required | Type | Description |
|---|---|---|---|
| IN_MODE | NA | VARCHAR 1 | Creates the data required for Istat Puglia Region export. |
| IN_EXPORT_TYPE | NA | VARCHAR 2 | |

## Create Export Data for Istat Veneto Region

```
EXP_ITALY_PKG.PRE_ISTAT (IN_MODE)
```

Pre-procedure related to the Export for Istat Veneto Region using export view EXP_ITALY_ISTAT.

| Parameter | Required | Type | Description |
|---|---|---|---|
| IN_MODE<br>Defaulted to 'N' | NA | VARCHAR2 | Creates the data required for export. |

## Create Export Data for Vietnam Vat

```
EXP_GEN.SET_EXPORT_BUCKET_TYPE (IN_EXPORT_BUCKET_TYPE)
```

Pre-procedure related to the Vietnam Vat export using export view EXP_VIETNAM_VAT.

| Parameter | Required | Type | Description |
|---|---|---|---|
| IN_EXPORT_BUCKET_TYPE<br>Defaulted to 'N' | NA | VARCHAR2 | Creates the data required for Vietnam Vat export. |

## Clean Export Data for Vietnam Vat

```
EXPORT_DATA_P.SET_DATA_FROM_DATE (IN_DATA_FROM_DATE)
```

Post-procedure to clean up export data for the Vietnam Vat export using export view EXP_VIETNAM_VAT.

| Parameter | Required | Type | Description |
|---|---|---|---|
| IN_DATA_FROM_DATE Defaulted to 'N' | NA | VARCHAR2 | Cleans up the Vietnam Vat export data. |

## Get the Commission Code for Profile

```
NAME_REF.GET_COMM_CODE (IN_NAME_ID - NUMBER)
```

This procedure returns the Commission Code for a Profile.

| Parameter | Required | Type | Description |
|---|---|---|---|
| IN_NAME_ID - NUMBER | NA | NA | Returns the Commission Code for a Profile |

**EXAMPLE**

NAME_REF.GET_COMM_CODE(AGENT_NAME_ID)

## Get Total Available Rooms for the Property

```
EXP_STATISTIC_PKG. GET_TOTAL_ROOMS (IN_RESORT)
```

This procedure returns the total available rooms for the property.

| Parameter | Required | Type | Description |
|---|---|---|---|
| IN_RESORT - (default to login property if not passed) | NA | VARCHAR2 | Returns the total available rooms for the property. |

**EXAMPLE**

EXP_STATISTIC_PKG.GET_TOTAL_ROOMS

## Set Trial Balance Statistics Export

```
EXPORT_DATA_P.SET_DATA_FROM_DATE (IN_DATA_FROM_DATE)
```

This pre-procedure is related to the Trial Balance Statistics export view. It creates the data used for the export.

| Parameter | Required | Type | Description |
|---|---|---|---|
| IN_DATA_FROM_DATE (DEFAULT 'N') | NA | DATE | Pre export procedure. |

**EXAMPLE**

EXPORT_DATA_P.SET_DATA_FROM_DATE

## Create Export Data for Austria Cash Register

```
EXP_AUSTRIA_DEP.CREATE_DEPEXPORT(IN_CASH_REGISTER_ID, IN_FROM_DATE,
IN_TO_DATE)
```

This is a pre-procedure related to the Austria Cash Register export. It creates the data for export by using Export View EXP_AUSTRIA_DEP_VW.

| Parameter | Required | Type | Description |
|---|---|---|---|
| IN_CASH_REGISTER_ID DEFAULT 'Y' | Yes | VARCHAR2 | Indicates the IN_CASH_REGISTER_ID |
| IN_FROM_DATE DEFAULT 'Y' | Yes | DATE | Indicates beginning date range. |
| IN_TO_DATE DEFAULT 'Y' | Yes | DATE | Indicates ending date range. |

## Clean Export Data for Austria Cash Register

```
EXP_AUSTRIA_DEP.CLEAN_DEPEXPORT
```

This is a post-procedure to clean the export data for Austria Cash Register export using Export View EXP_AUSTRIA_DEP_VW.

| Parameter | Required | Type | Description |
|---|---|---|---|
| NA | NA | NA | Post-procedure to clean up export data. |

## Set Value Of Start Date

```
EXP_GEN.GET_EXP_START_DATE (EXP_GENERAL_RESV_PKG.EXP_START_DATE,
PMS_P.BUSINESS_DATE)
```

This API is used in generating reports for transaction codes configurations. SET_EXP_START_DATE sets the value.

| Parameter | Required | Type | Description |
|---|---|---|---|
| EXP_GENERAL_RESV_PKG.EXP_START_DATE | NA | DATE | Returns the value of start date. |

| Parameter | Required | Type | Description |
|---|---|---|---|
| PMS_P.BUSINESS_DATE | NA | DATE | If it is null returns the business date. |

## Set Gen Export

```
EXP_GEN.SET_EXPORT_BUCKET_TYPE (IN_EXPORT_BUCKET_TYPE)
```

This API sets the value of g_export_bucket_type.

| Parameter | Required | Type | Description |
|---|---|---|---|
| IN_EXPORT_BUCKET_TYPE | NA | VARCHAR2 | NA |

## Set Export for CODENTX

```
EXP_GEN.SET_EXP_BUCKET_CODENTX (IN_EXPORT_BUCKET_CODE)
```

This API sets the global variable value of g_exp_bucket_codeNTX.

| Parameter | Required | Type | Description |
|---|---|---|---|
| IN_EXPORT_BUCKET_CODE | NA | VARCHAR2 | This procedure sets/ initializes the global variable value of Bucket Code NTX for export execution. |

**Example**

EXP_GEN.SET_EXP_BUCKET_CODENTX('NTX123')

## Set Export for CODESVC

```
EXP_GEN.SET_EXP_BUCKET_CODESVC (IN_EXPORT_BUCKET_CODE)
```

This API sets the value of exp_bucket_codeSVC.

| Parameter | Required | Type | Description |
|---|---|---|---|
| IN_EXPORT_BUCKET_CODE | NA | VARCHAR2 | This procedure sets/initializes the global variable value of Bucket Code SVC for export execution. |

**Example**

EXP_GEN.SET_EXP_BUCKET_CODESVC ( 'BCK123')

## Get Last Report ID

```
EXP_STATISTIC_PKG.GET_LAST_REPORT_ID (G_REPORT_ID)
```

This API is used in export view to get the revenue bucket amounts by date,

| Parameter | Required | Type | Description |
|---|---|---|---|
| G_REPORT_ID | NA | NUMBER | Returns value of g_report_id.<br>g_report_id is populated from the value v_report id while creating the report and set to null while deleting the report. |

## Get Next Export Sequence

```
OPERA_SEQ.GET_NEXTCOUNTRYEXPORTSEQNO (IN_COUNTRY_CODE, IN_RESORT)
```

This API is used to get the next country export sequence.

| Parameter | Required | Type | Description |
|---|---|---|---|
| IN_COUNTRY_CODE | NA | VARCHAR2 | Returns the next export sequence in format "EXPORT_" appended with country code and resort code. |
| IN_RESORT | NA | VARCHAR2 | |

## Get Export Value

```
EXP_MAPPING_API.GET_EXPORT_VALUE (IN_MAPPING_TYPE, IN_MAPPING_CODE,
IN_LINKED_CODE, IN_CONFIG_TYPE, IN ESORT)
```

This API is used in generating views data about paidouts, payments, receivers, issuers and revenue details of Sales Documents.

| Parameter | Required | Type | Description |
|---|---|---|---|
| IN_MAPPING_TYPE DEFAULT 'N' | NA | VARCHAR2 | Get export value of a linked code using EXP_MAPPING_ID, MAPPING_CODE and LINKED_CODE. |
| IN_MAPPING_CODE DEFAULT 'N' | NA | NA | |
| IN_LINKED_CODE DEFAULT 'N' | NA | NA | This method is used to get value of export type of a particular string. |
| IN_CONFIG_TYPE DEFAULT 'Y' | NA | NA | |

| Parameter | Required | Type | Description |
|---|---|---|---|
| IN_RESORT DEFAULT 'Y' | NA | NA | |

## Get Property Codes

```
EXP_MAPPING_API.GET_PROPERTYCODES_TYPE (C_PROPERTY_CODES_TYPE)
```

This API returns c_property_codes_type which is a constant String of value " PROPERTY_CODES' that is used in generating views data about paidouts, payments, receivers, issuers and revenue details of Sales Documents.

| Parameter | Required | Type | Description |
|---|---|---|---|
| C_PROPERTY_CODES_TYPE | NA | VARCHAR2 | Returns value of c_property_codes_type variable. |

## Get Next Invoice

```
OPERA_SEQ.GET_NEXTITEINVOICE (IN_RESORT)
```

This API is used to increment sequence value.

| Parameter | Required | Type | Description |
|---|---|---|---|
| IN_RESORT (DEFAULT 'Y') | NA | VARCHAR2 | Returns an incremented sequence value categorized resort-wise as the invoice number.<br>The invoice number can be alphanumeric in number. |

## Get C Operating Unit

```
TRANCODE_DU.GET_C_OPERATING_UNIT (C_OPERATINGUNIT)
```

In this API, "OPERATING_UNIT" which is a constant string of value returns the value of variable c_operatingunit.,

| Parameter | Required | Type | Description |
|---|---|---|---|
| C_OPERATINGUNIT | NA | VARCHAR2 | Returns the value of variable c_operatingunit, |

## Get Property Primary Code

```
TRANCODE_DU.GET_PROPERTY_PRIMARY_CODE (IN_RESORT, IN_CORPORATE_INFO_TYPE)
```

This API function returns the primary code of property.

| Parameter | Required | Type | Description |
|---|---|---|---|
| IN_RESORT DEFAULT 'Y' | NA | VARCHAR2 | Returns the primary code of property from based on resort and corporate information. |
| IN_CORPORATE_INFO_TYPE DEFAULT 'N' | NA | VARCHAR2 | |

## Clean Export Data for Italy

```
EXP_COUNTRY_IT.POST_SPESOMETRO
```

You can use this API to clean up export data for Italy export.

| Parameter | Required | Type | Description |
|---|---|---|---|
| No parameters | NA | NA | Post-procedure to clean up export data for Italy export |

**EXAMPLE**

EXP_COUNTRY_IT.POST_SPESOMETRO ();

## Create Export Data for Italy

```
EXP_COUNTRY_IT.PRE_SPESOMETRO (IN_DATE_FROM, IN_DATE_TO)
```

You can use this API to create the JPK data required for the export.

| Parameter | Required | Type | Description |
|---|---|---|---|
| IN_DATE_FROM | Y | DATE | Procedure to create JPK export for Poland. |
| IN_DATE_TO | Y | DATE | |

**EXAMPLE**

EXP_COUNTRY_IT.PRE_SPESOMETRO ( '10052022','30052022');

## Create JPK Export for Poland

```
EXP_COUNTRY_PL.CREATE_JPK_EXPORT (IN_DATE_FROM, IN_DATE_TO)
```

You can use this API create JPK export for Poland.

| Parameter | Required | Type | Description |
|---|---|---|---|
| IN_DATE_FROM | Y | DATE | Pre-procedure related to Italy export. Creates the data required for the export. |
| IN_DATE_TO | Y | DATE | |

**EXAMPLE**

EXP_COUNTRY_PL.CREATE_JPK_EXPORT ( '10052022','30052022');

## Clean JPK Export for Poland

```
EXP_COUNTRY_PL.POST_JPK_EXPORT();
```

You can use this API to clean up JPK export data for Poland export.

| Parameter | Required | Type | Description |
|---|---|---|---|
| No parameters | NA | NA | Post-procedure to clean up export data for Poland export. |

**EXAMPLE**

EXP_COUNTRY_PL. POST_JPK_EXPORT();

## Create SAFT Export for Portugal

```
EXP_COUNTRY_PT.CREATE_SAFT_EXPORT (IN_FROM_DATE, IN_DATE_TO)
```

You can use this API to create SAFT export for Portugal.

| Parameter | Required | Type | Description |
|---|---|---|---|
| IN_FROM_DATE | Y | DATE | Procedure to create SAFT export for Portugal. |
| IN_DATE_TO | Y | DATE | |

**EXAMPLE**

EXP_COUNTRY_PT.CREATE_SAFT_EXPORT ( '10052022','30052022');

## Clean SAFT Export for Portugal

```
EXP_COUNTRY_PT.POST_SAFT_EXPORT
```

You can use this API to clean up export data for the Portugal SAFT.

| Parameter | Required | Type | Description |
|---|---|---|---|
| No parameters | NA | NA | Post-procedure to clean up export data for the Portugal SAFT export. |

**EXAMPLE**

EXP_COUNTRY_PT.POST_SAFT_EXPORT();

## Create Export Data for France

```
EXP_CREATE_FR_ARCHIVE.CREATE_EXPORT (IN_RESORT, IN_DATE)
```

You can use this API to create export for France.

| Parameter | Required | Type | Description |
|---|---|---|---|
| IN_RESORT | Y | VARCHAR2 | Procedure to create export for France. |
| IN_DATE | Y | DATE | |

**EXAMPLE**

EXP_CREATE_FR_ARCH IVE.CREATE_EXPORT ('LUCY', '12092020');

## Clean Export Data for France

```
EXP_CREATE_FR_ARCHIVE.POST_EXPORT
```

You can use this API to clean up export data for France export.

| Parameter | Required | Type | Description |
|---|---|---|---|
| No parameters | NA | NA | Post-procedure to clean up export data for France export. |

**EXAMPLE**

EXP_CREATE_FR_ARCHIVE.POST_EXPORT();

## Create Export for India

```
EXP_HSN_OUTSTANDING.CREATE_EXPORT (IN_RESORT, IN_DATE)
```

You can use this procedure to create export for India.

| Parameter | Required | Type | Description |
|---|---|---|---|
| IN_RESORT | Y | VARCHAR2 | Procedure to create export for India. |
| IN_DATE | Y | DATE | |

**EXAMPLE**

EXP_HSN_OUTSTANDING.CREATE_EXPORT('LUCY', '12092020');

## Get the Version Information

```
EXP_CREATE_IT_EINVOICE.GET_VERSIONE_ATTRIB
```

You can use this API will return the version information.

| Parameter | Required | Type | Description |
|---|---|---|---|
| No Parameters | NA | NA | The function will return the version information. |

**EXAMPLE**

EXP_CREATE_IT_EINVOICE.GET_VERSIONE_ATTRIB();

## Get Total Count of Records for ALL

```
EXP_ITALY_PKG.TOTRECORDS (IN_DATE)
```

You can use this API will return the total count of records for export_type='ALL' and business date combination.

| Parameter | Required | Type | Description |
|---|---|---|---|
| IN_DATE | N | DATE | The function will return the total count of records for export_type='ALL' and business date combination |

**EXAMPLE**

EXP_ITALY_PKG.TOTRECORDS('12092020');

## Get Total Count of Records for TMP

```
EXP_ITALY_PKG.TOTRECORDSISTAT (IN_DATE IN_EXPORT_TYPE)
```

You can use this API will return the total count of records for export_type='TMP' and business date combination.

| Parameter | Required | Type | Description |
|---|---|---|---|
| IN_DATE | N | DATE | The function will return the total count of records for export_type='TMP' and business date combination. |
| IN_EXPORT_TYPE | N | VARCHAR2 | |

**EXAMPLE**

EXP_ITALY_PKG.TOTRECORDSISTAT('12092020','TMP');

## Get Number Of Rooms Reserved

```
EXP_ITALY_PKG.GET_ROOMS_BY_RESV (IN_TIPPO_ALLOGGIATO, IN_RESV_NAME_ID,
IN_ALLOTMENT_HEADER_ID)
```

You can use this API will return the total number of rooms reserved.

| Parameter | Required | Type | Description |
|---|---|---|---|
| IN_TIPPO_ALLOGGIATO | N | VARCHAR2 | The function will return the total number of reserved rooms. |
| IN_RESV_NAME_ID | N | NUMBER | |
| IN_ALLOTMENT_HEADER_ID | N | NUMBER | |

**EXAMPLE**

EXP_ITALY_PKG.GET_ROOMS_BY_RESV( '16', 100, 1988 );

Values for tipoalloggiato field:

- 16 OSPITE SINGOLO
- 17 CAPOFAMIGLIA
- 18 CAPOGRUPPO
- 19 FAMILIARE
- 20 MEMBRO GRUPPO

## Get Province

```
EXP_ITALY_PKG.GET_PROVINCE (IN_CITY)
```

You can use this API to get the province.

| Parameter | Required | Type | Description |
|---|---|---|---|
| IN_CITY | N | VARCHAR2 | The function will return the province. |

**EXAMPLE**

EXP_ITALY_PKG.GET_PROVINCE('HYD');

## Get Country ID

```
EXP_ITALY_PKG.GET_COUNTRY_ID (IN_COUNTRY_CODE)
```

You can use this API to get the Country ID.

| Parameter | Required | Type | Description |
|---|---|---|---|
| IN_COUNTRY_CODE | N | VARCHAR2 | The function will return the Country ID. |

**EXAMPLE**

EXP_ITALY_PKG.GET_COUNTRY_ID('PT');

## Get City ID

```
EXP_ITALY_PKG.GET_CITY_ID (IN_CITY)
```

You can use this API to get the City ID.

| Parameter | Required | Type | Description |
|---|---|---|---|
| IN_CITY | N | VARCHAR2 | The function will return the City ID. |

**EXAMPLE**

EXP_ITALY_PKG.GET_CITY_ID('HYD');

## Get Rooms By Date

```
EXP_ITALY_PKG.GET_AVL_ROOMSBYDATE (IN_DATE)
```

You can use this API to get the number of available rooms on a particular date.

| Parameter | Required | Type | Description |
|---|---|---|---|
| IN_DATE | N | VARCHAR2 | The function will return the number of available rooms on a particular date. |

**EXAMPLE**

EXP_ITALY_PKG.GET_AVL_ROOMSBYDATE('12092020');

## Get Physical Inventory

`EXP_ITALY_PKG.GET_AVL_ROOMS`

You can use this API to get the physical inventory.

| Parameter | Required | Type | Description |
|---|---|---|---|
| NA | NA | NA | This function will fetch the physical inventory. |

**EXAMPLE**

EXP_ITALY_PKG.GET_AVL_ROOMS();

## Get Available Beds

`EXP_ITALY_PKG.GET_AVL_BEDS`

You can use this API to get the physical inventory.

| Parameter | Required | Type | Description |
|---|---|---|---|
| NA | NA | NA | This function will return the total number of available beds. |

**EXAMPLE**

EXP_ITALY_PKG.GET_AVL_BEDS();

## Get Last Reservation ID

`EXP_ITALY_PKG.GETLASTRESVID`

You can use this API to get the last Reservation ID.

| Parameter | Required | Type | Description |
|---|---|---|---|
| NA | NA | NA | This function will return the Last Reservation ID. |

**EXAMPLE**

EXP_ITALY_PKG.GETLASTRESVID();

## Get Last Group

```
EXP_ITALY_PKG.GETLASTGROUP
```

You can use this API to get the Last Group.

| Parameter | Required | Type | Description |
|---|---|---|---|
| NA | NA | NA | This function will return the Last Group. |

**EXAMPLE**

EXP_ITALY_PKG.GETLASTGROUP();

## Get Name ID

```
EXP_ITALY_PKG.GETNAMEID (IN_RESV_NAME_ID, IN_NAME_ID, IN_UDFSEARCH)
```

You can use this API to get the Name ID.

| Parameter | Required | Type | Description |
|---|---|---|---|
| IN_RESV_NAME_ID | N | NUMBER | This function will return the Name ID. |
| IN_NAME_ID | N | NUMBER | |
| IN_UDFSEARCH | N | VARCHAR2 | |

**EXAMPLE**

EXP_ITALY_PKG.GETNAMEID(100, 344, 'TEST' );

## Get Membership Level

```
EXP_CREATE_DATA.GET_MEMBER_LEVEL (IN_RESV_NAME_ID, IN_MEMBERSHIP_TYPE,
IN_MEMBERSHIP_NO, IN_RESORT)
```

You can use this API to get Get membership level based on the reservation name id, member type, member number.

| Parameter | Required | Type | Description |
|---|---|---|---|
| IN_RESV_NAME_ID | NA | NUMBER | Get membership level based on the reservation name id, member type, member number |
| IN_MEMBERSHIP_TYPE | NA | VARCHAR2 | |
| IN_MEMBERSHIP_NO | NA | VARCHAR2 | |
| IN_RESORT | NA | VARCHAR2 | |

**EXAMPLE**

EXP_CREATE_DATA.GET_MEMBER_LEVEL(RESV_NAME_ID, LOYALTY_MEMBER_TYPE, LOYALTY_MEMBER_NO, PMS_P.RESORT)

## Get Commission Code For Rate Code

```
EXP_CREATE_DATA.RATE_COMM_CODE (IN_RATE_CODE, IN_RESORT)
```

You can use this API to get the commission code for rate code.

| Parameter | Required | Type | Description |
|---|---|---|---|
| IN_RATE_CODE | NA | VARCHAR2 | Get commission code for rate code |
| IN_RESORT | NA | VARCHAR2 | |

**EXAMPLE**

- EXP_CREATE_DATA.RATE_COMM_CODE(RATE_CODE)

## Get Profile Info

```
EXP_CREATE_DATA.GET_PROF_INFO (N_NAME_ID, IN_COLUMN, IN_RESORT)
```

You can use this API to fetch the specific values of a profile.

| Parameter | Required | Type | Description |
|---|---|---|---|
| N_NAME_ID | NA | NUMBER | Get value in column specified from name_view for name_id specified. So in this example function will get IATA_CORP_NO for profile. |

| Parameter | Required | Type | Description |
|---|---|---|---|
| IN_COLUMN | NA | VARCHAR2 | Get value in column specified from name_view for name_id specified. So in this example function will fetch the 'Display Name' (Last and First) of profile. |
| IN_RESORT | NA | VARCHAR2 | Get value in column specified from name_view for name_id specified. So in this example function will fetch "Currency code" column value for profile. |

**EXAMPLE**

- EXP_COUNTRY_PL.CREATE_JPK_EXPORT ( '10052022','30052022')
- EXP_CREATE_DATA.GET_PROF_INFO(RESV_CONTACT_ID,'DISPLAY_NAME')
- EXP_CREATE_DATA.GET_PROF_INFO(AGENT_NAME_ID,'CURRENCY_CODE')

## Fix Characters

```
EXP_ITALY_PKG.FIXCHAR (IN_STRING)
```

You can use this API to replace the characters.

| Parameter | Required | Type | Description |
|---|---|---|---|
| IN_STRING | NA | VARCHAR2 | This function will replace Unicode characters with substitution characters. |

**EXAMPLE**

EXP_ITALY_PKG.FIXCHAR('ó');

## Get the Country Description

```
NAME_REF.GET_COUNTRY_NAME (in_name_id)
```

This API helps you to get the country description for the profile.

| Parameter | Required | Type | Description |
|---|---|---|---|
| IN_NAME_ID | Y | Number | Gets the Country description for the profile. |

**EXAMPLE**

NAME_REF.GET_COUNTRY_NAME(AGENT_NAME_ID)

## Get State Description

```
NAME_REF.GET_STATE_NAME (in_name_id - number)
```

This API helps you to get the state description for the profile.

| Parameter | Required | Type | Description |
|---|---|---|---|
| IN_NAME_ID - NUMBER | Y | Number | Gets the State description for the profile. |

**EXAMPLE**

NAME_REF.GET_STATE_NAME(AGENT_NAME_ID)

## Get Out of Service Room Count

```
CTR_PANEL_PKG.OSROOMS (IN_RESORT, CONSIDERED_DATE, PMS_P.RESORT)
```

This API Returns Out of Service room count.

| Parameter | Required | Type | Description |
|---|---|---|---|
| CONSIDERED_DATE | NA | DATE | Returns Out of Service room count based on input data considered and Resort |
| IN_RESORT | NA | VARCHAR2 | |
| PMS_P.RESORT | NA | DEFAULT | |

**EXAMPLE**

CTR_PANEL_PKG.OSROOMS (PMS_P.BUSINESS_DATE,'PROP1')

## Get Out of Order Room Count

```
CTR_PANEL_PKG.OOROOMS (in_resort, considered_date)
```

This API Returns Out of Order room count.

| Parameter | Required | Type | Description |
|---|---|---|---|
| considered_date | NA | DATE | Returns Out of Order room count based on input data considered and Resort |
| in_resort DEFAULT pms_p.resort | NA | VARCHAR2 | |

**EXAMPLE**

CTR_PANEL_PKG.OSROOMS (PMS_P.BUSINESS_DATE,'PROP1')

## Get Bill Generation Date

```
FIN_TRAN_VIEW_REF.GET_BILL_GENERATION_DATE (IN_RESV_NAME_ID, IN_BILL_NO,
IN_FOLIO_TYPE, IN_RESORT)
```

This function will Returns Bill Generation Date value.

| Parameter | Required | Type | Description |
|---|---|---|---|
| IN_RESV_NAME_ID | | NUMBER | Returns Bill Generation Date value based on input bill number/Folio Type/ Reservation Id and Resort values. |
| IN_BILL_NO | | NUMBER | |
| IN_FOLIO_TYPE | | VARCHAR2 | |
| IN_RESORT | | VARCHAR2 | |

**EXAMPLE**

FIN_TRAN_VIEW_REF.GET_BILL_GENERATION_DATE (4352412,678,'DEBIT','PROP1');)

## Get Export Considered Run Date

```
EXP_STAYSTYPE_PKG.GET_CONSIDERED_DATE
```

This function will returns export considered Run Date.

| Parameter | Required | Type | Description |
|---|---|---|---|
| NA | | NUMBER | Returns Export considered Run Date ( Considered Date). |

**EXAMPLE**

EXP_STAYSTYPE_PKG.GET_CONSIDERED_DATE

## Determine Value Type

```
GEN_UTIL.VALUE_IS_NUMERIC_YN (IN_VALUE )
```

This function will determine if a given value is numeric(Y) or alpha(N).

| Parameter | Required | Type | Description |
|---|---|---|---|
| IN_VALUE | Yes | VARCHAR2 | Determines the if a given function value is numeric(Y) or alpha(N). |

**EXAMPLE**

GEN_UTIL.VALUE_IS_NUMERIC_YN('ABCDEF');

## Convert Business Date

```
OPERA_FUNC.CONVERT_FROM_BUSINESS_DATE (IN_BUSINESS_DATE, IN_RESORT,
PMS_P.RESORT)
```

Returns the inserted date for a given business date.

| Parameter | Required | Type | Description |
|---|---|---|---|
| IN_BUSINESS_DATE | NA | DATE | This function will return the insert date for a given business date. |
| IN_RESORT | NA | VARCHAR2 | |
| PMS_P.RESORT | NA | DEFAULT | |

**EXAMPLE**

OPERA_FUNC.CONVERT_FROM_BUSINESS_DATE(PMS_P.BUSINESS_DATE, 'PROP1' );

## Get Payment Methods

```
EXP_MAPPING_API.GET_PAYMENT_METHODS_TYPE
```

This API will return the export payment method type.

| Parameter | Required | Type | Description |
|---|---|---|---|
| NA | | NUMBER | Returns a constant value payment methods. |

**EXAMPLE**

EXP_MAPPING_API.GET_PAYMENT_METHODS_TYPE;

## Get New Time

```
TZ.GET_NEW_TIME (IN_FR_DATE, IN_FR_TZ_REGION, IN_TO_TZ_REGION)
```

You can use this API to get the new date-time.

| Parameter | Required | Type | Description |
|---|---|---|---|
| IN_FR_DATE | N | DATE | This function will return the new date-time for the given date-time based on from and to_time zone. |
| IN_FR_TZ_REGION | N | VARCHAR2 | |
| IN_TO_TZ_REGION | N | VARCHAR2 | |

**EXAMPLE**

TZ.GET_NEW_TIME(SYSDATE,'+00:00','GMT');

## Get Property Currency

`PMS_P.CURRENCY`

You can use this API to currency of a particular country.

| Parameter | Required | Type | Description |
|---|---|---|---|
| NA | NA | NA | The function will return the property currency. |

**EXAMPLE**

PMS_P.CURRENCY. For example, Australia/Brisbane.

## Get Property Language

`PMS_P.LANGUAGE`

You can use this API to language of a particular property.

| Parameter | Required | Type | Description |
|---|---|---|---|
| NA | NA | NA | The function will return the property language. |

**EXAMPLE**

PMS_P.LANGUAGE. For example, ES.

## Get Timezone

`PMS_P.TIMEZONE_REGION`

You can use this API to get time zone of a particular property.

| Parameter | Required | Type | Description |
|---|---|---|---|
| NA | NA | NA | The function will return the property time zone. |

**EXAMPLE**

PMS_P.TIMEZONE_REGION; for example, Australia/Brisbane.

## Search Entity Detail Translation

```
SC_TRANSLATION.ENTITY_DETAIL_TRANSLATION (IN_CODE_TYPE, IN_LANG, IN_CODE,
IN_RESORT)
```

You can use this API to search for a translation for a description of entity detail table on the description translation table.

| Parameter | Required | Type | Description |
|---|---|---|---|
| IN_CODE_TYPE | NA | VARCHAR2 | This functions searches for a translation for a 'DESCRIPTION' of entity_detail table on the desc_translation table. If not found returns the english version. |
| IN_LANG | NA | VARCHAR2 | |
| IN_CODE | NA | VARCHAR2 | |
| IN_RESORT | NA | VARCHAR2 | |

**EXAMPLE**

SC_TRANSLATION.ENTITY_DETAIL_TRANSLATION ('MARKET_CODE', 'DE','CORI','TOKYO');

## Set Bucket Code Type

```
EXP_GEN.SET_EXPORT_BUCKET_TYPE
```

This API sets the global variable value of Bucket Code Type.

| Parameter | Required | Type | Description |
|---|---|---|---|
| IN_EXPORT_BUCKET_TYPE | NA | VARCHAR2 | This procedure sets/ initializes the global variable value of Bucket Code Type for export execution. |

**Example**

EXP_GEN.SET_EXPORT_BUCKET_TYPE('BCKTY123')

## Get Export Start Date

```
EXP_GEN.GET_EXP_START_DATE
```

This API returns the start date of a particular export.

| Parameter | Required | Type | Description |
|---|---|---|---|
| N/A | NA | NA | Returns Export Start Date. Defaults to Business Date when not set by Export execution. |

**Example**

EXP_GEN.GET_EXP_START_DATE

## Get Availability

```
CTR_PANEL_PKG.GET_AVAILABILITY (CONSIDEREDDATE)
```

This API returns the Inventory Availability based on input data.

| Parameter | Required | Type | Description |
|---|---|---|---|
| CONSIDEREDDATE | NA | DATE | Returns Inventory Availability based on input data considered and Resort. |

**Example**

CTR_PANEL_PKG.GET_AVAILABILITY  (PMS_P.BUSINESS_DATE)

## Get COMM End Date

```
COMM_PMNT_EXP_API.GET_COMM_END_DT
```

This API returns COMM End Date set for the export execution.

| Parameter | Required | Type | Description |
|---|---|---|---|
| N/A | NA | N/A | Returns COMM End Date set for the export execution. |

**Example**

COMM_PMNT_EXP_API.GET_COMM_END_DT

## Get COMM Check Number

`COMM_PMNT_EXP_API.GET_COMM_CHECK_NO`

This API returns COMM check number.

| Parameter | Required | Type | Description |
|---|---|---|---|
| N/A | NA | N/A | Returns COMM Check No set for the export execution. |

**Example**

COMM_PMNT_EXP_API.GET_COMM_CHECK_NO

## Get COMM Begin Date

`COMM_PMNT_EXP_API.GET_COMM_BEGIN_DT`

This API returns COMM begin date.

| Parameter | Required | Type | Description |
|---|---|---|---|
| N/A | NA | N/A | Returns COMM Begin Date set for the export execution. |

**Example**

COMM_PMNT_EXP_API.GET_COMM_BEGIN_DT

## Get COMM Agent ID

`COMM_PMNT_EXP_API.GET_COMM_AGNT_ID`

This API returns COMM Agent ID.

| Parameter | Required | Type | Description |
|---|---|---|---|
| N/A | NA | N/A | Returns COMM Begin Date set for the export execution. |

**Example**

COMM_PMNT_EXP_API.GET_COMM_BEGIN_DT

## Get COMM Account ID

`COMM_PMNT_EXP_API.GET_COMM_ACNT_ID`

This API returns COMM Account ID.

| Parameter | Required | Type | Description |
|---|---|---|---|
| N/A | NA | N/A | Returns COMM Account Id set for the export execution. |

**Example**

COMM_PMNT_EXP_API.GET_COMM_ACNT_ID

## Set Data To Date

```
EXPORT_DATA_P.SET_DATA_TO_DATE
```

This API helps you to set to date.

| Parameter | Required | Type | Description |
|---|---|---|---|
| IN_DATA_TO_DATE | NA | DATE | Sets TO_DATE for export execution. |

EXPORT_DATA_P.SET_DATA_TO_DATE(pms_p.business_date);

## Get All Export Values

```
EXP_MAPPING_API.GET_ALL_EXPORT_VALUES (IN_MAPPING_TYPE, IN_LINKED_CODE,
IN_DELIMITER, IN_RESORT, IN_CONFI_TYPE)
```

This API returns all export values of a code.

| Parameter | Required | Type | Description |
|---|---|---|---|
| IN_MAPPING_TYPE | NA | VARCHAR2 | Returns all export values of a code linked to in_mapping_type, delimited with in_delimiter; Sequence is determined by SEQ_NO, EXP_MAPPING_CODE of the mapping codes belonging to that mapping type. |
| IN_LINKED_CODE | NA | VARCHAR2 | |
| IN_DELIMITER | NA | VARCHAR2 | |
| IN_RESORT | NA | VARCHAR2 | |
| IN_CONFIG_TYPE | NA | VARCHAR2 | |

**EXAMPLE**

EXP_MAPPING_API.GET_ALL_EXPORT_VALUES
('E_INVOICE_ITA','CIT','/','CITALY','PROPERTY_CODES');

## Get Filename Format

```
SC_EXPORTS.GET_FILE_NAME_FORMAT
```

You can use this API to get the filename format for exports based on Resort Name and Business Date.

| Parameter | Required | Type | Description |
|---|---|---|---|
| NA | NA | NA | This function returns filename format for exports based on Resort Name and Business Date. |

**EXAMPLE**

SC_EXPORTS.GET_FILE_NAME_FORMAT;

For example, returns ROSA_D21339 when Resort = 'ROSIE' and Business_Date = 05-DEC-21

## Set Data From Date

```
EXPORT_DATA_P.SET_DATA_FROM_DATE
```

This API helps you to set data from date.

| Parameter | Required | Type | Description |
|---|---|---|---|
| IN_DATA_FROM_DATE | NA | DATE | Sets FROM_DATE for export execution. |

EXPORT_DATA_P.SET_DATA_FROM_DATE(pms_p.business_date-1);

## Get Date Iteration

```
EXPORT_DATA_P.GET_DATE_ITERATION
```

You can use this API to get the date iteration number.

| Parameter | Required | Type | Description |
|---|---|---|---|
| NA | NA | NA | Returns date iteration number. |

**EXAMPLE**

EXPORT_DATA_P.GET_DATE_ITERATION

## Get Export Data ID

```
EXPORT_DATA_P.GET_EXP_DATA_ID
```

You can use this API to get the Export Data Id.

| Parameter | Required | Type | Description |
|---|---|---|---|
| NA | NA | NA | Returns Export Data Id from current session. |

**EXAMPLE**

EXPORT_DATA_P.GET_EXP_DATA_ID;

## Get Export Mode

```
EXPORT_DATA_P.GET_EXPORT_MODE
```

You can use this API to get the Export Mode.

| Parameter | Required | Type | Description |
|---|---|---|---|
| NA | NA | NA | Returns Export running mode. |

**EXAMPLE**

EXPORT_DATA_P.GET_EXPORT_MODE

## Get ISO Language Code

```
EXPORT_DATA_P.GET_ISO_LANG_CODE (IN_LANGUAGE_CODE)
```

You can use this API to get the ISO Language Code.

| Parameter | Required | Type | Description |
|---|---|---|---|
| IN_LANGUAGE_CODE | NA | VARCHAR2 | Returns ISO Language Code for the input language code. |

**EXAMPLE**

GET_ISO_LANG_CODE('EN');

## Get Data to Folio

```
EXPORT_DATA_P.GET_DATA_TO_FOLIO
```

You can use this API to get the folio value.

| Parameter | Required | Type | Description |
|---|---|---|---|
| NA | NA | NA | Returns To Folio value. |

**EXAMPLE**

EXPORT_DATA_P.GET_DATA_TO_FOLIO

## Get Data From Folio

```
EXPORT_DATA_P.GET_DATA_FROM_FOLIO
```

You can use this API to get the from folio value.

| Parameter | Required | Type | Description |
|---|---|---|---|
| NA | NA | NA | Returns From Folio Value. |

**EXAMPLE**

EXPORT_DATA_P.GET_DATA_FROM_FOLIO

## Get Cash Register ID

```
EXPORT_DATA_P.GET_CASHREG_ID
```

You can use this API to get the cash register Id.

| Parameter | Required | Type | Description |
|---|---|---|---|
| NA | NA | NA | Returns Cash Register ID. |

**EXAMPLE**

EXPORT_DATA_P.GET_CASHREG_ID

## Get ISO Date Format

```
BUSINESS_EVENT_EXT.GETISODATEFORMAT
```

This API returns the ISO date format.

| Parameter | Required | Type | Description |
|---|---|---|---|
| N/A | NA | N/A | Returns date format 'YYYY-MM-DD'. |

**Example**

BUSINESS_EVENT_EXT.GETISODATEFORMAT

## Get District Code

```
CALCULATE_FORECAST.GET_DISTRICT
```

This API returns the District Code.

| Parameter | Required | Type | Description |
|---|---|---|---|
| IN_COUNTRY_CODE | NA | VARCHAR2 | Returns District Code based on input Country,Postal and City codes. |
| IN_POSTAL_CODE | NA | VARCHAR2 | |
| IN_CITY | NA | VARCHAR2 | |

**Example**

CALCULATE_FORECAST.GET_DISTRICT ('IN','560068',"HYD')

## Get Data From Date

```
EXPORT_DATA_P.GET_DATA_FROM_DATE
```

You can use this API to get the from date value.

| Parameter | Required | Type | Description |
|---|---|---|---|
| NA | NA | NA | Returns From Date value. |

**EXAMPLE**

EXPORT_DATA_P.GET_DATA_FROM_DATE

# Using Telephone Operator

Use the Telephone Operator to perform any of the following tasks:

- Search for reservation and guest information.
- Manage guest messages for reservations. For more information, see Managing Guest Messages
- Manage reservations traces. For more information, see Managing Reservation Traces
- Manage wake up calls. For more information, see Wake Up Calls

- Manage guest locators. For more information, see Managing Reservation (Guest) Locators

> **Tip:**
>
> Switch the console view , which provides quick access to all reservation details links.

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Telephone**, then select **Telephone Operator**.
2. Enter search criteria then click **Search**.
3. Select a reservation in the search result.
   a. To navigate to the reservation, click the **Confirmation number** in left panel or top section of console view or click **I Want To ....**, and select **Reservation**.
   b. To navigate to the profile, click the **Guest Name** in left panel or from profile section of console view or click **I Want To ....**, and select **Profile**.
   c. To navigate to Billing, click the **Balance** in the Billing section or click **I Want To ....**, and select **Billing**.

**Table 8-14 Reservation Detail Links**

| Reservations | Billing |
|---|---|
| Call History | Payment Instructions |
| Item Inventory | Deposit Cancellation |
| Packages | Fixed Charges |
| Stay Details | Prepaid Cards |
| Transportation | Routing Instructions |
| Confirmation Letters | Transaction Diversion |
| eSigned Registration Cards | Stay Revenue |
| External References | |
| Linked Reservation | |
| Locators | |
| Track It | |
| Shares | |
| Prepaid Cards | |
| Tickets | |
| **Notifications** | **Profile** |
| Alerts | Communication |
| Attachments | Future and Past Stays |
| Guest Messages | Linked Profiles |
| Housekeeping | Preferences |
| Notes | Accompanying Profiles |
| Service Requests | Membership |

**Table 8-14 (Cont.) Reservation Detail Links**

| Reservations | Billing |
|---|---|
| Traces | Matching Reservations |

# Managing Telephone Book Categories and Entries

## Prerequisites for Managing Telephone Book Categories and Entries

The telephone book is available to maintain contact information for local theaters, restaurants, taxi stands, airlines, churches, employee directory, other properties, etc. The Telephone Book stores all information for guest referral and each entry is categorized, such as restaurants, transportation etc. Within each category are the contact entries with names, telephone numbers, and web addresses of people and places that your staff may need. The Telephone Book can be used as a Concierge guide, with information that can be helpful to communicate to the guests such as area attractions, airports, or transportation system companies and remarks.

### Adding Telephone Category

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Telephone**, then select **Telephone Book Category**.
2. Click **New** and enter the following details:
    a. **Category**: Select the category from list.
    b. **Description**: Enter a description for category.
    c. **Sequence**: Enter a Sequence to determine the order in which the type appears.
    d. **Global**: Select the check box to enable this category (and the related Telephone Book entries) in all properties.

3. Click **Save**.

### Editing Telephone Category

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Telephone**, then select **Telephone Book Category**.
2. Enter search criteria and click **Search**.
3. In the search results, select the entity, then click the vertical ellipsis **Actions** menu and select **Edit**.
4. Update the details.
5. Click **Save**.

### Deleting Telephone Category

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Telephone**, then select **Telephone Book Category**.
2. Enter search criteria and click **Search**.
3. In the search results, select the entity, then click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

### Adding Telephone Book Entry

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Telephone Book** .
2. Click **New** and enter the following details:
    a. **Category**: Select the category from list.
    b. **Name**: Enter name for telephone book entry.
    c. **Telephone**:  Telephone number for the entry.
    d. **Web Address**: Web address for the selected name/company. This web address also serves as a hyper link to the highlighted name's web page.
    e. **Notes**: Enter notes such as directions to movie theater, church services times, restaurant reviews and any other additional comments.
3. Click **Save**.

### Editing Telephone Book Entry

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Telephone**, then select **Telephone Book** .
2. Enter search criteria and click **Search**.
3. In the search results, select the entity, then click the vertical ellipsis **Actions** menu and select **Edit**.
4. Update the details.
5. Click **Save**.

### Deleting Telephone Book Entry

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Telephone**, then select **Telephone Book** .
2. Enter search criteria and click **Search**.
3. In the search results, select the entity, then click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

# Monitoring Business Event Queue

A business event sends information about changes made in OPERA Cloud to external systems. You can view business events (triggers), signifying that an action has occurred and that an outbound message is produced and placed in queue for external systems to analyze and take appropriate action.

The following information is displayed:

- **EXT System**: Name of the external system that the message was created for and needs to picked up by.
- **Enq Time**: Displays the time of when the business event change occurred.
- **Resort**: Property name of where the change happened.

- **Module**: Module name of where the change happened.
- **Action Type**: Type of action that the outbound message is pertaining to. For example, a new reservation was created, a current reservation was updated, or a profile was updated.
- **Action ID**: ID number that is automatically assigned to the action when it happened.
- **Created Time**: Date and time that the change happened.
- **Primary Key**: Alpha-numeric key to uniquely identify the data applicable to that particular action

### Viewing Business Event Queue

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Monitoring** then select **Business Event Queue**.
2. Select an external system, Enqueue Date and enter other search criteria and click **Search**.

### Refreshing Business Event Queue

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Monitoring** then select **Business Event Queue**.
2. Select an external system, Enqueue Date and enter other search criteria and click **Search**.
3. Click **Vertical Ellipsis** and select **Refresh**.

# Monitoring IATA Exception

The Channel Exception Queue is used to record exceptions for GDS bookings when there is no record locator or International Air Transport Association (IATA) number within the message.

The type of information displayed in the queue is determined by two Channel Management OPERA Controls :

- When the **IATA Exception** OPERA Control is active and request is received from GDS without an IATA number, the IATA exception will display in the queue.
- When the **Record Locator Exception** OPERA Control is active and request is received from GDS without a record locator, the record locator exception will display in the queue.

The following information is displayed:

- **Insert Date**: The date the exception occurred.
- **Reason**: The reason for the exception.
- **Status**: The exception status, such as "pending".
- **GDS Property**: The property.
- **Conf#**: The confirmation number.
- **GDS Transaction No**: The message ID from the message.
- **GDS Source**: If the exception is a result of a missing IATA number, the source is GDS type A or GDS type B: If the exception is a result of missing record locator, the source is the GDS host.
- **GDS Rec Loc**: The GDS record locator.
- **GDS Value**: The GDS value.
- **CRS Value**: The CRS value.

### Viewing IATA Exception Queue

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Monitoring** then select **IATA Exception**.
2. Select a Property, Channel(s), Type and enter other search criteria and click **Search**.

# Monitoring ADS Error Message

The ADS Error Processing screen is used to monitor messages for the ADS channels and allows you to search for messages with a status of "Error" to investigate what the issue is.

In addition, the ACK and NACK responses received from the ADS host are also logged.

### Viewing ADS Error Messages

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Monitoring** then select **ADS Error Message**.
2. Select a Property, Channel(s), Type and enter other search criteria and click **Search**.

### Refreshing ADS Error Messages

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Monitoring** then select **ADS Error Message**.
2. Select a Property, Channel(s), Type and enter other search criteria and click **Search**.
3. Click **Vertical Ellipsis** and select **Refresh**.

# Monitoring Fiscal Business Event Status

Prerequisites for Monitoring Fiscal Business Event Status

Fiscal Business Event Status displays the status of fiscal business events triggered to an external fiscal program via OPERA Fiscal Integration Solution (OFIS).

### Viewing Fiscal Business Event Status

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Monitoring** then select **Fiscal Business Event Status**.
2. Enter search criteria, then click **Search**.

### Re-sending Failed Fiscal Business Events

You can resend failed messages according to the Fiscal Business Event Resend Days and Maximum Fiscal Business Events to Resend OPERA Controls.

You role must be granted the Resend Fiscal Business Events task.

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Monitoring** then select **Fiscal Business Event Status**.
2. Enter search criteria, then click **Search**.
3. Select the failed business event(s) in the search result.
4. Click **Resend**.

### Viewing Request/Response Message for Expired Events

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Monitoring** then select **Fiscal Business Event Status**.
2. Select **Only Display Expired Events** check box, enter additional search criteria, then click **Search**.
3. Select the business event in the search result, then click the vertical ellipsis **Actions** menu and select **View Request/Response**.

# Using Supporting Documents

Prerequisites for Supporting Documents

To generate information folios, pro-forma folios, and confirmation letters as supporting documents for fiscal partner.

### Sending Supporting Documents to a Fiscal Printer

To send supporting documents in Failure status to fiscal partner

> **Note:**
>
> Select **Document Type** to filter on Pro-Forma Folios when **Generate Proforma Invoice** OPERA Control is active. Select **Document Type** to filter on Confirmation Letters when **Confirmation Letters** OPERA Control is active.

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Supporting Documents**.
2. Enter search criteria, then click **Search**.
3. Select the document number in the search result, then click the vertical ellipsis **Actions** menu and select **Send**.

### Previewing Information Folios and Pro-Forma Folios from Supporting Documents

To preview, e-mail, or download a supporting document.

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Supporting Documents**.
2. Enter search criteria, then click **Search**.
3. Select the document number in the search result, then click the vertical ellipsis **Actions** menu and select **Print/Preview**.
    a. On the Report Destination page.
        i. **Folio Style**: The default folio style is displayed; click to select a different folio style. For more information, see Selecting Folio Styles for Viewing, Printing.
        ii. Click **View in Currency** to select a currency from the list (available when the **Ability to Quote Rates in Foreign Currencies** OPERA Control is active).
            i. Select a currency from the list.
            ii. Click **Select**.

iii. **Folio Text**: Click to add folio-specific text to appear when generating the folio (available when the **Additional Folio Text** OPERA Control is active).
    i. Enter Promotional or Reference text into the fields.
    ii. Click **Save**.
iv. Select a destination.
    i. **Preview**: Select to generate as PDF file.
    ii. **Email to Print**: Select a printer from the list. For more information, see Configuring Printers.
    iii. **E-mail**: Select an e-mail address from the list.
        i. Click **New E-mail** to add an e-mail address.
            i. **E-mail Type**: Select an e-mail type from the list.
            ii. **E-mail Address**: Enter an e-mail address.
            iii. Click **Save**.
    iv. **Download**: Select to download PDF file.
v. Click **Process**.

### Previewing Confirmation Letters from Supporting Documents

To preview a supporting document.

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Supporting Documents**.

2. Enter search criteria, then click **Search**.

3. Select the document number in the search result, then click the vertical ellipsis **Actions** menu and select **Print/Preview**.

9

# Reports

The report module provides access to standard reports that are categorized into report groups. Reports that support multiple properties are indicated in the search results, and you can generate these reports for multiple properties from a Hub location. Reports can be previewed, printed, emailed or downloaded in a variety of file formats.

You can setup Shift Reports to generate multiple reports in a batch process. For more information, see Managing Shift Reports

When the **Report Scheduler** OPERA Control is active, reports (including shift reports) can be scheduled to auto-generate periodically. For more information, see Managing Scheduled Reports

When the **Enable Watermark for Reports** OPERA Control is active, you can setup a watermark to generate for all report groups (globally), for reports in specific report groups or for specific reports only. For more information, see Managing Report Watermarks.

> **Note:**
>
> Standard reports do not support localization, nor do they output custom flex fields added with Page Composer. Reporting and Analytics is available for custom reporting. For more information, see OPERA Reporting and Analytics

The reports module is also used to manage the various stationery templates setup for each stationery report group. For more information, see About Stationery Editor

## Prerequisites for Reports

This chapter of the OPERA Cloud User Guide lists the prerequisites for Reports menu.

### Prerequisites for Stationery Editor

**OPERA Cloud Tasks**

**Group**: Reports

**Tasks**:

- View Internal Reports / Report Groups
- Manage Reports
  - Copy Reports

# Prerequisites for Activity Reports

**Licenses / Subscriptions**

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

Or

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

**OPERA Controls**

**Group**: Activity

**Parameters**: Use Time Zones for Activities

**OPERA Cloud Tasks**

**Group**: Reports

**Tasks**:

- Report Groups
- Activity

# Prerequisites for Blocks and Groups Reports

**OPERA Controls**

**Group**: Blocks

**Functions**: Business Block

**OPERA Cloud Tasks**

**Group**: Reports

**Tasks**: Report Groups

- Blocks and Groups

# Prerequisites for Business Block Change Log Report

**Licenses/Subscriptions**

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

Or

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

**OPERA Controls**

**Group**: Blocks

**Functions**: Business Block

**OPERA Cloud Tasks**

**Group**: Reports

**Tasks**: Report Groups

- Blocks and Groups

## Prerequisites for Actual Business Block Rooms Report

**License/Subscription**

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

Or

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

**OPERA Cloud Tasks**

**Groups**: Reports

**Tasks**: Report Groups

- Blocks and Groups

## Prerequisites for Block Conversion

**Licenses / Subscriptions**

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

Or

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

**OPERA Cloud Tasks**

**Report Groups**: Blocks and Groups

## Prerequisites for Cancellation Summary Report

**License/Subscription**

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

Or

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

**OPERA Cloud Tasks**

**Report Groups**: Blocks and Groups

# Prerequisites for Group Room Pace (BI) Report

**Licenses / Subscriptions**

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

Or

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

**OPERA Cloud Tasks**

**Group**: Reports

Blocks and Groups

# Prerequisites for Room and Catering Revenue Pace (BI)

**Licenses / Subscriptions**

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

Or

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

**OPERA Cloud Tasks**

**Group**: Reports

**Tasks**: Report Groups

- Blocks and Groups

# Prerequisites for Contract Merge Reports

**Licenses / Subscriptions (optional)**

Oracle Hospitality OPERA Cloud Service, Sales and Event Management Essentials Edition

Or

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

Or

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

**OPERA Controls**

**Group**: Events

**Functions**:

- Simple Events (Available with an OPERA Cloud Foundation subscription).

  Or

- Catering Events (Available with an OPERA Cloud Sales and Event Management subscription).

> **Note:**
>
> When the **Simple Events** OPERA Control or the **Catering Events** OPERA Control are not active, you can generate a simplified Contract Merge report with an OPERA Cloud Foundation subscription.

**OPERA Cloud Tasks**

**Group**: Reports

**Various**: Select the report groups where the customized contract is available.

## Prerequisites for Month End Details Report

**OPERA Controls**

**Group**: Events

**Functions**:

- Catering Events
- Event Resources

**OPERA Cloud Tasks**

**Group**: Reports

**Tasks**:

- Report Groups
- Blocks and Groups

## Prerequisites for Catering Configuration Reports

**Licenses / Subscriptions**

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

Or

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

**OPERA Cloud Tasks**

**Reports**:

- Manage Reports
- Catering Configuration

# Prerequisites for Event Reports

**Licenses / Subscriptions**

Oracle Hospitality OPERA Cloud Service, Sales and Event Management Essentials Edition

OR

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

Or

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

**OPERA Controls**

**Group**: Events

**Functions**:

- Catering Events
- Event Resources

**OPERA Cloud Tasks**

**Group**: Reports

**Tasks**:

- Report Groups
- Events

# Prerequisites for Sales Manager Progress (BI)

**Licenses / Subscriptions**

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

Or

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

**OPERA Cloud Tasks**

**Group**: Reports

**Tasks**: Report Groups

- Blocks and Groups

# Prerequisites for Sales Account Reports

**Licenses / Subscriptions**

Oracle Hospitality OPERA Cloud Service, Sales and Event Management Essentials Edition

OR

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

OR

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

**OPERA Cloud Tasks**

**Group**: Reports

**Tasks**:

- Report Groups
- Accounts

## Prerequisites Manage Scheduled Reports

**OPERA Controls**

**Group**: General

**Functions**: Report Scheduler

**OPERA Cloud Tasks**

**Group**: Reports

**Tasks**: Manage Scheduled Reports

- New/Edit Scheduled Reports
- Delete Scheduled Report

## Prerequisites for Managing QR Code Definitions

**OPERA Cloud Tasks**

**Group**: Reports

**Tasks**: QR Code Configuration

## Prerequisites for Watermarks

**OPERA Controls**

**Group**: General

**Parameter**: Enable Watermark for Reports

## Prerequisites for Pro Forma Invoice Generates Report

**Licenses/Subscriptions**

Oracle Hospitality OPERA Cloud Service, Sales and Event Management Essentials Edition

Or

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

Or

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

**OPERA Controls**

**Group**: Blocks

**Function**: Business Block

**Group**: Events

**Function**: Catering Events

Event Resources

# Generating Reports

From the Manage Report screen, you can:

- Search for a report based on specific criteria.
- Generate a report with default parameters or modify the report parameters.
- Email a report in various file formats to one or more recipients.
- Download a report in various file formats.
- Print a report to an email addressable printer.
- Preview a report as a PDF and then print it to a local or network printer.
- Schedule a report. (Available when the Report Scheduler OPERA Control is active). For more information, see Managing Scheduled Reports .
- Manage customized stationery templates. For more information, see About Stationery Editor (Oracle Business Intelligence (BI) Publisher).
- Copy reports and stationery templates to other properties. For more information, see Copying Reports to Multiple Properties.

**Watch Video**

> **Note:**
>
> The available report groups are determined by the report group tasks assigned to your role(s). The reports and report parameters available is determined by the OPERA Controls active at your property.

> **Note:**
>
> File formats available for email delivery and file download vary depending on the specific report; these include PDF, HTML, RTF, XML, Excel, Delimited, and Delimited Data.

Reports that support multiple properties are indicated in the search results, and you can generate these reports with multiple properties selected when operating from a Hub location. For more information, see Changing Your Location in Multi-Property Operations.

You can also use the actions listed in the ribbon to configure a New Report , Managing Report Groups or Managing Scheduled Reports .

### Previewing Reports

To download / preview a report, with default parameters, as a PDF file in a browser tab.

1. From the **OPERA Cloud** menu, select **Reports**, and then **Manage Reports**.
2. On the Manage Reports screen, enter or confirm the Property Code. If you are logged in at the hub level, you will have the option to view either Global reports or Property reports.
3. Enter a **Report name** and/or select a **Report Group** from the list and then click **Search**.
4. Select a report from the search result.
5. Click **Preview /Download** : A PDF file is generated and displayed in a separate browser window.
    a. To Print the PDF, select the print icon or press [CNTRL][P] to launch the print dialogue for your browser.
    b. To download the PDF to your workstation click the download option in your browser.

### Printing Reports

To print a report to an email addressable printer. For more information, see Configuring Printers

1. From the **OPERA Cloud** menu, select **Reports**, and then **Manage Reports**.
2. On the Manage Reports screen, enter or confirm the **Property Code**. If you are logged in at the hub level, you will have the option to view either Global reports or Property reports.
3. Enter a **Report Name** and/or select a **Report Group** from the list and then click **Search**.
4. Select a report from the search result.
5. Click **Select Printer** and select a printer from the list.
6. Click **Print** to print the report to the selected printer.

> **Note:**
>
> Printer selection is retained during your session.

### Downloading Reports

To download a report, with default parameters, in various file formats.

> **Note:**
>
> It is recommended to use only Delimited and Delimited Data file formats for reports with simple tabular layouts. Delimited and Delimited Data file formats should not be selected for reports that have group-by's or other complex layouts that can cause duplication of rows or prevent rows from generating in the report.

1. From the **OPERA Cloud** menu, select **Reports**, and then **Manage Reports**.
2. On the Manage Reports screen, enter or confirm the **Property Code**. If you are logged in at the hub level, you will have the option to view either Global reports or Property reports.
3. Enter a **Report Name** and/or select a **Report Group** from the list and then click **Search**.
4. Select a report from the search result.
5. Click **Download As**.
    a. Select a file format from the list. File formats available are HTML, RTF, PDF, XML, Delimited, Delimited Data and Excel (for selected BI Publisher-based reports).
    b. Click **Download**.

### Emailing Reports

To email a report, with default parameters, in various file formats.

1. From the **OPERA Cloud** menu, select **Reports**, and then **Manage Reports**.
2. On the Manage Reports screen, enter or confirm the **Property Code**. If you are logged in at the hub level, you will have the option to view either Global reports or Property reports.
3. Enter a **Report name** and/or select a **Report Group** from the list and then click **Search**.
4. Select a report from the search result.
5. Click **Email** and then enter the email address or addresses of the recipient(s). You can enter separate email addresses for multiple recipients with a comma (,) or semi-colon (;).
    a. Select a file format from the list. File formats available are HTML, RTF, PDF, XML, Delimited, Delimited Data and Excel (for selected BI Publisher-based reports).

    > **Note:**
    >
    > When the HTML format and email delivery are selected, the report output is embedded in the email received.

    b. Click **Email**.

### Modifying Report Parameters

You can modify the default values for report parameters prior to generating the report. Report parameters determine the data selection, group-by, sort order and other output attributes. The report parameters available are determined by the OPERA Controls active at your property.

1. From the **OPERA Cloud** menu, select **Reports**, and then **Manage Reports**.
2. On the Manage Reports screen, enter or confirm the **Property Code**. If you are logged in at the hub level, you will have the option to view either Global reports or Property reports.
3. Enter a **Report name** and/or select a **Report Group** from the list and then click **Search**.

4. Select a report from the search result.
5. Click **Edit Report Parameters**.
    a. On the Report Parameters page, update the report parameters as required.
    b. Click **Download As** to download the report in a selected file format. File formats available are HTML, RTF, PDF, XML, Delimited, Delimited Data and Excel (for selected BI Publisher-based reports)
    c. Click **Email** to email the report.
    d. Click **Preview/Download** to generate the report as PDF in browser tab.
    e. Click **Cancel** to return to the report search page.

# Managing Report Watermarks

Prerequisites for Watermarks

The watermark feature adds a faint text to the background of reports generated in PDF format. The watermark can be configured at a global level, for specific report groups, or for individual reports and stationery templates. You can specify the watermark text and set its size, color, and position on the page.

### Defining a Global Watermark

1. From the**Administration** menu, select **Enterprise**, and then select **OPERA Controls**.
2. Select the **General** group.
3. Activate the **Enable Watermark for Reports** parameter.
4. Update the **Configure (Global) Watermark Settings** setting. For more information, see *Watermark Mode Options* section.

### Defining Watermark for Report Groups

1. From the **OPERA Cloud** menu, select **Reports** and then select **Manage Reports**.
2. Click **Manage Report Groups**.
3. Enter search criteria then click **Search**.
4. From the search results, select a report then click the vertical ellipsis **Actions** menu and select **Edit**.
    a. **Watermark Mode**: Select from the watermark settings. See Watermark Mode Options.
    b. Click **Save**.
    c. For more information, see Managing Report Groups.

### Defining Watermark for Reports & Stationery

1. From the **OPERA Cloud** menu, select **Reports** and then select **Manage Reports**.
2. Enter search criteria then click **Search**.
3. From the search results, select a report then click the vertical ellipsis **Action** menu and select **Edit**.
    a. Scroll to the bottom of the page
        i. **Watermark Mode**: Select from the watermark settings. See Watermark Mode Options.

b. Click **Save**.

c. For more information, see Managing Reports.

**Watermark Mode Options**

- **Simple**- the default watermark configuration:
  - **Font size**: 100 pts.
  - **Font name**: Helvetica
  - **Font color**: light gray
  - **Watermark position**: centered between the lower left corner and the upper right corner of the page on a 55 degree slant.
  - **Text**: Enter the watermark text
- **Enhanced** - allows you to customize the position, font size, and color for the watermark.
  - **Text**: Enter the watermark text
  - **X-Position**: Enter the horizontal start position
  - **Y-Position**: Enter the vertical start position
  - **Angle**: Specify an incline in degrees
  - **Font Size**: Enter a font size
  - **Color**: Enter a font color. See https://htmlcolorcodes.com/
- No Watermark (disable watermark)

# About Stationery Editor

Prerequisites for Stationery Editor

OPERA Cloud stationery is customized using Microsoft Word; supporting all standard and familiar formatting capabilities of an RTF document; including images, tables, font style, size, color and alignment. You can also include links to websites, either as text links or as part of a clickable image. Most stationery is generated in PDF format, for printing or email delivery. HTML output is also supported for email confirmation delivery. See Configuring Delivery Management for more information.

Oracle Business Intelligence (BI) Publisher Desktop is a special add-in for Microsoft Word which is used to assist with the customization of stationery templates, by supporting the import of an XML data file containing a list of the data elements available and allowing you to drag and drop these data elements onto the RTF layout as needed. At runtime these data elements are replaced with actual values from OPERA Cloud. The add-in also allows you to define conditional blocks of text and graphics within the template. Prior to customizing any stationery templates ensure your workstation has Microsoft Word and the Oracle BI Publisher add-in installed. See Installing Oracle BI Publisher Desktop on a Workstation for more information.

For more information on Oracle BI Publisher and RTF templates refer to Fusion Middleware Report Designer's Guide for Oracle Business Intelligence Publisher.

> **Note:**
>
> Users do not need to install Oracle BI Publisher to generate OPERA Cloud reports and stationery.

Predefined (internal) report groups exist for each stationery type that can be generated. For more information, see Stationery Reports Groups.

When the **Multi-language** OPERA Control is active a report template must be configured in each stationery report group for every language code configured. Each language-specific report typically references a unique template setup with the translated text in the body of the RTF. You may choose, however, to reference the English template in report setup for any language you do not wish to offer translation. At runtime, OPERA Cloud will generate the specified RTF template for the profile language and also fetch the translated descriptions for your configuration setup in **Manage Translations**. For example, Room Types, Rate Codes, Package Codes, Transaction Codes, Menu Items. If language-specific translation for configuration is not defined, the primary description is output.

> **Note:**
>
> For multi-language stationery it is recommended to prefix or suffix filenames with the language code; for example: `e_folio.rtf` , `fr_folio.rtf`, `de_folio.rtf`, `es_folio.rtf`

Text can be formatted using the following fonts and font styles. For Japanese, and Korean characters use a Unicode font in the template. All text formatted with a Unicode font or any alternate font, (not listed) is generated in the Arial Unicode font.

**Table 9-1 Supported Fonts and Font styles**

| Font | Normal | Bold | Italic | Underline | Supported Code Pages (Character Encoding) |
|---|---|---|---|---|---|
| Arial | ✓ | ✓ | ✓ | ✓ | https://learn.microsoft.com/en-us/typography/font-list/arial |
| Courier New | ✓ | ✓ | ✓ | ✓ | https://learn.microsoft.com/en-us/typography/font-list/courier-new |
| Times New Roman | ✓ | ✓ | ✓ | ✓ | https://learn.microsoft.com/en-us/typography/font-list/times-new-roman |

**Table 9-1 (Cont.) Supported Fonts and Font styles**

| Font | Normal | Bold | Italic | Underline | Supported Code Pages (Character Encoding) |
|---|---|---|---|---|---|
| DengXian | ✓ | ✓ | ✗ | ✗ | https://learn.microsoft.com/en-us/typography/font-list/dengxian |
| Windings | ✓ | ✗ | ✗ | ✗ | https://learn.microsoft.com/en-us/typography/font-list/wingdings |
| Arial Unicode (catch all for other fonts) | ✓ | ✗ | ✗ | ✗ | https://learn.microsoft.com/en-us/typography/font-list/arial-unicode-ms |
| BC 3of9 Barcode | ✓ | ✗ | ✗ | ✗ | |
| Code 128 Barcode | ✓ | ✗ | ✗ | ✗ | |
| UPC/EAN Barcode | ✓ | ✗ | ✗ | ✗ | |
| MICR MT Barcode | ✓ | ✗ | ✗ | ✗ | |

In multi-property operations templates can be shared by multi properties – simply reference the same RTF template file in report configuration in each property. Any future change made to the template is in effect immediately at each property using the template.

Whilst images can be embedded within a template it is recommended to always use a placeholder graphic and reference a web image by URL - this method ensures the image is available when stationery is generated in HTML format (e.g. confirmation email) and also supports the display of a dynamic images based on the property code - such as the property logo when working with shared multi-property stationery.

> **Note:**
>
> Templates must be under 10MB in size.

Custom message text configuration is also available for stationery templates; allowing you to configure translatable text strings in OPERA Cloud that are included in the generated stationery. Special data elements in the XML data file are available for these custom message texts, suffixed with the property code, so you can setup a custom message per property. For example, for the confirmation letter template there are `SAMPLE_GUEST_CONFIRMATION_TEXT1` and `SAMPLE_GUEST_CONFIRMATION_TEXT2`

data elements. This feature is useful when you have a special promotional message you'd like to include in the generated stationery short-term and eliminates the need to download and update the RTF template directly. You can grant other users the Report Text Configuration user task and not the Manage Report user tasks; limiting who can modify RTF templates yet still allowing configuration of custom messages for stationery.

When the **Custom Numbers** OPERA Control is active, one or more custom reference numbers can be configured to output on the folio or receipts. For more information, see Configuring Custom Numbers.

When the **Additional Folio Text** OPERA Control is active, you can setup folio templates with `<FOLIO_TEXT1_FTR/> <FOLIO_TEXT2_FTR/>` elements to output reservation-specific folio text entered when generating a folio. For more information, see Generating a Folio for a Billing Window.

# Using Stationery Template Editor

## Template Preparation and Sample Data

After selecting to create or update a stationery template two files (*.rtf and *.xml) are downloaded to a folder on your workstation.

> **Note:**
>
> When creating a new stationery template you must first rename the sample*.rtf to something different. You cannot upload a customized template with the filename sample*.rtf.

### Open RTF file

Navigate to the download folder and open the RTF template file using Microsoft Word; either double-click the file in Windows Explorer or launch Microsoft Word and the use the **File | Open** menu from within Word.

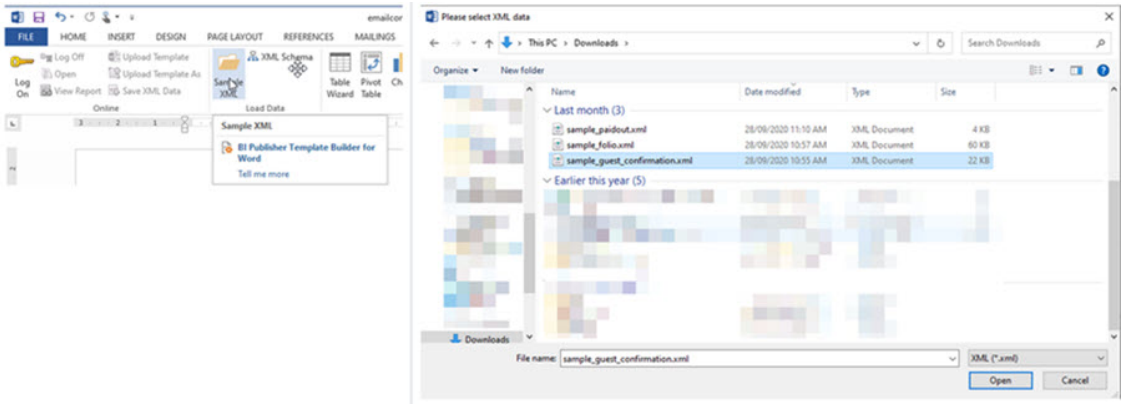
### Load Sample XML Data File

The sample data file consists of data element (XML elements) available for inclusion in the layout of the stationery template.

1. Click the **BI Publisher** tab on the toolbar and click **Sample XML**.
2. Navigate to the folder where the sample XML file was downloaded to.
3. Select the file and click **Open**.

> **Note:**
>
> The Oracle BI Publisher toolbar appears in Microsoft Word after installation of the Oracle BI Publisher software. If the toolbar does not appear automatically, select View, select Toolbars, and then select Template Builder to add it to the existing toolbar display. Also ensure that BI Publisher add-in is enabled in COM Add-Ins (File, Options, Add-Ins, Manage COM Add-Ins, Go)

**Figure 9-1 Load Sample XML Data**




The XML data file will always be named `sample_xxxx`, corresponding to the type of template you are customizing. For example, if you are creating a confirmation letter template and you named the RTF file `email_confirmation`, you will not see a corresponding XML file. Rather, you would select and load the `sample_guest_confirmation.xml`, listing all the available elements for customization on the confirmation template. Once the XML is selected, a **Data loaded successfully** message appears and informs you that the sample XML data is now loaded for use in customization.

Each tag set is an element. For example, `<RESERVATION_MADE_DATE_ISO>2020-12-12</RESERVATION_MADE_DATE_ISO>` is the date the reservation was created. `RESERVATION_MADE_DATE_ISO` is the tag name. The data between the tags is the value of the element. For example, the value of `<RESERVATION_MADE_DATE_ISO>` is a date 2020-12-12 (12th December 2020).

> **Note:**
>
> Sample XML files contain property details elements such as Property Code, `<RESORT>`, Property Name `<RESORT_FULL_NAME>`, Property Address `<RESORT_FULL_ADDRESS>`, Property Phone `<RESORT_PHONE_NO>` – ensuring one template can be shared across multiple properties.

## Identifying Placeholders and Groups

The template content and layout must correspond to the content and hierarchy of the input XML file. Each data field in the template must map to an element in the XML file. Each group of repeating elements in the template must correspond to a parent-child relationship in the XML file.

To map the data fields you define placeholders. To designate the repeating elements, you define groups.

When you mark up the template design, you define placeholders for the XML elements. The placeholder maps the template report field to the XML element. At runtime the placeholder is replaced by the value of the element of the same name in the XML data file.

### Using Placeholders

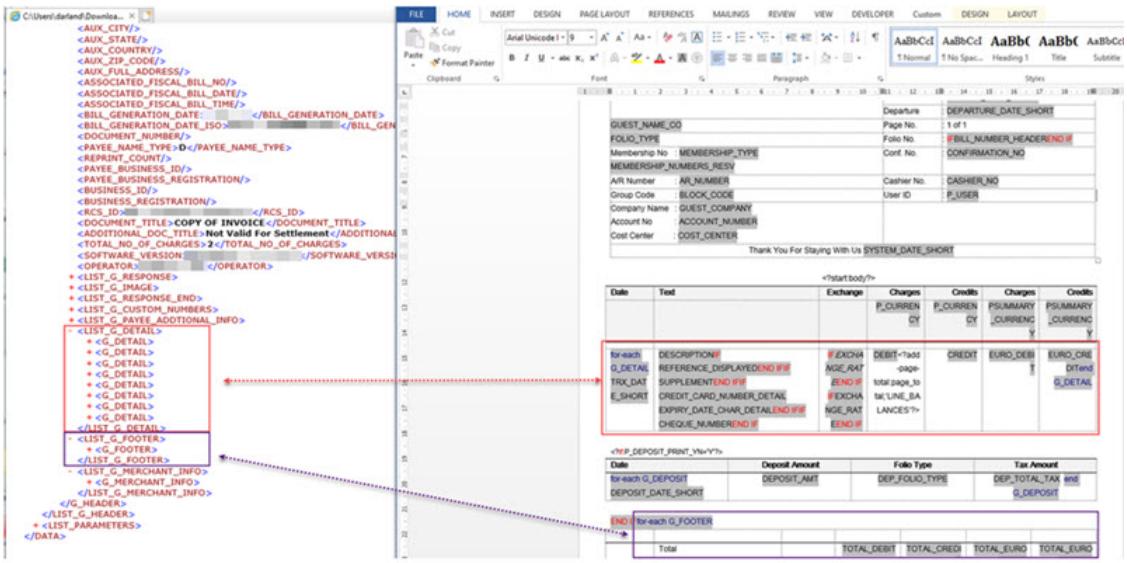
Each data field in the report template must correspond to an element in the XML file. When you mark up the template design, you define placeholders for the XML elements. The placeholder maps the template report field to the XML element. At runtime the placeholder is replaced by the value of the element of the same name in the XML data file.

### Identifying Group of Repeating Elements

Stationery templates often contain groups of repeating fields; this occurs when data is fetched from multiple entities in a parent-child 1:many relationship. For the folio this applies to the posting details for one reservation. Fields that belong to one of the child entities are prefixed with a **G_** to identify a repeating group of fields.  At runtime, BI Publisher loops through the occurrences of the element in the XML and outputs the data for all records within the group.

The following is the XML file that correspondence to a folio RTF template

**Figure 9-2 Sample_folio.xml and Repeating Groups**



### Adding Markup to the Template Layout

BI Publisher converts the formatting that you apply in Microsoft Word to XSL-FO.

You add markup to create the mapping between the layout and the XML file and to include features that cannot be represented directly in the format.

The most basic markup elements are placeholders, to define the XML data elements; and groups, to define the repeating elements.

#### Creating Placeholders

The placeholder maps the template field to the XML element data field. At runtime the placeholder is replaced by the value of the element of the same name in the XML data file.

Enter placeholders in the document using the following syntax:

```
<?XML element tag name?>
```

The placeholder must match the XML element tag name exactly and is case sensitive.

There are two ways to insert placeholders in the document, as described in the following sections:

- Using the Basic RTF Method: Insert the placeholder syntax directly into the template document.
- Using the Form Field Method: Insert the placeholder syntax in Microsoft Word's Text Form Field Options window. This method allows you to maintain the appearance of the template.
- **Using the Basic RTF Method**

  1. Enter the placeholder syntax in the document where you want the XML data value to appear.
  2. Enter the element's XML tag name using the syntax:

     ```
     <?XML element tag name?>
     ```

     In the example, the template field "Reservation Made Date" maps to the XML element RESERVATION_MADE_DATE_ISO in the document, enter:

     ```
     <?RESERVATION_MADE_DATE_ISO?>
     ```

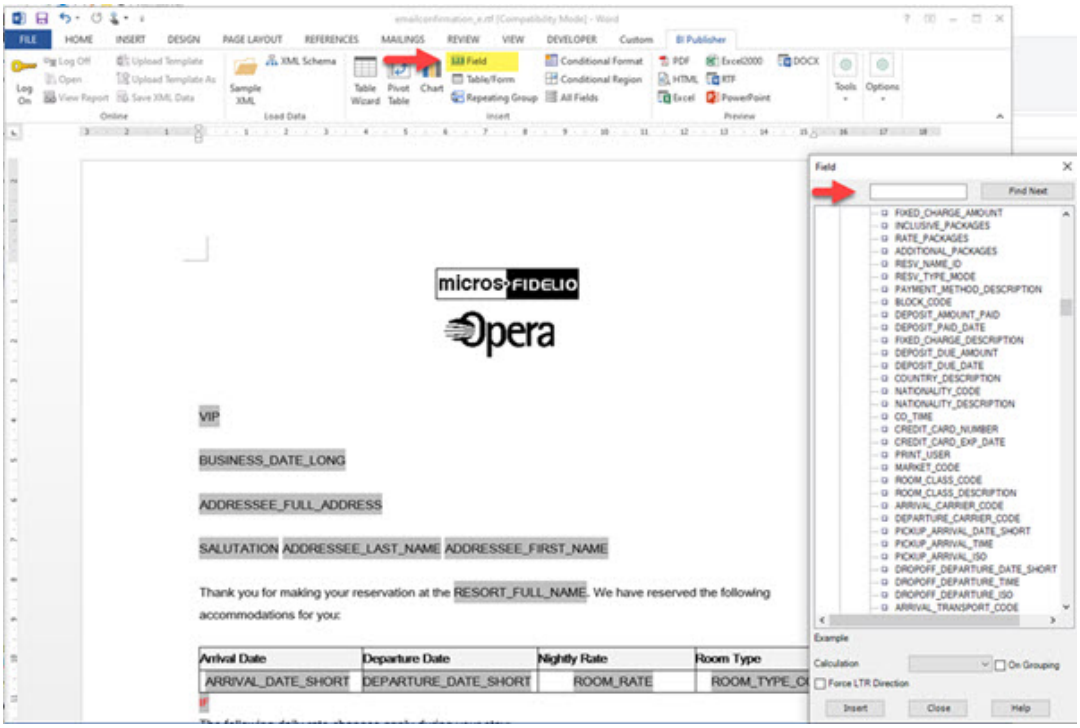
- **Using the Form Field Method**

  After the XML data file has been loaded use the **123 Field** option on the BI Publisher toolbar tab to insert new fields in the template.

  Search and select the XML tag or field to add to the customizable report from the list of available fields. The tree of available fields is divided into the sections applicable to the report groupings, (for example, header, footer, body, and so on). You can add fields by selecting and dragging the element to the document or double clicking on a selected field from this list to insert at the current cursor location.

> **Note:**
>
> It is recommended that tables are used in your layout to keep the field positions static. When creating a new table in Word, be sure to set the AutoFit behavior to ‘AutoFit to Contents’ to avoid truncating fields larger than the actual cell size or resizing a cell to accommodate a field with a longer description than the display data. Refer to Microsoft Word Help (F1) for more details.

**Figure 9-3 Insert Form Field**




### Defining Groups

By defining a group, you notify BI Publisher that for each occurrence of an element, you want the included text and fields displayed.

At runtime, BI Publisher loops through the occurrences of the element and outputs the fields each time.

All sample stationery templates are preconfigured with the required groups for the corresponding XML data file.

For the folio, for each occurrence of G_DETAIL in the XML file, you want the template to display the child elements TRX_DATE, DESCRIPTION, REFERENCE_DISPLAYED, DEBIT, CREDIT and so on.

To designate a group of repeating fields, insert the grouping tags around the elements to repeat.

Insert the following tag before the first element

```
<?for-each:XML group element tag name?>
```

Insert the following tag after the final element:

```
<?end for-each?>
```

# Adding Images and QR Codes

### Inserting QR Code Images

You can define QR codes in OPERA Cloud then add an expression to output the QR code image. For more information, see Managing QR Code Definitions.

1. Enable the **Forms** toolbar in Microsoft Word.
2. Position the cursor in the location where you want to insert the QR code.
3. Select the **Text Form Field** toolbar icon. This action inserts a form field area in the template.
4. Double-click the form field area to invoke the **Text Form Field Options** dialog box.
5. (Optional) Enter a description of the field in the **Default text** field. The entry in this field populates the placeholder's position on the template.
    a. Select the **Add Help Text** button.
    b. In the help text entry field, enter the expression : `<fo:instream-foreign-object content-type="image/jpg"> <xsl:value-of select=".//<QRCODE>"/> </ fo:instream-foreign-object>`, replacing **<QRCODE>** with the code setup in Managing QR Code Definitions.
    c. Click **OK** to apply.

### Inserting Images

There are two methods for inserting images into templates:

- Directly inserting images in the RTF template
- Inserting Images with URL references to website or content management system.

### Directly Inserting Images

Inserted images quickly increases the template's size and can be used when generating PDFs.

From the Word toolbar, select **Insert**, select **Pictures** and then select a source.

### Inserting Images with URL References

Referencing web images results in the image being downloaded from a cloud server or content management system at runtime. This method of adding images is suitable for both PDF or HTML email delivery. An email client will download the image from the server as needed.

For HTML confirmation email delivery, the image URL reference method must be used. The recipient's email client will download the images from the website or content management system when the email is opened and display the image at the specified location in the email body.

> **Note:**
>
> By default, emails client may block images from initial download and provide a specific action to download these images on demand.

To add images by URL references:

1. Insert a dummy image by selecting **Insert** and then selecting **Pictures**. The dummy image can be set to the required size using Word's picture tools.
2. Insert a dummy graphic into the layout in Word by selecting **Insert** and then selecting **Pictures**.
3. Right-click the image and select the **Format Picture** option and then click the **Alt Text** tab.
   a. Enter the following syntax to reference the image location:

      `url:{'https://<image location>'}.`

      For example, enter: `url:{'https://www.example.com/images/oracle_logo.gif'}`

An image URL is used to generate the property logo. Each sample template contains a placeholder image with `url:{concat($IMAGES_PATH,'/',/DATA/LIST_REPORT/REPORT/LOGO_IMAGE,'.',$IMAGES_TYPE)` or

`url:{concat($IMAGES_PATH,'/',/DOCUMENT/BOOKING/BOOKING_ROW/PROPERTY,'.',$IMAGES_TYPE)` to generate a dynamic URL for the property logo.

At runtime, the placeholder image is replaced with the image available at the specified web address (URL).

## Formatting Date and Numbers

BI Publisher supports two methods for specifying the number format.

- Microsoft Word's native number format mask.
- Oracle's **format-number** function.

BI Publisher supports three methods for specifying the date format

- Microsoft Word's native date format mask.
- Oracle's **format-date** function.
- Oracle's abstract date format masks. (Recommended for multilingual templates.)

For more information of formatting dates, numbers and currency values see Formatting Numbers, Dates, and Currencies.

**Formatting Dates**

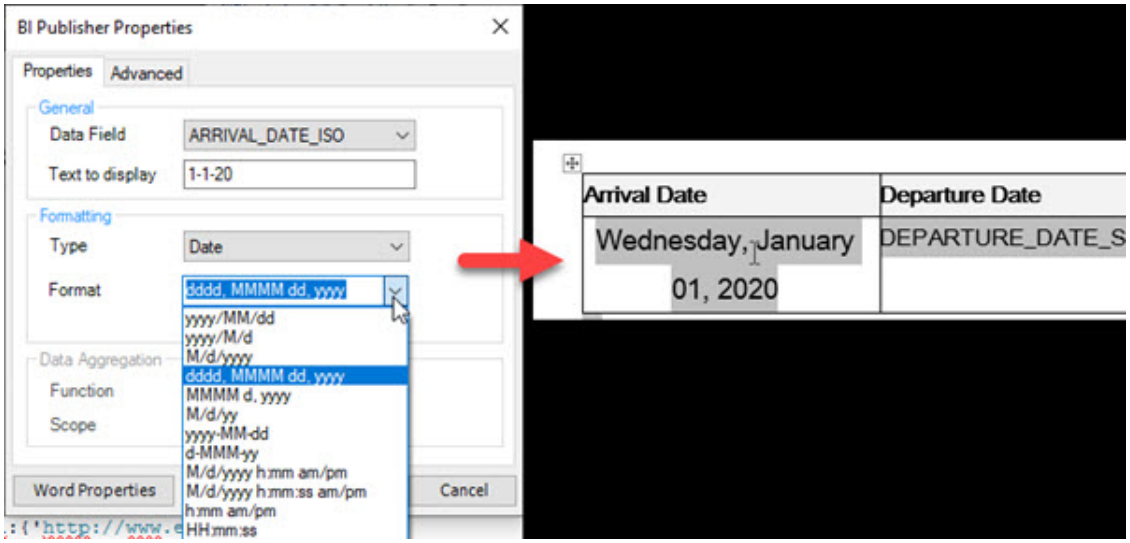
In addition to pre-formatted dates in string format in the XML, all date fields are also available in canonical date/time format.

Canonical date fields are identified with the suffix **_ISO** in the element name and can be formatted to suit your needs:

To apply a MS Word format mask to a _ISO canonical date field:

1. Double click the date placeholder in the template.
2. Set **Text to Display** to a test date.
3. Set Type to **Date**.
4. Select a date format from the list.
5. Click **OK**.

**Figure 9-4 Formatting Dates**

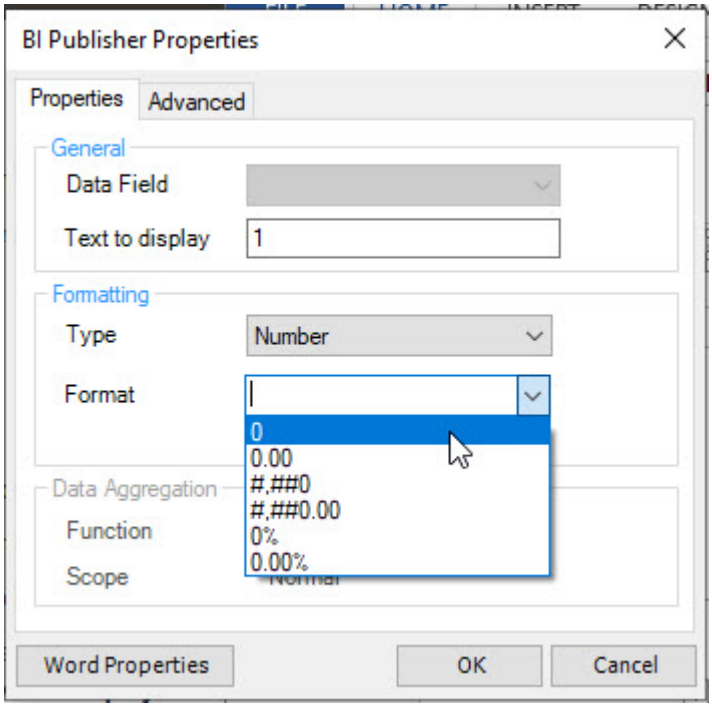



### Formatting Numbers

To apply a MS Word format mask to number fields:

1. Double click the number placeholder in the template.
2. Set **Text to Display** to a test number.
3. Set Type to **Number**.
4. Select a number format from the list.
5. Click **OK**.

**Figure 9-5 Formatting Numbers**



# Using Conditional Formatting

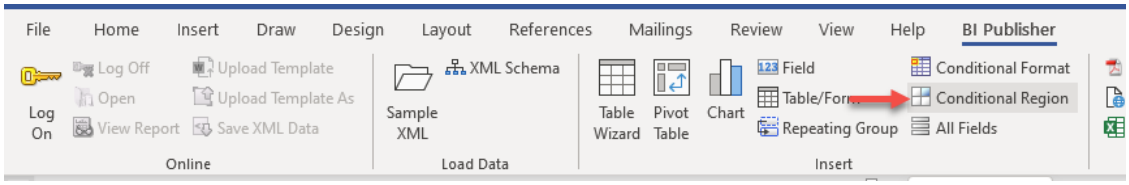
### Using Conditional Formatting and Regions

Conditional formatting occurs when a formatting element appears only when a certain condition is met.

BI Publisher supports the usage of simple "if" statements, as well as more complex "choose" expressions.

For additional information, see Using Conditional Formatting .

> **Note:**
>
> To define a conditional block you can also use the conditional region wizard launched from the BI Publisher toolbar.




### Using IF Statements

Use an if statement to define a simple condition; for example, if a data field is a specific value.

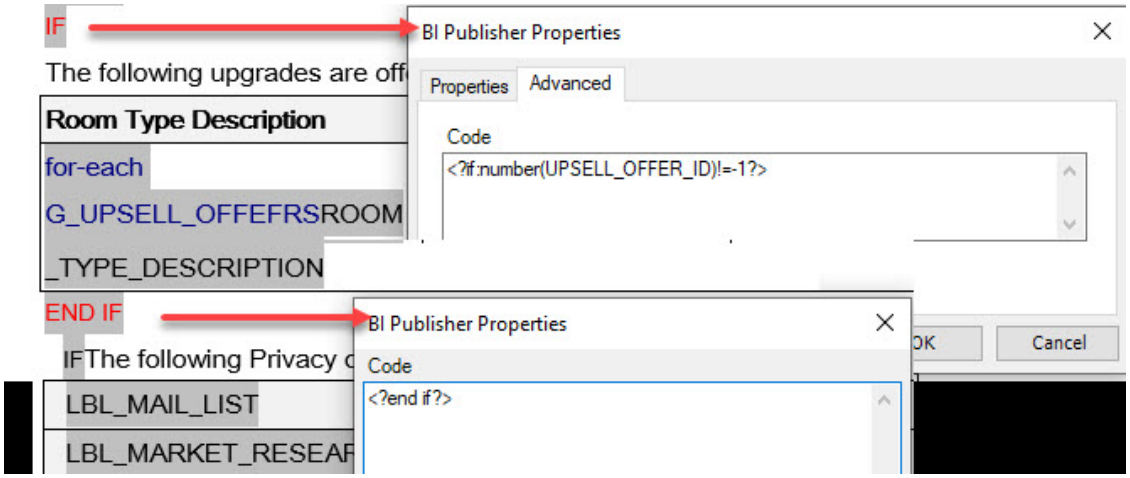
To use an if statement:

1. Insert the following syntax to designate the beginning of the conditional area `<?if:[ELEMENT][CONDITION]?>`.

   > **Note:**
   >
   > Ensure the [ELEMENT] from the XML is referenced in matching case.

2. Add the conditional text / image(s).
3. Insert the following syntax at the end of the conditional area `<?end if?>`.

**Figure 9-6 Placeholders defining conditional block between <?IF()> and <?end if?>**




IF statements can be combined with other string functions.

**CONTAINS**

Using the CONTAINS function, an expression can be constructed to output conditional text when an element contains a specific string value. This is similar to a LIKE operator.

```
<?if: contains(ELEMENT,'txt_to_search_for')='true'?>Yes it does <?end if?>
```

**STARTS-WITH**

To evaluate the start of a string, use the STARTS-WITH function:

```
<?if: starts-with(COMPANY_NAME,'Oracle')?><?end if?>
```

**Using Inline IF Statements**

You can use “if” statements to change text output in boilerplate text.

Use the BI Publisher context command to place the if statement into the inline sequence rather than into the block (the default placement).

Using the @inline syntax, a sentence string can be constructed conditionally; for example:

The program was `<?if@inline:SUCCESS='N'?>not<?end if?>` successful.

Result in the output:

- The program was successful. (If SUCCESS does not equal ’N’)
- The program was not successful. (If SUCCESS equals ’N’)

For more information refer Controlling the Placement of Instructions Using the Context Commands.

**Using IF-THEN-ELSE**

BI Publisher supports the common programming construct "if-then-else". "if-then-else" is extremely useful when you must test a condition and conditionally show a result.

Use the following syntax to construct an if-then-else statement in the RTF template:

```
<?xdofx:if element_condition then result1 else result2 end if?>
```

For example, the following statement tests the AMOUNT element value. If the value is greater than 1000, show the word "Higher"; if it is less than 1000, show the word "Lower"; if it is equal to 1000, show "Equal":

```
<?xdofx:if AMOUNT > 1000 then 'Higher'
  else
  if AMOUNT < 1000 then 'Lower'
   else
   'Equal'
end if?>
```

### Using DECODE Statements

The decode function has the functionality of an `IF-THEN-ELSE` statement. The syntax for the decode function is:

```
decode (expression, search, result [,search, result]...[, default])
```

- `expression` is the value to compare.
- `search` is the value that is compared against expression.
- `result` is the value returned, if expression is equal to search.
- `default` is returned if no matches are found.

For example, the following statement tests the value in `BOOK_NOTE_CODE` and outputs a different string for each value.

```
<?xdofx:decode(BOOK_NOTE_CODE,'GEN','General Notes','RATE','Rate
Notes','BILL','Billing Notes','Other Notes')?>
```

### Using CHOOSE Statement

Use the choose, when, and otherwise elements to express multiple conditional tests. If certain conditions are met in the incoming XML data, then specific sections of the template are rendered. This is a very powerful feature of the RTF template.

Use the following syntax for these elements:

```
<?choose:?>
<?when:expression?> <?end when?>
<?otherwise?> <?end otherwise?>
<?end choose?>
```

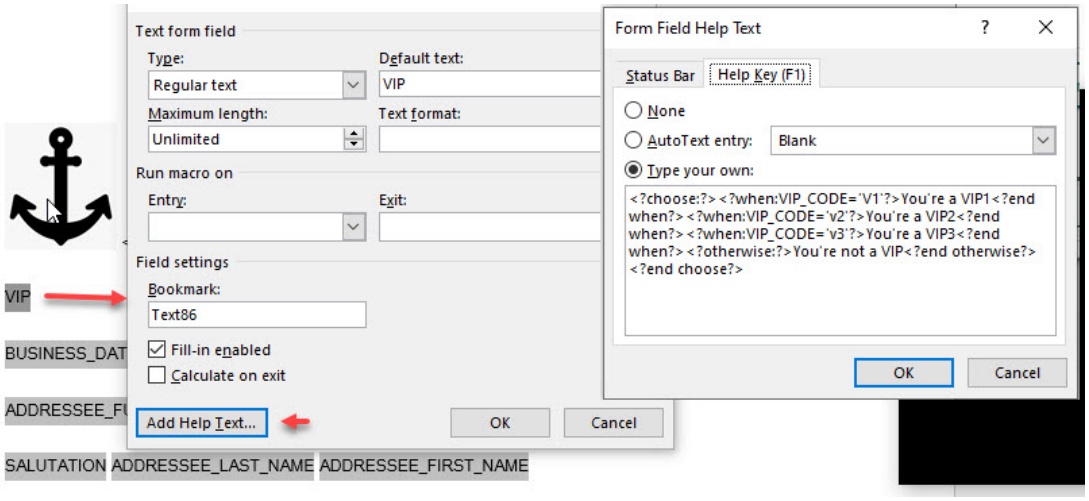
For example, to output a string based on the VIP field:

```
 <?choose:?>
<?when:VIP_CODE='V1'?>You're a VIP1<?end when?>
<?when:VIP_CODE='V2'?>You're a VIP2<?end when?>
<?when:VIP_CODE='V3'?>You're a VIP3<?end when?>
```

```
<?otherwise:?>You're not a VIP<?end otherwise?>
<?end choose?>
```

Using the form field method; add the expression to the Help Text.

**Figure 9-7 <?CHOOSE:?> Example**




### Adding Conditions for Internal Parameters

Each customizable report contains internal parameters that are used for report generation. These parameters can be utilized when creating conditions for report generation.

For example, if you need to display a graphic on a confirmation letter only when generating in PDF format, these internal parameters would be used and are available.

The XML tags

```
<PARAM_NAME>DESFORMAT</PARAM_NAME>
```

```
<PARAM_VALUE>PDF</PARAM_VALUE>
```

In this example, a condition is created for text to only appear if the report output is PDF format. To accomplish this, add the field PARAM_NAME and then double click to edit. In the Form Field Help Text screen, insert the following line:

```
<?if:PARAM_VALUE[../PARAM_NAME='DESFORMAT']='PDF'?>
```

Insert an

```
<?end if?>
```

statement after the image to close the conditional block

**Figure 9-8 Conditional Image for PDF Output**

# Adding Hyperlinks

### Adding Hyperlinks for PDF and HTML Output

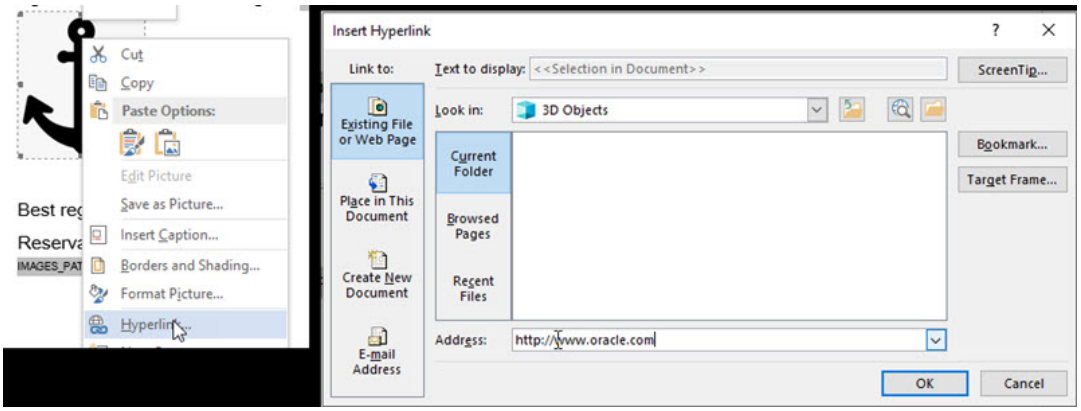
The RTF template may contain links on text and images to web locations.

When a hyperlink is setup on an image placeholder, the image becomes a click-able image (button) in the document.

When generated in PDF or HTML format, the PDF file / HTML email will contain those hyperlinks to launch the website.

1. Select the area of text or image in the template.
2. Right click and select **Hyperlink**.
3. Enter the URL in the **Address**.
4. Click **OK**.

**Figure 9-9 Insert Hyperlink**




5. Links can also be defined on images in the template for PDF and HTML output. Select an image and select **Insert** and then select **Hyperlink**. In the resulting email or PDF file, the image is a button the recipient can click to launch the URL.

# Special Font Handling

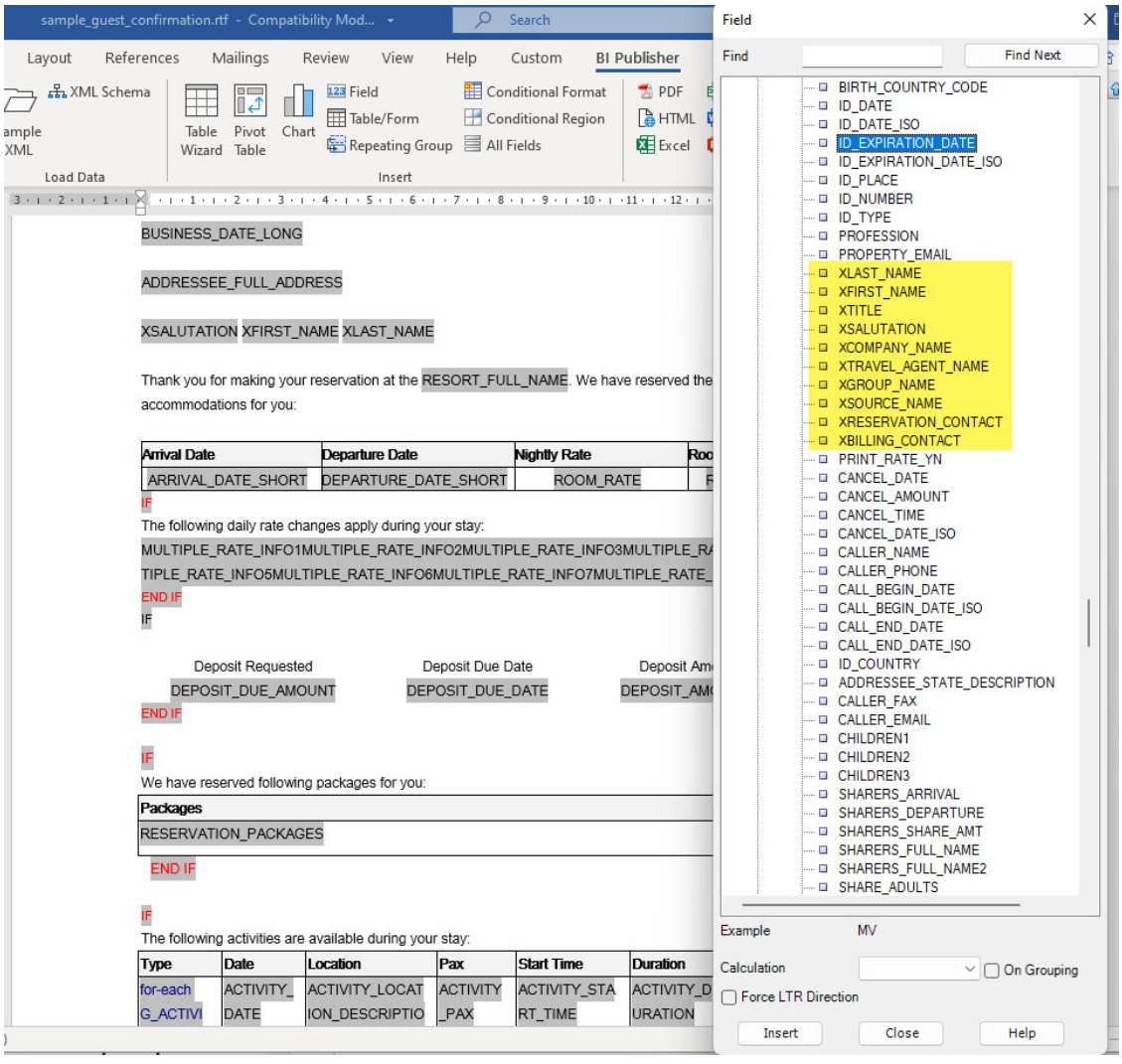
## Asian Character Sets

Use DengXian font for Chinese or Japanese characters. For other characters use a Unicode font in the template; all text formatted with a Unicode font is generated using the Arial Unicode font.

> **Note:**
>
> Bold, italic and underline styling is not supported by the Arial Unicode font.

Alternate name data elements are prefixed with 'X' (example: XLAST_NAME) in the sample data model. At runtime, if no alternate name exists, these 'X' data elements contain the western (primary) name. Therefore, your templates only need to reference the x-fields and dynamically output the alternate or primary name. Format these fields in a suitable font for the language of the template.

**Figure 9-10 Alternate Name**




## Using Barcode Fonts

The following table describes the barcodes that are included with BI Publisher.

| Font File | Supported Algorithm |
|---|---|
| 128R00.TTF | code128a, code128b, and code128c |
| B39R00.TTF | code39, code39mod43 |
| UPCR00.TTF | upca, upce |
| MICR___.TTF | E-13B |

When you use one of these prepackaged fonts, BI Publisher executes the preprocessing on the data prior to applying the barcode font to the data in the output document. For example, to calculate checksum values or start and end bits for the data before formatting them.

To use the barcode fonts in the report output:

1. Insert a field in the template where the barcode is to display in the report output.
2. In the form field, enter the following command:

   ```
   <?format-barcode:data;'barcode_type'?>
   ```

   where:

   - data is the element from the XML data source to be encoded. For example: INVOICE_NO
   - barcode_type is one of the supported algorithms listed above.

   Examples:

   ```
   <?format-barcode:INVOICE_NO;'code128a'?>

   <?format-barcode:INVOICE_NO;'code39mod43'?>

   <?format-barcode:INVOICE_NO;'upca'?>
   ```

3. In Microsoft Word, apply the barcode font to the field.

## Extended SQL and XSL Functions

BI Publisher has extended a set of SQL and XSL functions for use in RTF templates. The syntax for these extended functions are the following:

```
<?xdofx:expression?> for extended SQL functions


<?xdoxslt:expression?> for extended XSL functions
```

An SQL example is IF-THEN-ELSE used for defining a conditional region or defining conditional output.

```
<?xdofx: if RESERVATION_STATUS='CANCELLED' then 'Cancellation Number:' else
'Confirmation Number:' end if?> <?xdofx: if RESERVATION_STATUS='CANCELLED'
then CANCELLATION_NO else CONFIRMATION_NO end if?>
```

These two expressions would result in either:

- Cancellation Number: 123456
- Confirmation Number: 987654

**Calculating Dates**

You can calculate dates using the **ora_format_date_offset()** function and referencing Canonical date fields from the XML.

The expression <?xdoxslt:ora_format_date_offset(DATE_IN_ISO,X,'+')?> adds X number of days to the **date_in_iso** field.

The expression <?xdoxslt:ora_format_date_offset(DATE_IN_ISO,Y,'-')?> subtracts Y number of days from the **date_in_iso** field.

For example to add 14 days to the arrival_date_iso field:

```
<?xdoxslt:ora_format_date_offset(ARRIVAL_DATE_ISO,14,'+')?>
```

The calculated date form field can be formatted using Word native date formatting.

Alternatively, you can use the Oracle <?format-date?> function to format a calculated date.

For example to format a calculated date with 'DD-MM-YYYY' mask :

```
<?format-date:xdoxslt:ora_format_date_offset(ARRIVAL_DATE_ISO,14,'+');'DD-MM-
YYYY'?>
```

For further information, refer to Extended SQL and XSL Functions.

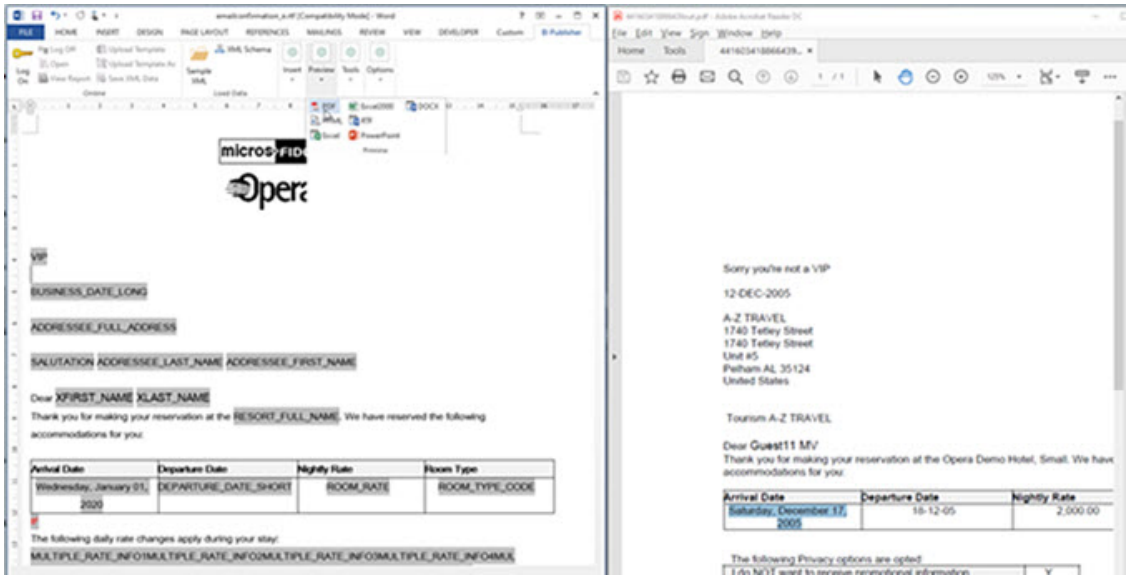
## Previewing Template using Sample XML

Once you've finished customizing the template, you can preview from within Microsoft Word to verify the layout, format masks and test that conditions are correct.

From the BI Publisher tab on the toolbar, select **Preview** then select PDF or HTML

A file will generated using the data available in the sample XLM loaded for the template.

**Figure 9-11 Preview Template**




## Saving RTF Template

Ensure you save your modified RTF template; from within Microsoft Word click **Cntrl + S** or click **File** then click **Save**.

Refer to **step 11** in Configuring Stationery Templates topic for information on uploading the modified RTF template to OPERA Cloud.

# Updating Customized Stationery with Current Data Model

Following an upgrade of OPERA Cloud the sample RTF template and corresponding XML (data model) is updated to reference and benefit from functionality added.
To benefit from the changes made to the data model your customized templates needs to be updated with the new XML elements.

If you have multiple templates to update repeat the process for each template.

1. From the **OPERA Cloud** menu, select **Reports**, then select **Manage Reports**.
2. Select the **Show Internal** checkbox and then select the stationery report group from the **Report Group** list, then click **Search**.
3. Select the template to update in the search result.
4. Click the vertical ellipsis **Actions** menu and select **Download Sample Data** to download the updated XML file (to default download folder).
5. Click the vertical ellipsis **Actions** menu and select **Download Customized Report** to download your customized template (to default download folder).
6. Launch Microsoft Word and open the customized report template (RTF file); navigate to the download folder location to access the file.
    a. Click the **BI Publisher** tab on the toolbar and click **Sample XML**.
        i. Navigate to the folder where the sample XML file was downloaded.

ii. Select the file and click **Open**.

iii. A message "Data loaded successfully" informs you that the sample XML data is now loaded for use.

b. Proceed to update the RTF template with new XML elements listed. See Using Stationery Template Editor.

c. When updates to your template are complete, click File then Save to save the changes to the RTF and then exit Microsoft Word.

d. Exit Microsoft Word.

7. In OPERA Cloud (Manage Report).

8. Select the template to update and click the vertical ellipsis **Actions** menu and select **Edit**.

a. Click **Choose File** and select the updated RTF file from the folder location on your workstation and click **Open** to upload the file.

b. Click **Save**.

# Configuring Stationery Templates

This section describes the steps to setup a stationery template. Each stationery template is based on a sample; you first select and download the sample RTF template and the corresponding XML data model file, then rename the RTF file, customise the layout and upload your customised version of the template. When the Multi-language OPERA Control is active you must configure a template for each profile language so OPERA Cloud knows which template to generate according to the language selected in a profile.

> **Note:**
>
> For multi-language stationery it is recommended to prefix or suffix filenames with the language code; for example: `e_folio.rtf` , `fr_folio.rtf`, `de_folio.rtf`

### Adding a Stationery Template

1. From the **OPERA Cloud** menu, select **Reports**, then select **Manage Reports**.

2. Click **New Report** and complete the following:

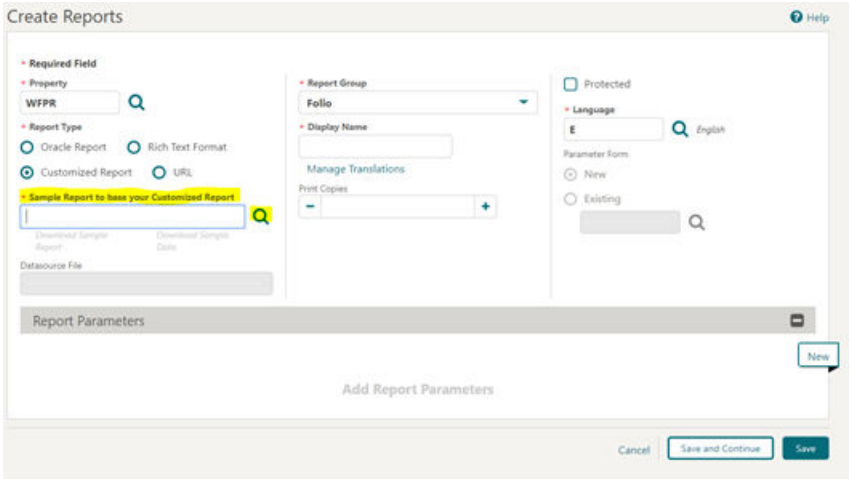
a. **Property**: Enter or select a property.

b. **Report Group**: Select a stationery report group from the list. For more information, see Stationery Reports Groups.

c. **Report Type**: Select Customized Report.

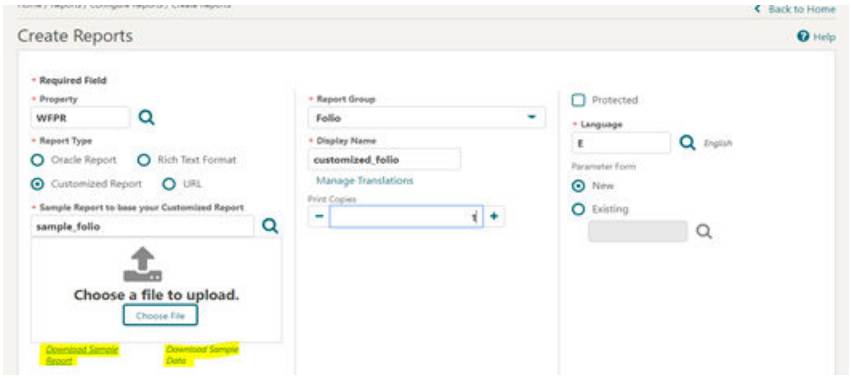
d. **Sample Report to base your Customized Report**: Click to search and select a sample RTF template to customize.

**Figure 9-12 Sample Report to base your Customized Report**




e. Click **Download Sample Report (RTF)** and click **Download Sample Data (XML)** to download the sample template and sample data model.

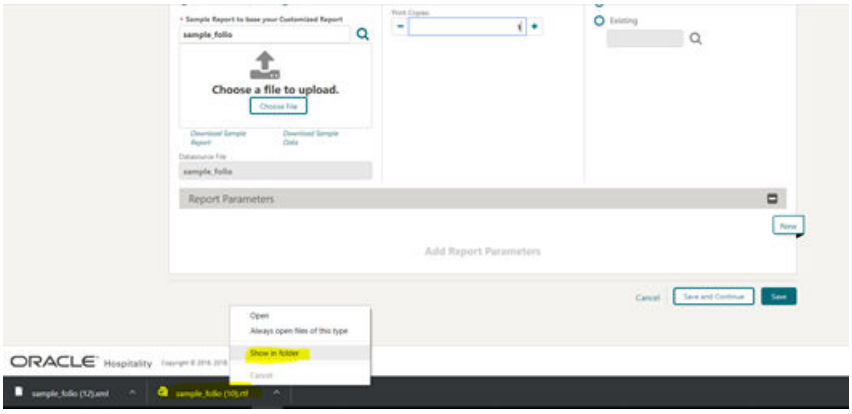
**Figure 9-13 Download Sample Report and Sample Data links**




> **Note:**
>
> Once downloaded, the files are located in the default download folder (that is, the Downloads Folder on your local machine).

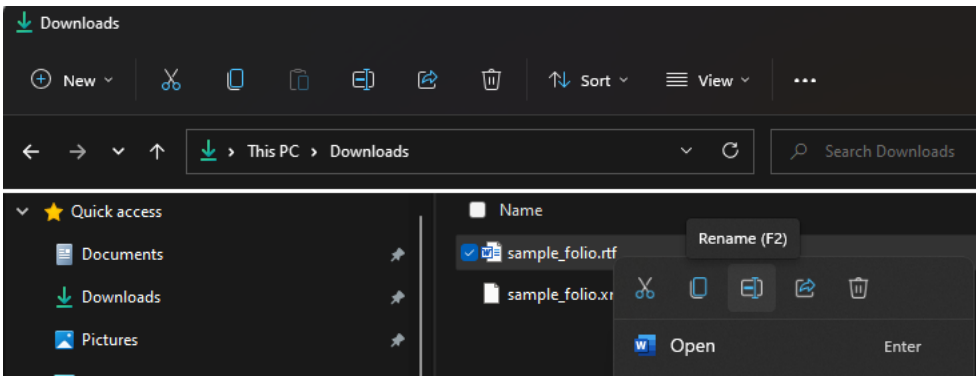
f. Navigate to the file location and right click the downloaded file and then click the **Show in folder** option. You can also navigate to the preset download folder to open or view the file.

**Figure 9-14 Show in folder option**




g. Rename the <sample>.rtf file (for example, `sample_folio.rtf`) per your requirement and ensure the updated name does not begin with “SAMPLE.” No name changes are needed for the XML files. Right click the .rtf file and then select the **Rename** option to change the name or press F2. No name changes are needed for the XML files

**Figure 9-15 Rename File**



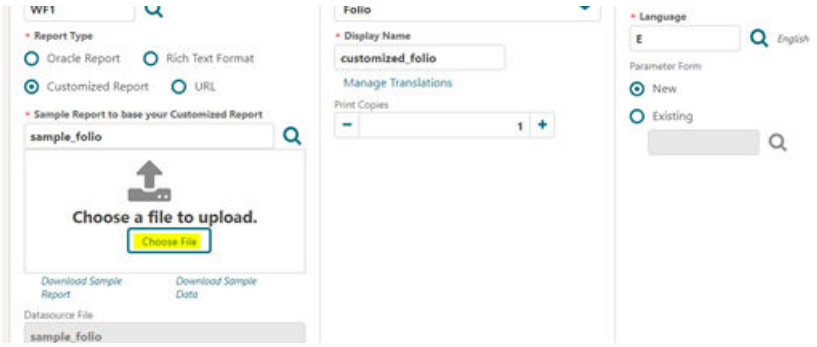

h. Customize the template as needed . For more information, see Using Stationery Template Editor.

i. Save the RTF file and close Microsoft Word.

j. In OPERA Cloud (Create Report), upload the customized RTF file by clicking **Choose File** and then select the file from the workstation location and click **Open**.

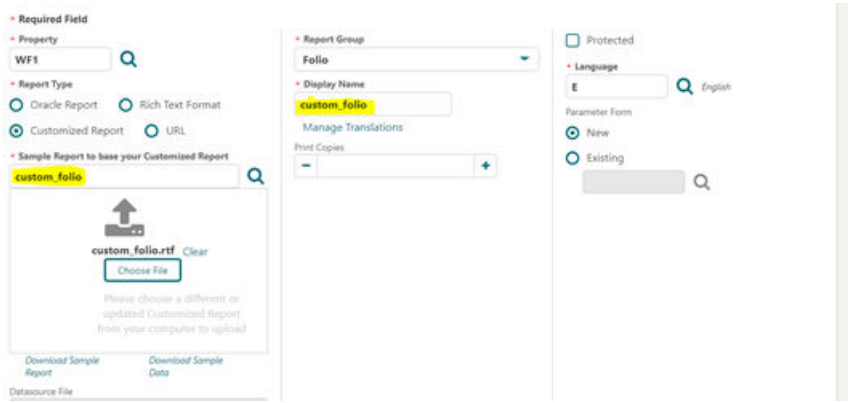
> **Note:**
>
> Templates must be less than 10MB in size.

**Figure 9-16 Choose File**




Once uploaded, the file display name in the **Display Name** field automatically updates to the uploaded .rtf file's name.

**Figure 9-17 Display Name matches the uploaded .rtf file's name**




k. **Print Copies**: Enter the number based on your requirements (for example, enter 1 or 2).

l. **Language**: Select the language of the template. When the multi-language OPERA Control is active you must configure an entry for each profile language so OPERA Cloud knows which template to generate for each language.

m. **Parameter Form**: This step is not applicable for PMS stationery templates. For Simple Diary and Sales and Event Management stationery such as the Banquet Event Order and Sales Contract a parameter form is required. For more information, see Blocks and Groups Reports.

n. Click **Save**.

# Installing Oracle BI Publisher Desktop on a Workstation

### Download Oracle BI Publisher Desktop

Download Oracle BI Publisher Desktop from the Oracle Analytics Publisher site. Choose the Oracle BI Publisher Desktop installer according to your version of Microsoft Office : 32 bit or 64 bit.

The following versions of Microsoft Word are certified for Oracle BI Publisher Desktop 12.2.1.4.0

- Microsoft Office 2021 (Microsoft 365)
- Microsoft Office 2019 (Microsoft 365)
- Microsoft Office 2016

### Installing Oracle BI Publisher Desktop

> **Note:**
>
> If a previous version of Oracle BI Publisher Desktop is installed it must be uninstalled prior to the installation of new version. See Uninstalling Oracle BI Publisher Desktop. A user with admin rights must perform the Oracle BI Publisher Desktop installation on a workstation.

> **Note:**
>
> The Oracle BI Publisher Desktop installer must configure some Microsoft Word components, if you launch Microsoft Word during this process, the installation fails.

> **Note:**
>
> Close all Microsoft Office products prior to running the installation. This includes not only Microsoft Word but also Outlook or any software that uses Microsoft Word as a text editor.

The following procedure describes the steps for installing Oracle BI Publisher Desktop for Microsoft Office 365 (32-bit) on a Microsoft Windows 10 machine with JRE 1.8 (32-bit).

1. From Windows explorer, right-click on the **Oracle BI Publisher Desktop** installer executable and choose **Run as Administrator**.
2. You are prompted to choose a language. Click the list to select the setup language for this installation and then click **OK** to continue.
3. Click **OK** to begin the Oracle BI Publisher Desktop - InstallShield Wizard process.
4. A Welcome screen appears, click **Next** to continue.
5. Click **Browse** and choose the desired folder to install Oracle BI Publisher Desktop, then click **Next** to run the setup.
6. Click **Finish**.

### Enabling the Template Builder

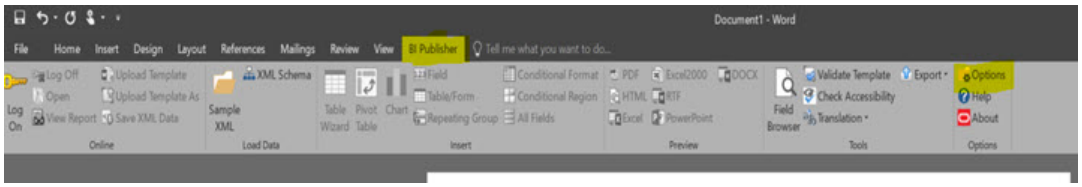
If the BI Publisher toolbar is not displayed in Microsoft Word for a specific user, enable the template builder add in.

1. From the Windows start bar, navigate to **Oracle BI Publisher Desktop** folder.
2. Click the **Enable or Disable Template Builder** shortcut.
3. For more information, refer Doc ID 2681769.1.

### Post Installation Steps

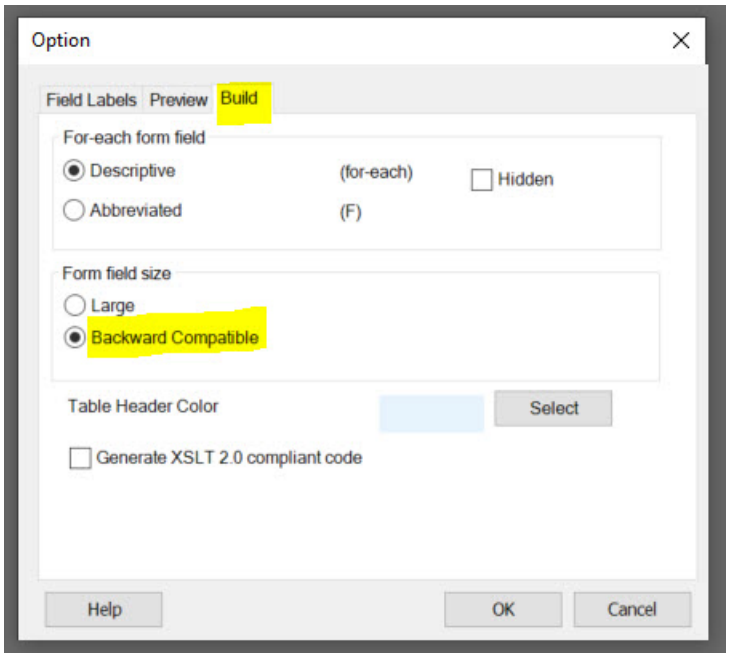
1. Launch Microsoft Word.
2. Click the **BI Publisher** tab in your Microsoft Word toolbar and select **Options**. An Option screen appears.
3. See figure, BI Publisher Tab.

**Figure 9-18 BI Publisher Tab**




4. Click the **Build** tab and select the **Backward Compatible** option.

**Figure 9-19 Option screen**




5. See figure, Option screen.
6. Click **OK** to close the screen.

### Windows Registry Update for WMF Images

To prevent creation of WMF images, increasing size of RTF

1. Click **Start**, click **Run**, type **regedit** in the **Open** box, and then click **OK**.
2. Locate and then click to select one of the following registry keys: `HKEY_CURRENT_USER\Software\Microsoft\Office\16.0\Word\Options`.
3. Select **Edit** menu, then click **New** and select **String**.

4. Enter **ExportPictureWithMetafile**, and then press **ENTER**.
5. Right-click **ExportPictureWithMetafile**, and then click **Modify**.
6. In the **Value data** box, type **0**, and then click **OK**.
7. On the **File** menu, click **Exit** to quit Registry Editor.

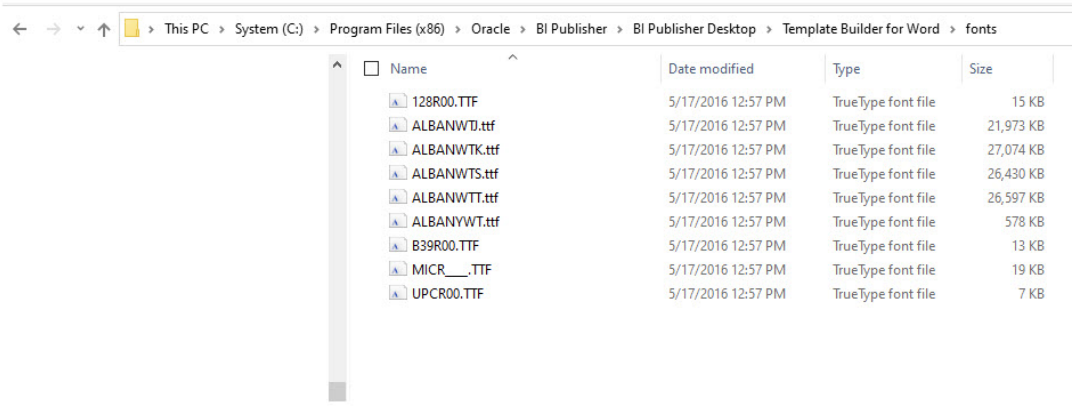
### Barcode Fonts

There are several fonts that output barcodes included with BI Publisher. The following table describes the barcodes that are included with BI Publisher.

| Font File | Supported Algorithm |
|---|---|
| 128R00.TTF | code128a, code128b, and code128c |
| B39R00.TTF | code39, code39mod43 |
| UPCR00.TTF | upca, upce |

### Installing Barcode Fonts

1. Launch File Explorer.
2. Navigate to x:\Program Files (x86)\Oracle\BI Publisher\BI Publisher Desktop\Template Builder for Word \ fonts.
3. Select the font file, then right-click  and select **Install for all Users** (requires Administrator authority).




### Uninstalling Oracle BI Publisher Desktop

1. Uninstall the Oracle BI Publisher / Analytics Publisher from the Microsoft Windows Control Panel, Add or Remove Programs option.
2. Go to the installation folder (for example, C:\Program Files\Oracle) and verify the BI Publisher directory is removed. Delete this folder if it still exists.
3. Open **Microsoft Word** and verify the **BI Publisher** tab no longer appears.
4. Shut down and restart your workstation before reinstalling Oracle BI Publisher Desktop.

# Report Descriptions

The following contains short descriptions of reports categorized by their report group.

# Accounts Receivable Reports

**Accounts Receivable Report by Activity Type** (aractivity) - displays all accounts receivable accounts for a specified date range.

**Aging by Type Only** (agetype) - displays all accounts receivable accounts with an outstanding balance for the selected account type.

**Aging Summary By Type** (araging) - displays the current outstanding balance of each account type as of the business date selected.

**Aging Summary of All Accounts** (aragingdet/aragingdetall) - displays all accounts receivable accounts that have an outstanding balance or activity on the account.

**Accounts Receivable Activity - All Types** (aractivity) - displays a log of all postings and payments made on an accounts receivable account for a particular date.

**Accounts Receivable Adjustments** (aradjustments) - displays adjustments that have been made to a posting from a previous business date (that is, posted and audited). Adjustments involve reversal of the original transaction (or group of transactions) and re-posting the correct transactions. Adjustments can be made to a single transaction or to multiple related transactions.

**Accounts Receivable Aging Summary for All Types** (arallagetype) - displays all account types and the corresponding accounts that fall under each account type.

**Accounts Receivable Apply/Unapply Payments** (ar_payments_tracking) - provides a report of applied and unapplied payments for a specified date range, accounts, and payment methods.

**Accounts Receivable Collection Statistics** (ar_collectionstat) - displays accounts with invoices paid in full or the balance is equal to 0.00. The report calculates how many days it took to bring any invoice balances to 0.00 from the date the record was transferred to accounts receivable.

**Accounts Receivable Credit Balance** (arcreditbal) - displays all accounts that have or had a credit balance on a selected business date. A credit balance is defined as the respective account having a credit on their account, rather than owing monies to the property (a debit).

**Accounts Receivable Credit Card Transfer** (arcrtransfer) - displays all transactions transferred from front office to accounts receivable to completely settle a guest folio.

**Accounts Receivable Credit Limit** (ar_balance) - displays a summarized alphabetic listing of all accounts with their balances for the current business date.

**Accounts Receivable Detailed Aging** (aragingdet/aragingdetall) - displays all account invoice details per accounts receivable account. This report lists each invoice, transaction or folio that contributes to the current balance of each individual accounts receivable account. The information displays the invoice balance for each line item in the appropriate aging level.

**Accounts Receivable Ledger** (arledger) - displays all transactions that have been posted directly on an accounts receivable account or transferred to an accounts receivable account for a selected business date. Print this report to verify that all transactions balance back to the accounts receivable ledger portion of the trial balance.

**Accounts Receivable Master List Detail** (ardirectdet) - displays a list of all configured accounts receivable accounts and a more detailed breakdown of the account setup. The information includes account status, permanent account Y/N, credit limit, batch statement Y/N,

as well as more basic account information such as account number and name, address, contact, and phone number.

**Accounts Receivable Master List Summary** (ardirect) - displays a list of all configured accounts receivable accounts with basic account information. This will include the account number, account name, address, contact information, and the telephone and fax numbers configured in the Accounts Receivable setup.

**Accounts Receivable Payments / City Ledger Settlements Summary** (arpayments) - displays all payments posted to an accounts receivable account for a specific date.

**Accounts Receivable Trace** (artraces) - displays messages that notify the accounting department staff of actions they are expected to take.

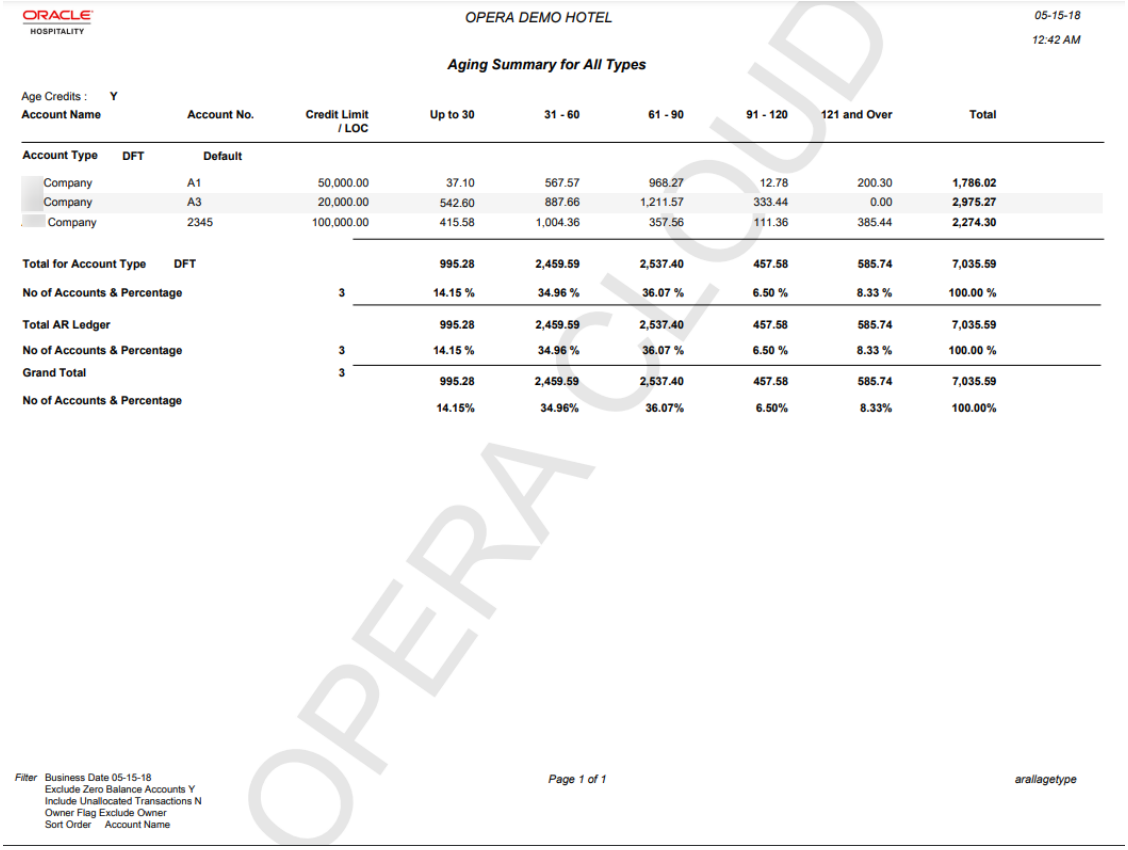
**Accounts Receivable Transfer Report** (artransfer) - displays all transactions transferred from front office to accounts receivable to completely settle a guest folio. Details of the folio are completely reclassified as part of the accounts receivable ledger.

**Accounts Receivable Unpaid Invoices** (ar_unpaid) - displays a list of all unpaid invoices when the Delay Days Report and Payment Due Days OPERA Controls are active based on **Calculate Based on Payment Due Days** check box.

**Days Credit Sales Outstanding** (days_credit_sales_outstanding) - calculates the total accounts receivables outstanding (non-credit card) for the current business date. The report then subtracts daily balances from the outstanding until it reaches 0. The number of days it takes to reach 0 is displayed at the bottom of the report and represents the total days sales outstanding.

## Accounts Receivable Aging Summary for All Types (arallagetype)

**Accounts Receivable Aging Summary for All Types** (arallagetype) report displays all account types and the corresponding accounts that fall under each account type.



ORACLE HOSPITALITY

OPERA DEMO HOTEL

05-15-18
12:42 AM

**Aging Summary for All Types**

Age Credits : Y

| Account Name | Account No. | Credit Limit / LOC | Up to 30 | 31 - 60 | 61 - 90 | 91 - 120 | 121 and Over | Total |
|---|---|---|---|---|---|---|---|---|
| **Account Type DFT Default** | | | | | | | | |
| Company | A1 | 50,000.00 | 37.10 | 567.57 | 968.27 | 12.78 | 200.30 | **1,786.02** |
| Company | A3 | 20,000.00 | 542.60 | 887.66 | 1,211.57 | 333.44 | 0.00 | **2,975.27** |
| Company | 2345 | 100,000.00 | 415.58 | 1,004.36 | 357.56 | 111.36 | 385.44 | **2,274.30** |
| **Total for Account Type DFT** | | | **995.28** | **2,459.59** | **2,537.40** | **457.58** | **585.74** | **7,035.59** |
| **No of Accounts & Percentage** | | **3** | **14.15 %** | **34.96 %** | **36.07 %** | **6.50 %** | **8.33 %** | **100.00 %** |
| **Total AR Ledger** | | | **995.28** | **2,459.59** | **2,537.40** | **457.58** | **585.74** | **7,035.59** |
| **No of Accounts & Percentage** | | **3** | **14.15 %** | **34.96 %** | **36.07 %** | **6.50 %** | **8.33 %** | **100.00 %** |
| **Grand Total** | | **3** | **995.28** | **2,459.59** | **2,537.40** | **457.58** | **585.74** | **7,035.59** |
| **No of Accounts & Percentage** | | | **14.15%** | **34.96%** | **36.07%** | **6.50%** | **8.33%** | **100.00%** |

Filter Business Date 05-15-18
Exclude Zero Balance Accounts Y
Include Unallocated Transactions N
Owner Flag Exclude Owner
Sort Order Account Name

Page 1 of 1

arallagetype

OPERA CLOUD

# Activity Reports

Prerequisites for Activity Report

The following activity reports are available for selection:

Activity Report (rep_activity_rep with rep_activity.fmx): This report prints To Do's and Activities for the past, present, and future, or spanning from the past to the future.

Activity Summary Matrix Report (rep_srep_act_summary.rep with rep_srep_act_summary.fmx): This report summarizes catering activities by type and owner.

## Activity Report (rep_activity_rep with rep_activity.fmx)

This report prints To Do's and Activities. You can run the report for the past, present, and future, or spanning from the past to the future. It is ideal for a recap of all activities performed for the past week or months.

When printed for a specific Account rather than for a specific sales manager, the report also provides a great way of showing the total activity history of the account. For example, it is possible to see that the account had been contacted regularly every six weeks in the first two years in the system, but then started to be called only seldom and randomly when another sales manager took over the account. Therefore, production has gone down. If a manager/ director of sales reviewed this report for key accounts on a regular basis, potential problems with certain accounts might be prevented.

### Selection Criteria

**Property**: Enter or select the property. You can select multiple properties from a hub location.

**Activity Filter.** This option allows you to print the report by any predefined filters that have been created for the activity module. It also gives the user the option to create a new filter directly from the report order form, which will subsequently also be accessible from the Activity Search screen.

**Account Name.** Select to filter this report by account name.

**Contact Name.** Select to filter this report by contact name.

**Bus.** Block Name. Select to filter this report by Business Block name.

**Activity Owner.** Select to filter this report by activity owner.

**Activity Name.** Select to filter this report by specific activities.

**Activity Type.** Select to filter this report by activity type.

**Activity Class.** Select to filter this report by activity class.

**Purpose.** Free form field to filter for a specific activity purpose.

**Activity Result.** This filter is only visible when this report is run from SFA and when the application parameter ACTIVITY > ACTIVITY RESULTS is set to Y. Use the down arrow to select Activity Results from the LOV.

**Activity Date Range From/To.** Select a date range between which activities exist.

> **Note:**
>
> The date and time information related to activities is converted to your logged-in time zone; if no time zone is specified for the logged-in user, the logged-in property time zone is assumed; if the logged-in property does not have a time zone assigned, the database time zone is assumed. See Activity Time Zones for details.

**Group By.** Allows to sort and group the report by either Account, Sales Manager, or Date. This report always considers a group by Account.

> **Note:**
>
> When no Group by is selected, the Activities are sorted by Start Date and Time and there is no grouping by Account.

When Account is selected, the first group by is alpha by Account Name, then alpha by Contact Last Name, and then the Activities are sorted by Activity Start Date. When Owner is selected, the first group by is alpha by Account Owner Code, then alpha by Account Name, then alpha by Contact Last Name and then the Activities are sorted by Activity Start Date. When Date is selected the first group by is Activity Start Date, then alpha by Account Name and then alpha by Contact Last Name with the activities listed below.

For each group by, the Account/Contact is listed in alphabetical order first by Account then by Contact Last Name. When no Contact is attached to the Account, that Account will be displayed last, alphabetically in the account grouping.

Example:

- ABC Account / ABC Contact
- ABC Account / XYZ Contact
- ABC Account / No Contact

If there is an activity with no account included on this report, those activities are listed alphabetically by Contact after the activities with Accounts have been reported.

**Page Break.** This flag works together with the Group by option. A page break will occur after each member of the selected group, i.e., after each account, if Account has been selected as the Group By filter, or after each sales manager if Owner has been selected in the Group By filter.

**Display Address.** If this check box is selected, the addresses for linked accounts and contacts are printed on the report (including Address1, Address2, Address3, and Address4). If it is not selected, only the account and contact names and phone numbers print.

**Completed (Yes/No/Both).** Select to view completed, incomplete or all activities.

**Display (Activities/To Do Only/Both).** Select to display activities only, to do only or both.

**Notes (All/Limited/None).** If limited is selected only the first 100 characters of each activity note will print on the report instead of the whole note text if it is longer.

#### Report Data

The report displays all Activities and To Do's that fall within the selected criteria. Activities are always grouped by Accounts, either as the primary or secondary group, and depend on the value selected in the Group By filter. For example, it is not possible to switch this report to print in pure date order, irrespective of the accounts these activities are linked to. When group by Owner is selected, the activities are first grouped by Owner Code and then by Account / Contact within that owner code.

Account and Contact names and phone numbers are printed in the header line of each group. If the Display Address flag is checked, the appropriate account and contact addresses print in this header line.

For each activity that exists in the selected time frame for this account, the activity owner, start date, start time and end time, the activity type code, the activity purpose, and the booking name of the linked booking id (if any) will print. Activity Notes are printed below the initial activity record if any exist, depending on the selection made on the filter to print either full notes, notes limited to 100 characters, or no notes at all.

## Activity Summary Matrix Report (rep_srep_act_summary.rep with rep_srep_act_summary.fmx)

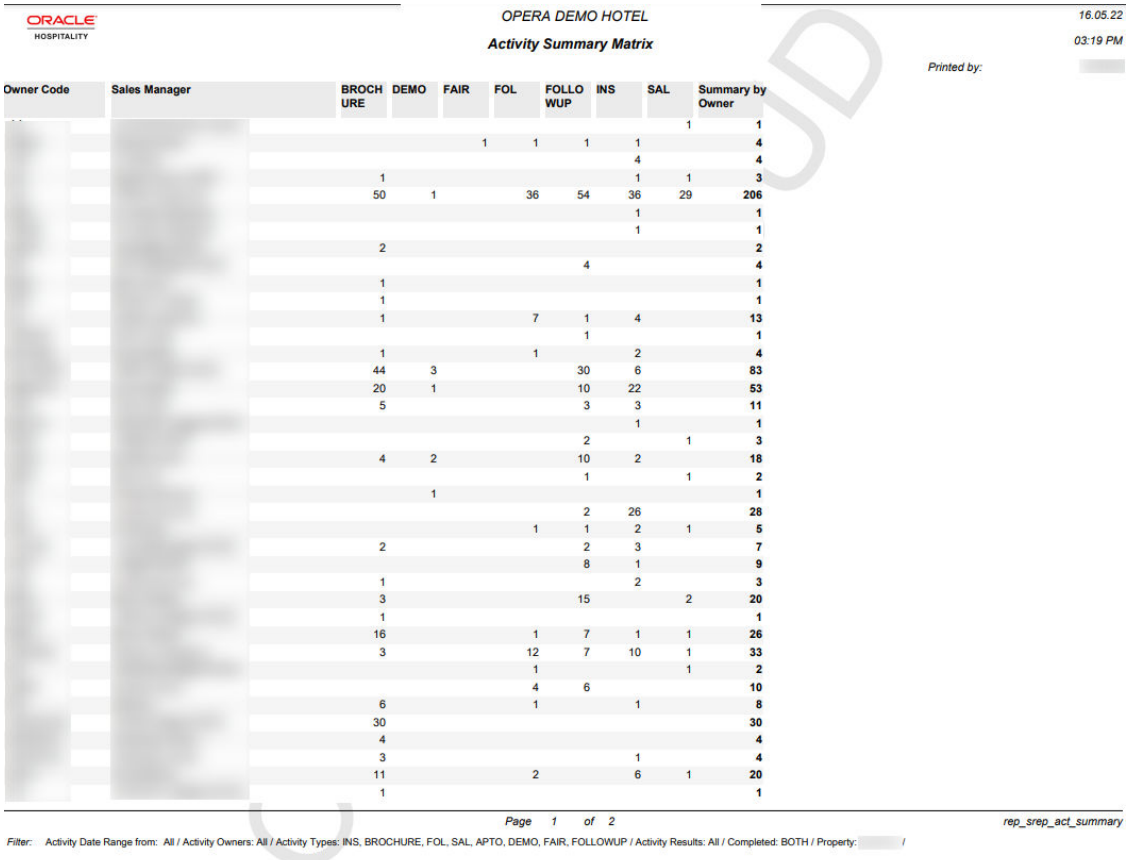
The Activity Summary Matrix Report summarizes catering activities by type and owner. The report prints a summary of all activities for a selected date range by type, and can be printed for activities based on their completion status or for all activities.

### Selection Criteria

1. **Property**: Enter or select the property. You can select multiple properties from a hub location.
2. **Activity Type**: A mandatory field. Use this option to select one, multiple, or all available activity types (up to 14) to print on this report.
3. **Activity From Date** : Filter the report by selecting an Activity From date range.
4. **Activity To Date**: Filter this report by selecting an activity To date range for this report.
5. **Owner**: Select the Owner or multiple Owners for which the report should print.
6. **Purpose**: This field accepts free-form text entry and wildcards.
7. **Activity Result**: Use the multi select list.
8. **Completed**: Select Yes, No, or Both. Select include or exclude activities that are either completed, not completed or both.

### Report Data

The report prints in the following order: Owner Code, Sales Manager, and all selected activity types. The final column contains totals for all the selected activities for each sales rep. The final row of the matrix contains totals for each selected activity type and a grand total of all activities by owner in the last column.



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OPERA DEMO HOTEL

*Activity Summary Matrix*

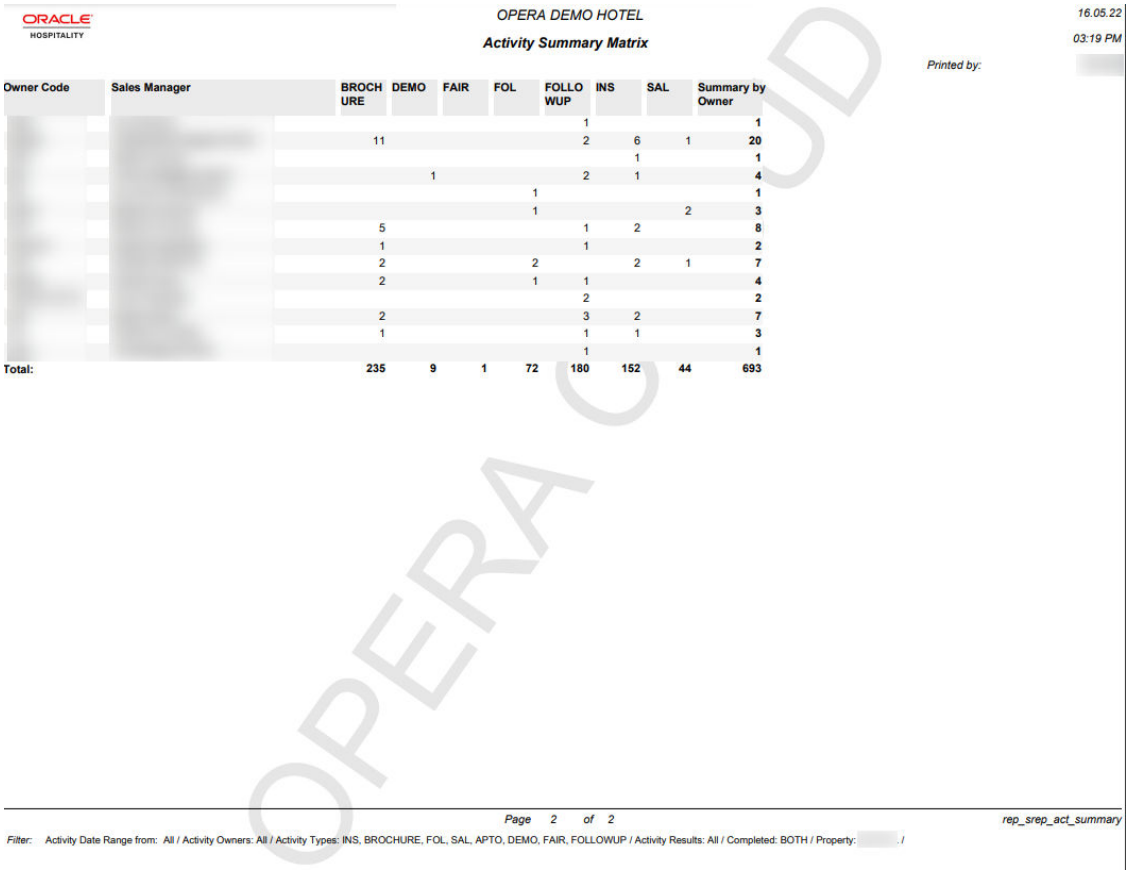
16.05.22
03:19 PM
Printed by:

| Owner Code | Sales Manager | BROCHURE | DEMO | FAIR | FOL | FOLLOWUP | INS | SAL | Summary by Owner |
|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | 1 | 1 |
| | | | | | 1 | 1 | 1 | | 4 |
| | | | | | | | 4 | | 4 |
| | | 1 | | | | | 1 | 1 | 3 |
| | | 50 | 1 | | 36 | 54 | 36 | 29 | 206 |
| | | | | | | | 1 | | 1 |
| | | | | | | | 1 | | 1 |
| | | 2 | | | | | | | 2 |
| | | | | | | 4 | | | 4 |
| | | 1 | | | | | | | 1 |
| | | 1 | | | | | | | 1 |
| | | 1 | | | 7 | 1 | 4 | | 13 |
| | | | | | | 1 | | | 1 |
| | | 1 | | | 1 | | 2 | | 4 |
| | | 44 | 3 | | | 30 | 6 | | 83 |
| | | 20 | 1 | | | 10 | 22 | | 53 |
| | | 5 | | | | 3 | 3 | | 11 |
| | | | | | | | 1 | | 1 |
| | | | | | | 2 | | 1 | 3 |
| | | 4 | 2 | | | 10 | 2 | | 18 |
| | | | | | | 1 | | 1 | 2 |
| | | | 1 | | | | | | 1 |
| | | | | | | 2 | 26 | | 28 |
| | | | | | 1 | 1 | 2 | 1 | 5 |
| | | 2 | | | | 2 | 3 | | 7 |
| | | | | | | 8 | 1 | | 9 |
| | | 1 | | | | | 2 | | 3 |
| | | 3 | | | | 15 | | 2 | 20 |
| | | 1 | | | | | | | 1 |
| | | 16 | | | 1 | 7 | 1 | 1 | 26 |
| | | 3 | | | 12 | 7 | 10 | 1 | 33 |
| | | | | | 1 | | | 1 | 2 |
| | | | | | 4 | 6 | | | 10 |
| | | 6 | | | 1 | | 1 | | 8 |
| | | 30 | | | | | | | 30 |
| | | 4 | | | | | | | 4 |
| | | 3 | | | | | 1 | | 4 |
| | | 11 | | | 2 | | 6 | 1 | 20 |
| | | 1 | | | | | | | 1 |

Page 1 of 2

rep_srep_act_summary

Filter: Activity Date Range from: All / Activity Owners: All / Activity Types: INS, BROCHURE, FOL, SAL, APTO, DEMO, FAIR, FOLLOWUP / Activity Results: All / Completed: BOTH / Property: /



ORACLE HOSPITALITY

OPERA DEMO HOTEL

**Activity Summary Matrix**

16.05.22
03:19 PM
Printed by:

| Owner Code | Sales Manager | BROCHURE | DEMO | FAIR | FOL | FOLLOWUP | INS | SAL | Summary by Owner |
|---|---|---|---|---|---|---|---|---|---|
| | | | | | | 1 | | | 1 |
| | | 11 | | | | 2 | 6 | 1 | 20 |
| | | | | | | | 1 | | 1 |
| | | | 1 | | | 2 | 1 | | 4 |
| | | | | | 1 | | | | 1 |
| | | | | | 1 | | | 2 | 3 |
| | | 5 | | | | 1 | 2 | | 8 |
| | | 1 | | | | 1 | | | 2 |
| | | 2 | | | 2 | | 2 | 1 | 7 |
| | | 2 | | | 1 | 1 | | | 4 |
| | | | | | | 2 | | | 2 |
| | | 2 | | | | 3 | 2 | | 7 |
| | | 1 | | | | 1 | 1 | | 3 |
| | | | | | | 1 | | | 1 |
| Total: | | 235 | 9 | 1 | 72 | 180 | 152 | 44 | 693 |

Page 2 of 2

rep_srep_act_summary

Filter: Activity Date Range from: All / Activity Owners: All / Activity Types: INS, BROCHURE, FOL, SAL, APTO, DEMO, FAIR, FOLLOWUP / Activity Results: All / Completed: BOTH / Property: /

OPERA CLOUD

# Arrivals Reports

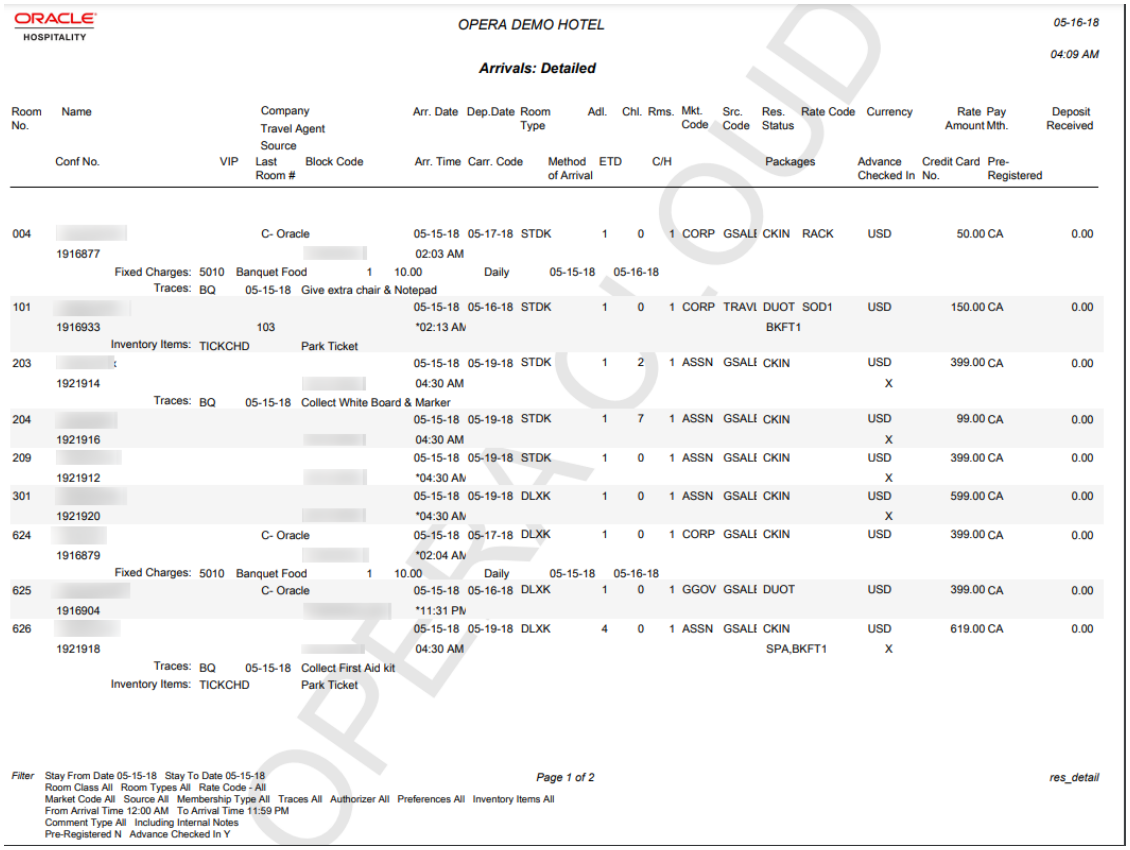
- **Arrivals and Checked In Today** (arrchkinbyroom) — lists all expected arrival and reservations checked in today.
- **Arrivals with Scheduled Activities** (resarr_activities) — displays reservations with scheduled activities and allows you to group the output by arrival date, activity type, or block code.
- **Arrivals: Detailed** (res_detail) — provides a detailed list of all arrival reservations for the selected date range and various other filter options. When the Preregistration Check In OPERA Control is active use this report to list preregistered arrivals. Report can be sorted by Name, Room, Reservation Type, ETA and other attributes.
- **Membership Pre-Check** (arrprecheckinmem) — displays reservations that have not yet checked in, and have active membership attached to the reservation.
- **Police** (police_report) — generated daily for all reservations that have a check in date equal to the business date. The report will display the sequence number, first name, last name, passport number, nationality, mother's name, father's name, place of birth, arrival date, and departure date.
- **Routing Details** (routing_details) —shows all reservations with a room, window or comp routing instructions. This report can be run for arrival, in-house, or both block and individual reservations. A range of dates can be selected for reservations that are either arriving, checked in, checking out, or are already checked out. The Date Range can be filtered by Arrival Dates or Stay Dates.

Gaming

For comp routing, the report displays the dates of the reservation, the authorizer, dates of the comps, and any notes attached to the comp. Room routings will display the dates of the room routing, the room number, and name on the reservation. Window routing will display the window number and the person responsible for payment of the routing. (Available when the Routing Instructions OPERA Control is active).

## Arrivals: Detailed Report (res_detail)

The **Arrivals: Detailed** Report (res_detail) provides a detailed list of all arrival reservations for the selected date range and various other filter options. When the Preregistration Check In OPERA Control is active use this report to list preregistered arrivals. Report can be sorted by Name, Room, Reservation Type, ETA and other attributes.



ORACLE HOSPITALITY

OPERA DEMO HOTEL — 05-16-18

04:09 AM

**Arrivals: Detailed**

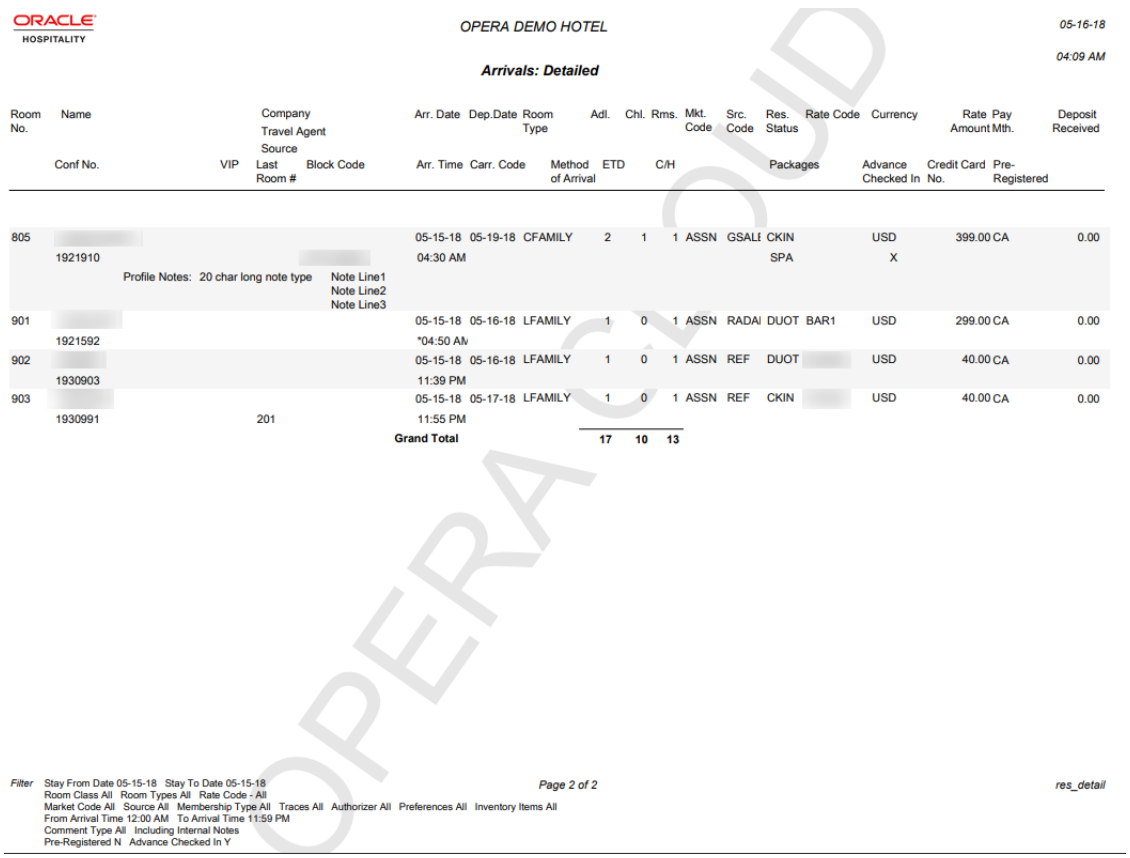
| Room No. | Name / Conf No. | VIP | Company / Travel Agent / Source / Last Room # | Block Code | Arr. Date / Arr. Time | Dep.Date / Carr. Code | Room Type / Method of Arrival | Adl. / ETD | Chl. | Rms. / C/H | Mkt. Code | Src. Code | Res. Status | Rate Code / Packages | Currency / Advance Checked In | Rate Amount / Credit Card No. | Pay Mth. / Pre-Registered | Deposit Received |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 004 | [redacted] | | C- Oracle | | 05-15-18 | 05-17-18 | STDK | 1 | 0 | 1 | CORP | GSALE | CKIN | RACK | USD | 50.00 | CA | 0.00 |
| | 1916877 | | | | 02:03 AM | | | | | | | | | | | | | |
| | Fixed Charges: 5010 Banquet Food 1 10.00 Daily 05-15-18 05-16-18 | | | | | | | | | | | | | | | | | |
| | Traces: BQ 05-15-18 Give extra chair & Notepad | | | | | | | | | | | | | | | | | |
| 101 | [redacted] | | | | 05-15-18 | 05-16-18 | STDK | 1 | 0 | 1 | CORP | TRAVL | DUOT | SOD1 | USD | 150.00 | CA | 0.00 |
| | 1916933 | | 103 | | *02:13 AM | | | | | | | | | BKFT1 | | | | |
| | Inventory Items: TICKCHD Park Ticket | | | | | | | | | | | | | | | | | |
| 203 | [redacted] | | | | 05-15-18 | 05-19-18 | STDK | 1 | 2 | 1 | ASSN | GSALE | CKIN | | USD | 399.00 | CA | 0.00 |
| | 1921914 | | | | 04:30 AM | | | | | | | | | | X | | | |
| | Traces: BQ 05-15-18 Collect White Board & Marker | | | | | | | | | | | | | | | | | |
| 204 | [redacted] | | | | 05-15-18 | 05-19-18 | STDK | 1 | 7 | 1 | ASSN | GSALE | CKIN | | USD | 99.00 | CA | 0.00 |
| | 1921916 | | | | 04:30 AM | | | | | | | | | | X | | | |
| 209 | [redacted] | | | | 05-15-18 | 05-19-18 | STDK | 1 | 0 | 1 | ASSN | GSALE | CKIN | | USD | 399.00 | CA | 0.00 |
| | 1921912 | | | | *04:30 AM | | | | | | | | | | X | | | |
| 301 | [redacted] | | | | 05-15-18 | 05-19-18 | DLXK | 1 | 0 | 1 | ASSN | GSALE | CKIN | | USD | 599.00 | CA | 0.00 |
| | 1921920 | | | | *04:30 AM | | | | | | | | | | X | | | |
| 624 | [redacted] | | C- Oracle | | 05-15-18 | 05-17-18 | DLXK | 1 | 0 | 1 | CORP | GSALE | CKIN | | USD | 399.00 | CA | 0.00 |
| | 1916879 | | | | *02:04 AM | | | | | | | | | | | | | |
| | Fixed Charges: 5010 Banquet Food 1 10.00 Daily 05-15-18 05-16-18 | | | | | | | | | | | | | | | | | |
| 625 | [redacted] | | C- Oracle | | 05-15-18 | 05-16-18 | DLXK | 1 | 0 | 1 | GGOV | GSALE | DUOT | | USD | 399.00 | CA | 0.00 |
| | 1916904 | | | | *11:31 PM | | | | | | | | | | | | | |
| 626 | [redacted] | | | | 05-15-18 | 05-19-18 | DLXK | 4 | 0 | 1 | ASSN | GSALE | CKIN | | USD | 619.00 | CA | 0.00 |
| | 1921918 | | | | 04:30 AM | | | | | | | | | SPA,BKFT1 | X | | | |
| | Traces: BQ 05-15-18 Collect First Aid kit | | | | | | | | | | | | | | | | | |
| | Inventory Items: TICKCHD Park Ticket | | | | | | | | | | | | | | | | | |

*Filter* Stay From Date 05-15-18 Stay To Date 05-15-18 Room Class All Room Types All Rate Code - All Market Code All Source All Membership Type All Traces All Authorizer All Preferences All Inventory Items All From Arrival Time 12:00 AM To Arrival Time 11:59 PM Comment Type All Including Internal Notes Pre-Registered N Advance Checked In Y

*Page 1 of 2*

*res_detail*

OPERA CLOUD



ORACLE HOSPITALITY

OPERA DEMO HOTEL — 05-16-18 — 04:09 AM

**Arrivals: Detailed**

| Room No. | Name / Conf No. | VIP | Company / Travel Agent / Source / Last Room # / Block Code | Arr. Date / Arr. Time | Dep.Date / Carr. Code | Room Type / Method of Arrival | Adl. | Chl. | Rms. | Mkt. Code | Src. Code | Res. Status | Rate Code / Packages | Currency / Advance Checked In | Rate Amount / Credit Card No. | Pay Mth. / Pre-Registered | Deposit Received |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 805 | 1921910 | | | 05-15-18 04:30 AM | 05-19-18 | CFAMILY | 2 | 1 | 1 | ASSN | GSALE | CKIN SPA | | USD X | 399.00 | CA | 0.00 |
| | Profile Notes: 20 char long note type | | Note Line1 Note Line2 Note Line3 | | | | | | | | | | | | | | |
| 901 | 1921592 | | | 05-15-18 *04:50 AM | 05-16-18 | LFAMILY | 1 | 0 | 1 | ASSN | RADAI | DUOT | BAR1 | USD | 299.00 | CA | 0.00 |
| 902 | 1930903 | | | 05-15-18 11:39 PM | 05-16-18 | LFAMILY | 1 | 0 | 1 | ASSN | REF | DUOT | | USD | 40.00 | CA | 0.00 |
| 903 | 1930991 | | 201 | 05-15-18 11:55 PM | 05-17-18 | LFAMILY | 1 | 0 | 1 | ASSN | REF | CKIN | | USD | 40.00 | CA | 0.00 |
| | | | | **Grand Total** | | | **17** | **10** | **13** | | | | | | | | |

*Filter* Stay From Date 05-15-18 Stay To Date 05-15-18 Room Class All Room Types All Rate Code - All Market Code All Source All Membership Type All Traces All Authorizer All Preferences All Inventory Items All From Arrival Time 12:00 AM To Arrival Time 11:59 PM Comment Type All Including Internal Notes Pre-Registered N Advance Checked In Y

*Page 2 of 2* — *res_detail*

OPERA CLOUD

# Blocks and Groups Reports

Prerequisites for Blocks and Groups Reports

Banquet Event Order - 1 Column (sample_beo_1column.rtf) – contains vital information about the catering portion of a business block broken down into events and resources in a 1-column format.

Banquet Event Order - 2 Column (sample_beo_2column.rtf) – contains vital information about the catering portion of a business block broken down into events and resources in a 2-column format.

Banquet Event Order - 2 Column FB (Food and Beverage) (sample_beo_2collumn_fb.rtf) – contains vital information about the catering portion of a business block broken down into events and resources.

Banqueting F&B Plan (rep_fbplan.rep with rep_fbplan.fmx) – The Banqueting F&B Plan report is especially useful for the Banquet Chef and kitchen. You can use it for Banquet Event Orders (BEO) or as a detailed document for any food or beverage preparation and requirements.

Block Actual Report (rep_actbb_p.rep) – This report compares booked room nights, revenue, and average rate with picked-up room nights, revenue, and average rate.

Block Actual Pick Up Report (rep_actbh.rep) – This report compares booked room nights, revenue, and average rate with picked-up room nights, revenue, and average rate. This is a slightly different model of the Block Pick Up Report (REP_ACTBB_P.REP) with a different lay-out and filter options, but essentially the same information is included.

Block Cancellation Summary Report (rep_cancel_summary.rep) – The main purpose of the Cancellation Summary report is to show all groups canceled or lost for a specific cancellation date range or a specific arrival date.

Block Conversion (rep_block_conversion.rep) – This report calculates the booking conversion to an Actual status for any date range in absolute figures as well as conversion percentages.

Block Information (resblkinfo) – This report displays a detailed breakdown of a block header and room grid for a specified date range.

Business Block Change Log (rep_bookchglog.rep with rep_bookchglog.fmx) – The Business Block Change Log report is a listing of the production (status/revenue changes) changes made to a Business Block within a specified production period. Changes include status changes, increase or decrease of the room block, or increase or decrease of the revenue (rate changes).

Business Block Lead Time Report (rep_block_leadtime) – This report displays multiple statuses (by date) and revenue types for Business Block bookings.

Business Block Total Spend Report (rep_busblock_spend.rep) – The Business Block Total Spend Report displays the total group spend by including all revenues posted to any reservations linked to the block.

Contract Merge Report (Based on Sample_Cont_Merge.RTF with Rep_Cont_Merge.FMX) – This report outputs group room block and catering event details. It is possible to customize sample_cont_merge.rtf into multiple reports, each with the Rep_Cont_Merge parameter form.

Deposit Report (rep_deposit.rep with rep_deposit.fmx) – The Deposit Report provides an overview of business block deposits requested and received. Room and Catering deposits can be listed separately if they are requested that way.

Forecast/Availability Book (rep_rooms.rep with rep_rooms.fmx)– The Rooms Availability and Forecast report parameter screen provides options for printing the Rooms Availability report as well as the rooms forecast report. When combined, these two reports form a unit that presents a picture of the on-the-books group business for the coming months compared to targets and budgets.

Group Room Pace (BI) Report (rep_group_rooms_pace_bi.rtf with rep_group_rooms_pace_bi.fmx) – The Group Room Pace Report is sorted by Property Year and grouped by Total, Catering Only Y (Sales) and Catering Only N (Catering).

Group Room Reservation Sheet (Sample_GRMRES_Sales_STD.Rep with Sample_GRMRES_Sales_STD.fmx) – This report details all information about a group block including linked accounts, contact and agent information, room grid with rates and revenue, all major block details, catering event information, sales activities, and deposit information.

Month End Details Report (BI) (rep_month_end_details_bi with rep_month_end_details_bi – The Month End Details report details business block and sales and event production changes during the dates requested.

Pro Forma Invoice Generates Report (Rep_Proforma_Invoice) – The Pro Forma Invoice Generates Report details guest rooms, all catering packages, events, and resources booked on a block in a billing format. The number of units booked, the price per unit, and the total price are printed in a list format. It can provide a sub-total and page break per day and can also be printed for single events.

Quote Report (sample_sc_quote) – The Quote report provides day-by-day accommodation and event details. As a customizable stationery template, you can produce a quote detailing the Accommodation, PMS Packages for City Tax and/or Breakfast Packages, Catering Packages, Events, and Event Resources.

Room and Catering Revenue Pace (BI) (rep_room_cat_rev_pace_bi.rtf with rep_room_cat_rev_pace_bi.fmx) – This report displays room and event revenue by Stay Period for the requested Production Period. It also displays the On the Books forecast revenue for the same Stay Period with a comparison to OBI Budgeted Revenue, Same Time Last Year (STLY), and Actual Last Year (ACTLY) figures.

## Banquet Event Order – 1 Column (Sample_BEO_1Column.RTF with Rep_BEO_1Column.FMX)

The Banquet Event Order 1 report is a comprehensive document that contains all the vital information about the catering portion of a business block broken down into events and resources. It is an ideal tool for communicating with customers and various hotel internal departments to ensure that all customer requirements regarding the events are met and prepared per agreement and contract.

The report is one of several sample BEO (Banquet Event Orders) that you can customize during installation of the system to be further tailored to the hotel's specific requirements.

> **Note:**
>
> When selecting the email method for printing Banquet Event Orders from the main Reports screen, the document attached to the email is renamed to the report name with the Block ID appended to it. For example, in the case of a BEO named BEO 1 Column, the output would be renamed as BEO 1 Column - 795547.pdf.

The Property list of values in this report is limited by the properties to which the user has the appropriate access granted.

You can customize this report using the Stationery Editor. The following Selection Criteria fields are available when using the Stationery Editor.

**Selection Criteria**

1. **Property**. Select the property for which the report should be printed. The BEO can be ordered across multiple properties in a multi-property environment. This is useful if a booking has its event distributed over several properties.
2. **Report Type**. Customized Report.
3. **Sample Report to base your Customized Report**. Select Sample_beo_1column. Once selected, the links to Download Sample Report and Download Sample Data will be displayed allowing for the templates to be downloaded and modified. The sample data file will allow users to preview the changes without having to upload the report into the application. The modified file can be uploaded through the Choose File option.

   > **Note:**
   >
   > You must rename the file without using the word "sample."

4. **Datasource File**. This read only field is populated automatically based on the report selection.
5. **Report Group**. Select the group from the list. It is recommended that you load the report in the Group Stationery report group.

6. **Display Name**. Enter the report name.
7. **Print Copies**. Enter the number of copies to print.
8. **Protected**. Prevents users from editing the report.
9. **Language**. Determines the language in which the report prints.
10. **Parameter Form**. Select the Sample BEO 1 Column parameter form.

### Report Parameters

When creating or editing the report, you can set default values for these parameters.

1. **Event Date From/Event Date To**. Allows you to select the event from and to dates.
2. **Block Arrival Date From/Arrival Date To**. Allows the selection of the block from and to dates.
3. **Business Block**. Select one or several specific business blocks for printing the BEO report.
4. **Event**. Select one or several events for printing the BEO.
5. **Event Status**. Select event statuses. Typically, return-to-inventory statuses, like lost and canceled statuses, would be excluded.
6. **Event Type**. Select or several event types to print the BEO.
7. **Space**. Select one or several function spaces in which the events are taking place.
8. **Item Class**. Allow you to select the resource item classes that should be printed. Depending on whether the BEO is printed for internal use or to send to the customer, your selections here could be different. For example, there might be item classes that are necessary to print for internal use, like furniture and linen requirements, but not necessary to print on the copy you send to the customer.
9. **Block Note Type**. Allows you to select business block note types to be printed on the BEO. This parameter works in conjunction with the internal and external notes flag on the first tab. Even if note types have been selected, if neither internal nor external are identified, no notes would print. Not all business block notes might be relevant to print on the BEO.
10. **Cover Letter Note Type**. A portion of the cover letter can be made up from business block notes, which make the letter more flexible and allows for custom texts per customer without having to change the text that is embedded in the report. Enter the note type to print on the cover letter.
11. **Sort By**. Allows the ordering of events by one of these four predefined sort orders:
    a. Event Date + Booking Name + Event Time
    b. Event Date + Event Time + Booking Name
    c. Booking Name + Event Date + Event Time
    d. Booking Name + Master Event Date + Master Event Time
12. **Address Type**. Allows you to select an address type other than the primary address. This provides the option to print an extended byte address onto the BEO if one is attached to the account or contact, even if it is not the primary address. Any address type can be chosen. If the field is left blank or the selected address type does not exist for the current customer, the primary address will print instead.
13. **Address Format**. Allows you to select address formats different from the standard format. This is useful in an international environment where addresses might have different formats from country to country. For example, when sending a BEO to Europe, the address

format might have the zip code before the city name and no state printed at all. The list of values shows all configured catering address formats. If the field is left blank, the address prints the default format.

14. **Print Address of**. This option determines what address to print as part of the header. This can either be set to print the account address or the contact's address.
15. **Print Account**. The Print Account defaults to the Account marked as PT for the Business Block from the Name Select screen. If a different Account should be printed on the BEO, select the Print Account ellipsis and click the PT column to select another Account already linked to the business block.
16. **Print Contact**. Print Contact defaults to the Contact marked as PT for the Business Block from the Name Select screen. If a different Contact should be printed on the BEO, select the Print Contact ellipsis to select another Contact already linked to the business block.

> **Note:**
>
> When the BEO is printed for more than one booking, the Print Account and Print Contact are pulled by default. No option is provided to select a different Account or Contact for Printing. If no Print Account or Print Contact is selected for a booking, the default hierarchy is used. Additionally, when no relationship exists between the Print Account and the Print Contact, the Print Contact appears red.

17. **Event Printing Method**. The possible selections are one event per page, Master and Sub per page, Prints events continuously.
18. **Revenue Summary**. The possible options are Internal, External, or None. The External and Internal options print a revenue summary at the end of the BEO before the general conditions. External summarizes non-package revenues by date, and catering packages as one price per delegate without breaking it down into its component revenue types. Internal summarizes non-package revenues by revenue type per date and non-package revenue by event and revenue type per date. Selecting None suppresses the Revenue Summary completely.
19. **Print Deposit**. If checked, deposit information prints on the BEO. If not checked, that information is suppressed.
20. **Sort Deposit**. Deposits can print sorted by type or by due date. If type is selected a sub-total for each type prints as well as a general total.
21. **Print Internal/External Notes**. Specify whether notes should print on the BEO and if so, select from notes that are marked as Internal, External, or both. Typically, only external notes would be selected if the BEO is printed to be sent to a customer and either only internal, or internal and external, if the BEO is printed for use as inter-departmental communication tool.
22. **Suppress Account Name**. This suppresses any reference to an account on the BEO header and in the signature. This is typically done for “social” BEOs that are organized privately by individuals that are not associated with any account, for example, weddings, birthday parties, and so on.
23. **Suppress Signature**. Select this option to suppress the Signature field at the end of each BEO.
24. **Hide Doorcard**. This suppresses printing the Post As references on the event itinerary.
25. **Print Package Name for Multiple Days**. If a Business Block has a Catering Package that spans multiple days, checking this flag makes the package header information print on

each date that has a Package Event. If the flag left deselected, the package header information print only on the first day of Package Events.

26. **Exclude Alternate Events**. When the application function Catering > Alternate Space is set to Y, the Exclude Alternate Events check box is visible. When selected, Alternate Events do not print on this report.
27. **Print Extended Characters**. If secondary account and contact names are entered into the system using the globe button on the appropriate fields (only available if the application function General > Alternate Name is active), the report procedure scans those secondary fields when printing account and contact information; if an entry is found, it returns that entry instead of the primary name. If the appropriate fields are empty, the regular names print. This functionality is primarily added for extended byte handling in the Asia- Pacific region.
28. **Reset Page Numbering**. Select this option to reset the page numbering when printing multiple BEOs. If unchecked, the pages are numbered based on the total number of pages in the BEO batch. If checked, the page numbers are reset with each new agenda.
29. **Print General Conditions**. General conditions and terms of contract can be added as text pages after the body of the BEO. They would have been tailored to the hotel on installation. Typically, the general conditions would only be printed if the BEO is sent out to customers.

> **Note:**
>
> When generating the BEO a Block ID is required in order to select Print General Conditions. If the report is accessed directly without a Block ID populated or multiple Block IDs are populated, the default value will be cleared and the field disabled.

30. **Print Cover Letter**. Prints a cover page. The text of that page is customized to the hotel and can be individualized using business block notes. Typically, this cover page would only be printed if the BEO is sent out to customers. When generating the BEO by Block ID, you can select the option to print the Room Grid.

> **Note:**
>
> When generating the BEO a Block ID is required in order to select Print Cover Letter. If the report is accessed directly without a Block ID populated or multiple Block IDs are populated, the default value will be cleared and the field disabled.

31. **Print Package Events Combined**: When the Combine Package Events in BEO OPERA Control is active, the Print Package Events Combined check box is visible. When selected, the attendee count for package events with the same Block ID, Event Name, Event Type, Event Dates, Event Status, Event Times and Function Space are summed to output a total number of attendees
32. **Print Room Grid**. Prints the Room Grid. Once selected, additional parameters will be enabled to control how the room and rate information appears within the grid.

> **Note:**
>
> When generating the BEO a Block ID is required in order to select Print Room Grid. If the report is accessed directly without a Block ID populated or multiple Block IDs are populated, the default value will be cleared and disabled for all fields related to the room grid.

33. **Grid Type**. Allows you to determine which grid type will print on the BEO. The possible options are Contract (available when the OPERA Control for Contract Grid is active, Current, or Pickup.
34. **Revenue Values**. Select an option from the list below to determine how the rates amounts are displayed in the grid. For more information, see: Contract Merge Report, Revenue Values Calculation Examples
    a. Gross Rates/Revenue. Gross Room Rate is calculated as:
        i. Included generates are not deducted.
        ii. Excluded generates are added.
        iii. Excluded packages are not added. Gross Catering Price is calculated based on the Transaction Codes mapped in Revenue Type Mapping.
    b. Net Rates/Revenue. Net Room Rate is calculated as:
        i. Included generates are deducted.
        ii. Excluded generates are not added.
        iii. Included packages stay included.
        iv. Included generates on included or excluded packages are calculated out. Net Catering Price is calculated based on the Transaction Codes mapped in Revenue Type Mapping.
    c. Gross and Net Rates/Revenue. When this option is selected, both the Gross and Net room rates are reported and displayed.
35. **Rooms with Rate and No Inventory**. When selected, room types where no inventory has been booked are included.
36. **PMS Room Type**. If selected, PMS room types output on the BEO instead of the Room Pools. If the Room Pools OPERA Control is not active and room pools are not configured for the property, the PMS room types will print by default. For more information, see: Configuring Room Pools
37. **Occupancy**. If selected, the number of rooms per occupancy level per day is included on the report when the Occupancy Split OPERA Control is activated. If not selected, the total number of rooms per day per room type per day is output.
38. **Room Rates**. Select to display room rates, otherwise, Room and Rates Separately, Inline Currency, and Show Decimals are disabled.
39. **Room and Rate Separately**. If selected, room nights and room rates are included in separate grids. If not selected, they appear in the same grid. This option is available only when both the Rate and the Occupancy flags are selected.
40. **Inline Currency**. Enabled when Room Rates is selected. If selected, the currency symbol is included with the rate in the grid cells in the Room Grid.
41. **Show Decimals**. Enabled when Room Rates is selected. If selected, the rates in the Room Grid with decimals appears as set up in the Property Details. If not selected, the rounded rate displays without decimals.

42. **Print Space Between Currency and Amount**. Select the check box to print in the report (available when Room Rates and Inline Currency are selected). When selected, a space will be added between the currency symbol/code and the rate amounts displayed in the grid.
43. **Currency**. Available when the application function Rates > Foreign Currency Handling is active, this selection allows the conversion of foreign currency to a property's base or catering currency when the foreign currency has a defined exchange rate for posting.
44. **Exchange Rate Date**. If selected, enter a date or use the calendar tool to select the effective date of the exchange rate for the specified currency. The prices in the BEO are calculated using the exchange rate for the specified currency as it was on that date.
45. **Creation Date**. If selected, the exchange rate for the specified currency is calculated based on the exchange rate as it was on the booking creation date.
46. **Distributed Date**. If selected, the exchange rate for the specified currency is calculated based on the exchange rate as it was on the date the distributed flag was checked.

**Report Data**

Rather than detailing every piece of data that can appear on the BEO, the following paragraphs describe specific behavior you should note:

The 1 Column BEO layout prints with the Food, Beverage and Item Class in a single column. The Item Class will print in order based on the sequence assigned to the Item Class in configuration.

The sections of the BEO if printed continuously are:

Header > Catering package information > Event Itinerary for all events of the current block > Food Section for all events of the current booking, in date and time order > Beverage Service for all events of the current booking in date and time order, > Resources, in resource class sequence order. Within each resource class, the resources are listed in event time order. In all sections, the function space and the event time identify to which event of the itinerary the appropriate resources belong.

The sections of the BEO if printed as Master/Sub or One Event per Page:

Header > Catering Package information > Basic event information for the current event only including start and end time, event name, function space name, set-up style, and function space rate plus rate amount > food section for the current event > beverage section for the current event > resource section for the current event in resource sequence order. Page break and repeat for all subsequent events.

In order to select to print the Cover Letter, General Conditions, and/or Room Grid, the Block ID field must be populated with a single value. If the report is accessed from a block and the Block ID is passed, the default values for Print Cover Letter, Print General Conditions, and Print Room Grid section appear. If the report is accessed directly without a Block ID populated or multiple Block IDs are populated, the default values are cleared.
The Booking Type field on the BEO header takes its contents from the Booking Type field (visible when OPERA Control for Business Block Type is active).

A text message that prints at the end of the BEO just before the signature section can be created or amended in Report Text Configuration in the Administration menu using the field, SC_BEO_BOTTOM_TEXT_[PropertyCode], for the selected resort. This message typically contains information on tax and service charge levels that apply to the items listed on the BEO.

The Date Last Printed field prints at the very end of the BEO just below the Organization Authorized Signature field for each event printed or at the end of each event if more than one event per business block exists. This field displays the last date the events for this booking was

printed. For Example, if Event #1 is printed on 4/10/xx but Event #2 has never been printed: when Event #2 is printed, it will read “Date Last Printed 4/10/xx” because that is the last date a BEO for this booking was printed.

## Banquet Event Order – 2 Column (Sample_BEO_2column.RTF)

The Banquet Event Order 2 report is a comprehensive document that contains all the vital information about the catering portion of a business block broken down into events and resources. It is an ideal tool to use for communicating with customers and various hotel internal departments to ensure that all customer requirements regarding the events are met and prepared per agreement and contract.

The report is one of several sample BEO (Banquet Event Orders) that you can customize during installation of the system to be further tailored to the hotel’s specific requirements.

> **Note:**
>
> When selecting the email method for printing Banquet Event Orders from the main Reports screen, the document attached to the email is renamed to the report name with the Block ID appended to it. For example, in the case of a BEO named BEO 2 Column, the output would be renamed as BEO 2 Column - 795547.pdf.

You can customize this report using the Stationery Editor. The following Selection Criteria fields are available when using the Stationery Editor.

**Selection Criteria**

1. **Property**. Select the property for which the report should be printed. The BEO can be ordered across multiple properties in a multi-property environment. This is useful if a booking has its event distributed over several properties.
2. **Report Type**. Customized Report.
3. **Sample Report to base your Customized Report**. Select Sample_beo_2column. Once selected, the links to Download Sample Report and Download Sample Data appear, allowing the templates to be downloaded and modified. The sample data file allows you to preview the changes without having to upload the report into the application. The modified file can be uploaded through the Choose File option.

   > **Note:**
   >
   > You must rename the file without using the word “sample.”

4. **Datasource File**. Read Only field that will populate automatically based on the report selection.
5. **Report Group**. Select the group from the list. It is recommend that you load the report in the Group Stationery report group.
6. **Display Name**. Enter the report name.
7. **Print Copies**. Enter the number of copies to print.
8. **Protected**. Prevents users from editing the report.
9. **Language**. Determines the language in which the report prints.

10. **Parameter Form**. Select the Sample BEO 2 Column parameter form.

### Report Parameters

When creating or editing the report, you can set default values for these parameters.

1. **Event Date From/Event Date To**. Allows the selection of the event from and to dates.
2. **Block Arrival Date From/Arrival Date To**. Allows the selection of the block from and to dates.
3. **Business Block**. Select one or several specific business blocks for printing the BEO report.
4. **Event**. Select one or several events for printing the BEO.
5. **Event Status**. Select event statuses. Typically, return-to-inventory statuses, like lost and canceled statuses, would be excluded.
6. **Event Type**. Select one or several event types to print the BEO.
7. **Space**. Select one or several function spaces in which the events are taking place.
8. **Left Column Item Class**. Allows the selection of resource item classes that should print on the left hand side of this two column event order. Depending on whether the BEO is printed for internal use or for the customer, the selection here could be different. For example, there might be item classes needed for internal use, like furniture and linen requirements, but that would not be necessary to print on the copy that is sent to the customer.
9. **Right Column Item Class**. Allows the selection of resource item classes that should print on the right hand side of this two column event order.
10. **Block Note Type**. Allows you to select business block note types to be printed on the BEO. This parameter works in conjunction with the internal and external notes flag on the first tab. Even if note types have been selected, if neither internal nor external are identified, no notes would print. Not all business block notes might be relevant to print on the BEO.
11. **Cover Letter Note Type**. A portion of the cover letter can be made up from business block notes, which make the letter more flexible and allows for custom texts per customer without having to change the text that is embedded in the report. Enter the note type to print on the cover letter.
12. **Sort By**. Allows the ordering of events by one of these four predefined sort orders:
    a. Event Date + Booking Name + Event Time
    b. Event Date + Event Time + Booking Name
    c. Booking Name + Event Date + Event Time
    d. Booking Name + Master Event Date + Master Event Time
13. **Address Type**. Allows you to select an address type other than the primary address. This provides the option to print an extended byte address onto the BEO if one is attached to the account or contact, even if it is not the primary address. Any address type can be chosen. If the field is left blank or the selected address type does not exist for the current customer, the primary address will print instead.
14. **Address Format**. Allows you to select address formats different from the standard format. This is useful in an international environment where addresses might have different formats from country to country. For example, when sending a BEO to Europe, the address format might have the zip code before the city name and no state printed at all. The list of

values shows all configured catering address formats. If the field is left blank, the address prints the default format.

15. **Print Address of**. This option determines what address to print as part of the header. This can either be set to print the account address or the contact's address.
16. **Print Account**. The Print Account defaults to the Account marked as PT for the Business Block from the Name Select screen. If a different Account should be printed on the BEO, select the Print Account ellipsis and click the PT column to select another Account already linked to the business block.
17. **Print Contact**. Print Contact defaults to the Contact marked as PT for the Business Block from the Name Select screen. If a different Contact should be printed on the BEO, select the Print Contact ellipsis to select another Contact already linked to the business block.

> **Note:**
>
> When the BEO is printed for more than one booking, the Print Account and Print Contact are pulled by default. No option is provided to select a different Account or Contact for Printing. If no Print Account or Print Contact is selected for a booking, the default hierarchy is used. Additionally, when no relationship exists between the Print Account and the Print Contact, the Print Contact appears red.

18. **Event Printing Method**. The possible selections are one event per page, Master and Sub per page, Prints events continuously.
19. **Revenue Summary**. The possible options are Internal, External, or None. The External and Internal options print a revenue summary at the end of the BEO before the general conditions. External summarizes non-package revenues by date, and catering packages as one price per delegate without breaking it down into its component revenue types. Internal summarizes non-package revenues by revenue type per date and non-package revenue by event and revenue type per date. Selecting None suppresses the Revenue Summary completely.
20. **Print Deposit**. If checked, deposit information prints on the BEO. If not checked, that information is suppressed.
21. **Sort Deposit**. Deposits can print sorted by type or by due date. If type is selected a sub-total for each type prints as well as a general total.
22. **Print Internal/External Notes**. Specify whether notes should print on the BEO and if so, select from notes that are marked as Internal, External, or both. Typically, only external notes would be selected if the BEO is printed to be sent to a customer and either only internal, or internal and external, if the BEO is printed for use as inter-departmental communication tool.
23. **Suppress Account Name**. This suppresses any reference to an account on the BEO header and in the signature. This is typically done for ”social” BEOs that are organized privately by individuals that are not associated with any account, for example, weddings, birthday parties, and so on.
24. **Suppress Signature**. Select this option to suppress the Signature field at the end of each BEO.
25. **Hide Doorcard**. This suppresses printing the Post As references on the event itinerary.
26. **Print Package Name for Multiple Days**. If a Business Block has a Catering Package that spans multiple days, checking this flag makes the package header information print on each date that has a Package Event. If the flag left deselected, the package header information print only on the first day of Package Events.

27. **Exclude Alternate Events**. When the application function Catering > Alternate Space is set to Y, the Exclude Alternate Events check box is visible. When selected, Alternate Events do not print on this report.
28. **Print Extended Characters**. If secondary account and contact names are entered into the system using the globe button on the appropriate fields (only available if the application function General > Alternate Name is active), the report procedure scans those secondary fields when printing account and contact information; if an entry is found, it returns that entry instead of the primary name. If the appropriate fields are empty, the regular names print. This functionality is primarily added for extended byte handling in the Asia- Pacific region.
29. **Reset Page Numbering**. Select this option to reset the page numbering when printing multiple BEOs. If unchecked, the pages are numbered based on the total number of pages in the BEO batch. If checked, the page numbers are reset with each new agenda.
30. **Print General Conditions**. General conditions and terms of contract can be added as text pages after the body of the BEO. They would have been tailored to the hotel on installation. Typically, the general conditions would only be printed if the BEO is sent out to customers.

> **Note:**
>
> When generating the BEO a Block ID is required in order to select Print General Conditions. If the report is accessed directly without a Block ID populated or multiple Block IDs are populated, the default value will be cleared and the field disabled.

31. **Print Cover Letter**. Prints a cover page. The text of that page is customized to the hotel and can be individualized using business block notes. Typically, this cover page would only be printed if the BEO is sent out to customers. When generating the BEO by Block ID, you can select the option to print the Room Grid.

> **Note:**
>
> When generating the BEO a Block ID is required in order to select Print Cover Letter. If the report is accessed directly without a Block ID populated or multiple Block IDs are populated, the default value will be cleared and the field disabled.

32. **Print Package Events Combined**: When the Combine Package Events in BEO OPERA Control is active, the Print Package Events Combined check box is visible. When selected, the attendee count for package events with the same Block ID, Event Name, Event Type, Event Dates, Event Status, Event Times and Function Space are summed to output a total number of attendees.
33. **Print Room Grid**. Prints the Room Grid. Once selected, additional parameters will be enabled to control how the room and rate information appears within the grid.

> **Note:**
>
> When generating the BEO a Block ID is required in order to select Print Room Grid. If the report is accessed directly without a Block ID populated or multiple Block IDs are populated, the default value will be cleared and disabled for all fields related to the room grid.

34. **Grid Type**. Allows you to determine which grid type will print on the BEO. The possible options are Contract (available when the OPERA Control for Contract Grid is active, Current, or Pickup.
35. **Revenue Values**. Select an option from the list below to determine how the rates amounts are displayed in the grid. For more information, see: Contract Merge Report, Revenue Values Calculation Examples
    a. Gross Rates/Revenue. Gross Room Rate is calculated as:
        i. Included generates are not deducted.
        ii. Excluded generates are added.
        iii. Excluded packages are not added. Gross Catering Price is calculated based on the Transaction Codes mapped in Revenue Type Mapping.
    b. Net Rates/Revenue. Net Room Rate is calculated as:
        i. Included generates are deducted.
        ii. Excluded generates are not added.
        iii. Included packages stay included.
        iv. Included generates on included or excluded packages are calculated out. Net Catering Price is calculated based on the Transaction Codes mapped in Revenue Type Mapping.
    c. Gross and Net Rates/Revenue. When this option is selected, both the Gross and Net room rates are reported and displayed.
36. **Include Guest Room in Revenue Summary**. Available for selection when Revenue Summary is set to External or Internal. When selected, the room revenue will be included in the Revenue Summary calculations.
37. **Rooms with Rate and No Inventory**. When selected, room types where no inventory has been booked are included.
38. **PMS Room Type**. If selected, PMS room types output on the BEO instead of the Room Pools. If the Room Pools OPERA Control is not active and room pools are not configured for the property, the PMS room types will print by default. For more information, see: Configuring Room Pools.
39. **Occupancy**. If selected, the number of rooms per occupancy level per day is included on the report when the Occupancy Split OPERA Control is activated. If not selected, the total number of rooms per day per room type per day is output.
40. **Room Rates**. Select to display room rates, otherwise, Room and Rates Separately, Inline Currency, and Show Decimals are disabled.
41. **Room and Rate Separately**. If selected, room nights and room rates are included in separate grids. If not selected, they appear in the same grid. This option is available only when both the Rate and the Occupancy flags are selected.
42. **Inline Currency**. Enabled when Room Rates is selected. If selected, the currency symbol is included with the rate in the grid cells in the Room Grid.
43. **Show Decimals**. Enabled when Room Rates is selected. If selected, the rates in the Room Grid with decimals appears as set up in the Property Details. If not selected, the rounded rate displays without decimals.
44. **Print Space Between Currency and Amount**. Select the check box to print in the report (available when Room Rates and Inline Currency are selected). When selected, a space will be added between the currency symbol/code and the rate amounts displayed in the grid.

45. **Currency**. Available when the application function Rates > Foreign Currency Handling is active, this selection allows the conversion of foreign currency to a property's base or catering currency when the foreign currency has a defined exchange rate for posting.
46. **Exchange Rate Date**. If selected, enter a date or use the calendar tool to select the effective date of the exchange rate for the specified currency. The prices in the BEO are calculated using the exchange rate for the specified currency as it was on that date.
47. **Creation Date**. If selected, the exchange rate for the specified currency is calculated based on the exchange rate as it was on the booking creation date.
48. **Distributed Date**. If selected, the exchange rate for the specified currency is calculated based on the exchange rate as it was on the date the distributed flag was checked.

### Report Data

Rather than detailing every piece of data that can appear on the BEO, the following paragraphs describe specific behavior you should note:

The 2 Column BEO layout prints with the food across the top and the Beverage section below the food in the column on the left side. The Item Classes will print on the left or right side based on the selection in the parameter form.

The sections of the BEO if printed continuously are:

Header > Catering package information > Event Itinerary for all events of the current block > Food Section for all events of the current booking, in date and time order > Beverage Service for all events of the current booking in date and time order, > Resources, in resource class sequence order. Within each resource class, the resources are listed in event time order. In all sections, the function space and the event time identify to which event of the itinerary the appropriate resources belong.

The sections of the BEO if printed as Master/Sub or One Event per Page:

Header > Catering Package information > Basic event information for the current event only including start and end time, event name, function space name, set-up style, and function space rate plus rate amount > food section for the current event > beverage section for the current event > resource section for the current event in resource sequence order. Page break and repeat for all subsequent events.

In order to select to print the Cover Letter, General Conditions, and/or Room Grid, the Block ID field must be populated with a single value. If the report is accessed from a block and the Block ID is passed, the default values for Print Cover Letter, Print General Conditions, and Print Room Grid section appear. If the report is accessed directly without a Block ID populated or multiple Block IDs are populated, the default values are cleared.
The Booking Type field on the BEO header takes its contents from the Booking Type field (visible when OPERA Control for Business Block Type is active).

A text message that prints at the end of the BEO just before the signature section can be created or amended in Report Text Configuration in the Administration menu using the field, SC_BEO_BOTTOM_TEXT_[PropertyCode], for the selected resort. This message typically contains information on tax and service charge levels that apply to the items listed on the BEO.

The Date Last Printed field prints at the very end of the BEO just below the Organization Authorized Signature field for each event printed or at the end of each event if more than one event per business block exists. This field displays the last date the events for this booking was printed. For Example, if Event #1 is printed on 4/10/xx but Event #2 has never been printed: when Event #2 is printed, it will read “Date Last Printed 4/10/xx” because that is the last date a BEO for this booking was printed.

# Banquet Event Order – 2 Column FB (Sample_BEO_2Column_FB.RTF)

The Banquet Event Order 2 column F&B (Food and Beverage) report is a comprehensive document that contains the vital information about the catering portion of a business block broken down into events and resources. It is an ideal tool for communicating with customers and various hotel internal departments to ensure that all customer requirements regarding the events are met and prepared per agreement and contract.

The report is one of several sample BEO (Banquet Event Orders) that you can customize during installation of the system to be further tailored to the hotel's specific requirements.

> **Note:**
>
> When selecting the email method for printing Banquet Event Orders from the main Reports screen, the document attached to the email is renamed to the report name with the Block ID appended to it. For example, in the case of a BEO named BEO 2 Column F&B, the output would be renamed as BEO 2 Column F&B- 795547.pdf.

You can customize this report using the Stationery Editor. The following Selection Criteria fields are available when using the Stationery Editor.

**Selection Criteria**

1. **Property**: Select the property for which the report should be printed. The BEO can be ordered across multiple properties in a multi-property environment. This is useful if a booking has its event distributed over several properties.
2. **Report Type**: Customized Report.
3. **Sample Report to base your Customized Report**: Select Sample_beo_2column F&B. Once selected, the links to Download Sample Report and Download Sample Data appear, allowing the templates to be downloaded and modified. The sample data file allow you to preview the changes without having to upload the report into the application. The modified file can be uploaded through the Choose File option.

   > **Note:**
   >
   > You must rename the file without using the word "sample."

4. **Datasource File**: Read Only field that will populate automatically based on the report selection.
5. **Report Group**: Select the group from the list. It is recommend that you load the report in the Group Stationery report group.
6. **Display Name**: Enter the report name.
7. **Print Copies**: Enter the number of copies to print.
8. **Protected**: Prevents users from editing the report.
9. **Language**: Determines the language in which the report prints.
10. **Parameter Form**: Select the SAMPLE_BEO_2COLUMN_FB/rep_beo_2column parameter form.

### Report Parameters

When creating or editing the report, you can set default values for these parameters.

1. **Event Date From/Event Date To**: Allows the selection of the event from and to dates.
2. **Block Arrival Date From/Arrival Date To**: Allows the selection of the block from and to dates.
3. **Business Block**: Select one or several specific business blocks for printing the BEO report.
4. **Event**: Select one or several events for printing the BEO.
5. **Event Status**: Select event statuses. Typically, return-to-inventory statuses, like lost and canceled statuses, would be excluded.
6. **Event Type**: Select one or several event types to print the BEO.
7. **Space**: Select one or several function spaces in which the events are taking place.
8. **Left Column Item Class**: Allows the selection of resource item classes that should print on the left hand side of this two column event order. Depending on whether the BEO is printed for internal use or for the customer, the selection here could be different. For example, there might be item classes needed for internal use, like furniture and linen requirements, but that would not be necessary to print on the copy that is sent to the customer.
9. **Right Column Item Class**: Allows the selection of resource item classes that should print on the right hand side of this two column event order.
10. **Block Note Type**: Allows you to select business block note types to be printed on the BEO. This parameter works in conjunction with the internal and external notes flag on the first tab. Even if note types have been selected, if neither internal nor external are indentified, no notes would print. Not all business block notes might be relevant to print on the BEO.
11. **Cover Letter Note Type**: A portion of the cover letter can be made up from business block notes, which make the letter more flexible and allows for custom texts per customer without having to change the text that is embedded in the report. Enter the note type to print on the cover letter.
12. **Sort By**: Allows you to order events by one of these four predefined sort orders:
    a. Event Date + Booking Name + Event Time
    b. Event Date + Event Time + Booking Name
    c. Booking Name + Event Date + Event Time
    d. Booking Name + Master Event Date + Master Event Time
13. **Address Type**: Allows you to select an address type other than the primary address. This provides the option to print an extended byte address onto the BEO if one is attached to the account or contact, even if it is not the primary address. Any address type can be chosen. If the field is left blank or the selected address type does not exist for the current customer, the primary address will print instead.
14. **Address Format**: Allows you to select address formats different from the standard format. This is useful in an international environment where addresses might have different formats from country to country. For example, when sending a BEO to Europe, the address format might have the zip code before the city name and no state printed at all. The list of values shows all configured catering address formats. If the field is left blank, the address prints the default format.

15. **Print Address of**: This option determines what address to print as part of the header. This can either be set to print the account address or the contact's address.
16. **Print Account**: The Print Account defaults to the Account marked as PT for the Business Block from the Name Select screen. If a different Account should be printed on the BEO, select the Print Account ellipsis and click the PT column to select another Account already linked to the business block.
17. **Print Contact**: Print Contact defaults to the Contact marked as PT for the Business Block from the Name Select screen. If a different Contact should be printed on the BEO, select the Print Contact ellipsis to select another Contact already linked to the business block.

> **Note:**
>
> When the BEO is printed for more than one booking, the Print Account and Print Contact are pulled by default. No option is provided to select a different Account or Contact for Printing. If no Print Account or Print Contact is selected for a booking, the default hierarchy is used. Additionally, when no relationship exists between the Print Account and the Print Contact, the Print Contact appears red.

18. **Event Printing Method**: The possible selections are one event per page, Master and Sub per page, Prints events continuously.
19. **Revenue Summary**: The possible options are Internal, External, or None. The External and Internal options print a revenue summary at the end of the BEO before the general conditions. External summarizes non-package revenues by date, and catering packages as one price per delegate without breaking it down into its component revenue types. Internal summarizes non-package revenues by revenue type per date and non-package revenue by event and revenue type per date. Selecting None suppresses the Revenue Summary completely.
20. **Print Deposit**: If checked, deposit information prints on the BEO. If not checked, that information is suppressed.
21. **Sort Deposit**: Deposits can print sorted by type or by due date. If type is selected a sub-total for each type prints as well as a general total.
22. **Print Internal/External Notes**: Specify whether notes should print on the BEO and if so, select from notes that are marked as Internal, External, or both. Typically, only external notes would be selected if the BEO is printed to be sent to a customer and either only internal, or internal and external, if the BEO is printed for use as inter-departmental communication tool.
23. **Suppress Account Name**: This suppresses any reference to an account on the BEO header and in the signature. This is typically done for “social” BEOs that are organized privately by individuals that are not associated with any account, for example, weddings, birthday parties, and so on.
24. **Suppress Signature**: Select this option to suppress the Signature field at the end of each BEO.
25. **Hide Doorcard**: This suppresses printing the Post As references on the event itinerary.
26. **Print Package Name for Multiple Days**: If a Business Block has a Catering Package that spans multiple days, checking this flag makes the package header information print on each date that has a Package Event. If the flag left deselected, the package header information print only on the first day of Package Events.

27. **Exclude Alternate Events**: When the application function Catering > Alternate Space is set to Y, the Exclude Alternate Events check box is visible. When selected, Alternate Events do not print on this report.
28. **Print Extended Characters**: If secondary account and contact names are entered into the system using the globe button on the appropriate fields (only available if the application function General > Alternate Name is active), the report procedure scans those secondary fields when printing account and contact information; if an entry is found, it returns that entry instead of the primary name. If the appropriate fields are empty, the regular names print. This functionality is primarily added for extended byte handling in the Asia- Pacific region.
29. **Reset Page Numbering**: Select this option to reset the page numbering when printing multiple BEOs. If unchecked, the pages are numbered based on the total number of pages in the BEO batch. If checked, the page numbers are reset with each new agenda.
30. **Print General Conditions**: General conditions and terms of contract can be added as text pages after the body of the BEO. They would have been tailored to the hotel on installation. Typically, the general conditions would only be printed if the BEO is sent out to customers.

> **Note:**
>
> When generating the BEO a Block ID is required in order to select Print General Conditions. If the report is accessed directly without a Block ID populated or multiple Block IDs are populated, the default value will be cleared and the field disabled.

31. **Print Cover Letter**: Prints a cover page. The text of that page is customized to the hotel and can be individualized using business block notes. Typically, this cover page would only be printed if the BEO is sent out to customers. When generating the BEO by Block ID, you can select the option to print the Room Grid.

> **Note:**
>
> When generating the BEO a Block ID is required in order to select Print Cover Letter. If the report is accessed directly without a Block ID populated or multiple Block IDs are populated, the default value will be cleared and the field disabled.

32. **Print Package Events Combined**: When the Combine Package Events in BEO OPERA Control is active, the Print Package Events Combined check box is visible. When selected, the attendee count for package events with the same Block ID, Event Name, Event Type, Event Dates, Event Status, Event Times and Function Space are summed to output a total number of attendees.
33. **Print Room Grid**: Prints the Room Grid. Once selected, additional parameters will be enabled to control how the room and rate information appears within the grid.

> **Note:**
>
> When generating the BEO a Block ID is required in order to select Print Room Grid. If the report is accessed directly without a Block ID populated or multiple Block IDs are populated, the default value will be cleared and disabled for all fields related to the room grid.

34. **Grid Type**: Allows you to determine which grid type will print on the BEO. The possible options are Contract (available when the OPERA Control for Contract Grid is active, Current, or Pickup.
35. **Revenue Values**: Select an option from the list below to determine how the rates amounts are displayed in the grid. For more information, see: Contract Merge Report, Revenue Values Calculation Examples
    a. Gross Rates/Revenue. Gross Room Rate is calculated as:
        i. Included generates are not deducted.
        ii. Excluded generates are added.
        iii. Excluded packages are not added. Gross Catering Price is calculated based on the Transaction Codes mapped in Revenue Type Mapping.
    b. Net Rates/Revenue. Net Room Rate is calculated as:
        i. Included generates are deducted.
        ii. Excluded generates are not added.
        iii. Included packages stay included.
        iv. Included generates on included or excluded packages are calculated out. Net Catering Price is calculated based on the Transaction Codes mapped in Revenue Type Mapping.
    c. Gross and Net Rates/Revenue. When this option is selected, both the Gross and Net room rates are reported and displayed.
36. **Include Guest Room in Revenue Summary**: Available for selection when Revenue Summary is set to External or Internal. When selected, the room revenue will be included in the Revenue Summary calculations.
37. **Rooms with Rate and No Inventory**: When selected, room types where no inventory has been booked are included.
38. **PMS Room Type**: If selected, PMS room types output on the BEO instead of the Room Pools. If the Room Pools OPERA Control is not active and room pools are not configured for the property, the PMS room types will print by default. For more information, see: Configuring Room Pools.
39. **Occupancy**: If selected, the number of rooms per occupancy level per day is included on the report when the Occupancy Split OPERA Control is activated. If not selected, the total number of rooms per day per room type per day is output.
40. **Room Rates**: Select to display room rates, otherwise, Room and Rates Separately, Inline Currency, and Show Decimals are disabled.
41. **Room and Rate Separately**: If selected, room nights and room rates are included in separate grids. If not selected, they appear in the same grid. This option is available only when both the Rate and the Occupancy flags are selected.
42. **Inline Currency**: Enabled when Room Rates is selected. If selected, the currency symbol is included with the rate in the grid cells in the Room Grid.
43. **Show Decimals**: Enabled when Room Rates is selected. If selected, the rates in the Room Grid with decimals appears as set up in the Property Details. If not selected, the rounded rate displays without decimals.
44. **Print Space Between Currency and Amount**: Select the check box to print in the report (available when Room Rates and Inline Currency are selected). When selected, a space will be added between the currency symbol/code and the rate amounts displayed in the grid.

45. **Currency**: Available when the application function Rates > Foreign Currency Handling is active, this selection allows the conversion of foreign currency to a property's base or catering currency when the foreign currency has a defined exchange rate for posting.
46. **Exchange Rate Date**: If selected, enter a date or use the calendar tool to select the effective date of the exchange rate for the specified currency. The prices in the BEO are calculated using the exchange rate for the specified currency as it was on that date.
47. **Creation Date**: If selected, the exchange rate for the specified currency is calculated based on the exchange rate as it was on the booking creation date.
48. **Distributed Date**: If selected, the exchange rate for the specified currency is calculated based on the exchange rate as it was on the date the distributed flag was checked.

**Report Data**

Rather than detailing every piece of data that can appear on the BEO, the following paragraphs describe specific behavior you should note:

The 2 Column BEO layout prints with the food across the top and the Beverage section below the food in the column on the left side. The Item Classes will print on the left or right side based on the selection in the parameter form.

The sections of the BEO if printed continuously are:

Header > Catering package information > Event Itinerary for all events of the current block > Food Section for all events of the current booking, in date and time order > Beverage Service for all events of the current booking in date and time order, > Resources, in resource class sequence order. Within each resource class, the resources are listed in event time order. In all sections, the function space and the event time identify to which event of the itinerary the appropriate resources belong.

The sections of the BEO if printed as Master/Sub or One Event per Page:

Header > Catering Package information > Basic event information for the current event only including start and end time, event name, function space name, set-up style, and function space rate plus rate amount > food section for the current event > beverage section for the current event > resource section for the current event in resource sequence order. Page break and repeat for all subsequent events.

In order to select to print the Cover Letter, General Conditions, and/or Room Grid, the Block ID field must be populated with a single value. If the report is accessed from a block and the Block ID is passed, the default values for Print Cover Letter, Print General Conditions, and Print Room Grid section appear. If the report is accessed directly without a Block ID populated or multiple Block IDs are populated, the default values are cleared.
The Booking Type field on the BEO header takes its contents from the Booking Type field (visible when OPERA Control for Business Block Type is active).

A text message that prints at the end of the BEO just before the signature section can be created or amended in Report Text Configuration in the Administration menu using the field, SC_BEO_BOTTOM_TEXT_[PropertyCode], for the selected resort. This message typically contains information on tax and service charge levels that apply to the items listed on the BEO.

The Date Last Printed field prints at the very end of the BEO just below the Organization Authorized Signature field for each event printed or at the end of each event if more than one event per business block exists. This field displays the last date the events for this booking was printed. For Example, if Event #1 is printed on 4/10/xx but Event #2 has never been printed: when Event #2 is printed, it will read “Date Last Printed 4/10/xx” because that is the last date a BEO for this booking was printed.

# Banqueting F&B Plan (rep_fbplan.rep with rep_fbplan.fmx)

The Banqueting F&B Plan report is a great tool, especially for the Banquet Chef and kitchen. You can use it for Banquet Event Orders (BEO) or as a detailed document for any needed food or beverage preparation and requirements.

You can print the report in a daily format with a page break after each day or in a continuous weekly format. There is also an option to print more details such as account name, contacts name, and communication details plus all relevant notes, or a summary format that essentially prints only the food and beverage requirements.

> **Note:**
>
> To run the report, you must have the Event Print task granted to your role in the property. The list of properties available for you to select is limited to the properties where you have access granted. You also need the task for the Events Report Group.

**Selection Criteria**

**Property**: Enter or select the property. You can select multiple properties from a hub location.

**Event Date From**: Select the event from date.

**Event Date To**: Select the event to date.

**Business Block**: You can order the report for one or several specific business blocks.

> **Note:**
>
> When selecting a Master Block ID in the Business Block filter, OPERA Cloud also includes the Sub Block IDs linked to that Master. The report prints all events linked to the Master and its Sub Blocks. If a Sub Block ID is selected, only events linked to that Sub Block are printed.

**Event Status**: This allows you to filter the report by event status. Generally, this would include only the production status code. Cancellation status codes should be excluded.

**Event Type**: Allows you to filter the report by event type.

**Responsible Department**: Allows you to select the responsible departments. For example, if different menu components are prepared in different kitchen sections, and those sections/ departments are correctly assigned to all menu items, you could produce the report separately for each kitchen section. Or, on a simpler level, it would only indicate whether the kitchen, beverage staff, or banquet operations staff members are responsible to provide certain items on the list.

**Report Type**: Select Daily or Weekly.

**Food & Beverage**: Select Food, Beverage, or Both.

**Print Details**: Select the check box to print the details.

### Report Data

The report is sorted in date order and, within each date, in event time order. Information available on the report is per event, event start and end time, event name and ID, function space, set-up style, and number of attendees.

> **Note:**
>
> The Event Date is repeated in the header of each page for this report.

If you select **Detailed** on the report order form, additional information about account name, contact name, contact on site, and contact communication details are printed for each event.

Account and contact information appear according to the following profile type hierarchy:

- If a Company profile is attached to the business block, the Company profile name appears.
- If a Company profile is not attached to the business block, but a Travel Agent is attached, the Travel Agent profile name appears.
- If neither a Company profile nor a Travel Agent profile is attached to the business block, and a Source profile is attached, the Source profile name appears.

For each event, follow the menu details: menu serving time, menu name, menu internal price (total that the menu would cost if all items contained in it were sold separately – calculated from the menu item prices), menu sales price, numbers of expected, guaranteed, set and actual covers.

On the next level menu item detail, the information printed contains: menu item name, menu item price – if the menu item is not included in the menu, numbers expected, guaranteed, set and actual, and the responsible department if one is assigned to the item in question.

After the menu item details, the menu notes relating to each menu are printed, followed by the event notes after all menus are printed.

## Block Actual Report (rep_actbb_p.rep)

Prerequisites for Actual Business Block Rooms Report

This report compares booked room nights, revenue, and average rate with picked-up room nights, revenue, and average rate.

### Selection Criteria

**Property.**

1. When logged into a Property:
   a. The Property filter should be Visible, Required, and displayed at the top of the Parameter.
   b. The logged in Property should be passed (defaulted) to the Property filter.
   c. No other Properties are available for selection.
2. When logged into a HUB:
   a. The Property filter should be Visible, Required, Multi-Select, and displayed at the top of the Parameter.

b. The Property selected in the Report Property search filter should be passed (defaulted) to the Property filter.

c. All Properties in the HUB will be available for selection.

3. Mandatory when visible.

**Stay Date Range.** This field allows you to select blocks that have at least one stay day within the selected from and to date.

1. From Date:
   a. The Date field with formatting based on the configured short date format for the logged in Property or HUB.
   b. This field filters on allotment dates (Stay Dates are the dates between the start date and the end date, for example, one).
   c. The value in this field must be earlier than or equal to the date in the Stay Date To Date field.
   d. No default value when inserting the report.
2. To Date:
   a. The Date field with format based on the configured short date format for the logged in Property or HUB.
   b. This field will filter on allotment dates (the dates between the start date and end date, for example, one).
   c. The value in this field must be later than or equal to the date in the Stay Date From Date field.
   d. No default value when inserting the report.

**Block Type.** You must select one of the following values (select only one).

1. Rooms:
   a. Radio button selection.
   b. Only one of these three values can be selected at one time.
   c. When Rooms is selected, only blocks that are not marked as Catering Only are returned.
2. Catering:
   a. Radio button selection.
   b. Only one of these three values can be selected at one time.
   c. When Catering is selected, only blocks that are marked as Catering Only are returned.
3. All:
   a. Radio button selection.
   b. Only one of these three values can be selected at one time.
   c. When selected, all blocks that meet the other filter criteria are returned.
   d. Default ALL when the report is inserted.

**Block Status.**

1. The field is defaulted with the ghost text All Codes indicating that all Block Statuses are considered.
2. The field is displayed with multi select LOV.

3. After selecting the magnifying glass, open the LOV for Search and select Block Status with an option to select one or multiple Block Statuses.
4. The list will display all Block Status codes and descriptions.
5. After selecting Block Status code(s), pass them back to the Report Request Parameter screen.
6. If multiple Block Statuses are selected, they will appear as comma separated values.

**Rooms Owner.** Select a room owner.

1. The field is defaulted with the ghost text All Codes indicating that all Rooms Owners will be considered.
2. The field is displayed with a multi select LOV.
3. After selecting the magnifying glass, open the LOV for search and select Rooms Owner with an option to select one or multiple Owners.
4. The list will appear with all Owner codes, Owner Name.
5. If multiple properties are selected in the Property field, the list will display the Property code against each Owner.
6. After selecting Owner code(s), pass the Owner Code(s) back to the Report Request Parameter screen.
7. If multiple Owners are selected, they will appear as comma separated values.

**Change Date Status.**

1. The field is defaulted with no value.
2. The field is displayed with single select LOV of all Block Status codes and descriptions.
3. After selecting the magnifying glass, open the LOV for search and select Block Status with the list of all Block Status codes and descriptions.
4. You have the option to filter a specific Block status. Only one Block Status can be selected from the LOV.
5. After selecting Block Status code(s), pass the selected Block Status code(s) back to the Report Request Parameter screen.

**Sort Order.** The following options should be available. Make at least one selection.

1. Sort by Rooms Owner – renamed from Sales Manager.
2. Sort by Block Status – renamed from Business Status.
3. Sort by Start Date – renamed from Arrival Date.
4. Sort by End Date – renamed from Departure Date.
5. Sort by Catering Owner – renamed from Catering Manager.

**Currency.** Visible when the application parameter Rate Management >Ability to Quote Rates in Foreign Currency is Active.

### Report Data

For each booking, the report prints the following data:

- The account name and block, as well as the block ID, current block status, selected change status and status change date, rooms owner, and catering owner of the block.
- The block start and end date and block currency.

- The current room nights, revenue, and average rate (printed in the top row of the revenue box).
- The actual picked-up room nights, revenue, and average rate (printed beneath the current figures).
- The calculated difference as a third line beneath the actual values.

A sub-total by selected first sort group is printed, as well as a total for the whole report.

> **Note:**
>
> The current block rates are calculated from the value as it appears in the room grid of the booking regardless of any included taxes and package elements, if applicable. The picked-up rates and revenue are NET of taxes and packages. You should keep this in mind when comparing these values.

## Block Actual Pick Up Report (rep_actbh.rep)

Prerequisite for Actual Business Block Rooms Report

This report compares booked room nights, revenue, and average rate with picked-up room nights, revenue, and average rate. This is a slightly different model of the Block Pick Up Report (REP_ACTBB_P.REP) with a different lay-out and filter options, but essentially the same information is included.

**Selection Criteria**

1. Enter or select the property. You can select multiple properties from a hub location.
2. **Start From Date From/Start To Date**: Enter a block start (arrival) range.

   Or

   **Stay From Date / Stay To Date**: Enter a block stay-over date range (the room allocation date range.
3. **Block Status**: Select one or more block statuses from the list.
4. **Market Segment**: Select one more market segments from the list.
5. **Block Type**: Select a block type.
   a. **Rooms**: Only blocks with the Catering Only check box unchecked are included.
   b. **Catering**: Blocks with the Catering Only check box checked are included.
   c. **All**: All blocks are included.
6. **Rooms Owner**: Select one or more rooms owners from the list. (Available when the Owner OPERA Control is active)
7. **Status For Current Figures**: Select one or more block statuses from the list.
8. **Sort Order**: Select a sort order in the Available panel and use > to move selection to the Selected panel.
9. **Page Orientation**: Select a page orientation.
10. **Currency**: Select a currency from the list. (Available when the Ability to Quote Rates in Foreign Currency OPERA Control is active).

### Report Data

For each booking, the report prints the following data:

- The account name and block, as well as the block ID, current block status, selected change status and status change date, rooms owner, and catering owner of the block.
- The block start and end date and block currency.
- The current room nights, revenue, and average rate (printed in the top row of the revenue box).
- The actual picked-up room nights, revenue, and average rate (printed beneath the current figures).
- The calculated difference as a third line beneath the actual values.

A sub-total by selected first sort group is printed, as well as a total for the whole report.

> **Note:**
>
> The current block rates are calculated from the value as it appears in the room grid of the booking regardless of any included taxes and package elements, if applicable. The picked-up rates and revenue are NET of taxes and packages. You should keep this in mind when comparing these values.

## Block Cancellation Summary Report (rep_cancel_summary.rep)

Prerequisites for Cancellation Summary Report

The main purpose of the Cancellation Summary report is to show all groups canceled or lost for a specific cancellation date range or a specific arrival date. It can be filtered and/or sorted by cancellation reason or destination “Lost to” and therefore represents an excellent tool for pinpointing weaknesses or disadvantages the hotel might have in groups or catering operations.

### Search Criteria

The main purpose of the Cancellation Summary report is to show all groups canceled or lost for a specific cancellation date range or a specific arrival date. It can be filtered and/or sorted by cancellation reason or destination “Lost to” and therefore represents an excellent tool for pinpointing weaknesses or disadvantages the hotel might have in groups or catering operations.

**Property.** Enter or select the property. You can select multiple properties from a hub location.

**Cancellation Date Range (From Date/To Date).** Allows the selection of a date range in which the booking room status or booking catering status was canceled.

**Start Date Range (From Date/To Date).** The arrival date range for bookings to view.

**Block Status.** Select a business block status. Typically a lost, canceled, or refused status would be chosen here. By default, all statuses are selected.

**Overall Owner.** Select an overall booking owner’s initials.

**Rooms Owner.** Select the rooms owner's initials.

**Catering Owner.** Select the catering owner's initials.

1. The owner fields are defaulted with the ghost text All Codes indicating that all Overall, Rooms or Catering Owners will be considered.
2. The fields are displayed with multi select LOV.
3. Select the magnifying glass, open the LOV for Search, and select Owner with an option to select one or multiple Owners.
4. The list displays all Owner codes, Owner Name.
5. If multiple properties are selected in the Property field, the list displays the Property code against each Owner.
6. After selecting the Owner code(s), pass the Owner code(s) back to the Report Request Parameter screen.
7. If multiple Owners are selected, they appear as comma separated values.

**Lost to Destination.** Select destinations to which bookings were lost.

**Lost to Property.** Free form text entry field. Provide the name of the property or competitor brand business was lost to.

**Reason.** Select Cancellation reason.

**Block Type (Rooms Only, Catering Only, All).** Enables you to filter this report to print only for blocks without catering elements, only for blocks that do have catering elements booked, or for all blocks.

**Print Cancellation Comments (Rooms Only, Catering Only, All).** Enables you to print cancellation comments only for rooms cancellation, only catering cancellation, or for all.

### Display Options

**Include All Events.** If checked, all lost/canceled events are calculated into the lost catering revenue figures. If not checked, only the events canceled on the same day as the catering status on business block was changed to CAN are calculated into the catering revenue figures. Events that were canceled prior (on a different date) to the catering status being CAN would therefore be excluded if the check box is selected.

**Page Break.** It is possible to create a page break after the first sort option when the Page Break check box is checked.

**Sort Order.** It is possible to sort the report by the following options: Cancellation Date, Arrival Date, Status, Rooms Owner, Catering Owner, Overall Owner, Rooms Reason, Catering Reason or Destination.

**Currency.** Visible when the application parameter Rate Management > Ability to Quote Rates in Foreign Currency is Active.

Select the currency in which the revenues on this report will display.

### Report Data

The report lists the following booking data: account name, block name, block code, block id, arrival date, departure date, current booking status and date the booking turned that status, rooms owner, catering owner, number of room nights, average rate, catering food and beverage revenue, catering other revenue, rooms revenue, total catering revenue, and total revenue. Business block contact name, follow up date and the destination (lost to) are also listed.

When the OPERA Controls parameter Catering Events >USE FORECAST VALUE ONLY is set to Y, the Food and Beverage and Other Revenue calculations consider the Use Forecast Only check box on the Event main screen.

Account information is displayed according to the following profile type hierarchy:

- If a Company profile is attached to the business block, the Company profile name appears.
- If a Company profile is not attached to the business block, but a Travel Agent is attached, the Travel Agent profile name appears.
- If neither a Company profile nor a Travel Agent profile is attached to the business block, and a Source profile is attached, the Source profile name appears.

Room revenue on this report is as entered on the block, not taking into account taxes or packages that might be included in the booked rate. Catering revenue is calculated downwards cascading, meaning if there is actual revenue, actual revenue prints; if there is no actual revenue, guaranteed revenue is checked and printed if existing. If no guaranteed revenue is found, expected revenue is checked and printed. If there is no expected revenue, forecasted revenue is printed.

If only the rooms part of a booking is canceled, but catering stays on production status, the block appears on the report, but only the room night and room revenue figures show as canceled.

If only the catering part of a block is canceled, but rooms are still active, only the catering figures show as canceled on the report.

If only some events are canceled, but the catering status of the block is still active, the block will not appear at all on the report.

The last page of the report summarizes the following data by block status: Room nights, room revenue, catering food and beverage revenue, catering other revenue, total catering revenue and total revenue.

It is possible to print the report for statuses other than the return-to-inventory statuses, but no revenue prints in that case (as no revenue was lost if the booking is not lost or canceled).

## Block Conversion (rep_block_conversion.rep)

### Prerequisite for Block Conversion

The Booking Conversion Report calculates the booking conversion to an Actual status for any date range in absolute figures as well as conversion percentages.

For the selected date range, all bookings that reach a final status will print subject to status selection. The bookings are summarized into Actual bookings (considered Converted) and bookings on other final statuses. These other final statuses are commonly Lost or Canceled status types. You can specify one additional non-final status to include in the actual total. Typically, this status would be a Definite or equivalent status that has not yet turned to actual, but is highly expected to do so.

The report summary then calculates the ratio of all bookings on a final status in the selected date range versus those bookings that have turned ACTUAL (or are highly likely to do so).

The report summary then calculates the ratio of all bookings on a final status in the selected date range versus bookings that have turned Actual (or are highly likely to do so).

### Selection Criteria

1. **Property**: Enter or select the property. You can select multiple properties from a hub location.
2. **Start From Date From/Start To Date**: Enter a block start (arrival) range.
3. **Account**: Search and select sales accounts to include in the report.
4. **Current Status**: Select one or more block status. The list shows only final statuses, meaning statuses that do not have any further follow-on status assigned to them in configuration (e.g., Actual, Lost, Canceled).

> **Note:**
>
> When the Block Status is Actual, the Net Rate, Gross Rate and Net Room Revenues are calculated based on Picked-up figures.

5. **Status not Turned**: Select one or more block status. This allows inclusion of blocks that are highly likely to turn Actual in the near future into the Converted statistics. The list only shows statuses that have the actual status configured as a follow-on status in the status flow configuration.
6. **Market Segment**: Select one or more market segments from the list
7. **Revenue Type 1**: Select one or more revenue types.
8. **Revenue Type 2**: Select one or more revenue types.
9. **Revenue Type 3**: Select one or more revenue types.
10. **Revenue Type 4**: Select one or more revenue types.
11. **Revenue Type 5**: Select one or more revenue types.

> **Note:**
>
> Each revenue type field allows for the selection of multiple revenue types. When revenue types are combined, for instance Food and Beverage, the revenue type values are subtotaled. Once you select a revenue type for one, the revenue type is not available for selection in another **Revenue Type** column.

12. **Currency**: Select a currency from the list. (Available when the Ability to Quote Rates in Foreign Currency OPERA Control is active).

### Report Data

The first part of the report outputs the block details in two lines per booking record. The details shown for each booking include: booking status, catering status, booking name, booking id, arrival date, departure date, catering revenue types 1-5 (per the report parameters), initial number of rooms booked, total number of rooms booked, net room rate, gross room rate, breakfast included flag, market segment, net room revenue, total catering revenue, total revenue and the reason lost, canceled or turned down for those bookings on a cancel status.

> **Note:**
>
> The Initial room night figure is taken from the Initial block snapshot, not from the original block figures. Therefore, you must use block snapshots to have this figure appear on the report.

Catering Revenue prints per the regular principle: if an event is actual, the Actual/Billed revenue prints. If no Actual/Billed revenue exists (and when the event is not yet actual), the Guaranteed/Expected revenues are checked. If Guaranteed Revenue is higher than Expected Revenue, Guaranteed Revenue prints. Otherwise, Expected Revenue prints. If Expected/ Guaranteed Revenues do not exist, Forecast Revenues prints.

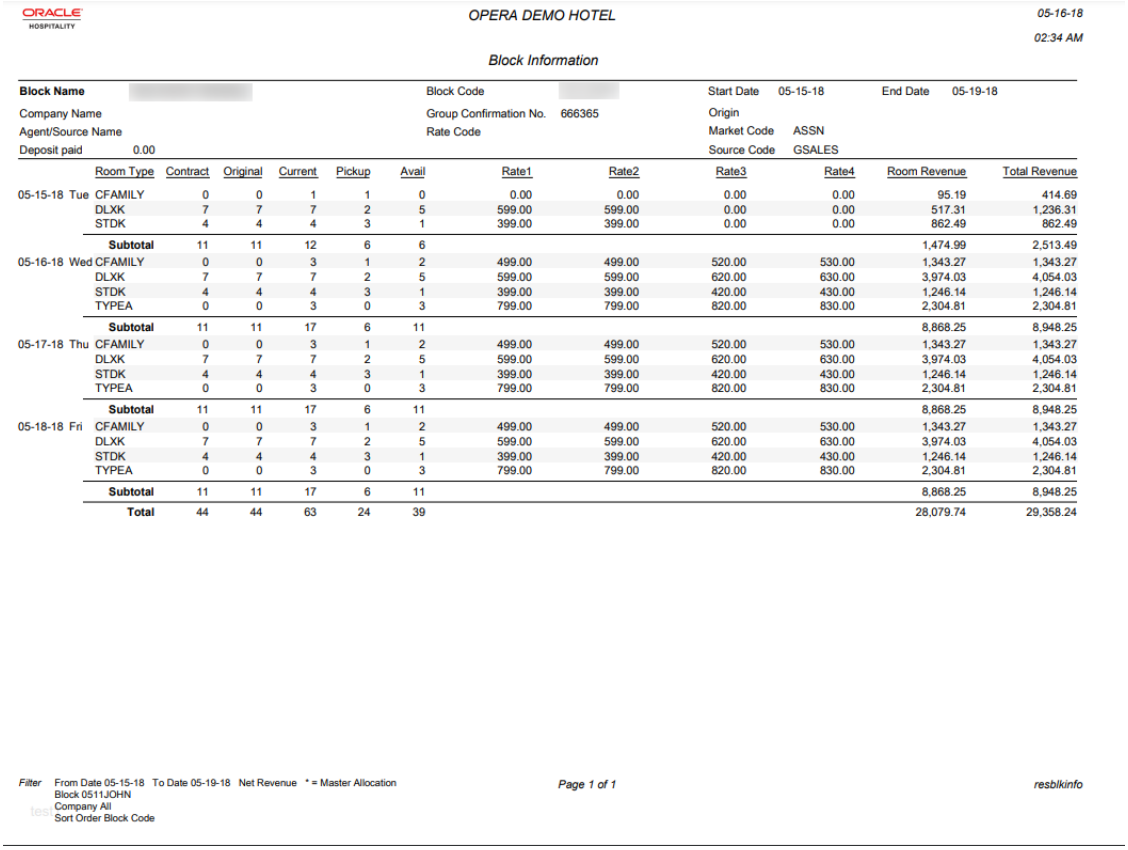
An exception to the above rule is made when the OPERA Controls parameter **Events > Use Forecast Value Only** is active. In this case, all events are created with the flag Use Forecast Revenue Only checked. While this flag is checked, all catering revenue in this report come only from the forecast figures, even if expected or guaranteed figures exist. The flag is unchecked automatically when the event turns actual, but can also be manually unchecked earlier in the life of the event.

The report summary that prints at the end is composed of four lines:

- **Line1**: Summarizes all bookings listed on the report including their room nights and revenues.
- **Line2**: Summarizes all bookings, their room nights, and revenues, on actual status plus those bookings on the status defined in filter “Status not turned.” This line represents the Converted business.
- **Line3**: Calculates conversion percentages and factors of actual / converted bookings (line2) versus all bookings (line1) (this is, the percentage of all bookings turned actual as opposed to lost or canceled).
- **Line4**: Splits out the number of bookings, revenues, and room nights of bookings that are on the status, “Status not turned” to get a clearer picture of the business that might turn actual, but still has a chance of getting canceled.

## Block Information Report (resblkinfo)

**Block Information** (resblkinfo) – displays a detailed breakdown of a block header and room grid for a specified date range.



ORACLE HOSPITALITY

OPERA DEMO HOTEL

05-16-18
02:34 AM

Block Information

| | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Block Name** | | | | | | Block Code | | Start Date | 05-15-18 | End Date | 05-19-18 | |
| Company Name | | | | | | Group Confirmation No. | 666365 | Origin | | | | |
| Agent/Source Name | | | | | | Rate Code | | Market Code | ASSN | | | |
| Deposit paid | 0.00 | | | | | | | Source Code | GSALES | | | |
| | Room Type | Contract | Original | Current | Pickup | Avail | Rate1 | Rate2 | Rate3 | Rate4 | Room Revenue | Total Revenue |
| 05-15-18 Tue | CFAMILY | 0 | 0 | 1 | 1 | 0 | 0.00 | 0.00 | 0.00 | 0.00 | 95.19 | 414.69 |
| | DLXK | 7 | 7 | 7 | 2 | 5 | 599.00 | 599.00 | 0.00 | 0.00 | 517.31 | 1,236.31 |
| | STDK | 4 | 4 | 4 | 3 | 1 | 399.00 | 399.00 | 0.00 | 0.00 | 862.49 | 862.49 |
| | **Subtotal** | 11 | 11 | 12 | 6 | 6 | | | | | 1,474.99 | 2,513.49 |
| 05-16-18 Wed | CFAMILY | 0 | 0 | 3 | 1 | 2 | 499.00 | 499.00 | 520.00 | 530.00 | 1,343.27 | 1,343.27 |
| | DLXK | 7 | 7 | 7 | 2 | 5 | 599.00 | 599.00 | 620.00 | 630.00 | 3,974.03 | 4,054.03 |
| | STDK | 4 | 4 | 4 | 3 | 1 | 399.00 | 399.00 | 420.00 | 430.00 | 1,246.14 | 1,246.14 |
| | TYPEA | 0 | 0 | 3 | 0 | 3 | 799.00 | 799.00 | 820.00 | 830.00 | 2,304.81 | 2,304.81 |
| | **Subtotal** | 11 | 11 | 17 | 6 | 11 | | | | | 8,868.25 | 8,948.25 |
| 05-17-18 Thu | CFAMILY | 0 | 0 | 3 | 1 | 2 | 499.00 | 499.00 | 520.00 | 530.00 | 1,343.27 | 1,343.27 |
| | DLXK | 7 | 7 | 7 | 2 | 5 | 599.00 | 599.00 | 620.00 | 630.00 | 3,974.03 | 4,054.03 |
| | STDK | 4 | 4 | 4 | 3 | 1 | 399.00 | 399.00 | 420.00 | 430.00 | 1,246.14 | 1,246.14 |
| | TYPEA | 0 | 0 | 3 | 0 | 3 | 799.00 | 799.00 | 820.00 | 830.00 | 2,304.81 | 2,304.81 |
| | **Subtotal** | 11 | 11 | 17 | 6 | 11 | | | | | 8,868.25 | 8,948.25 |
| 05-18-18 Fri | CFAMILY | 0 | 0 | 3 | 1 | 2 | 499.00 | 499.00 | 520.00 | 530.00 | 1,343.27 | 1,343.27 |
| | DLXK | 7 | 7 | 7 | 2 | 5 | 599.00 | 599.00 | 620.00 | 630.00 | 3,974.03 | 4,054.03 |
| | STDK | 4 | 4 | 4 | 3 | 1 | 399.00 | 399.00 | 420.00 | 430.00 | 1,246.14 | 1,246.14 |
| | TYPEA | 0 | 0 | 3 | 0 | 3 | 799.00 | 799.00 | 820.00 | 830.00 | 2,304.81 | 2,304.81 |
| | **Subtotal** | 11 | 11 | 17 | 6 | 11 | | | | | 8,868.25 | 8,948.25 |
| | **Total** | 44 | 44 | 63 | 24 | 39 | | | | | 28,079.74 | 29,358.24 |

*Filter* From Date 05-15-18 To Date 05-19-18 Net Revenue * = Master Allocation
Block 0511JOHN
Company All
Sort Order Block Code

*Page 1 of 1*

*resblkinfo*

# Business Block Change Log (rep_bookchanglog.rep with rep_bookchglog.fmx)

## Prerequisites for Business Block Change Log Report

The Business Block Change Log report is a listing of the production (status/revenue changes) changes made to a Business Block within a specified production period. Changes include status changes, increase or decrease of the room block, or increase or decrease of the revenue (rate changes).

This information is also available when displaying the business block through the Production Changes option. Changes are recorded per change date/per stay date in the log. Rates and revenue are recorded as entered into the room grid, that is, if the rate amount includes tax or packages, those are not deducted from the amount to find the net room rate.

These are the report general conditions:

- The report is located in the Business Blocks report group.
- The report parameter is named REP_BOOKCHGLOG.
- The report is named Block Change Log Report.
- The report generates rep_bookchglog.rep.

### Selection Criteria

Use the following filters to generate the report. The Stay Date From/Stay Date To filter, Change Date From/Change Date To filter, and Block filter are mandatory.

- **Stay Date From/Stay Date To**: The range of stay dates covered by the report. For example, when the Stay Date From is set to 01/01/2022 and the Stay Date To is set to

12/31/2022 and a business block exists that arrives on 12/26/2021 and stays until 01/15/2022, only those room nights and revenues that occur in the month of January 2022 for this business block (01st to 15th) are included in the report. The dates from 12/26/2021 through 12/31/2021 will not appear because they do not fall within the From/To Stay Date range.

- **Change Date From/Change Date To**: These fields define the date range in which business block changes are recorded. Each change made to room status or room nights and revenue is recorded in a specific production change log. The Production Date Range filter scans the entries in the production change log searching for any business block room changes that fall under the other criteria that have been selected on the filter form. Due to the nature of this date range filter, only dates in the past are valid entries because there cannot be any entries in the business block change log after the current business date. To illustrate: a business block that gets created on status TEN in April 2021 with Stay Dates in October 2021 can turn to status DEF in June 2021. In this scenario, there would be two entries in the change log for this business block; one for the creation of the business block on status TEN in production period April 2021, and one for the status change to DEF in June 2021.
- **Block**: Click the down arrow and select business blocks. The default is **all business blocks**.
- **Room Owner**: Click the down arrow and select the specific Rooms owner.
- **Catering Owner**: Click the down arrow and select the specific Catering owner.
- **Change By User**: Click the down arrow and select the users to report on specific users.
- **Status Changes Only**: Select this check box to include only the status changes in the report.

#### Report Data

If multiple business blocks are included, they are sorted by booking ID. For each business block, the account name and the booking name print as well as the booking ID, original number of room-nights, revenue and average rate on booking creation, room owner, catering owner, booking arrival, and departure dates.

The Account Name appears according to the following profile type hierarchy:

- If a Company profile is attached to the business block, the Company profile name appears.
- If a Company profile is not attached to the business block, but a Travel Agent is attached, the Travel Agent profile name appears.
- If neither a Company profile nor a Travel Agent profile is attached to the business block, and a Source profile is attached, the Source profile name appears.

## Business Block Lead Time Report (rep_block_leadtime)

The Business Block Lead Time Report is used to display multiple statuses (by date) and revenue types for Business Block bookings. The purpose of this report is to show the total lead time elapsed between the date the booking is created and the day the booking arrives at the hotel. This report reflects all booking status changes by date and the total number of days the booking stayed at each status. This report is particularly helpful for identifying the booking patterns of customers in order to accurately forecast anticipated group business and the time frame in which it will transpire. With options to select up to six different statuses and up to four different revenue types, this report can be either very simple or highly detailed.

### Selection Criteria

**Property**: Enter or select the property. You can select multiple properties from a hub location.

**Date Range**: Select the From and To dates to display the booking lead time for this time period.

**Current Status**: Select bookings by their current statuses. This filter is multi-select.

**Account**: Select the space type for which the report should be printed as, Single, Combo, or Both.

**Market Segment**: Select bookings in a particular market segment.

**Status 1 - 6**: Select the order in which the booking statuses display in the report.

**Revenue Type 1- 4**: Select the order of revenue type to display in the report. Each revenue type is multi-select. See Configuring Catering Revenue Types.

**Currency**: Available when the Ability to Quote Rates in Foreign Currency OPERA Control is active.

### Report Data

This report presents each booking as a single record that displays from left to right. The columns on the right side display the arrival date, current status, block name, and booking ID for a single record. The center of the report displays the ordered statuses, the date each booking was changed from one status to another, and the number of days each booking was in specific status.

The far-right side of the report displays the date that the booking was placed in actual status; this is a default for this report and cannot be user defined. Each record can reflect up to four revenue types and their associated totals. Each record also contains, by default, the initial rooms count, average room rate (which is calculated inclusive of packages and taxes), total room count, and the total number of lead days per booking.

Catering Revenue prints per the regular principle: if an event is actual, the Actual/Billed revenue prints. If there are no Actual/Billed revenue and/or the event is not actual yet, the Guaranteed/Expected revenues print. If Guaranteed Revenue is higher than Expected Revenue, Guaranteed Revenue prints. If Expected/Guaranteed Revenues does not exist, the Forecast Revenues prints.

An exception to the above rule is made when the Use Forecast Revenue OPERA Control is active. In this case all events are created with the flag Use Forecast Revenue checked. While this flag is checked, all catering revenue in this report only come from the forecast figures, even if expected or guaranteed figures exist. The flag is unchecked automatically when the event turns actual but can also manually be deselected earlier in the life of the event.

The report summary at the end of the report shows the following:

- Total Number of Bookings.
- Total Number of Actual Bookings.
- Total Number of Room Nights.
  - For Master Allocations (indicated on this report by an asterisk (*) preceding the Block Name), the total number of room nights are the total number of available rooms, **not** the number of rooms blocked.
- Total Number of Actual Room Nights.

- Average Lead Time (for all bookings).
- Average Actual Lead Time (for bookings in Actual status).
- Conversion Bookings.
- Conversion Room Nights.

## Business Block Total Spend Report (rep_busblock_spend.rep with rep_busblock_spend.fmx)

The Business Block Total Spend Report displays the total group spend by including all revenues posted to any reservations linked to the block. This report provides a summary similar to the summary screen on a business block in granular detail by showing revenue grouped by the transaction code sub-group.

**Selection Criteria**

**Property**: Enter or select the property. You can select multiple properties from a hub location.

**Block Arrival Date From/To**: Enter an Arrival Date range to filter business blocks for the report.

**Transaction Date From/To**: Enter a Transaction Date range to filter business blocks for the report.

**Block**: Opens the Business Block Search screen. Select business blocks to print on this report.

**Block Status**: Select statuses to filter business blocks for the report.

**Display all Transaction Code Groups**: If you select this option, all Transaction Code Groups print on this report even if they have no postings to them for the selected business blocks. If you do not select this option, then only the Transaction Code Groups with postings for the selected business blocks will print.

**Display all Transaction Code Sub-Groups**: If you select this option, all Transaction Code Sub-Groups print on this report even if they have no postings to them for the selected business blocks. If you do not select this option, then only the Transaction Code Sub-Groups with postings for the selected business blocks will print.

**Print as Posted**: If you select this check box, the report will not calculate net values for generates that are configured as included in the appropriate transaction codes. For example, if a 10 percent tax is included in $2,000.00 of Banquet Food revenue, the report will print 2,000.00 instead of 1818.181818 (as it would when the check box is not selected). If the Print as Posted check box is not selected, the report will print six decimal figures for all values in order to avoid rounding differences.

**Print Event Summary Revenue**: If you select this option, the report prints the Event Revenue Type breakdown on the right side of this report. If this option is not selected, the Event Revenue Type breakdown does not print. The figures that print in the Event Revenue Summary are determined by the transaction codes linked to the event revenue type as configured in the Revenue Type Cross Reference. The revenue is reported based on the posted transaction code and the revenue type it maps to.

**Combine Revenue**: This option is mutually exclusive with the Revenue Grouped by Booking option, meaning that you can select only one of them. If you select this option, the revenues for all selected business blocks are combined into a single report. The selected header

information prints totals for each business block selected, followed by the summary revenue info.

**Revenue Grouped by Booking**: This option is mutually exclusive with the Combine Revenue option, meaning that you can select only one of them. If you select this option, each of the selected business blocks prints revenue details for each block, and a summary section prints the totals for all of the selected business blocks.

**Currency**: Select the currency in which the revenues on this report will appear.

#### Report Data

**For Each Business Block**: Business Block ID, Block Code, Arrival Date, Departure Date, Business Block Name, Account Name, Contact Name, Contact Phone, Total Rooms, Total Guests, Total Spend, and Total Payments.

**For Revenue Details (All Revenue)**: Depending on the Display all Transaction Code Groups and the Display all Transaction Code Sub-Groups filter options, this section contains all selected summary information, for example: Food and Beverage, Miscellaneous, Room, and Tax.

The next section prints the Event Revenue Summary that prints for any booking that has posted event revenue when the Print Event Summary Revenue check box is selected in the parameters.

## Contract Merge Report (Based on Sample_Cont_Merge.RTF with Rep_Cont_Merge.FMX)

Prerequisites for Contract Merge Reports

The Group and Event Contract (Sample_Cont_Merge.RTF) outputs group room block and catering event details. It is possible to customize sample_cont_merge.rtf into multiple reports, each with the Rep_Cont_Merge parameter form.  The Potential Revenue summary table outputs a summary based on the **Revenue Values** selected in the report parameters. With the report parameters to determine which room grid and event template merge into the document, and the possibility of merging deposit information makes the report very flexible.

In multi-property operations the Contract Merge Report can generate details for blocks and events in multiple properties.

> **Note:**
>
> When you output events belonging to a sub-block, all events output on one contract as if they were one booking; not as separate contracts.

#### Selection Criteria

- **Property**: Enter or select the property. You can select multiple properties from a hub location.
- **Block**: Click to select the block to include in the report.
- **Event Property**: Select or confirm the property name.
- **Event Status**: (Available with Simple Events or Catering Events OPERA Control). Select the statuses of events to include in the report.

- **Print Account**: Defaults to the block's default print Account. The Linked Profiles dialog opens enabling you to select other accounts or contacts linked to the selected block.
- **Print Contact**: When a block is selected in the Block filter, the print contact defaults to the block's default Print Contact. The Linked Profiles dialog opens enabling you to select other accounts or contacts linked to the selected block.
- **Grid Type**: Select one of the following options from the list:
  - Current
  - Contract
  - Pickup
- **Event Templates**: Select one of the following values from the list:

**Full Event Templates (when the Catering Events OPERA Control is active)**

- **Template1**: Date, Time, Event Name, Space Name, Attendees.
- **Template2**: Date, Time, Event Name, Attendees, Function Space Rental.
- **Template3**: Date, Time, Event Name, Space Name, Attendees (Double Spaced).
- **Template4**: Date, Time, Event Name, Space Name, Setup Style, Attendees, Food Revenue, Beverage Revenue, Rental Revenue, Other Revenue. The amounts are calculated from the revenue types that have been selected on the report parameters for each column.
- **Template5**: Date, Time, Event Name, Space Name, Setup Style, Attendees, Function Space Rental.
- **Template6**: Date, Time, Event Name, Space Name, Setup Style, Attendees, F and B Minimum.
- **Template7**: Date, Time, Event Name, Space Name, Attendees, Resources, and Price. Price is based on the Total Expected Revenue, even if the Use Forecast Only check box is selected on the Event Search or Event screen (Available when the Event Resources OPERA Control is active).
- **Template 8**: Similar to Template #7, but with less resource details. This template includes the Date, Time, Event Name, Space Name, Attendees, Limited Resources, and Price. Price is based on the Total Expected Revenue. (Available when the Event Resources OPERA Control is active).

  Catering Package Events in Template #8:

  - Item Rate Codes will NOT print.
  - Included Items will NOT print.
  - Additional Items and their Rate (but not Rate Code) will print.
  - Included Menu Names will print; the 'Included' tag will NOT print.
  - Excluded Menus and their Rate will print.
  - Excluded Menu Container will NOT print.
  - Included Menu Items will NOT print (whether attached to an Included or Excluded Menu).
  - Excluded Menu Items and their Rate will print (whether attached to an Included or Excluded Menu).
  - Excluded Menu Item Containers will NOT print.
  - Function Space Rate Code or the Included tag will NOT print.

- Items with a 0 Quantity will NOT print.

Non Catering Package Events in Template #8:

- Item Rate Codes will NOT print.
- Included Menu Names will print.
- Menu Containers will NOT print.
- Included Menu Items will NOT print.
- Excluded Menu Items and their Rate will print.
- Excluded Menu Item Containers will NOT print.
- Function Space Rate Code will NOT print.
- Items with a 0 Quantity will NOT print.

**Partial Event Templates (when the Simple Events OPERA Control is active):**

- The following template values are available:
  - **Template1**: Date, Time, Event Name, Space Name, Attendees.
  - **Template2**: Date, Time, Event Name, Attendees, Function Space Rental.
  - **Template3**: Date, Time, Event Name, Space Name, Attendees (Double Spaced).
  - **Template 5**: Date, Time, Event Name, Space Name, Setup Style, Attendees, Function Space Rental.
- **Block Notes**: Select block note types from the list to include in the report output.
- **Deposit**: Select one of the following sort options: By Date, By Time, or No Deposit. If sorted by deposit type, a sub-total for each deposit type will output.
- **Currency**: Select a currency from the list. This is available when the Ability to Quote Rates in Foreign Currency OPERA Control is active.
- **Revenue Values**: Select an option from the list. Also see: Examples of Rev. Values.
- **Gross Rates/Revenue**: Gross Room Rate is calculated as:
  - Included generates are not deducted.
  - Excluded generates are added.
  - Excluded packages are not added. Gross Catering Price is calculated based on the Transaction Codes mapped in Revenue Type Mapping.
- **Net Rates/Revenue**: Net Room Rate is calculated as:
  - Included generates are deducted.
  - Excluded generates are not added.
  - Included packages stay included.
  - Included generates on included or excluded packages are calculated out. Net Catering Price is calculated based on the Transaction Codes mapped in Revenue Type Mapping.
- **Gross and Net Rates/Revenue**. When this option is selected, both the Gross and Net room rates and catering prices are reported and displayed.

> **Note:**
>
> If you do not select an option, the room rates and catering prices appear as they are in OPERA Cloud.

Select revenue types. If you select the Template values as Template 4: Date/Time-Event-Space-Setup-Att-Rev1-Rev2-Rev3-Rev4, all Revenue Types are required fields. (Available when the Simple Events or Catering Events OPERA Control is active.)

- **Rooms with Rate and No Inventory**: If selected, room types where no inventory has been booked are included.
- **PMS Room Types**: If selected, PMS room types output on the contract instead of the Room Pools. If the Room Pools OPERA Control is not active and room pools are not configured for the property, you must select PMS Room Types to display the rooms in the contract output. For more information, see: Configuring Room Pools
- **Room and Rate Separately**: If selected, room nights and room rates are included in separate grids. If not selected, they output in the same grid. This option is available only when both the Rate and the Occupancy flags are selected.
- **Room Rates**: Select to output room rates, otherwise, Room and Rates Separately, Inline Currency, and Show Decimals are disabled.
- **Inline Currency**: Enabled when Room Rates is selected. If selected, the currency symbol is included with the rate in the grid cells in the Room Grid and Event Templates.
- **Show Decimals**: Enabled when Room Rates is selected. If selected, the rates in the Room Grid and Event Templates with decimals outputs as set up in the Property Details. If not selected, the rounded rate outputs without decimals.
- **Print Space Between Currency and Amount**: Select the check box to print in the report (available when Room Rates and Inline Currency are selected). When selected, a space will be added between the currency symbol/code and the rate amounts displayed in the grid.
- **Hide Property Code**: Select to suppress the property code from output in the report. The Property name will output.
- **Occupancy**: If selected, the number per occupancy level per day is included on the report when the Occupancy Split OPERA Control is activated. If not selected, the total number of rooms per day per room type per day is output.
- **Internal Notes**: If selected, internal block notes are included on the report.
- **External Notes**: If selected, external block notes are included on the report.
- **Event and Resources Notes**: (Available with Simple Events or Catering Events OPERA Control). If selected, event and resource notes are included on the report.

### Revenue Values Calculation Examples

The following are examples for the Rev. Values options in the report parameters.

**Table 9-2 Occ1 Net Rate = 48.91**

| Trx Code | Description | Amount |
|---|---|---|
| 1000 | Room Charge | 38.00 |
| 2200 | Package Breakfast Included | 10.91 |

**Table 9-2 (Cont.) Occ1 Net Rate = 48.91**

| Trx Code | Description | Amount |
|---|---|---|
| 5000 | Package Golf Excluded | 62.50 |
| 8310 | Generate on Room – Excluded at 10% | 3.80 |
| 8000 | Generate on Breakfast – Included at 10% | 1.09 |
| 8200 | Generate on Golf – Included at 20% | 12.50 |
| | | **48.91** |

**Table 9-3 Occ1 Gross Rate = 53.80**

| Trx Code | Description | Amount |
|---|---|---|
| **1000** | **Room Charge** | **38.00** |
| **2200** | **Package Breakfast Included** | **10.91** |
| 5000 | Package Golf Excluded | 62.50 |
| **8310** | **Generate on Room – Excluded at 10%** | **3.80** |
| **8000** | **Generate on Breakfast – Included at 10%** | **1.09** |
| 8200 | Generate on Golf – Included at 20% | 12.50 |
| | | **53.80** |

**Table 9-4 Occ2 Net Rate = 47.82**

| Trx Code | Description | Amount |
|---|---|---|
| **1000** | **Room Charge** | **26.00** |
| **2200** | **Package Breakfast Included** | **21.82** |
| 5000 | Package Golf Excluded | 125.00 |
| 8310 | Generate on Room – Excluded at 10% | 2.60 |
| 8000 | Generate on Breakfast – Included at 10% | 2.18 |
| 8200 | Generate on Golf – Included at 20% | 25.00 |
| | | **47.82** |

**Table 9-5 Occ2 Gross Rate = 52.60**

| Trx Code | Description | Amount |
|---|---|---|
| **1000** | **Room Charge** | **26.00** |
| **2200** | **Package Breakfast Included** | **21.82** |

**Table 9-5 (Cont.) Occ2 Gross Rate = 52.60**

| Trx Code | Description | Amount |
|---|---|---|
| 5000 | Package Golf Excluded | 125.00 |
| **8310** | **Generate on Room – Excluded at 10%** | **2.60** |
| **8000** | **Generate on Breakfast – Included at 10%** | **2.18** |
| 8200 | Generate on Golf – Included at 20% | 25.00 |
| | | **52.60** |

**Table 9-6 Occ3 Net Rate — 46.73**

| Trx Code | Description | Amount |
|---|---|---|
| **1000** | **Room Charge** | **14.00** |
| **2200** | **Package Breakfast Included** | **32.73** |
| 5000 | Package Golf Excluded | 187.50 |
| 8310 | Generate on Room – Excluded at 10% | 1.40 |
| 8000 | Generate on Breakfast – Included at 10% | 3.27 |
| 8200 | Generate on Golf – Included at 20% | 37.50 |
| | | **46.73** |

**Table 9-7 Occ3 Gross Rate = 51.40**

| Trx Code | Description | Amount |
|---|---|---|
| **1000** | **Room Charge** | **14.00** |
| **2200** | **Package Breakfast Included** | **32.73** |
| 5000 | Package Golf Excluded | 187.50 |
| **8310** | **Generate on Room – Excluded at 10%** | **1.40** |
| **8000** | **Generate on Breakfast – Included at 10%** | **3.27** |
| 8200 | Generate on Golf – Included at 20% | 37.50 |
| | | **51.40** |

**Table 9-8 Occ4 Net Rate = 45.64**

| Trx Code | Description | Amount |
|---|---|---|
| **1000** | **Room Charge** | **2.00** |
| **2200** | **Package Breakfast Included** | **43.64** |

**Table 9-8 (Cont.) Occ4 Net Rate = 45.64**

| Trx Code | Description | Amount |
|---|---|---|
| 5000 | Package Golf Excluded | 250.00 |
| 8310 | Generate on Room – Excluded at 10% | .20 |
| 8000 | Generate on Breakfast – Included at 10% | 4.36 |
| 8200 | Generate on Golf – Included at 20% | 50.00 |
| | | **45.64** |

**Table 9-9 Occ4 Gross Rate = 50.20**

| Trx Code | Description | Amount |
|---|---|---|
| **1000** | **Room Charge** | **2.00** |
| **2200** | **Package Breakfast Included** | **43.64** |
| 5000 | Package Golf Excluded | 250.00 |
| **8310** | **Generate on Room – Excluded at 10%** | **.20** |
| **8000** | **Generate on Breakfast – Included at 10%** | **4.36** |
| 8200 | Generate on Golf – Included at 20% | 50.00 |
| | | **50.20** |

## Deposit Report (rep_deposit.rep with rep_deposit.fmx)

The Deposit Report provides an overview of business block deposits requested and received. Room and Catering deposits can be listed separately if they are requested that way. Otherwise, the combined ALL deposit type will print.

You can organize the report by deposit due date or by business block arrival date range.

### Selection Criteria

**Property**: Enter or select the property. You can select multiple properties from a hub location.

**Start Date Range**: Allows entry of an arrival date range. All business blocks with an arrival date within the selected range will print on the report.

**Deposit Date Range**: Allows entry of a date range for which deposits are requested. All business blocks that have deposit requests with a due date within this date range print on the report.

**Block Name**: Filter the report parameters by the Block Name.

**Block Status**: Use this option to filter the report by specific Block Status.

**Catering Status**: Use this option to filter the report by specific Catering Status.

**Block Type**: Select Rooms, Catering, or All. Allows the selection of Block Room Type only deposits to print (type 'R'), Catering Only Business Block Type deposits (type 'C'), or both Business Block Room Types and Catering Business Block Types (R, C and All) deposits.

**Deposit Type**: Select one of the following three options:

- **Paid** – If arrival dates are defined, all paid deposits for business blocks during that period will be printed. If deposit due dates are defined, all paid business block deposits made in that period and any unallocated payments for any period will be printed.
- **Unpaid –** Unpaid deposit requests due during the defined period will be printed.
- **Both –** Both the paid and unpaid deposit information will be printed.

**Report Data**

The report prints a separate section for each business block in booking ID order. The business block details printed include rooms status, catering status, business block name, booking ID, arrival date, departure date, company account name, company contact name, agent or source account name, and agent or source contact name. The deposit data contains the deposit type, percentage of the total that the deposit represents (if it was entered that way), deposit requested amount, due date of the deposit, deposit comments, total amount paid, and the total amount unpaid for each specific request.

Deposit types can be Room, Catering, or All. If a deposit payment is posted without a deposit request being present or the payment is not been offset against an existing request when posting it, the deposit record will be listed on this report as Unallocated, and only the total amount paid shows a figure.

The Total Unpaid figure is calculated for each requested record by deducting the paid amount from the request to which it is allocated.

A report grand total is printed as a summary of all details listed in the Total Paid and Total Unpaid columns.

## Forecast/Availability Book (rep_rooms.rep with rep_rooms.fmx)

The Rooms Availability and Forecast report parameter screen provides options for printing the Rooms Availability report as well as the rooms forecast report. When combined, these two reports form a unit that presents a picture of the on-the-books group business for the coming months compared to targets and budgets.

- The availability page contains several sections of different data. It summarizes the day-by-day group business per booking status and compares it against the Sales Allowance (if existing). Also, on a per day basis, the contract figures, target figures, and current total pick-up are displayed and several variances are calculated. At the bottom of this page, the monthly group budget prints and can be compared against the figures currently on the books.
- The rooms forecast page shows a daily breakdown of number of rooms booked versus the number of rooms picked-up for each group horizontally across the page, so that a whole month's worth of business can be viewed at once.

> **Note:**
>
> Because the report uses configured periods (rather than calendar dates) as date parameters, it cannot be used with Scheduled Reports.

The report is primarily designed as a forecast tool, not a production report. Therefore, the figures on this report, if printed for past dates, should not be balanced or compared against any of the booking production reports. You can run this report with an OPERA Cloud Foundation subscription as well as an OPERA Cloud Sales and Management add on subscription.

### Selection Criteria

**Include Past Dates**. Select this option to allow this report to print dates prior to the current date.

**Stay Period From**. Select a date from one or several calendar months or fiscal periods, depending on how the hotel is configured.

**Stay Period To**. Select a date up to one or several calendar months or fiscal periods, depending on how the hotel is configured.

**Rooms**. Select to print Availability, Forecast, or Both. Fields options change depending on whether you select Availability, Forecast, or Both.

**Origin**. (Available when you select Rooms>Availability or Rooms>Forecast). Select the origins of the business block. You can select one or more of the following (depending on the active modules and cloud services):

- EXT (External System)
- ORS (Central Reservation Sales)
- PMS (Property Reservations Sales)
- SC (Property Conference Sales)
- SFA (Central Conference Sales)

**Summary Info Status**. (Available when you select Rooms>Availability or Rooms>Both). Allows you to select one or several combined statuses that are compared to contract, pick-up, and target figures in the summary section of the report. These statuses will also be combined for a group ADR and Total Room Revenue for each date.

**Budget Status 1 & 2**. (Available when you select Rooms>Availability or Rooms>Both) Allows you to select one or several statuses in each filter field to compare against the group budget for the month.

**Status**. Only bookings of the selected statuses are included in the report.

> **Note:**
>
> The data on the Rooms Forecast and Rooms Availability reports is sorted by status code in the configured sequence order.

**Print Contract Rooms for Forecast**. (Available when you select Rooms>Forecast or Rooms>Both) Select the Print Contract Rooms check box to print an additional line for each business block with the total number of Contracted rooms per day.

**Net Revenue**. Select this check box to display Net room revenues. When this flag is NOT selected, gross room revenue are calculated.

**Currency**. Select the type of currency to display the revenues on this report.

**Name**. (Available when you select Rooms>Forecast) Possible options are Business Block Name or Primary Account Name. The name you select prints on the booking forecast page.

> **Note:**
>
> When this report is printed by Account Name, the following logic is used: If a Company profile is attached to the booking, the Company profile prints. If no Company profile is attached, but an Agent profile is present, then the Agent profile prints. If no Company and no Agent profiles are attached, but a Source profile is present, then the Source profile prints.

**Property Revenue Type**. (Available when you select Rooms>Forecast or Rooms>Both). Select one or more revenue type codes.

**Market Segment**. (Available when you select Rooms>Forecast or Rooms>Both). Include only bookings from the market segments chosen in this field.

### Report Data

#### The Availability Book

The calendar month or fiscal period appears at the top of the report, along with the corresponding dates.

The Rate Protect and/or Non-compete bar is available when either or both the Blocks > Rate Protect and Blocks > Non Compete application parameters are set to Y. Both of these controls are available with the OPERA Cloud Sales and Event Management Cloud Service subscription. If any booking is designated non compete on a given date, NC appears above that date. If any booking is rate protected on a given date, RP appears above the date.

- Rate protect means that no other groups should be booked using rates lower than those assigned to the block that is flagged as rate protect. The rate protect flag can be applied to all or selected dates of the flagged block.
- Non compete means that no competing accounts (accounts having the designated NC Industry code) should be booked at the same time as this block. The non compete flag can be applied to all or selected dates of the flagged block.

The Events bar indicates the first letter of any events entered on the Property Calendar.

The first section of the availability book is made up of the total per booking status and period of the data that appears in detail on the forecast book. The totals per status shown are: average rate, total number of room nights, total revenue, followed by a breakdown of room nights day-by-day for the whole month for the appropriate status across the page. If the hotel operates with a sales allowance, the total rooms per day allocated to the sales allowance prints above the first status total. Following the status details, a “Rooms Available” line prints. The totals that appear in this line are calculated by deducting all room nights of deduct-inventory status from the total sales allowance for the day. The last line in this section shows the sum of all rooms by day that are lined to bookings. Even lost and canceled status totals are added in order to arrive at the total (if these were included in the status selection).

The second part of the availability book contains a section titled Summary Information. All information printed in the section pertaining to current revenue and average rates depends on the Summary Information Status filter .The average rate and revenue for each day in the printed month appears, followed by details of contracted room nights, revenues and average rates, picked-up room nights (picked up rooms are never reported for Master Allocations), revenues and average rates, and daily targets for room nights, revenues, and average rates if these were entered. Subsequent rows show the calculated variance of current figures to contract figures (as entered into the contract room grid on each booking, if used) as well as the calculated variance of current figures to daily targets. All of the above figures are calculated

and appear on a day-by-day basis. For Master Allocations, calculations are based on available rooms, not the number of rooms blocked.

The last section of the report shows the group budget figures entered for the month and the status summaries for the whole month of those statuses that were selected in budget status one and budget status two in the filter form. The totals for the statuses selected in budget status two are compared against the budget and the variance printed.

### Status

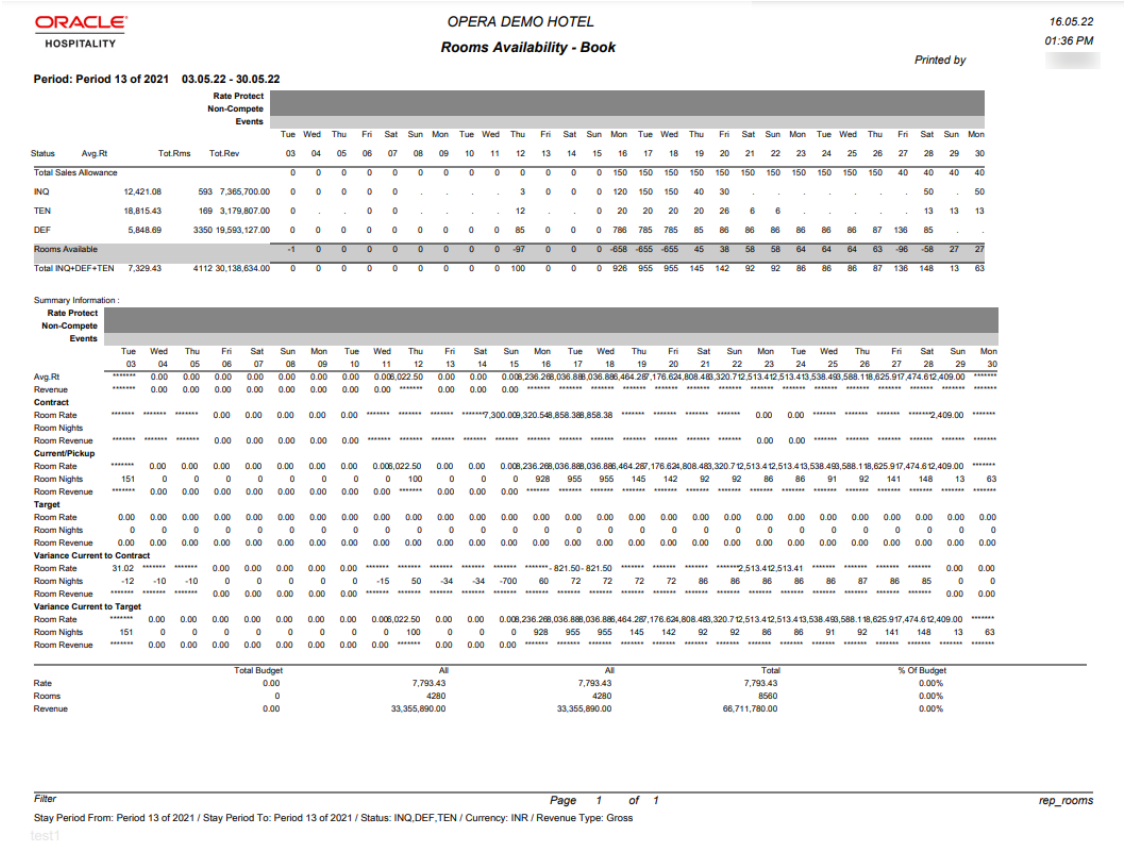
- The first line per booking contains the internal booking ID number, the booking name or primary account name depending on what had been chosen in the Name filter on the report order form, and the market code. The room's owner initials print next.
- The Rate Protect and/or Non Compete bar is available when either or both the **Blocks** and the **Blocks > Non Compete** application parameters are set to Y. If the booking is designated non compete on a given date, NC appears above that date. If the booking is rate protect on a given date, RP appears above the date. Rate protect means that no other groups can be booked using rates lower than those assigned to the block that is flagged as rate protect. The rate protect flag can be applied to all or selected dates of the flagged block. Non compete means that no competing accounts (accounts having the designated NC Industry code) should be booked at the same time as this block. The non compete flag can be applied to all or selected dates of the flagged block. For non compete bookings, the NC Industry code appears in the Industry column.
- • For each block there is an Average Rate for the month, RevPOR (Revenue Per Occupied Room) that is calculated by adding room revenue and catering revenue of the catering revenue types selected on the filter and then dividing the total sum by the total number of room nights and Room Revenue for the month.
- • The rest of the line is divided into number of days of the appropriate month or fiscal period and shows the number of room nights booked on each day for the booking. The second line contains the pickup figures (picked up rooms are never reported for Master Allocations) per day. If the Print Contract Rooms check box is selected on the report order form, the third row contains the number of contracted rooms per day. Each line has a total for the month.
- • For each status there is a Total Rooms Revenue and Total Average Rate:
  - When Status is not an ACTUAL, the Avg Rate = Total Rooms Revenue / Total Room Nights (blocked).
  - When Status is an ACTUAL status, the Avg Rate = Total Rooms Revenue / Pickup Room Nights.

### Period

The Period Totals are highlighted in the gray bar.

- The first figure is the Total Room Nights, then total Pickup Room Nights, and if the Print Contract Rooms check box is selected in the report order form, the third figure is the total Contract Room Nights per period.
- Beneath those figures are the Total Room Revenue and the Average Rate per period. For business blocks in an ACTUAL status, Picked up rooms and Picked up room revenue are considered.

> **Note:**
>
> When the application function Blocks > Master Allocations is active and a Master Allocation is included on this report, these blocks are indicated by an asterisk(*) on the left of the Business Block Names, as well as in the footer.



ORACLE HOSPITALITY

OPERA DEMO HOTEL

**Rooms Availability - Book**

16.05.22
01:36 PM

Printed by

**Period: Period 13 of 2021 03.05.22 - 30.05.22**

| Status | Avg.Rt | Tot.Rms | Tot.Rev | Tue 03 | Wed 04 | Thu 05 | Fri 06 | Sat 07 | Sun 08 | Mon 09 | Tue 10 | Wed 11 | Thu 12 | Fri 13 | Sat 14 | Sun 15 | Mon 16 | Tue 17 | Wed 18 | Thu 19 | Fri 20 | Sat 21 | Sun 22 | Mon 23 | Tue 24 | Wed 25 | Thu 26 | Fri 27 | Sat 28 | Sun 29 | Mon 30 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total Sales Allowance | | | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 150 | 150 | 150 | 150 | 150 | 150 | 150 | 150 | 150 | 150 | 40 | 40 | 40 | 40 |
| INQ | 12,421.08 | 593 | 7,365,700.00 | 0 | 0 | 0 | 0 | 0 | . | . | . | . | 3 | 0 | 0 | 0 | 120 | 150 | 150 | 40 | 30 | . | . | . | . | . | . | . | 50 | . | 50 |
| TEN | 18,815.43 | 169 | 3,179,807.00 | 0 | . | . | 0 | 0 | . | . | . | . | 12 | . | . | 0 | 20 | 20 | 20 | 20 | 26 | 6 | 6 | . | . | . | . | . | 13 | 13 | 13 |
| DEF | 5,848.69 | 3350 | 19,593,127.00 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 85 | 0 | 0 | 0 | 786 | 785 | 785 | 85 | 86 | 86 | 86 | 86 | 86 | 86 | 87 | 136 | 85 | . | . |
| Rooms Available | | | | -1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | -97 | 0 | 0 | 0 | -658 | -655 | -655 | 45 | 38 | 58 | 58 | 64 | 64 | 64 | 63 | -96 | -58 | 27 | 27 |
| Total INQ+DEF+TEN | 7,329.43 | 4112 | 30,138,634.00 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 100 | 0 | 0 | 0 | 926 | 955 | 955 | 145 | 142 | 92 | 92 | 86 | 86 | 86 | 87 | 136 | 148 | 13 | 63 |

Summary Information :

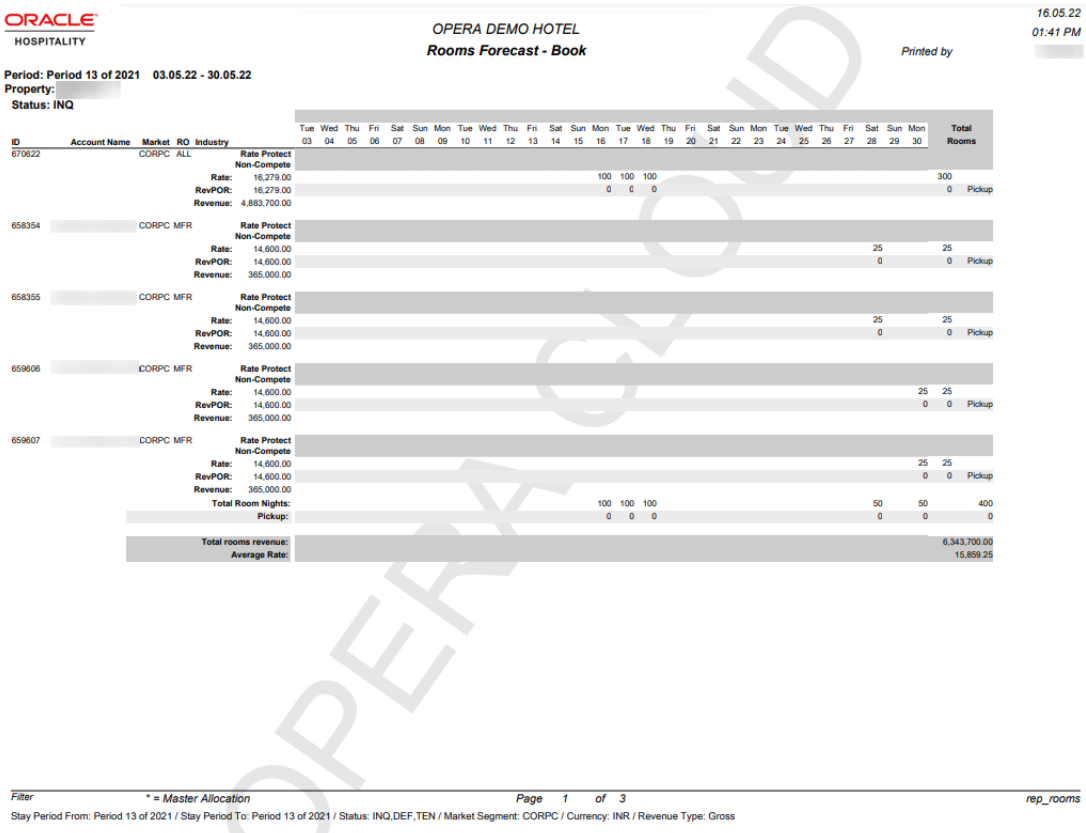
| | Tue 03 | Wed 04 | Thu 05 | Fri 06 | Sat 07 | Sun 08 | Mon 09 | Tue 10 | Wed 11 | Thu 12 | Fri 13 | Sat 14 | Sun 15 | Mon 16 | Tue 17 | Wed 18 | Thu 19 | Fri 20 | Sat 21 | Sun 22 | Mon 23 | Tue 24 | Wed 25 | Thu 26 | Fri 27 | Sat 28 | Sun 29 | Mon 30 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Avg.Rt | ******* | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 6,022.50 | 0.00 | 0.00 | 0.00 | 8,236.26 | 8,036.88 | 8,036.88 | 8,464.28 | 7,176.62 | 4,808.48 | 3,320.71 | 2,513.41 | 2,513.41 | 3,538.46 | 3,588.11 | 8,625.91 | 7,474.61 | 2,409.00 | ******* |
| Revenue | ******* | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | ******* | ******* | 0.00 | 0.00 | 0.00 | ******* | ******* | ******* | ******* | ******* | ******* | ******* | ******* | ******* | ******* | ******* | ******* | ******* | ******* | ******* | ******* |
| **Contract** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Room Rate | ******* | ******* | ******* | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | ******* | ******* | ******* | ******* | 7,300.00 | 9,320.54 | 8,858.38 | 8,858.38 | ******* | ******* | ******* | ******* | 0.00 | 0.00 | ******* | ******* | ******* | ******* | 2,409.00 | ******* |
| Room Nights | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Room Revenue | ******* | ******* | ******* | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | ******* | ******* | ******* | ******* | ******* | ******* | ******* | ******* | ******* | ******* | ******* | ******* | 0.00 | 0.00 | ******* | ******* | ******* | ******* | ******* | ******* |
| **Current/Pickup** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Room Rate | ******* | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 6,022.50 | 0.00 | 0.00 | 0.00 | 8,236.26 | 8,036.88 | 8,036.88 | 8,464.28 | 7,176.62 | 4,808.48 | 3,320.71 | 2,513.41 | 2,513.41 | 3,538.46 | 3,588.11 | 8,625.91 | 7,474.61 | 2,409.00 | ******* |
| Room Nights | 151 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 100 | 0 | 0 | 0 | 928 | 955 | 955 | 145 | 142 | 92 | 92 | 86 | 86 | 91 | 92 | 141 | 148 | 13 | 63 | |
| Room Revenue | ******* | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | ******* | ******* | 0.00 | 0.00 | 0.00 | ******* | ******* | ******* | ******* | ******* | ******* | ******* | ******* | ******* | ******* | ******* | ******* | ******* | ******* | ******* | ******* |
| **Target** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Room Rate | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Room Nights | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Room Revenue | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| **Variance Current to Contract** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Room Rate | 31.02 | ******* | ******* | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | ******* | ******* | ******* | ******* | ******* | ******* | -821.50 | -821.50 | ******* | ******* | ******* | ******* | 2,513.41 | 2,513.41 | ******* | ******* | ******* | ******* | 0.00 | 0.00 |
| Room Nights | -12 | -10 | -10 | 0 | 0 | 0 | 0 | 0 | -15 | 50 | -34 | -34 | -700 | 60 | 72 | 72 | 72 | 72 | 86 | 86 | 86 | 86 | 86 | 87 | 86 | 85 | 0 | 0 |
| Room Revenue | ******* | ******* | ******* | 0.00 | 0.00 | 0.00 | 0.00 | ******* | ******* | ******* | ******* | ******* | ******* | ******* | ******* | ******* | ******* | ******* | ******* | ******* | ******* | ******* | ******* | ******* | ******* | ******* | 0.00 | 0.00 |
| **Variance Current to Target** | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Room Rate | ******* | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 6,022.50 | 0.00 | 0.00 | 0.00 | 8,236.26 | 8,036.88 | 8,036.88 | 8,464.28 | 7,176.62 | 4,808.48 | 3,320.71 | 2,513.41 | 2,513.41 | 3,538.46 | 3,588.11 | 8,625.91 | 7,474.61 | 2,409.00 | ******* |
| Room Nights | 151 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 100 | 0 | 0 | 0 | 928 | 955 | 955 | 145 | 142 | 92 | 92 | 86 | 86 | 91 | 92 | 141 | 148 | 13 | 63 | |
| Room Revenue | ******* | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | ******* | ******* | 0.00 | 0.00 | 0.00 | ******* | ******* | ******* | ******* | ******* | ******* | ******* | ******* | ******* | ******* | ******* | ******* | ******* | ******* | ******* | ******* |

| | Total Budget | All | All | Total | % Of Budget |
|---|---|---|---|---|---|
| Rate | 0.00 | 7,793.43 | 7,793.43 | 7,793.43 | 0.00% |
| Rooms | 0 | 4280 | 4280 | 8560 | 0.00% |
| Revenue | 0.00 | 33,355,890.00 | 33,355,890.00 | 66,711,780.00 | 0.00% |

*Filter* *Page 1 of 1* *rep_rooms*

Stay Period From: Period 13 of 2021 / Stay Period To: Period 13 of 2021 / Status: INQ,DEF,TEN / Currency: INR / Revenue Type: Gross

test1



ORACLE HOSPITALITY

OPERA DEMO HOTEL
**Rooms Forecast - Book**

16.05.22
01:41 PM
Printed by

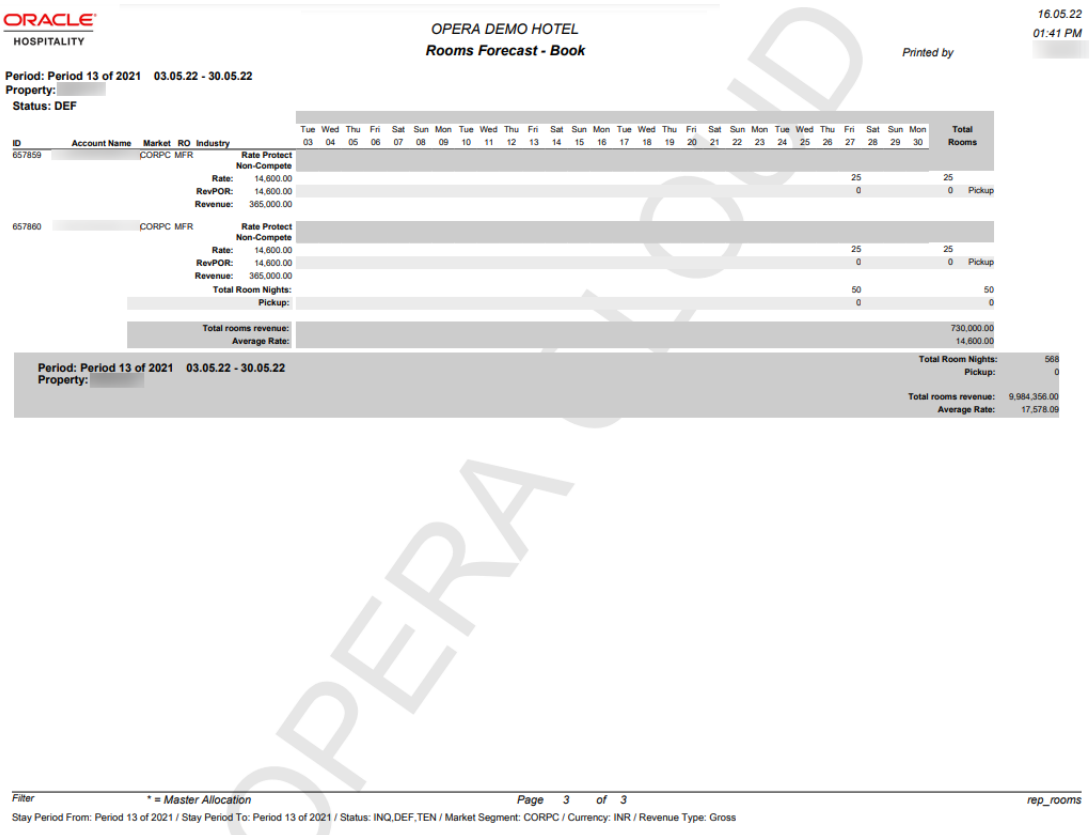
**Period: Period 13 of 2021 03.05.22 - 30.05.22**
**Property:**
**Status: INQ**

| ID | Account Name | Market | RO | Industry | | Tue 03 | Wed 04 | Thu 05 | Fri 06 | Sat 07 | Sun 08 | Mon 09 | Tue 10 | Wed 11 | Thu 12 | Fri 13 | Sat 14 | Sun 15 | Mon 16 | Tue 17 | Wed 18 | Thu 19 | Fri 20 | Sat 21 | Sun 22 | Mon 23 | Tue 24 | Wed 25 | Thu 26 | Fri 27 | Sat 28 | Sun 29 | Mon 30 | Total Rooms | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 670622 | | CORPC | ALL | | Rate Protect Non-Compete | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | Rate: 16,279.00 | | | | | | | | | | | | | | 100 | 100 | 100 | | | | | | | | | | | | 300 | |
| | | | | | RevPOR: 16,279.00 | | | | | | | | | | | | | | 0 | 0 | 0 | | | | | | | | | | | | 0 | Pickup |
| | | | | | Revenue: 4,883,700.00 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 658354 | | CORPC | MFR | | Rate Protect Non-Compete | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | Rate: 14,600.00 | | | | | | | | | | | | | | | | | | | | | | | | | | 25 | | 25 | |
| | | | | | RevPOR: 14,600.00 | | | | | | | | | | | | | | | | | | | | | | | | | | 0 | | 0 | Pickup |
| | | | | | Revenue: 365,000.00 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 658355 | | CORPC | MFR | | Rate Protect Non-Compete | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | Rate: 14,600.00 | | | | | | | | | | | | | | | | | | | | | | | | | | 25 | | 25 | |
| | | | | | RevPOR: 14,600.00 | | | | | | | | | | | | | | | | | | | | | | | | | | 0 | | 0 | Pickup |
| | | | | | Revenue: 365,000.00 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 659606 | | CORPC | MFR | | Rate Protect Non-Compete | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | Rate: 14,600.00 | | | | | | | | | | | | | | | | | | | | | | | | | | | | 25 | 25 | |
| | | | | | RevPOR: 14,600.00 | | | | | | | | | | | | | | | | | | | | | | | | | | | | 0 | 0 | Pickup |
| | | | | | Revenue: 365,000.00 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 659607 | | CORPC | MFR | | Rate Protect Non-Compete | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | Rate: 14,600.00 | | | | | | | | | | | | | | | | | | | | | | | | | | | | 25 | 25 | |
| | | | | | RevPOR: 14,600.00 | | | | | | | | | | | | | | | | | | | | | | | | | | | | 0 | 0 | Pickup |
| | | | | | Revenue: 365,000.00 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | Total Room Nights: | | | | | | | | | | | | | | 100 | 100 | 100 | | | | | | | | | | 50 | | 50 | 400 | |
| | | | | | Pickup: | | | | | | | | | | | | | | 0 | 0 | 0 | | | | | | | | | | 0 | | 0 | 0 | |
| | | | | | Total rooms revenue: | | | | | | | | | | | | | | | | | | | | | | | | | | | | | 6,343,700.00 | |
| | | | | | Average Rate: | | | | | | | | | | | | | | | | | | | | | | | | | | | | | 15,859.25 | |

OPERA CLOUD



Stay Period From: Period 13 of 2021 / Stay Period To: Period 13 of 2021 / Status: INQ,DEF,TEN / Market Segment: CORPC / Currency: INR / Revenue Type: Gross



ORACLE HOSPITALITY

OPERA DEMO HOTEL
**Rooms Forecast - Book**

16.05.22
01:41 PM
Printed by

**Period: Period 13 of 2021 03.05.22 - 30.05.22**
**Property:**
**Status: DEF**

| ID | Account Name | Market | RO | Industry | | Tue 03 | Wed 04 | Thu 05 | Fri 06 | Sat 07 | Sun 08 | Mon 09 | Tue 10 | Wed 11 | Thu 12 | Fri 13 | Sat 14 | Sun 15 | Mon 16 | Tue 17 | Wed 18 | Thu 19 | Fri 20 | Sat 21 | Sun 22 | Mon 23 | Tue 24 | Wed 25 | Thu 26 | Fri 27 | Sat 28 | Sun 29 | Mon 30 | Total Rooms | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 657859 | | CORPC | MFR | | Rate Protect Non-Compete | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | Rate: | 14,600.00 | | | | | | | | | | | | | | | | | | | | | | | | 25 | | | | 25 | |
| | | | | | RevPOR: | 14,600.00 | | | | | | | | | | | | | | | | | | | | | | | | 0 | | | | 0 | Pickup |
| | | | | | Revenue: | 365,000.00 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 657860 | | CORPC | MFR | | Rate Protect Non-Compete | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | Rate: | 14,600.00 | | | | | | | | | | | | | | | | | | | | | | | | 25 | | | | 25 | |
| | | | | | RevPOR: | 14,600.00 | | | | | | | | | | | | | | | | | | | | | | | | 0 | | | | 0 | Pickup |
| | | | | | Revenue: | 365,000.00 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | Total Room Nights: | | | | | | | | | | | | | | | | | | | | | | | | | 50 | | | | 50 | |
| | | | | | Pickup: | | | | | | | | | | | | | | | | | | | | | | | | | 0 | | | | 0 | |
| | | | | | Total rooms revenue: | | | | | | | | | | | | | | | | | | | | | | | | | | | | | 730,000.00 | |
| | | | | | Average Rate: | | | | | | | | | | | | | | | | | | | | | | | | | | | | | 14,600.00 | |

**Period: Period 13 of 2021 03.05.22 - 30.05.22**
**Property:**

| | |
|---|---|
| Total Room Nights: | 568 |
| Pickup: | 0 |
| Total rooms revenue: | 9,984,356.00 |
| Average Rate: | 17,578.09 |

*Filter* * = Master Allocation *Page* 3 *of* 3 *rep_rooms*

Stay Period From: Period 13 of 2021 / Stay Period To: Period 13 of 2021 / Status: INQ,DEF,TEN / Market Segment: CORPC / Currency: INR / Revenue Type: Gross

OPERA CLOUD

# Group Room Pace (BI) Report (rep_group_rooms_pace_bi.rtf with rep_group_rooms_pace_bi.fmx)

## Prerequisites for Group Room Pace (BI) Report

The Group Room Pace Report is sorted by Property Year and grouped by Total, Catering Only Y (Sales) and Catering Only N (Catering).

This report is a BI Publisher report. Customizing the report is not recommended. The following are the report elements:

- Report Name - Group Room Pace (BI)
- File Name - rep_group_rooms_pace_bi.rtf
- Form to run - rep_group_rooms_pace_bi.fmx
- Data Template - rep_group_rooms_pace_bi.odt

### Selection Criteria

**Production Period**:

Each change to Revenue or Status is recorded in production change logs. When dates are entered in the Production From and To Date fields, those dates are used as filters when querying the logs. To illustrate, a business block created on status TEN in April 2018 with a start date in October 2018 turns to DEF in June 2018. In this scenario, two entries would appear in the status change log for this business block: one for the creation of the business block on status TEN in April 2018, and one for the status change to DEF in June 2018. If

revenue is added to the DEF business block in July 2018, another change log entry is written to record that revenue. Because they filter on a date when something has already happened in OPERA Cloud, the dates entered here should be for today's date or earlier.

For STLY (Same Time Last Year) calculations, the report considers the Production From Date as empty and the Production To Date as the Production Date entered, minus one year.

- **From**: (Mandatory) Enter the calendar date to indicate the beginning of the Production Period for which the report is to be filtered.
- **To**: (Mandatory) Enter the calendar date to indicate the end of the Production Period for which the report is to be filtered.

**Stay Dates**: These dates are the calendar stay periods that appear in the report. The calculations for STLY are affected by the Fixed Stay Dates check box. When the Fixed Stay Date check box is selected, the Stay Dates used for calculating STLY are the same as those entered here. When the check box is not selected, the Stay Dates used for calculating STLY are the Stay Dates entered, minus one year.

- **From**: (Mandatory) Enter a start date range when the report will filter business blocks by allotment date.
- **To**: (Mandatory) Enter an end date ranged when the report will filter business blocks by allotment date.

**Property**: Enter or select the property. You can select multiple properties from a hub location.

**Origin**: Select Origins. This LOV lists all of the possible values from the internal field allotment_origin values from the Business Block header. When a value is selected, only events from business blocks with this origin are considered. If no value is selected, all business blocks are considered. Possible values are based on the user who created the block and the Act As and At values set on the user in Role Manager.

- If the Act As value = Conference Sales Person, and the At value = Property level, then the block is flagged as Sales and Catering.
- If the Act As value = Reservation Sales Person, and the At value = Central, then the block is flagged as ORS.
- If the Act As value = External System, then At value = not required, and the block is flagged as EXT.
- If the Act As value = Reservation Sales Person, and the At value = Property, then the block is flagged as PMS.
- If the Act As value = Conference Sales Person, and the At value = Central level, then the block is flagged as SFA.

**Block**:

**New Definite**: (Mandatory) Select one status code from a list of all status codes that can turn to an Actual status. The New Definite column is calculated based on the business blocks that turned to this status during the requested production period.

**Incl Actual. (Enabled when a Status is selected in the New Definite field)**: Select this check box to include Actual business blocks with the figures in the Definite On the Books totals.

**Cancel**: (Mandatory) Select status codes from a list of all Return-to-Inventory statuses. The Cancel column is calculated based on the business blocks that turned to this status during the requested production period. All figures are reported as a negative.

**OTB Status 2**: (Mandatory) Select status codes from a list of all status to be used when calculating the first of the last two sections.

- The TY (This Year) column is calculated based on the business blocks currently in this status for the stay dates.
- The STLY (Same Time Last Year) column is calculated based on business blocks with this as a Last Status for the Production Period and Stay Period minus one year.

**OTB Status 3**: (Mandatory) Select status codes from a list of all status codes to be used when calculating the second of the last two sections.

- The TY (This Year) column is calculated based on the business blocks currently in this status for the stay dates.
- The STLY (Same Time Last Year) column is calculated based on business blocks with this as a Last Status for the Production Period and Stay Period minus one year.

**Revenue**:

**Currency**: Select the currency you want to be used for calculating the figures in this report. All figures are reported in the selected currency. If no value is selected, the report will be calculated using the Base Currency of the logged in Property.

**Revenue**: One of the options must be selected, Net or Gross. You can select the Incl Packages check box if either Net or Gross is selected.

- **Net**: When selected, Room Revenue will be calculated as: Net Room Rate calculated as Room Only.
  1. Included generates are deducted.
  2. Excluded generates are not added.
  3. Included packages and their generates are excluded.
  4. If Incl Packages is selected, then Included and Excluded Packages are included but their Included and Excluded Generates are not included.
- **Gross**: When selected, Room Revenue will be calculated as: Gross Room Rate calculated as:
  1. Included generates are not deducted.
  2. Excluded generates are added.
  3. Excluded packages are not added.
  4. Included Packages and their generates are excluded.
  5. If Incl Packages is selected, then Included and Excluded Packages are included and so are their Included and Excluded Generates.

> **Note:**
>
> Net and Gross calculations are only done for On the Books and ACTLY (Actual Last Year) calculations. All other revenue is reported as seen in OPERA Cloud.

**Owner**: All three filters are multi select. If no value is selected, then all Owners listed in the LOV are considered.

- **Block Owner**: Only business blocks with this Overall Owner are considered.
- **Rooms Owner**: Only business blocks with this Rooms Owner are considered.
- **Catering Owner**: Only business blocks with this Catering Owner are considered.

**Block Type**: (1 of the 3 options must be selected).

- **All**: Select if all business blocks will be considered.
- **Catering**: Select if only business blocks marked as Catering Only will be considered.
- **Rooms**: Select if only business blocks not marked as Catering Only will be considered.

**Same Time Last Year.** Select how you want the calculations made for STLY. When the Fixed Stay Date check box is selected, the Stay Dates used for calculating STLY are the same as those entered in Stay Dates To/From fields. When the check box is not selected, the Stay Dates used for calculating STLY are the dates entered in the Stay Dates To/From fields, minus one year.

### Report Data

- The first grouping depends on the value selected in the Block Type filter.
- If All is selected, the grouping will contain Total Sales and Catering, Total Sales, Total Catering.
- If Catering is selected, only Total Catering will print.
- If Rooms is selected, only Total Sales will print.
- The second grouping is by Stay Month (based on the Stay Date range selected in the report parameter screen)

**Row Headers**:

- Calendar Periods. Determined by the values selected in the Stay Date range.

**Production Period Section**:

- **New DEF**: Calculated from business blocks that turned Definite during the Production Period. Definite is determined by the New Definite filter in the report parameter screen.
- **Can**: (Cancel). Calculated from business blocks that turned to Cancel during the Production Period. These numbers will always be reported as a negative. Cancel is determined by the Cancel filter in the report parameter screen.
- **Rev**: (Revaluations). Calculated from business blocks that were already Definite when the Production Period began and had a change during the Production Period while still in Definite. Definite is determined by the New Definite filter in the report parameter screen.
- **Slip**: (Slippage). Calculated from business blocks that were already Actual when the Production Period began and had a change during the Production Period.

An example for the above columns:

- In June 2018, Block turns DEF with 100 Rooms.
- In July 2018, Block drops to 95 Rooms (still DEF).
- In August 2018, Block turns to ACT with 97 Rooms.

If the report is run for Production Period June – August 2018, the results are:

- NEW DEF +100 rooms
- Reval -5 rooms
- Slippage +2 rooms
- Net. (Net Change) = (New Definite + Cancel + Reval + Slippage).

**Rooms On The Books Section**:

The Rooms On the Books column header will be updated with the Status Code selected in the New Definite filter in the report parameter screen and the Actual Status Code, if Incl. Actual is selected in the report parameter screen.

- **Total**: The current number of Room Nights for business blocks in this status for this Stay Period. If the business block is in an Actual status, picked-up room nights are considered. Otherwise, blocked room nights are considered.
- **ACTLY**: (Actual Last Year) The current number of picked-up room nights for Actual business blocks for the Stay Period minus one year (production period is not considered).
- **STLY**: (Same Time Last Year) Rooms Nights for business blocks in this status at the end of the selected Production Period minus one year for the selected Stay Period minus one year. The calculation considers the Production From Date as empty and the Production To Date as the Production Date entered, minus one year.
- **Budget**: Room Night Budget for the Stay Period as entered in the OBI Budget Forecast module.
- **ACTLY Var**: Total – ACTLY.
- **STLY Var**: Total – STLY.
- **Budget Var**: Total – Budget.

**Rates On The Books Section**:

The Rates On the Books column header are updated with the Status Code selected in the New Definite filter in the report parameter screen and the Actual Status Code, if Incl. Actual is selected in the report parameter screen.

- **Total**: (Total OTB Revenue ÷ Total OTB Room Nights).
- **ACTLY**: (ACTLY Revenue ÷ ACTLY Rooms Nights).
- **STLY**: (STLY Revenue ÷ STLY Room Nights).
- **Budget**: (Budget Revenue ÷ Budget Room Nights).
- **ACLTY Var**: Total – ACTLY.
- **STLY Var**: Total – STLY.
- **Budget Var**: Budget Var = Total – Budget.

**Room Revenue On The Books**:

The Room Revenue On The Books column header are updated with the Status Code selected in the New Definite filter in the report parameter screen and the Actual Status Code, if Incl. Actual is selected in the report parameter screen.

- **Total**: Total Room Revenue for business blocks in this status for this Stay Period. If the business block is in an Actual status, picked-up room revenue is considered. Otherwise, blocked room revenue is considered.
- **ACTLY**: (Actual Last Year) The picked-up room revenue from Actual business blocks for the Stay Period minus one year (production period is not considered).
- **STLY**: (Same Time Last Year) Room Revenue for business blocks in this status at the end of the selected Production Period minus one year for the Stay Period minus one year. The calculation considers the Production From Date as empty and the Production To Date as the Production Date entered, minus one year.
- **Budget**: Room Revenue Budget for the Stay Period as entered in the OBI Budget Forecast module.
- **ACTLY Var**: Total – ACTLY.

- **STLY Var**: Total – STLY.
- **Budget Var**: Total – Budget.

**On the Books Status 2 and 3 Sections**:

This section reports Room Nights, Average Rate and Room Revenue for the Stay Dates based on the status selected in the OTB Status 2 and OTB Status 3 filters in the report parameter screen.

- **TY**: (This Year). Current, on the books Room Nights, Average Rate and Room Revenue for the selected Status and Stay Period.
- **STLY**: (Same Time Last Year). Room Nights, Average Rate and Room Revenue for business blocks in this status at the end of the Production Period minus one year for the Stay Period minus one year.
- **Var**: TY – STLY (This Year – Same Time Last Year).

## Group Room Reservation Sheet (Sample_GRMRES_Sales_STD.Rep with Sample_GRMRES_Sales_STD.fmx)

The Group Room Reservation Sheet report details all information about a group block including linked accounts, contact and agent information, room grid with rates and revenue, all major block details, catering event information, sales activities, and deposit information. Additionally, you can include all notes associated with the block and events.

### Report Parameters

- **Property**: Enter or select the property. You can select multiple properties from a Hub location.
- **Filter**:
  - **Start Date**. Enter or select a date.
  - **Block**. Click to search and select a block from the list. The internal booking ID appears in the search field.

    > **Note:**
    >
    > When selecting a Master Block, Master Allocation, or Master Tour Series, all sub-booking information prints in the Room and Event sections. If you select only a sub-booking, then only the data for that business block is output.

  - **Block Status**. Select a block status from the list be included in the report.
  - **Event Status**. Select event statuses from the list to be included in the report. (Available when the Simple Events or Catering Events OPERA Control is active.)
- **Notes**:
  - **Print Internal Notes**. Select the check box to include notes marked as Internal.
  - **Print External Notes**. Select the check box to include notes marked as External.
  - **Types**. Select note type(s) from the list.
- **Room Grid Type**:
  - **Original**. Select the check box to output the Original room grid.

  - **Pickup**. Select the check box to output the Pickup room grid.
  - **Current**. Select the check box to output the Current room grid.
  - **Contract**. Available when the OPERA Control for Block Contract Grid is active.
- **Room Rates**:
  - **Hide Rates**. Select the check box to suppress the output of rate amounts.
  - **Print Rooms with Rate and No Inventory**. Select the check box to display room types with a rate but no rooms booked. If not selected, room types with a rate but no rooms booked are not included.
- **Display (Output)**:
  - **PMS Room Types**. Select to output the inventory room types.
  - **Room Pools**. Select to output the room pools (Available when the Room Pool OPERA Control is active.). For more information, see: Configuring Room Pool.
  - **Summary**. Select the check box to include a summary of the selected room grids. If selected, a total line for each selected grid type prints, showing only the number of booked rooms per day irrespective of rates or room type. This area prints only if you select at least one grid type to print on the first filter page.
  - **Information**. Select the check box to include all codes, dates, and miscellaneous information found in the Block Details panel.
  - **Activities**. Select the check box to include activities linked to the selected business block. (Available when Oracle Hospitality OPERA Cloud Service, Sales and Event Management Standard Edition or Oracle Hospitality OPERA Cloud Service, Sales and Event Management Premium Edition is active.)
    * **Activity Notes**. Select the check box to include the activity notes.
  - **Room Header Display**:
    * **Code**. Select to output the code.
    * **Description**. Select to output the description.
    * **Both**. Select to output the code and the description.
  - **Extended (multi-byte) Characters**. Select to output the alternate name for profiles linked to the block. (Available when the Multi-Language OPERA Control is active.)
  - **Events**. Select the check box to include catering event information. If the event status filter is used on the first filter page, only events of the selected statuses will be included. (Available when the Simple Events or Catering Events OPERA Control is active.)
  - **Address Type**. Select an address type other than the primary address to output all linked profiles. If no address of that type is found for one of the profiles attached to the selected bookings, the primary address outputs instead.
- **Deposits**:
  - **Print Deposits**. Select the check box to output deposit information. You must have a deposit request for any deposit information to output.
  - **Sort By**:
    * **Type**. Select to sort by deposit type.
    * **Date**. Select to sort by deposit due date.
- **Currency**. Select a currency to convert revenue amounts based on exchange rate setup (available when the Ability to Quote Rates in Foreign Currencies OPERA Control is active).

> **Note:**
>
> Deposit Requests, Payments, and the Due Amount are always reported in your property's base currency irrespective of the currency selected.

**Report Output**

**Account and Contact Information**. Includes the primary account name, address and primary website, primary contact name and primary email for the contact, relationship to booking and address, secondary contact name, relationship to booking and address, and primary agent name and address. The address/phone information for each profile uses up to three lines across the page. If a specific profile is not used, these three lines are suppressed and the subsequent space allotted for this information is collapsed.

**Booking General Information**. Includes all codes (market, source, booking type, and so on), dates and other information from the business block rooms, catering, and details sections. This section also may include the following details for the booking when the Oracle Hospitality OPERA Cloud Service, Sales and Event Management Premium Edition is active:

- **Ranking**. (Available when the Block Ranking OPERA Control is active, which is available only with the Oracle Hospitality OPERA Cloud Service, Sales and Event Management Premium Edition). You can apply a ranking code to a business block to indicate the rank (or priority) of the business block. For more information, see: Configuring Block Rankings
- **Conversion**. (Available when the Block Ranking OPERA Control is active, which is available only with the Oracle Hospitality OPERA Cloud Service, Sales and Event Management Premium Edition). You can apply a conversion value to a business block to indicate a percentage of likelihood that the booking will turn definite. For more information, see: Configuring Block Conversions
- **Non Compete and NC Industry**. (Available when the Block Ranking OPERA Control is active, which is available only with the Oracle Hospitality OPERA Cloud Service, Sales and Event Management Premium Edition). Non compete means that no competing accounts (accounts having the designated NC Industry code) should be booked at the same time as this block. You can apply the non compete flag to all or selected dates of the indicated block. If all dates are covered, ALL appears here. If only selected dates for the booking are non compete, SOME appears and an additional Dates area shows the dates. Otherwise, NONE appears.
- **Rate Protect**.(Available when the Block Ranking OPERA Control is active, which is available only with the Oracle Hospitality OPERA Cloud Service, Sales and Event Management Premium Edition). Rate protect means that no other groups should be booked using rates lower than those assigned to the block that is indicated as rate protect. You can apply the rate protect flag to all or selected dates of the indicated block. If all dates are covered, ALL appears here. If only selected dates for the booking are rate protect, SOME appears and an additional Dates area shows the dates. Otherwise, NONE appears.

**Current Room Grid Information**. Dates output across the page, and room types/occupancy levels as rows. The total number of booked room nights as well as revenue and average rate appear in this area.

**Summary Section**. If summary section is indicated on the filter screen, a summary of total number of rooms booked per day for each grid will output after the grid details.

**Notes and Business Block Info**. All selected business block notes output after the summary section on the left hand side of the report. On the right hand side beside the notes, another box containing additional information on overall owner, rooms owner, and catering owner outputs if

the business block is lost or canceled. The details, including reason lost and destination lost to, also output in that Business Block Information box.

**Events**. Catering Event information is output if Events are selected to be included in the report parameters. Details of these events include: Event Type, Function Space and Function Space Rate, Set-up Style, Event Date and Event Time, internal Event ID, and Number of Attendees per Event. The Door-card text (Post As) for each event also outputs underneath the Event Type.

> **Note:**
>
> If no catering events are associated with the selected Business Block, this section is suppressed.

**Deposit**. Deposit information appears next if deposit requests are attached to the booking and/or deposits are posted to the booking already. This section outputs only if the appropriate flag is checked on the filter form. The sequence for how the deposits are output is governed also by the report parameters, depending on whether you selected print deposit by type or by date. If you select by type, a sub-total outputs after each type. The information output for each deposit includes: deposit type (rooms, catering, all), percentage of total revenue (if entered), deposit amount requested, due date, amount paid, due amount, and description/comment (if entered). Totals of all amount fields output as a summary line below all separate deposit records.

**Activities**. Displays the following information for activities associated with the selected business block: Activity Start Date, Start and End times, Activity Type, Purpose, Owner, and whether or not the activity is complete.

> **Note:**
>
> If no activities are associated with the selected Business Block, this section is suppressed

## Month End Details Report (BI) (rep_month_end_details_bi with rep_month_end_details_bi

Prerequisites for Month End Details Report

Report Name: **Month End Details** (REP_MONTH_END_DETAILS_BI with REP_MONTH_END_DETAILS_BI.fmx): The Month End Details report details business block and sales and event production changes during the dates requested. The report can be grouped by Stay Month or Owner and has many filtering options including business blocks with the Catering Only check box = Y or the Catering Only check box = N.

**Selection Criteria**

**Production Date Range**

Each change to Room and Event Revenue or Status is recorded in production change logs. When dates are entered in the Production From and To Date fields, those dates are used as filters when querying the logs. To illustrate, a business block that is created on status TEN in April 2020 with a start date in October 2020 turns to DEF in June 2020. In this scenario there would be two entries in the status change log for this business block: one for the creation of the

business block on status TEN in April 2020 and one for the status change to DEF in June 2020. If revenue is added to the DEF business block in July 2020, another change log entry will be written to record that revenue. Because they filter on a date when something has already happened in OPERA Cloud, the dates entered here should be for today's date or earlier. Separate change log entries are written for room and event status and revenue changes.

- From Date. Enter the calendar date to indicate the beginning of the Production Period for which the report is to be filtered. Room Revenue is filtered on the business block change date and Catering Revenue is filtered on the event change date.
- To Date. (Mandatory) Enter the calendar date to indicate the end of the Production Period for which the report is to be filtered.

1. **Stay Date Range**: These are the calendar periods that will be displayed in the report.
   - **From Date**. (Mandatory) Enter a start date range when the report will filter events by their start date and the business blocks by allotment date.
   - **To Date**. (Mandatory) Enter an end date range when the report will filter events by their start date and business blocks by allotment date.
2. **Property**: Select the property for which the events should be filtered.
3. **Block Origin**: Select Origins. This lists all of the possible values from the internal field allotment_origin. When an Origin is selected, only events from business blocks with this Origin will be considered. If no Origin is selected, all business blocks will be considered. Possible options are:
   - ORS (business blocks created in the ORS application)
   - SFA (business blocks created in the SFA application)
   - PMS (business blocks created in the PMS application)
   - SC (business blocks created in the S&C application)
   - EXT (business blocks created in an External system)
4. **Block & Events**:
   a. **Definite**: (Mandatory) Select one status code from the list of all status codes that can turn to an Actual status.
   b. **Incl Actual**: (Enabled when a Status is selected in the Definite field) Select this check box to include business blocks and events in an Actual status with the status selected in the Definite LOV.
   c. **Status**: Select Status Codes from the list except the ACTUAL status and the status selected in the Definite LOV.
   d. **Business Block**: Select specific business blocks from the Business Block Search screen for which to print the report. If none are selected, the report will print all business blocks that meet the other criteria on the report parameter screen.
   e. **Market Segments**: Select market segments by which the business blocks should be filtered. If none are selected, business blocks will not be filtered by market segments.
   f. **Covers**: Select Event Types to indicate which will be included in the Covers calculation in the reports. If no value is selected, all event types will be considered.
   g. **Block Type** (1 of the 3 options must be selected):
      - **All**: Select if all business blocks will be considered.
      - **Catering**: Select if only business blocks marked as Catering Only will be considered.

- **Rooms**: Select if only business blocks not marked as Catering Only will be considered.

5. **Print Options**:

   a. **Revenue**: One of the options must be selected, Net or Gross. The Incl Packages and/or Print Grand Total check box can be selected if either Net or Gross is selected. The Incl Packages option is described with Net and Gross examples below.

      The Print Grand Total check box, when selected, will print a final summary page which includes the Totals for each subtotal (Changes and New) and a Grand Total. If not selected, no summary page will print.

   b. **Net**: When selected, Room and Catering Revenue will be calculated as:

      - Net Room Rate is calculated as ROOM ONLY.
      - Included generates are deducted
      - Excluded generates are not added
      - Included packages and their generates are excluded
      - If Incl. Packages is selected, then Included and Excluded PMS Packages are included, but their Included and Excluded Generates are not included.

        Net Catering is calculated based on the Transaction Codes mapped in Revenue Type Cross Reference configuration (Configuration > Cashiering > Rev Type Cross Reference):

        – Included generates are deducted
        – Excluded generates are not added
        – The Incl. Packages check box has no influence on the Catering Revenue calculation.

   c. **Gross**: When selected, Room and Catering Revenue will be calculated, Gross Room Rate is calculated as:

      - Included generates are not deducted
      - Excluded generates are added
      - Excluded packages are not added
      - Included Packages and their generates are excluded
      - If Incl. Packages is selected, then Included and Excluded PMS Packages are included and so are their Included and Excluded Generates.

        Gross Catering Price is calculated based on the Transaction Codes mapped in Revenue Type Cross Reference configuration (Configuration > Cashiering > Rev Type Cross Reference):

        – Included generates are not deducted
        – Excluded generates are added
        – The Incl. Packages check box has no influence on the Catering Revenue calculation.

> **Note:**
>
> Net and Gross calculations are only done for the Current figures. Change revenue is reported as seen in OPERA.

d. **Print Grand Total**: If selected, a final summary page will print which includes the Totals for each subtotal (Changes & New) and a Grand Total.

e. **FB Revenue**: Select active Revenue Types to include in the F&B Revenue calculations in the report. If none are selected, no F&B Revenue calculation will be done.

f. **Other Revenue**: Select active Revenue Types to include in the Other Revenue calculations in the report. If none are selected, no Other Revenue will be calculated.

g. **Currency**: Select the one currency for which all revenue figures will be reported. If no value is selected, the report will be calculated using the Base Currency of the logged in Property.

h. **Owner**: (Select Owners. If no value is selected, then all Owners listed in the LOV will be considered.)

- **Overall**:  Only business blocks with this Overall Owner will be considered.
- **Rooms**: Only business blocks with this Rooms Owner will be considered.
- **Catering**:  Only business blocks with this Catering Owner will be considered.

i. **Exclude from Forecast**: (1 of the 3 options must be selected)

- **Both**: All events will be considered regardless of the Exclude from Forecast check box.
- **Yes**: Only events marked as Exclude from Forecast will be considered.
- **No**: Only events not marked as Exclude from Forecast will be considered.

j. **Group By** : (1 of the 4 options must be selected)

- Stay Month. If selected, the report will be grouped by business block stay month. For room nights and room revenue, the business blocks will be grouped based on which night the room is reserved. For event revenue, the business blocks will be grouped based on the event start date.
- **Overall Owner**: If selected, the report will be grouped by the Business Block Overall Owner.
- **Rooms Owner**: If selected, the report will be grouped by the Business Block Rooms Owner.
- **Catering Owner**: If selected, the report will be grouped by the Business Block Catering Owner.

### Report Data

1. **Business Block Owner**

   The 1st grouping may be by Owner (Rooms Owner, Catering Owner, or Overall Owner) as selected as a Group By in the report parameter screen.

   - The Owner's First and Last Name is printed in bold.
   - The Owner's name is listed by First Name in Alpha Order.

   If, for example, the report is Grouped by Rooms Owner and filtered by Catering Owner, the grouping will continue to list each of the Rooms Owners that qualify based on the other filters, as well as having the selected Catering Owner on the business blocks.

2. **Business Block Changes**

If there are business block or event production changes for the Owner for the requested production period, the ¿Changes¿ heading displays and the changes are listed in that grouping under the appropriate Status.

3. **Status Code**:

   - Each Status that has a change is listed with the Status Code and the word ¿Changes¿.
   - The Status Codes are listed in order by their configured sequence.
   - Within each Status Code, the business block is listed that contributed with a room or event change.
   - A business block will be included if it has a change to room revenue, room nights, or catering revenue during the requested production period. A business block may be listed under more than one status if the sleeping room and events are in a different status and thus contribute to a different status code.

   In the Status Code section the following columns display.

   - Block Name
   - Block ID
   - Arrival (the business block start date in the logged in Property¿s Short Date format)

   Current and Change rules apply to each of the sections in this report. Current Revenue and room nights at the time the report is printed and only including business block and events currently in that status.

   - A business block is included if the room nights, room revenue, or catering revenue had a status change during the production period in this status – last status only except if noted below. The current revenues is calculated from On the Books figures unless that business block or event is in an Actual Status. In that case, the current revenue is calculated as:
     - Current Room Nights and Room Revenue figures will be taken from reservation_stat_daily.
     - Current Event figures are taken from Billed Revenue in gem event_revenue.
   - If a business block or event turned to a Return-to-Inventory Status, the report displays 0.00 for the Current Revenue, Room Nights, and Covers.
     - **A (see example below)**: If a business block or event turned to Actual (and not DEF) during the production period and did not have a room night or revenue change during the period, that business block will not be listed in this report.
     - **B (see example below)**: If a business block or event turned to DEF and ACT during the production period, it will be listed in the New DEF/ACT grouping. The Current revenue will be calculated from statistics for rooms and room revenue and from billed revenue for events.
     - **C (see example below)**: If a business block or event turned to Actual (but not DEF) and had a change during the production period, that business block will be listed in the ACT Changes grouping.
     - **D (see example below)**: If a business block turned to DEF and Cancel during the production period, that business block will be listed in the New DEF and New CAN groupings.

       Change Revenue and room nights that changed during the requested production period for this status.

- **E (see example below)**: Last status changes to room nights and revenue during the production period.
  - If a business block turned to a Return-to-Inventory Status during the production period, the Change Revenue is reported as a negative.
  - If an Actual business block or event had a change to room nights or revenue during the production period, that change is reported here and will be calculated as:
    - Room Revenue. Changes will be calculated from the production logs.
    - Catering Revenue (Billed Revenue and Production) excluding ACT Production from the requested production period. Any event with a change in gem$event_revenue or event$changes will be included.

- **Examples**: Report generated for Production Dates July 1 and July 31, 2013
  - **A** : Business block turned to DEF on June 15th, 2013.

    Business block turned to ACT on July 2nd, 2013.

    No other changes in July 2013.

    That business block would not be included in the report.

    There will never be a New ACT grouping in the report.
  - **B** : Business block turned to DEF on July 2nd 2013 with 100.00 Catering Revenue / 3450.00 Room Revenue / 30 Room Nights. All rooms picked-up at 3450.00 room revenue / 30 room nights.

    Business block turned to ACT on July 5th, 2013.

    No other changes in July 2013.

    That business block will be included in the New DEF/ACT grouping with the following figures:
    - Current catering revenue = 100.00, Current room revenue =3450.00, Current room nights = 30.
    - Change catering revenue = 100.00, Change room revenue = 3450.00, Change room nights = 30.
  - **C** : Business block turned to DEF on June 15th, 2013.

    Business block turned to ACT on July 2nd, 2013 with 36,000.00 Catering Revenue / 1000.00 Room Rev.

    Business block added 300.00 catering revenue on July 2nd, 2013 / No Room changes Business block will be included in the ACT Changes grouping in this report with the following figures:
    - Current catering revenue = 36,300.00. Current room revenue - 275,000.00. Current room nights = 1000.
    - Change catering revenue = 300.00. Change room revenue = 0.00. Change room nights = 0.
  - **D**: Business block turned to DEF on July 15th, 2013 with 100.00 Catering Revenue / 3450.00 Room Revenue / 30 Room Nights.
    - Business Block added 300.00 Catering Revenue / 6750.00 Room Revenue / 3 Room Nights on July 17th, 2013
    - Business block turned to CAN on July 20th.

Business Block will be included in the New DEF grouping in this report with the following figures:

* Current catering revenue = 0.00, Current room revenue = 0.00, Current room nights = 0.
* Change catering revenue = 400.00, Change room revenue = 4,125.00, Change room nights = 33

Business Block will be also included in the New CAN grouping in this report with the:

* Current catering revenue = 0.00, Current room revenue = 0.00, Current room nights = 0.
* Change catering revenue = -400.00, Change room revenue = -4,125.00, Change room nights = 33.

– **E**: Business block turned to TEN on July 2nd, 2013 with 20 room nights / 2000.00 room revenue.

  Business block added 10 room nights / 1500.00 on July 3rd, 2013

  Business block turned to DEF on July 7th, 2013

  Business block added 3 room nights / 450.00 on July 20th, 2013

  Business block will be included in the New DEF grouping with Current & Change the same:

  * Current figures calculated from OTB as 33 room nights / 3950.00 room revenue
  * Change figures calculated from OTB as 33 room nights / 3950.00 room revenue

FB Revenue and Revenue Types to consider determined by the values selected in the FB Revenue filter in the report parameter screen. If no values have been selected in the parameter screen, no calculation will be done for these fields.

– Current: The FB Revenue as of the time the report is printed and only including events currently in that status.
  * If a business block is in a Return-to-Inventory Status, report displays 0.00.
– Change: The FB Revenue that changed during the requested production period for this status.
  * If a business block turned to a Return-to-Inventory Status during the production period, the Change Revenue is the full value of the F&B event revenue and is reported as a negative.

Other Revenue - Revenue Types to consider determined by the values selected in the Other Revenue filter in the report parameter screen.

– Current: The Other Revenue as of the time the report is printed and only including events currently in that status.
  * If a business block is in a Return-to-Inventory Status, report displays 0.00.
– Change: The Other Revenue that changed during the requested production period for this status.
  * If a business block turned to a Return-to-Inventory Status during the production period, the Change Revenue is the full value of the Other event revenue and is reported as a negative.

Room Nights

- Current: The Room Nights as of the time the report is printed. Current Room Nights are included in the status grouping based on the business block's status at the time the report is run.
  - If a business block is in a Return-to-Inventory Status, the report displays report 0.00.
- Change: The Room Nights that changed during the requested production period. Change Room Nights are included in the status grouping based on the business block's status when the change was made.
  - If a business block turned to a Return-to-Inventory Status during the production period, the Change Room Nights are the total number of rooms and is reported as a negative.

ADR

- Current: Calculated as (Current Rooms Revenue ÷ Current Room Nights). If a business block is in a Return-to-Inventory Status, the report displays 0.00.
- Change: Calculated as (Current ADR (Current Rooms Revenue and Change Rooms Revenue) ÷ (Current Room Nights and Change Room Nights).

Rooms Revenue

- Current: The Rooms Revenue as of the time the report is printed. Current Room Revenue will be included in the status grouping based on the business block's status at the time the report is run.
  - If a business block is in a Return-to-Inventory Status, the report displays 0.00.
- Change: The Room Revenue that changed during the requested production period. Change Room Revenue is included in the status grouping based on the business block's status when the change was made.
  - If a business block turned to a Return-to-Inventory Status during the production period, the Change Revenue is the full value of the room revenue and will be reported as a negative.

Current

- Covers: This value is populated with the sum of the Attendees for all of the Events for this business block and status and filtered by the Event Types selected in the Covers filter in the report parameter screen. If no value is selected, all Event Types will be considered.
  - If the event is Actual, the Actual Attendees are reported.
  - If the event is not Actual and Guaranteed Attendees is populated, the Guaranteed Attendees are reported.
  - If the event is not Actual and Guaranteed Attendees is NOT populated, the Expected Attendees are reported.
  - If the event is in a Return-to-Inventory status, the report displays 0.00.
- Avg Check and Calculated (Current FB Revenue ÷ Current Covers).
  - For events in a Return-to-Inventory status, the report displays 0.00.

At the end of each Status Changes grouping is a Total Status Changes line totaling each of the columns above.

New Status Changes Grouping:

- If the Owner has a business block or event that changed status during the requested period, the heading and New Status Changes appears.

- All of the columns detailed above are included. For the New Status records, the Current and Change columns will be the same (except for the New DEF/ACT grouping).
- At the end of each New Status grouping a Total New Status line appears that totals each of the columns above (ADR & Avg Check calculations to remain as detailed above).
- At the end of each New Status section (per Owner) a Total New Status ¿ [Owner First + Last Name] line totaling all of the Bookings for this Owner.
- At the end of each Owner grouping is a Total [Owner First + Last Name] that totals the Total Changes and Total New Statuses lines.
- If the Print Grand Total check box is selected in the report parameter screen, an additional page with Totals & Grand Total displays.

Grouped By Stay Month

This option prints when Stay Month is selected as a Group By in the report parameter screen.

The 1st grouping is by Business Block Stay Month. The report is then grouped and sorted as detailed above and the Totals are done on the stay month grouping instead of the Owner.

**Note:**

Current Catering figures are calculated using the standard calculation for catering forecasting.

If the Use Forecast Revenue OPERA Control is active:

- If the Use Forecast Revenue check box is selected in the main Events screen, only Forecast Revenue for that Event will be reported. If the Use Forecast Revenue Only check box is not selected in the main Events screen, the Expected Revenue for that Event will be reported.
- If the Event is in an Actual status, the Billed Revenue for that Event will be reported.

If the Use Forecast Revenue OPERA Control is not active, the report will evaluate each Revenue Type for each Event.

- If there is Guaranteed Rev, it will be reported.
- If there is no Guaranteed Rev but there is Expected Rev, Expected Rev will be reported. If there is no Expected Rev but there is Forecast Rev, Forecast Rev will be reported.
- If the Event is in an Actual status, it will be reported as Billed Revenue.
- Once Expected Revenue is added to the event, Forecast Revenue will be ignored for that Event and Revenue Type. So, even if the Resource is deleted, Forecast Revenue will no longer be reported.

## Pro Forma Invoice Generates Report (Rep_Proforma_Invoice)

Prerequisites for Pro Forma Invoice Generates Report

The Pro Forma Invoice Generates Report details guest rooms, all catering packages, events, and resources booked on a block in a billing format. Apart from the event and resource descriptions, the number of units booked, the price per unit, and the total price are printed in a list format. The report can provide a sub-total and page break per day and can also be printed for single events.

> **Note:**
>
> The text labels in this report can be translated into additional languages. For more information, see Configuring Stationery Custom Message Texts

**Selection Criteria**

1. **Property**: Select the property for which the report should be printed.
2. **Event Date From**: Enter the event start date.
3. **Event Date To**: Enter the event end date.
4. **Arrival Date From**: Enter the booking's arrival from date.
5. **Arrival Date To**: Enter printing the booking's arrival to date.
6. **Departure Date From**: Enter the booking's departure from date.
7. **Departure Date To**: Enter the booking's departure to date.
8. **Business Block**: The block name.
9. **Block Status**: Allows the inclusion of only blocks on the defined status.
10. **Event**: Allows for the selection of specific events to be included in the report. When the event is Actual (ACT), only the Billed or Actual Revenues print on the report.
11. **Event Status**: Allows the inclusion of only bookings on the defined status. Lost or canceled events can be excluded from printing using this filter.
12. **Package ID**: This filter allows for the selection of only packages for which to print the Pro Forma Invoice without the inclusion of non-package events. The filter cannot be used in conjunction with the Event filter and vice versa.
13. **Print Account**: Print Account defaults to the Account marked as PT for the Business Block from the Name Select screen. If a different Account should be printed on the Banquet Event Order (BEO), select the list to select another Account already linked to the business block.
14. **Print Contract**: Print Contact defaults to the contact marked as PT for the block from the Name Select screen. If a different contact should be printed on the Banquet Event Order (BEO), select the list to select another Contact already linked to the business block.
15. **Address Format**: This option allows the selection of a configured address format other than the sales office default. It works in conjunction with the selected Address Type.
16. **Address Type**: This option will allow the selection of an address type other than the primary address of the attached account.

**Rooms and Event Details:**

1. **Print Guest Rooms**: When selected, the report output displays rooms booked. If Room Pools are configured, the report shows the room amounts by Room Pools by default. If Room Pools are not configured, the report shows the room amounts by Room Types. If selected, the report output prints the Room Pools/Room Types per day and prints rates in the selected currency. The rates will be net, including the packages.

2. **Print Event Details**: When left unchecked, the details of the event (Menus, Items, Function Space) will not print in the report. It is recommended that this option be left unchecked when the event is in an Actual status and the Billed Revenue is updated at the event level.
3. **Display Discounts**: Select this check box to display the discounted percentage and discounted price of a Resource: Space, Menu, or Item. The original price also displays for comparison. A summary at the end of the report displays the 'Total Discount xxx.xx' for all resources. This informs guests of how much they saved.
4. **Print Generates With Each Item**: This check box is available only if Print Summary is selected. If selected, then all generates for both events and guest rooms are combined into one line item in the Summary, Inclusive Generates or Exclusive Generates. If there are both inclusive and exclusive generates, then two lines will print, one reading Inclusive Generates and one reading Exclusive Generates. If Print Generates Combined is not selected and Print Summary is selected, the generates should be included in the Summary section summarized by transaction code description.
5. **Print Summary**: If checked, a summary per configured revenue type prints in between the detailed breakdown and the final totals of the report. The summary is per day if the Page Break per Day flag is checked, otherwise the summary is done for the whole booking. Any package revenues are not split into the internally configured revenue types. Instead, a virtual revenue type called Package Revenue appears in the summary section that shows all revenue generated from catering packages.
6. **Print Generates Combined**: This check box is available only if Print Summary is selected. If selected, then all generates are combined into one line item in the Summary, Inclusive Generates or Exclusive Generates. If there are both inclusive and exclusive generates, then two lines will print, one reading Inclusive Generates and one reading Exclusive Generates. If Print Generates Combined is not selected and Print Summary is selected, the generates should be included in the Summary section summarized by transaction code description.

**Report Data**

1. **Print Date**: When this option is selected, the date the report is run prints in the bottom left-hand corner of the report.
2. **Print Time**: When this option is selected, the time the report is run prints in the bottom left-hand corner of the report.
3. **Print Page Break Per Day**: This inserts a page break per day with a total calculation (including tax and service charge calculation) for each day per booking for bookings that span several days of catering events. No deposit information is considered when selecting to print the report with the flag checked; this is because deposits are not stay date specific, and it is not possible to determine the date against which the posted catering deposits would need to be offset.
4. **Print Deposit**: Select one of the following check box options to print their associated deposits: Catering, Rooms, Unallocated, or All.
5. **Currency**: Select the currency to use for printing revenues.

## Quote Report (sample_sc_quote)

The Quote report provides day-by-day accommodation and event details. As a customizable stationery template, you can produce a quote detailing the Accommodation, PMS Packages for City Tax and/or Breakfast Packages, Catering Packages, Events, and Event Resources. The quote includes conditional text that you can modify or remove, areas to add your properties photos and logo, plus the ability to generate the quote in different languages (available when

the Multi-language OPERA Control is active). The report contains several sections: the detail of the event, the specific conditions of the sale, the general conditions of the sale, and the approval page for the customer signature.

### Quote Report Overview

Some information on calculations and configuration, include:

- Net amounts for guest rooms include PMS package elements: Net amounts do not include generates/taxes for the guest room or for included PMS packages.
- Gross amounts include all generates/taxes. A check box on the report parameter screen (Add Excluded Pkg Elements to Gross Revenue) allows you to include or exclude "excluded" PMS package elements in the gross price and revenue. If selected, excluded PMS package elements and their generates are included in the gross amount for room rate and room revenue. If not selected, these excluded elements will not be part of the gross room rate and revenue.
- Catering revenue net and gross values are based on transaction code generates, depending on the revenue type cross reference configured for the catering revenue type in Revenue Type Mapping.
- Rooms Revenue is calculated based on generates linked to the room's transaction codes. When packages are included in the room rate, these are not deducted for the net amount, but their respective generates and taxes are deducted.
- City tax is calculated as a total amount across the entire business block. City tax must be set up as an excluded PMS package element and selected on the report parameter screen (City Tax Pkg) for the amount to be correctly calculated.
- If several events are configured for the same date with the same start and end dates, same event type, same set-up style, same number of attendees, and same space rental revenue, these events will print combined into one line, rather than separately (for example, for break-out rooms). Any non-F&B (food and beverage) resources that are attached to several of these combined events and are the same item and same price across these combined events also print combined into one line underneath the combined events line. Menus will NOT print combined, even if the same menu may be attached to several of the combined events.
- You can select Business Block Notes and Banking Notes (from Property Notes) from the report parameter.
- If a deposit schedule is entered for the business block, it prints in the terms and conditions area of the report.
- Consumption based menus/menu items do not print revenue and taxes on the report. The quantity of menu items always appears as “1” for consumption-based menu items on the report, irrespective of what is entered as the quantity in OPERA Cloud. If two consumption-based menus containing the same non-included menu items are booked for the same event, the menu items print for both menus.
- This report contains a lot of conditional text for the catering section of the report based on event types. You can remove or amend the conditional text according to your needs.

### Selection Criteria

- **Property**: Enter or select a property. You can select multiple properties from a hub location.
- **Business Block**: Select the business block(s) from which you want to generate a quote. The Business Block ID defaults when this report is called from the Blocks module. (This report cannot be printed over a date range, only for specific business blocks.)

- **Block Note Type**: Select the business block note types to print on the report. Only notes selected as External print on the report.
- **Event Status**: Select the event statuses of events to be included in the report (typically not those that were lost or canceled).
- **Breakfast Package**: Select PMS package codes that represent breakfast packages. These are used in the accommodation section of the report to indicate whether breakfast is included or excluded from the rate.
- **City Tax Package**: Select one PMS package code that represents the city tax. This is used to calculate the city tax on accommodations.
- **Print Account**: This displays the account name that prints on the report, depending on the selected Print Account on the business block.
- **Print Contact**: Displays the contact's name that prints on the report, depending on the selected Print Contact on the business block.
- **Note Type for Banking Notes**: Select the Note Type for Banking Notes to Print. A list displays all note types that are configured for property notes.
- **Add Excluded Pkg Elements to Gross Revenue**: When selected, excluded package elements and their taxes are added to the gross revenue amount calculation. When not selected, excluded package elements and their taxes are not added to the gross revenue calculation.
- **Increase Quote Reference Number**: Select check box to increase the quote reference number in the block details; indicating changes have been made to the original quote generated. (Available when the Use Quote Reference Number OPERA Control is active).
- **Currency**: Select a currency from this list. This selection allows the conversion of foreign currency to a property's base or catering currency when the foreign currency has a defined exchange rate for the Posting Exchange type. (Available when the Ability to Quote Rates in Foreign Currencies OPERA Control is active.)
- **Exchange Rate Date**: If selected, enter a date, or use the calendar tool to select the effective date of the exchange rate for the specified currency. The prices in the report are calculated using the exchange rate for the specified currency as it was on that date.
- **Creation Date**: If selected, the exchange rate for the specified currency is calculated based on the exchange rate as it was on the booking creation date.
- **Distributed Date**: If selected, the exchange rate for the specified currency is calculated based on the exchange rate as it was on the date the Distributed Date check box was selected.

## Room and Catering Revenue Pace (BI) (rep_room_cat_rev_pace_bi.rtf with rep_room_cat_rev_pace_bi.fmx)

### Prerequisites for Room and Catering Revenue Pace (BI)

The Room and Catering Revenue Pace (BI) report displays room and event revenue by Stay Period for the requested Production Period. It also displays the On the Books forecast revenue for the same Stay Period with a comparison to OBI Budgeted Revenue, Same Time Last Year (STLY), and Actual Last Year (ACTLY) figures.

This report is a BI Publisher report. Customizing the report is not recommended. The following are the report elements:

- Report Name = Room and Catering Revenue Pace (BI)

- File Name = rep_room_cat_rev_pace_bi.rtf
- Form to run = rep_room_cat_rev_pace_bi.fmx
- Data Template = rep_room_cat_rev_pace_bi.odt

**Selection Criteria**

**Production Period Section**

Each change to Room and Event Revenue or Status is recorded in production change logs. When dates are entered in the Production From and To Date fields, those dates are used as filters when querying the logs. To illustrate, a business block that is created on status TEN in April 2018 with a start date in October 2018 turns to DEF in June 2018. In this scenario there would be two entries in the status change log for this business block: one for the creation of the business block on status TEN in April 2018 and one for the status change to DEF in June 2018. If revenue is added to the DEF business block in July 2018, another change log entry will be written to record that revenue. Because they filter on a date when something has already happened in OPERA, the dates entered here should be for today's date or earlier. Separate change log entries are written for room and event status and revenue changes.

For STLY calculations, the report displays the Production Date From as null and the Production Date To as the Production Date entered here, minus one year.

- **From.** (Mandatory). Enter the calendar date to indicate the beginning of the Production Period for which the report is to be filtered. Room Revenue is filtered on the business block change date and Catering Revenue is filtered on the event change date.
- **To.** (Mandatory). Enter the calendar date to indicate the end of the Production Period for which the report is to be filtered.

**Stay Dates** These dates define the stay periods that display in the report. The calculations for STLY are affected by the Same Time Last Year/Fixed Stay Dates check box. When the Fixed Stay Date check box is selected, the Stay Dates in STLY are the same as those entered here. When the check box is not selected, the Stay Dates in STLY are the Stay Dates entered, minus one year.

- **From.** (Mandatory). Enter a start date range when the report will filter events by their start date and the business blocks by allotment date.
- **To.** (Mandatory). Enter an end date range when the report will filter events by their start date and business blocks by allotment date.

**Property.** Select the property for which the report should be printed. When you are logged in at the hub level, the property LOV is multi select, which allows you to run the report for multiple properties.

**Origin.** Select Origins. This LOV lists all of the possible values from the internal field allotment_origin values from the Business Block header. When a value is selected, only events from business blocks with this origin are considered. If no value is selected, all business blocks are considered. Possible values are based on the user who created the block and the Act As and At values set on the user in Role Manager.

- If the Act As value = Conference Sales Person, and the At value = Property level, then the block is indicated as Sales and Catering.
- If the Act As value = Reservation Sales Person, and the At value = Central, then the block is indicated as ORS.
- If the Act As value = External System, then At value = not required, and the block is indicated as EXT.

- If the Act As value = Reservation Sales Person, and the At value = Property, then the block is indicated as PMS.
- If the Act As value = Conference Sales Person, and the At value = Central level, then the block is indicated as SFA.

**Block:**

**New Definite.** (Mandatory). Select one status code from a list of all status codes that can turn to an Actual status. The New Definite column will be calculated based on the business blocks and events that turned to this status during the requested production period.

**Incl. Actual.** (Enabled when a Status is selected in the New Definite field). Select this check box to include Actual business blocks and events with the figures in the Definite On the Books section totals.

**Cancel. (Mandatory).** Select status codes from a list of all return-to-inventory statuses. The Cancel column are calculated based on the business blocks and events that turned to this status during the requested production period. All figures are reported as a negative.

**OTB Status 2.** (Mandatory). Select one or more status codes from a list of all status codes. The 1st column in the last On the Books section are calculated based on the business blocks and events currently in this status for the stay period.

**OTB Status 3.** (Mandatory). Select one of more status codes from a list of all status codes. The 2nd column in the last On the Books section are calculated based on the business blocks and events currently in this status for the stay period.

**Revenue** – One of the options must be selected: Net or Gross. The Incl Packages check box can be selected if either Net or Gross is selected.

- **Net.** When selected, Room and Catering Revenue are calculated as:
  - Net Room Rate is calculated as ROOM ONLY.
    - Included generates are deducted
    - Excluded generates are not added
    - Included packages and their generates are excluded
    - If Incl. Packages is selected, then Included & Excluded PMS Packages are included but their Included & Excluded Generates are not included.
- Net Catering is calculated based on the Transaction Codes mapped in Revenue Type Cross Reference configuration (Administration> Financial> Transaction Management> Revenue Type Mapping):
  - Included generates are deducted.
  - Excluded generates are not added.
  - The Incl. Packages check box has no influence on the Catering Revenue calculation.

**Gross.** When selected, Room and Catering Revenue are calculated as:

- Gross Room Rate is calculated as:
  - Included generates are not deducted.
  - Excluded generates are added.
  - Excluded packages are not added.
  - Included Packages and their generates are excluded.

  - If Incl. Packages is selected, then Included and Excluded PMS Packages are included and so are their Included & Excluded Generates.

 Gross Catering Price is calculated based on the Transaction Codes mapped in Revenue Type Cross Reference configuration (Administration> Financial> Transaction Management> Revenue Type Mapping):

- Included generates are not deducted.
- Excluded generates are added.
- The Incl. Packages check box has no influence on the Catering Revenue calculation.

> **Note:**
>
> Net and Gross calculations are only done for On the Books and ACTLY calculations. All other revenue is reported as seen in OPERA.

**Cat Rev.** This LOV lists all active revenue types. Select the revenue types to be used when calculating Cat Rev in this report. If no value is selected, all Revenue Types are considered.

**Currency.** Select the currency to be used for calculating the figures in this report. All figures are reported in the selected currency. If no value is selected, the report are calculated using the Base Currency of the logged in Property.

**Owner.** All 3 filters are multi-select. Select one or more Owners. If no value is selected, then all Owners listed in the LOV are considered.

- **Overall Owner.** Only business blocks with this Overall Owner are considered.
- **Rooms Owner.** Only business blocks with this Rooms Owner are considered.
- **Catering Owner.** Only business blocks with this Catering Owner are considered.

**Exclude from Forecast Event** (1 of the 3 options must be selected).

- Both. All events are considered regardless of the Exclude from Forecast check box.
- Yes. Only events marked as Exclude from Forecast are considered.
- No. Only events not marked as Exclude from Forecast are considered.

**Block Type** (1 of the 3 options must be selected).

- **All.** Select if all business blocks should be considered. When selected, the Combine check box appears. See description below.
- **Catering.** Select if only business blocks marked as Catering Only will be considered.
- **Rooms.** Select if only business blocks not marked as Catering Only will be considered.
- **Combine.** This check box is only visible when the Block Type All is selected. When Combine is selected, room revenue and catering revenue figures are combined. When unselected, room revenue and catering revenue figures are separated by block type:
  - The Rm Rev - Rms (Room Revenue from business blocks where the Catering Only check box is not selected) and Rm Rev - Cat (Room Revenue from business blocks where the Catering Only check box is selected) figures are combined. The report label reads Room Rev and includes: Production, On the Books, Pace and On the Books). The Revenue, Budget and Variance figures are also combined.
  - The Cat Rev - Rms (Event Revenue from business blocks where All or Rooms is selected) and Cat Rev - Cat (Event Revenue from business blocks where Catering is selected) figures are combined. The report label reads Cat Rev and includes:

Production, On the Books, Pace and On the Books). The Revenue, Budget and Variance figures are also combined.

**Same Time Last Year.** Select how you want the calculations made for STLY.

- When the Fixed Stay Date check box is selected, the Stay Dates in STLY are the same as those entered in Stay Dates To/From fields. When the check box is not selected, the Stay Dates in STLY are the dates entered in the Stay Dates To/From fields, minus one year.

### Report Data

This is a Rooms and Catering revenue pace report that is sorted by Property and Year and grouped by Calendar Period.

### Row Headers

- **Rm Rev-Rms** – Room Revenue from business blocks where All or Rooms is selected in the report parameter Block Type.
- **Rm Rev-Cat** – Room Revenue from business blocks where Catering is selected in the report parameter Block Type.
- **Cat Rev-Rms** – Event Revenue from business blocks where All or Rooms is selected in the report parameter Block Type.
- **Cat Rev-Cat** – Event Revenue from business blocks where Catering is selected in the report parameter Block Type.

### Production Period Section

Figures in these columns are filtered on the Production Period and Stay Dates.

- **New DEF** – Calculated from business blocks and events that turned Definite during the Production Period. Definite is determined by the New Definite filter in the report parameter screen.
- **Cancel** – Calculated from business blocks and events that turned to Cancel during the Production Period. These numbers are always reported as a negative. Cancel is determined by the Cancel filter in the report parameter screen.
- **Reval** – (Revaluations) Calculated from business blocks and events that were already Definite when the Production Period began and had a change during the Production Period while still in Definite. Definite is determined by the New Definite filter in the report parameter screen.
- **Slippage** – This is calculated from business blocks and events that were already Actual when the Production Period began and had a change during the Production Period.

An example of the above columns:

- In June 2019, Block turns DEF with 100 Rooms.
- In July 2019, Block drops to 95 Rooms (still DEF).
- In August 2019, Block turns to ACT with 97 Rooms.

If the report is run for Production Period June – August 2018, the results are:

- NEW DEF +100 rooms
- Reval -5 rooms
- Slippage +2 rooms
- Catering Slippage is calculated for each event as Billed Revenue – Production (excluding ACT Production from the requested production period).

**Net Change** - Net Change = ( New Definite + Cancel + Reval + Slippage).

> **Note:**
>
> The Production Period figures are calculated from the following tables:
> Room Revenue - Status change dates are taken from booking_status_changes. Room Revenue is calculated from allotment_changes. If the business block is in an Actual status, the Revenue is calculated from reservation_stat_daily.
>
> Catering Production – Status change dates are taken from event$status_changes. Revenue is calculated from event$changes. If the event is in an Actual status, the Revenue is calculated from the billed revenue in gem$event_revenue.

**1st On the Books Section**

- **1st Column** – The column header is updated with the Status Code selected in the New Definite filter in the report parameter screen and the Actual Status Code, if Incl. Actual is selected in the report parameter screen. The data is the revenue for business blocks and events currently in the Definite or Actual Status for that Stay Period.
- **Budget** – Budget for the Stay Period as entered in the OBI Budget Forecast module.
- **STLY** – (Same Time Last Year) Revenue for the Production and Stay Dates minus 1 Year. For Business Blocks with a last status of Actual, the room revenue figures are calculated from reservation_stat_daily. For Events with a last status of Actual, the catering revenue figures are calculated from billed revenue.
- **ACTLY** – (Actual Last Year) Picked-up Room Revenue and Billed Event Revenue for Actual business blocks and events for the Stay Dates minus 1 Year (Production Period is not considered).

  An example of the above columns:

  – Production Dates in the parameter screen: Jan 2019 – Feb 2019
  – Stay Dates in the parameter screen: Jan 2019 – Dec 2019
  – New DEF in the parameter screen: DEF Incl Actual is checked

On the Books columns calculations as follows:

- **ACT/DEF** - Current figures for business blocks currently in an ACT or DEF status with a stay date between Jan 2019 – Dec 2019.
- **ACTLY** - Current figures for business blocks currently in an ACT or DEF status with a stay date between Jan 2018 – Dec 2018.
- **STLY** - Calculated using the following filters:
  – Production Dates: Jan 2018 – Feb 2018
  – Stay Dates: Jan 2013 – Dec 2018
  – Status: business blocks with a LAST status of ACT or DEF during that period.

**Pace Section:**

- Var to Budget Revenue = ACT/DEF – Budget
- Var to Budget % = (ACT/DEF ÷ Budget) × 100
- Var to STLY = ACT/DEF – STLY

- Var to STLY % = (ACT/DEF ÷ STLY) × 100
- Var to ACTLY = ACT/DEF – ACTLY
- Var to ACTLY % = (ACT/DEF ÷ ACTLY) × 100

**2nd On the Books Section:**

This section calculates Revenue for business blocks and events currently in the OTB Statuses selected in the report parameter screen.

- **1st Column** – The column header is updated with the Status Code selected in the OTB Status 2 filter in the report parameter screen. The data is the revenue for business blocks and events currently in that Status.
- **2nd Column** – The column header is updated with the Status Code selected in the OTB Status 3 filter in the report parameter screen. The data is the revenue for business blocks and events currently in that Status.

# Catering Configuration Reports

Prerequisites for Catering Configuration Reports

The following Event Resource Configuration reports are available:

**Daily Menu Item List (rep_menuitem.rep with rep_menuitem.fmx)**: This report provides a list of menu items with numbers expected, guaranteed, and actual separately for each day of the selected date range. This is an ideal report to use as a forecast and guide for the kitchen in preparing food orders for the future.

**Menu Information (rep_menuinfo.rep with rep_menuinfo.fmx)**: This configuration report allows you to check whether all catering menus are entered into the system and that they are configured correctly. It typically is printed after the initial input of configuration data or if catering menus are changed.

**Menu Item List (rep_mitemdtl.rep with rep_mitemdtl.fmx)**: This report is helpful in reviewing the configured menu items with their internal criteria. It is typically generated during and after configuration of menu items to verify that all relevant data is entered. The same is applicable when menus and menu items are changed.

## Daily Menu Item List (rep_menuitem.rep with rep_menuitem.fmx)

This report provides a list of menu items with numbers expected, guaranteed, and actual separately for each day of the selected date range. This is an ideal report to use as a forecast and guide for the kitchen in preparing food orders for the future.

If ordered for the past, it is a good indication of the more popular versus the less popular food items sold.

**Selection Criteria**

**Property**: Enter or select the property. You can select multiple properties from a hub location.

**Data Range From/To Date.** Includes menu items sold on days included in the date range.

**Business Block.** Select Business Blocks for this report.

> **Note:**
>
> When selecting a Master Block ID in the Bus. Block filter, OPERA Cloud also includes the Sub Block IDs linked to that Master. The report then prints all events linked to the Master and its Sub Blocks. If a Sub Block ID is selected, only events linked to that sub Block will be printed.

**Event Type.** Select event types for this report.

**Event Status.** Select event statuses for this report.

**Department.** You can select (single or multi select) the department responsible for a menu item. If an item is assigned to several departments, it prints in each department section.

**Menu Class.** Allows filtering of the configured items by the selected menu classes.

#### Report Data

The report is grouped by responsible department and then sorted in date order. Within each date, the menu name is printed with the menu items listed below it in alphabetical order. If an item is configured with several responsible departments, it prints in the sections of all departments it is assigned to.

Data printed for each menu item is: Menu item name (alphabetically), numbers expected, guaranteed, set and actual, Unit Price, Total Price, Unit Cost, and Total Cost. A sub-total is displayed at the end of each menu entry per date, and a grand total is displayed for each responsible department.

## Menu Information (Rep_Menuinfo.Rep with Rep_Menuinfo.fmx)

The Menu Information report is a configuration report that allows you to check whether all catering menus have been entered into the system and configured correctly. You would typically print the report after initially inputting configuration data or after changing catering menus.

#### Selection Criteria

**Property**. Select the property for which the report should be printed.

**Menu Class**. Select menu classes to include in the report.

**Menu**. Select specific menus by name to include in the report.

**Print Menu Details**. If you select Yes, the report prints details of the menu items that make up the menu, like course order, menu item name, portion, container, and so on as listed below in Report Data. If you select No, only the menu name, price, serving, article number, resort, and events for which this menu is available print for each menu.

**Print Revenue Type**. If you select Yes, the revenue types that are linked to the menu print together with their appropriate share of the menu price, cost, internal quote, and margin. If you select No, the information is suppressed.

#### Report Data

The report is sorted alphabetically in menu class order and within each class by menu name order. If neither menu details nor revenue types are selected, the following information is

printed for each menu: menu name, price, serving, article number, resort, and events for which this menu is available.

If you select Print Menu Details, the following additional info prints for each menu item that is part if the menu: course, course order, menu item name, included Y/N, demand factor, unit price, serving, portion, and container.

If you select Revenue Type, the following details print: revenue type (any revenue types linked to the menu), cost, internal quote, margin and margin percent - difference between cost price and internal quote (internal sales price), menu price share of that revenue type and margin / margin percent - difference between cost price and menu price (quoted sales price).

## Menu Item List (Rep_Mitemdtl.Rep with Rep_Mitemdtl.fmx)

This report is helpful in reviewing the configured menu items with their internal criteria. It is typically printed during and after configuration of menu items to verify that all relevant data was entered. The same would apply when menus and menu items are changed. You can print the report at any time to review the current catering menu item configuration on paper.

### Selection Criteria

**Property**. Select the property for which the report should be printed.

**Print Detailed Item (Yes/No)**. If you select Yes, additional item information is printed for each item. See the Report Data section for details.

**Menu Item Type**. Select only food items, only beverage items, or both.

**Sort Order**. You can arrange the report in menu item name order or in article number order.

**Menu Class**. Select specific menu classes to include in the report.

**Department List**. Select specific departments to include in the report print.

**Event Types**. Select specific event types for which the printed menu items are available/linked to.

### Report Data

The reports primary sort order is always by menu item class. Within each class, you can sort the report either by article number or by menu item name, depending on the selection on the report form. For each menu item, the following information prints: article number, menu item name (all three lines is used – first line prints bold), inclusive Y/N, revenue type, sales price, cost, serving, department, and events that are linked to the menu item (for which the menu item is available).

If you select Print Details on the report order form, additional information for each menu item is printed, including the following: restrictions, description, beverage Y/N, portion, year, print Y/N, and container.

# Commissions Reports

**Commissions Pre Payment (prepayment with TAC3.FMX))** : Provides the same information displayed in the commission processing screen. This includes all reservations that are placed in commission processing because a travel agent or source profile is attached to the reservation.

**Paid Commissions (postpayment)**: Provides the same information displayed in the commission register screen. This includes all reservations and corresponding travel agents/ source profiles that were processed.

**Payment Activity (chkregister with TAC5.FMX)**: The report shows all checks printed for each bank account.

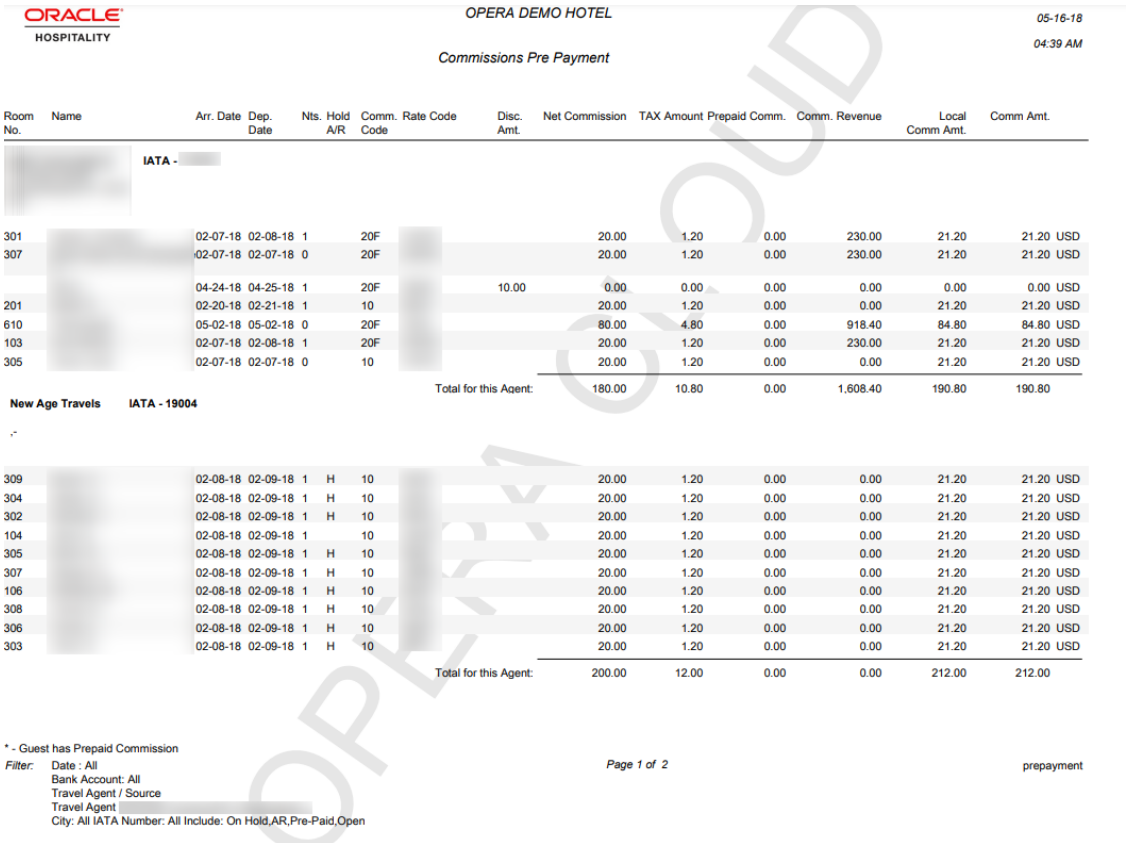
**Transferred Commissions (comtransfer with TAC6.FMX)**: Shows the reservations that are in commission payment processing by an agent or by a source for the selected departure date or date range. Each guest record includes commission amount details. The report also shows grand total commissions information for all agents and sources.

**Travel Agent Master Listing (tamaster with TAC2.FMX)**: Includes all configured travel agent profiles in the property. The information displayed includes the travel agent address, IATA number, phone number and commission code.

**Travel Agent Summary (ta_summary with TAC7.FMX)**: A month-by-month digest of commissions, room revenue, non-room revenue, room nights, number of guests, guest nights, and no show and cancelled reservations for each travel agent.

## Commissions Prepayment Report (prepayment)

**Commissions Pre Payment** (prepayment with TAC3.FMX) – Provides the same information displayed in the commission processing screen. This includes all reservations that are placed in commission processing because a travel agent or source profile is attached to the reservation.



ORACLE HOSPITALITY

OPERA DEMO HOTEL

05-16-18
04:39 AM

*Commissions Pre Payment*

| Room No. | Name | Arr. Date | Dep. Date | Nts. | Hold A/R | Comm. Code | Rate Code | Disc. Amt. | Net Commission | TAX Amount | Prepaid Comm. | Comm. Revenue | Local Comm Amt. | Comm Amt. |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | IATA - | | | | | | | | | | | | | |
| 301 | | 02-07-18 | 02-08-18 | 1 | | 20F | | | 20.00 | 1.20 | 0.00 | 230.00 | 21.20 | 21.20 USD |
| 307 | | 02-07-18 | 02-07-18 | 0 | | 20F | | | 20.00 | 1.20 | 0.00 | 230.00 | 21.20 | 21.20 USD |
| | | 04-24-18 | 04-25-18 | 1 | | 20F | | 10.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 USD |
| 201 | | 02-20-18 | 02-21-18 | 1 | | 10 | | | 20.00 | 1.20 | 0.00 | 0.00 | 21.20 | 21.20 USD |
| 610 | | 05-02-18 | 05-02-18 | 0 | | 20F | | | 80.00 | 4.80 | 0.00 | 918.40 | 84.80 | 84.80 USD |
| 103 | | 02-07-18 | 02-08-18 | 1 | | 20F | | | 20.00 | 1.20 | 0.00 | 230.00 | 21.20 | 21.20 USD |
| 305 | | 02-07-18 | 02-07-18 | 0 | | 10 | | | 20.00 | 1.20 | 0.00 | 0.00 | 21.20 | 21.20 USD |
| | | | | | | | Total for this Agent: | | 180.00 | 10.80 | 0.00 | 1,608.40 | 190.80 | 190.80 |
| New Age Travels | IATA - 19004 | | | | | | | | | | | | | |
| 309 | | 02-08-18 | 02-09-18 | 1 | H | 10 | | | 20.00 | 1.20 | 0.00 | 0.00 | 21.20 | 21.20 USD |
| 304 | | 02-08-18 | 02-09-18 | 1 | H | 10 | | | 20.00 | 1.20 | 0.00 | 0.00 | 21.20 | 21.20 USD |
| 302 | | 02-08-18 | 02-09-18 | 1 | H | 10 | | | 20.00 | 1.20 | 0.00 | 0.00 | 21.20 | 21.20 USD |
| 104 | | 02-08-18 | 02-09-18 | 1 | | 10 | | | 20.00 | 1.20 | 0.00 | 0.00 | 21.20 | 21.20 USD |
| 305 | | 02-08-18 | 02-09-18 | 1 | H | 10 | | | 20.00 | 1.20 | 0.00 | 0.00 | 21.20 | 21.20 USD |
| 307 | | 02-08-18 | 02-09-18 | 1 | H | 10 | | | 20.00 | 1.20 | 0.00 | 0.00 | 21.20 | 21.20 USD |
| 106 | | 02-08-18 | 02-09-18 | 1 | H | 10 | | | 20.00 | 1.20 | 0.00 | 0.00 | 21.20 | 21.20 USD |
| 308 | | 02-08-18 | 02-09-18 | 1 | H | 10 | | | 20.00 | 1.20 | 0.00 | 0.00 | 21.20 | 21.20 USD |
| 306 | | 02-08-18 | 02-09-18 | 1 | H | 10 | | | 20.00 | 1.20 | 0.00 | 0.00 | 21.20 | 21.20 USD |
| 303 | | 02-08-18 | 02-09-18 | 1 | H | 10 | | | 20.00 | 1.20 | 0.00 | 0.00 | 21.20 | 21.20 USD |
| | | | | | | | Total for this Agent: | | 200.00 | 12.00 | 0.00 | 0.00 | 212.00 | 212.00 |

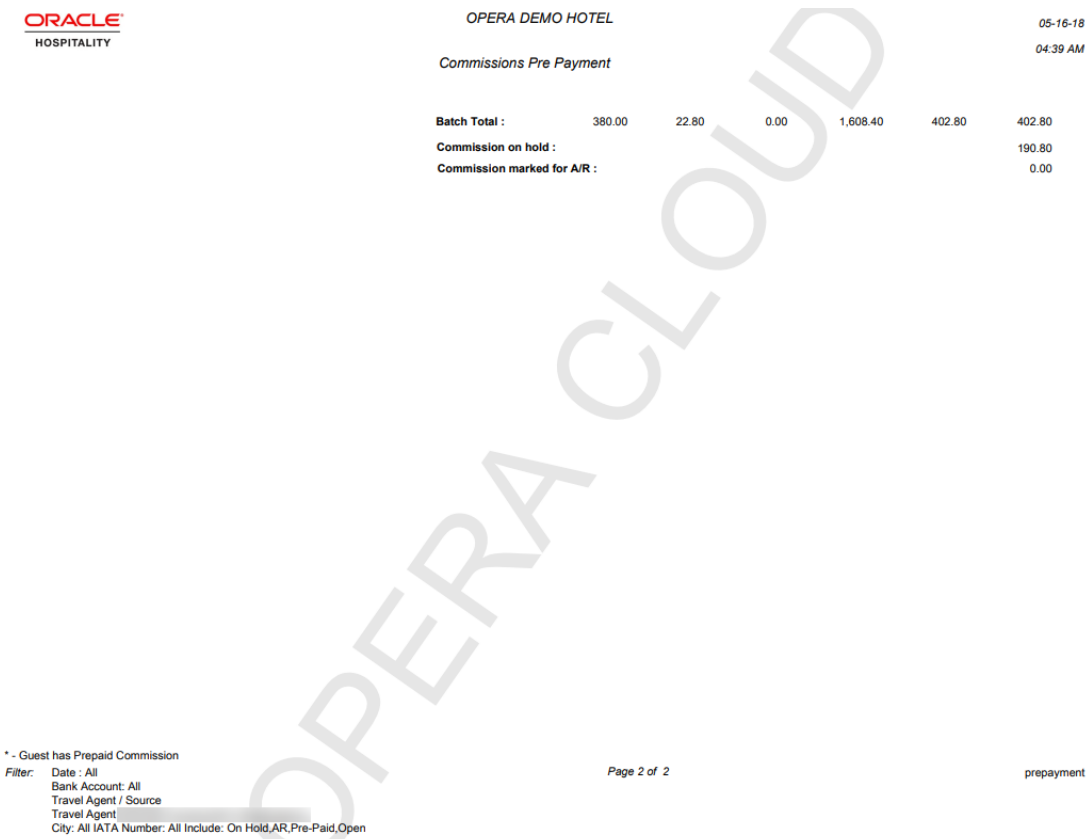
* - Guest has Prepaid Commission

*Filter:* Date : All
Bank Account: All
Travel Agent / Source
Travel Agent
City: All IATA Number: All Include: On Hold,AR,Pre-Paid,Open

*Page 1 of 2*

prepayment

ORACLE CLOUD



ORACLE HOSPITALITY

OPERA DEMO HOTEL

05-16-18
04:39 AM

Commissions Pre Payment

| | | | | | | |
|---|---|---|---|---|---|---|
| **Batch Total :** | 380.00 | 22.80 | 0.00 | 1,608.40 | 402.80 | 402.80 |
| **Commission on hold :** | | | | | | 190.80 |
| **Commission marked for A/R :** | | | | | | 0.00 |

* - Guest has Prepaid Commission

*Filter:* Date : All
Bank Account: All
Travel Agent / Source
Travel Agent
City: All IATA Number: All Include: On Hold,AR,Pre-Paid,Open

*Page 2 of 2*

prepayment

OPERA CLOUD

# Comp Accounting Reports

Gaming

The following Gaming reports are available:

**Authorizer Limits** (ga_auth_limits) — This report displays all authorizers for the selected date and the corresponding Credit Limits that are granted for Groups of Transaction Codes. Additionally, the report displays the Actual Comp Charges that were posted by that Authorizer for each Group of Transaction Codes.

**Comp Charges** (ga_comp_charges) — This report includes the comp transaction code, amount, and the authorizer who made the comp request. When the Comp Transaction Code field on the parameter form is set to ALL, all comp transaction codes, including any payment types configured for windows 101-108, appear on the report.

**Comp Routing** (ga_comp_routing) — This report displays all reservations with Comp Routing attached. This includes declines and requests for Comp routing.

# Configuration Reports

**Account Types** (cf_accounttypes) - displays the property's configured accounts receivable account types. The accounts receivable cloud service must be active in order to configure any account types.

**Articles** (cf_articles) - displays the property's configured articles. Articles allow a property to post certain items to a guest folio in such a way that they appear to have come from a single transaction code.

**Authorizer Groups** (cf_authorizer_groups) - displays all authorizer groups, along with the group rate code, transaction codes, and credit limits. The report also lists the authorizers who are members of each group by authorizer ID and name. Gaming

**Budgets** (cf_budgets) - displays the property's configured budgets.

**Cancellation Reasons** (cf_cancelreasons) - displays the property's configured cancellation reasons.

**Cashiers** (cf_cashiers) - displays the property's configured cashiers.

**Cities and Postal Codes** (cf_postal_codes) - displays the property's configured cities and postal codes.

**Country Codes** (cf_countrycodes) - displays the property's configured countries.

**Credit Limits** (cf_creditlimit) - displays the property's configured credit limits.

**Discount Reasons** (cf_creditlimit) - displays the property's configured discount reasons.

**Districts** (cf_districts) - displays the property's configured districts.

**eCoupon Codes** (cf_ecoupons) - displays the property's configured eCoupon codes.

**Exchange Rates** (cf_exchange_rates) - displays the property's configured exchange rates. The report includes all details that are set in the exchange rate setup.

**Features** (cf_features) - displays the property's configured features.

**Folio Grouping Codes** (cf_folio_groupings) - displays the transaction codes associated with the folio groupings of arrangement, expense and group codes.

**Housekeeping Sections** (cf_hksections) - displays all housekeeping sections and days of the week that correspond to the property's attendants.

**Item Inventory** (cf_iteminventory) - displays the property's configured items.

**Languages** (cf_languages) - displays the property's configured languages.

**Market Codes** (cf_marketcodes) - displays the property's configured market codes.

**Master Codes** (cf_mastercodes) - displays the property's configured master codes.

**Origin Codes** (cf_origincodes) - displays the property's configured origin codes.

**Out of Order Reasons** (cf_outoforderreasons) - displays the property's configured out of order reasons.

**Package Codes** (cf_packagecodes) - displays the property's configured packages.

**Preferences** (cf_preferences) - displays all preferences that have been configured in the application.

**Profile Changes** (cf_profilechanges) - displays all changes made to profiles for the date range specified.

**Rate Category** (cf_ratecategory) - displays the property's configured rate categories.

**Rate Class** (cf_rateclass) - displays the property's configured rate classes.

**Rate Code – Details** (cf_ratecodedetail) - displays the details of the property's configured rate codes.

**Rate Code Header** (cf_ratecodeheader) - displays rate header information of the property's configured rate codes.

**Rate Seasons** (cf_rateseason) - displays the property's configured seasons.

**Reason Codes** (cf_reasoncodes) - displays the property's configured adjustment codes.

**Regions** (cf_regions) - displays the property's configured regions.

**Relationship Types** (cf_relationshiptypes) - displays the property's configured relationship types.

**Reservation Types** (cf_reservationtypes) - displays the property's configured reservation types.

**Revenue Buckets** (cf_revenue_buckets) - displays the transaction codes associated with the various revenue buckets.

**Room Classes** (cf_roomclasses) - displays the property's configured room classes.

**Rooms** (cf_rooms) - displays the property's configured rooms and corresponding information.

**Room Types** (cf_roomtypes) - displays the property's configured room types and corresponding information.

**Routing Codes** (cf_billinginstructions) - displays the property's configured routing codes.

**Source Codes** (cf_sourcecodes) - displays the property's configured source codes.

**Special Requests** (cf_specialrequests) - displays the property's configured special request preferences.

**State Codes** (cf_statescodes) - displays the property's configured states.

**Tax Types** (cf_taxcodes) - displays the property's configured tax types.

**Tax Types by Transaction Codes** (cf_taxtypesbytrxcodes) - displays the property's configured tax types, organized by transaction codes.

**Titles** (cf_titles) - displays the property's configured titles.  The output includes the language with which the title has been associated.

**Transaction Codes** (cf_trxcodes1) - displays the property's configured transaction codes, grouped by transaction group, then subgroup, then transaction code.

**Transaction Codes by Transaction** (cf_trxcodes2) - displays the property's configured transaction codes in numerical order by transaction code.

**Transaction Diversion Rules (cf_trans_diversion_rules)**: Displays the property's diversion rules.

**Turnaway Reasons** (cf_turnawayreasons) - displays the property's configured turnaway reasons.

**Waitlist Priorities** (cf_waitlistpriorities) - displays all waitlist priorities and their defined sequence order to display.

## Departures Reports

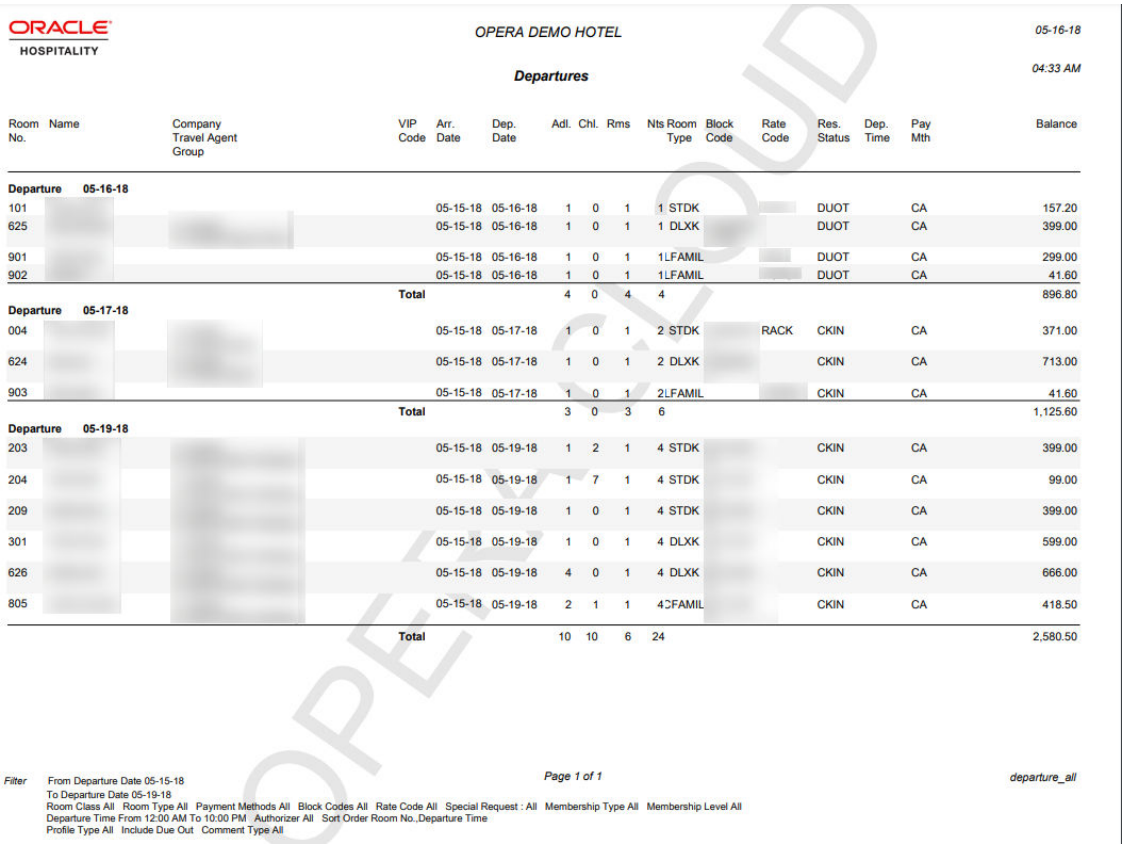
**Departures** (departure_all) - lists all departure reservations for a specified date. Day-use reservations are included on the report.

**Departure Extended** (depextended) - lists all reservations which were due out today and have extended their stay.

**Departure Individual & Group** (depindgrp) - displays all departures reservations for individuals and groups, sorted by room -number -for a given date.

## Departures Report (departure_all)

**Departures (departure_all)** report lists all departure reservations for a specified date. Day-use reservations are included on the report.



ORACLE HOSPITALITY

OPERA DEMO HOTEL — 05-16-18

Departures — 04:33 AM

| Room No. | Name | Company Travel Agent Group | VIP Code | Arr. Date | Dep. Date | Adl. | Chl. | Rms | Nts | Room Type | Block Code | Rate Code | Res. Status | Dep. Time | Pay Mth | Balance |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Departure 05-16-18** | | | | | | | | | | | | | | | | |
| 101 | | | | 05-15-18 | 05-16-18 | 1 | 0 | 1 | 1 | STDK | | | DUOT | | CA | 157.20 |
| 625 | | | | 05-15-18 | 05-16-18 | 1 | 0 | 1 | 1 | DLXK | | | DUOT | | CA | 399.00 |
| 901 | | | | 05-15-18 | 05-16-18 | 1 | 0 | 1 | 1 | LFAMIL | | | DUOT | | CA | 299.00 |
| 902 | | | | 05-15-18 | 05-16-18 | 1 | 0 | 1 | 1 | LFAMIL | | | DUOT | | CA | 41.60 |
| | | | **Total** | | | 4 | 0 | 4 | 4 | | | | | | | 896.80 |
| **Departure 05-17-18** | | | | | | | | | | | | | | | | |
| 004 | | | | 05-15-18 | 05-17-18 | 1 | 0 | 1 | 2 | STDK | | RACK | CKIN | | CA | 371.00 |
| 624 | | | | 05-15-18 | 05-17-18 | 1 | 0 | 1 | 2 | DLXK | | | CKIN | | CA | 713.00 |
| 903 | | | | 05-15-18 | 05-17-18 | 1 | 0 | 1 | 2 | LFAMIL | | | CKIN | | CA | 41.60 |
| | | | **Total** | | | 3 | 0 | 3 | 6 | | | | | | | 1,125.60 |
| **Departure 05-19-18** | | | | | | | | | | | | | | | | |
| 203 | | | | 05-15-18 | 05-19-18 | 1 | 2 | 1 | 4 | STDK | | | CKIN | | CA | 399.00 |
| 204 | | | | 05-15-18 | 05-19-18 | 1 | 7 | 1 | 4 | STDK | | | CKIN | | CA | 99.00 |
| 209 | | | | 05-15-18 | 05-19-18 | 1 | 0 | 1 | 4 | STDK | | | CKIN | | CA | 399.00 |
| 301 | | | | 05-15-18 | 05-19-18 | 1 | 0 | 1 | 4 | DLXK | | | CKIN | | CA | 599.00 |
| 626 | | | | 05-15-18 | 05-19-18 | 4 | 0 | 1 | 4 | DLXK | | | CKIN | | CA | 666.00 |
| 805 | | | | 05-15-18 | 05-19-18 | 2 | 1 | 1 | 4 | FAMIL | | | CKIN | | CA | 418.50 |
| | | | **Total** | | | 10 | 10 | 6 | 24 | | | | | | | 2,580.50 |

Filter: From Departure Date 05-15-18 To Departure Date 05-19-18 Room Class All Room Type All Payment Methods All Block Codes All Rate Code All Special Request : All Membership Type All Membership Level All Departure Time From 12:00 AM To 10:00 PM Authorizer All Sort Order Room No.,Departure Time Profile Type All Include Due Out Comment Type All

Page 1 of 1 — departure_all

OPERA CLOUD

## End of Day Reports

**Cancellations by End of Day Process** (nacancel) - displays all cancellations that were due to arrive and were cancelled during the end of day process.

**Cashier Summary** (nacashiersummary) - displays each cashier's total intake, currency for the day, credit cards, and other - prepaid commissions and manual credit cards.

**Credit Card Authorization** (nacc_authorization) - displays details of all credit cards that have had an authorization amount held on the card via the batch process.

**Deposit Transferred at Check In** (nadeptransci) - display all reservations that had a deposit posted, and checked in today. The information will include who checked in the guest.

**Group Business - In-House Detail** (nagrpbusiness) - displays the current reservations in-house that are associated with a block.

**Group Business - In-House Summary** (nagrpbussumm) - names currently in-house, number of rooms, persons, and revenue associated with these rooms.

**Manager Report** (manager_report) - is configurable to output statistical and revenue information for your property. For more information, see Managing Definable Managers Report

**Matrix Trial Balance** (matrix_trial_balance) - displays a summarized financial picture of the four ledgers - deposit ledger, guest ledger, package ledger, and accounts receivable ledger.

**Night Audit Guest Ledger Detail** (naguestleddetail) - displays a breakdown of a guest's total bill into Room Charges, Other Charges, Credits, and the current balance on each guest account. This breakdown takes into consideration comp windows for those properties using comp accounting with their guest ledger.

**Night Audit Daily Status** (nadailystat) - displays a brief summary of guest statistics for room occupancy and revenue. It is considered a summary version of the more detailed Manager Report.

**No Shows of the Day** (nanoshow) - generated during the night audit sequence and displays reservations that were due to arrive today, but did not cancel the reservation and the reservation was not canceled during the night audit process.

**Paid Outs** (napaidout) - displays all the paid-out transactions of the day to guests and is generated during the night audit sequence.

**Posting Adjustments** (naadjustments) - displays adjustments that have been made to all posting activity for the previous day.

**Posting Corrections** (nacorrections) - displays all corrections that have been made to a posting for the current day. This report can be used as a checklist for tracking cashiers' activity.

**Posting Error Reasons** (naerror) - part of the night audit sequence of reports and displays errors that occurred during posting room and tax activity.

**Userlog - Today's Checkout** (nauserlogtodaycheckout) - displays all persons who checked out a guest for the current day, and runs as part of the night audit sequence.

**Weather/Title** (naweather) - displays the full property name, and the business date and time the end of day is being generated.  Additionally, as one of the steps in closing the date, you can enter notes about the business date that is being closed.  The report displays those notes to refer back to the date and the reported figures.  This can include the temperature, world news, local business, or weather affecting bookings.

## Group Business - In-House Detail Report (nagrpbusiness)

The **Groups In House Detail Report** displays the current reservations in house that are associated with a Block and have a Group profile attached. The report provides a detailed break down of reservations and associated revenue for each Block and then prints a Grand Total of all Blocks in house.

ORACLE HOSPITALITY

OPERA DEMO HOTEL

05-16-18
02:37 AM

**Group Business-INH Summary**

| Room No. | Guest Name | Arr. Date | Dep.Date | Room Nts. | Prs. Nts. | Room Type | Rate Code | Mkt. Code | Resv. Status | Room Revenue | Other Revenue | Tax | Total Revenue |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Group Name** | | | | | | | | | | | | | |
| **Block Code** | | | | | | | | | | | | | |
| **Room Class** | **ALL** | | | | | | | | | | | | |
| **Room Type** | **CFAMILY** | | | | | | | | | | | | |
| 805 | | 05-15-18 | 05-19-18 | 1 | 3 | CFAMILY | | ASSN | CKIN | 95.19 | 323.31 | 0.00 | 418.50 |
| | | | Room Type Sub Total | | 1 | | | | | | | | |
| **Room Type** | **DLXK** | | | | | | | | | | | | |
| 626 | | 05-15-18 | 05-19-18 | 1 | 4 | DLXK | | ASSN | CKIN | - 58.65 | 716.65 | 8.00 | 666.00 |
| 301 | | 05-15-18 | 05-19-18 | 1 | 1 | DLXK | | ASSN | CKIN | 575.96 | 23.04 | 0.00 | 599.00 |
| | | | Room Type Sub Total | | 2 | | | | | | | | |
| **Room Type** | **STDK** | | | | | | | | | | | | |
| 204 | | 05-15-18 | 05-19-18 | 1 | 8 | STDK | | ASSN | CKIN | 95.19 | 3.81 | 0.00 | 99.00 |
| 203 | | 05-15-18 | 05-19-18 | 1 | 3 | STDK | | ASSN | CKIN | 383.65 | 15.35 | 0.00 | 399.00 |
| 209 | | 05-15-18 | 05-19-18 | 1 | 1 | STDK | | ASSN | CKIN | 383.65 | 15.35 | 0.00 | 399.00 |
| | | | Room Type Sub Total | | 3 | | | | | | | | |
| | | | Block Sub Total | 6 | 20 | | | | | 1,474.99 | 1,097.51 | 8.00 | 2,580.50 |
| | | | Room Class Total | 6 | 20 | | | | | 1,474.99 | 1,097.51 | 8.00 | 2,580.50 |
| | | | Block Total | 6 | 20 | | | | | 1,474.99 | 1,097.51 | 8.00 | 2,580.50 |
| | | | Group Total | 6 | 20 | | | | | 1,474.99 | 1,097.51 | 8.00 | 2,580.50 |
| **Group Name** | ORACLE DEMO | | | | | | | | | | | | |
| **Block Code** | | | | | | | | | | | | | |
| **Room Class** | **ALL** | | | | | | | | | | | | |
| **Room Type** | **DLXK** | | | | | | | | | | | | |
| 624 | | 05-15-18 | 05-17-18 | 1 | 1 | DLXK | | CORP | CKIN | 682.65 | 30.35 | 0.00 | 713.00 |
| | | | Room Type Sub Total | | 1 | | | | | | | | |
| **Room Type** | **STDK** | | | | | | | | | | | | |
| 004 | | 05-15-18 | 05-17-18 | 1 | 1 | STDK | RACK | CORP | CKIN | 359.00 | 12.00 | 0.00 | 371.00 |
| | | | Room Type Sub Total | | 1 | | | | | | | | |
| | | | Block Sub Total | 2 | 2 | | | | | 1,041.65 | 42.35 | 0.00 | 1,084.00 |
| | | | Room Class Total | 2 | 2 | | | | | 1,041.65 | 42.35 | 0.00 | 1,084.00 |
| | | | Block Total | 2 | 2 | | | | | 1,041.65 | 42.35 | 0.00 | 1,084.00 |
| | | | Group Total | 2 | 2 | | | | | 1,041.65 | 42.35 | 0.00 | 1,084.00 |
| **Group Name** | ORACLE REPORT DEMO | | | | | | | | | | | | |
| **Block Code** | | | | | | | | | | | | | |

*Filter* From Date 05-15-18 To Date 05-19-18
Room Class All
Sort Order All

*Page 1 of 2*

*nagrpbusiness*

ORACLE HOSPITALITY

OPERA DEMO HOTEL

05-16-18
02:37 AM

**Group Business-INH Summary**

| Room No. | Guest Name | Arr. Date | Dep.Date | Room Nts. | Prs. Nts. | Room Type | Rate Code | Mkt. Code | Resv. Status | Room Revenue | Other Revenue | Tax | Total Revenue |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Group Name** | ORACLE REPORT DEMO | | | | | | | | | | | | |
| **Block Code** | | | | | | | | | | | | | |
| **Room Class** | **ALL** | | | | | | | | | | | | |
| **Room Type** | **DLXK** | | | | | | | | | | | | |
| 625 | | 05-15-18 | 05-16-18 | 1 | 1 | DLXK | | GGOV | CKIN | 383.65 | 15.35 | 0.00 | 399.00 |
| | | | Room Type Sub Total | | 1 | | | | | | | | |
| | | | Block Sub Total | 1 | 1 | | | | | 383.65 | 15.35 | 0.00 | 399.00 |
| | | | Room Class Total | 1 | 1 | | | | | 383.65 | 15.35 | 0.00 | 399.00 |
| | | | Block Total | 1 | 1 | | | | | 383.65 | 15.35 | 0.00 | 399.00 |
| | | | Group Total | 1 | 1 | | | | | 383.65 | 15.35 | 0.00 | 399.00 |
| | | | Grand Total | 9 | 23 | | | | | 2,900.29 | 1,155.21 | 8.00 | 4,063.50 |

*Filter* From Date 05-15-18 To Date 05-19-18
Room Class All
Sort Order All

*Page 2 of 2*

*nagrpbusiness*

# Event Reports

Prerequisites for Event Reports

The following event reports are available for selection:

**Banquet Check Folio by Event (sample_bqt_chk_folio_by_event rep with rep_banquet_check_folio.fmx)**: When selecting the Banquet Check Folio by Event report from the report menu, the entire banquet check for all events and postings of the selected block are produced.

**Banquet Check Folio by Revenue Type/Group (sample_bqt_chk_folio_by_rev rep with rep_banquet_check_folio.fmx)**: This report displays a breakdown of each posting grouped by Revenue Type/Group for the block.

**Catering Pace / Progress Reports (rep_catering_progress.rep with rep_catering_progress_bi.fmx)** : The Catering Pace Progress report displays the catering production for a certain time period compared to budgeted covers and revenue for the same stay date period and another comparison to the production for the same stay date range last year. The produced covers, revenue, and average checks are grouped by stay date periods (either calendar month or fiscal period, depending on the hotel's configuration).

**Catering Summary Report (rep_catering_summary.rep with rep_catering_summary.fmx)**.The Catering Summary report is a production report that calculates the catering revenue changes for all business blocks that have had events created on a specified status, events that had their status changed to a specified status, or events that were on the specified status before the production period, but had changes done to their revenue during the production period. The report also includes a summary and grand total amounts for the blocks.

**Daily Catering Forecast (rep_ev_forecast.rep with rep_ev_forecast.fmx)**: This is a very detailed catering forecast report that allows printing the forecast figures per day per event type, divided into the selected revenue types. Each event is listed separately with a summary for each event type. It a great tool for the catering department to project their expected revenues in minute detail at any time for any time into the future.

**Daily Forecast Report (rep_daily_forecast.rep with rep_daily_forecast.fmx)**. The Daily Forecast Report displays room nights, room revenues, and catering revenues on a daily basis per booking. Catering revenues can be split into up to five catering revenue type groups. Each day has a status summary line per status and one total daily summary across all statuses. The report incorporates the option to print catering revenues as net or gross depending on the setup of tax configuration.

**Daily/Weekly List of Events – Detailed (sample_event_list_detailed.rep with rep_evord.fmx)**: The Daily/Weekly List of Events Detailed report is a line report that is extremely useful as a daily or weekly communication tool to all hotel departments about upcoming catering events, the location where they are being held (including the function space, number of attendees, set-up style), and so on.

**Equipment List (rep_equipment_list.rep with rep_equipment_list.fmx)**: This report is a great tool for the banquet operations staff. You can use it with Banquet Event Orders (BEO) as a detailed document for equipment organization and setup. You can print the report in a daily format with a page break after each day or in a continuous weekly format. You have the option to print more details like the account name, contact name, communication details, and all relevant notes instead of the plain format that essentially prints only the equipment requirements.

**Event Note Change Log Report (rep_event_note_changelog.rep_with_rep_event_note_changelog.fmx)**: The Event Note Change Log Report is created to report changes to Banquet Event Orders (BEO) after distribution without having to reprint the entire original sheet. It works in conjunction with event notes. To have change notes print on the report, you must create an event note for the appropriate event with the notes type: Change. OPERA Cloud stamps the note with the date, time, and user name. In the notes, enter any changes you want included in the distributed Change Log report.

**Function Space Utilization Report (rep_fs_utilization.rep with rep_fs_utilization.fmx)**: This report displays the usage times and percentage of used time versus available time within configured utilization periods for each function space, as well as an overall daily usage time and percentage. The occupancy percentage is calculated based on the occupied times.

**Item Availability Report (rep_item_availability.rep with rep_item_availability.fmx)**: This report is useful for catering equipment planning and ordering. It provides a detailed list of all equipment booked on a daily basis with the number of items in inventory, items booked, and items still available.

**Meal Type Forecast By Day (rep_meal_type_forecast_bi rtf with rep_meal_type_forecast_bi)**: The Meal Type Forecast (BI) report is an easy to read forecast report for banquet operations. It is broken down by Catering Covers, Status, and Event Date.

**Menu Cost Report (rep_menu_cost.rep with rep_menu_cost.fmx)**: The Menu Cost report shows booked menus per day with revenue versus cost information.

**Monthly Catering Forecast (rep_month_forecast.rep with rep_month_forecast.fmx)**: This is another reporting option to use for forecasting event revenues. Where the Daily Event Forecast report breaks down the revenue into daily sub-totals, this report only prints total revenue per event type per status type, followed by a breakdown of revenues into the selected revenue types by status type for each calendar month that falls within the selected date range.

**Posted Event Revenue Report (rep_posted_event_revenue rep with rep_posted_event_revenue.fmx)**: The Posted Event Revenue report provides hotels with a view of Expected, Guaranteed, Billed and Posted Event Revenue, listed by Event and Revenue Type within the selected time period. The report calculates and displays the variance difference between the Posted and Billed Revenue.

**Sales Manager Progress (BI) (rep_mgr_progress_bi.rtf with rep_mgr_progress_bi.fmx)**: The Sales Manager Progress report is an easy to read month-end report showing sales manager performance versus goals compared to On the Books figures. This report has three outputs: one organized by Manager and Year; one organized by Manager and Month using Production Goals; and the third organized by Manager and Month using Arrival Goals.

## Banquet Check Folio by Event (sample_bqt_chk_folio_by_event rep with rep_banquet_check_folio.fmx)

When selecting the Banquet Check Folio by Event report from the report menu, the entire banquet check for all events and postings of the selected block are produced. The report is available when the Event Posting OPERA Control is active and a country is specified in the Country Mode field for the property in the Property Details. The Banquet Check Folio by Event report displays a breakdown of each posting grouped by event.

OPERA Cloud enables you to generate the banquet check folio from the Event Posting screen. To allow properties access to generate this report from other areas of the application, you must configure the report in the Reports menu. Depending on whether the reports is generated from the Event Posting screen or a report group, the filter criteria noted below will vary.

> **Note:**
>
> This report is fully translatable and prints in the selected report language when printed from Reports (if the appropriate translations exist). When this report is printed from the Event Posting screen, the Banquet Check prints in the configured language of the selected translation. If no translations exists for the contact language, the check prints in English.

**Selection Criteria**

**Property**: Enter or select the property. You can select multiple properties from a hub location.

**Event Date From**. The start date of the event.

**Event Date To**. The end date of the event.

**Block Date Range From**. The start date of the block. The field appears when generating the report outside of the Event Posting screen.

**Block Date Range To**. The end date of the block. The field appears when generating the report outside of the Event Posting screen.

**Block**. Allows you to select one or several specific business blocks for which to print. The field appears when generating the report outside of the Event Posting screen.

**Event Printing Method**. Options are: Continuously, Per Event, or Master/Sub.

- **Continuously option**: prints an event itinerary by date and time that includes all events for the same date/booking on the first page of the Banquet Event Order (BEO). This is followed by the event resources and details in date and time order, but not separated from each other by event's ID or dates.
- **Master and Sub option**: prints regular events with a page break between events, but keeps master events together with their associated sub-events.
- **One Event per Page option**: inserts a page break after each event.

**Print Account**. Select the account to print.

**Print Contact**. Select the contact linked to the account.

> **Note:**
>
> When the Banquet Check Folio is printed for more than one booking, no option is provided to select a different Account or Contact for printing.

**Page Break Per Day**. Select to summarize each day and print each day on its own page.

**Include PMS Postings**. Enables printing another group labeled Other Postings after the last revenue group that prints all postings not linked to event management.

**Display Discounts**. Select the check box to display the discounted percentage and discounted price of a Resource: Space, Menu, or Item. The original price also appears for comparison. A summary at the end of the report displays the 'Total Discount xxx.xx' for all resources. This informs guests of the amount they saved. The field appears when generating the report outside of the Event Posting screen.

**Currency**. Select the currency in which to print the report from the drop down list.

- Revenue Summary with value of No Summary, By Revenue Group and By Revenue Type.
- The Posting Account appears when the selected block has more than one eligible Posting Master Reservation allowing the user to select which account to use when generating the banquet check.

## Banquet Check Folio by Revenue Type/Group (sample_bqt_chk_folio_by_rev rep with rep_banquet_check_folio.fmx)

The Banquet Check Folio by Revenue Type/Group is available when the Event Posting OPERA Control is active and a country is not specified in the Country Mode field for the property in the Property Details. This report displays a breakdown of each posting grouped by Revenue Type/Group for the block. When selecting SAMPLE_BQT_CHK_FOLIO_BY_REV, the entire banquet check for all events and postings of the selected block are produced.

OPERA Cloud enables you to generate the banquet check folio from the Event Posting screen. To allow properties access to generate this report from other areas of the application, you must configure the report in the Reports menu. Depending on whether the reports is generated from the Event Posting screen or a report group, the filter criteria noted below will vary.

> **Note:**
>
> This report is fully translatable and prints in the selected report language when printed from Reports (if the appropriate translations exist). When this report is printed from the Event Posting screen, the Banquet Check prints in the configured language of the selected translation. If no translations exists for the contact language, the check prints in English.

**Selection Criteria**

**Property**: Enter or select the property. You can select multiple properties from a hub location.

**Event Date From**. The start date of the event.

**Event Date To**. The end date of the event.

**Block Date Range From**. The start date of the block. The field appears when generating the report outside of the Event Posting screen.

**Block Date Range To**. The end date of the block. The field appears when generating the report outside of the Event Posting screen.

**Block**. Allows you to select one or several specific business blocks for which to print. The field appears when generating the report outside of the Event Posting screen.

**Event Printing Method**. Options are: Continuously, Per Event, or Master/Sub.

- **Continuously option**: prints an event itinerary by date and time that includes all events for the same date/booking on the first page of the Banquet Event Order (BEO). This is followed by the event resources and details in date and time order, but not separated from each other by event's ID or dates.
- **Master and Sub option**: prints regular events with a page break between events, but keeps master events together with their associated sub-events.
- **One Event per Page option**: inserts a page break after each event.

**Print Account**. Select the account to print.

**Print Contact**. Select the contact linked to the account.

> **Note:**
>
> When the Banquet Check Folio is printed for more than one booking, no option is provided to select a different Account or Contact for printing.

**Page Break Per Day**. Select to summarize each day and print each day on its own page.

**Include PMS Postings**. Enables printing another group labeled Other Postings after the last revenue group that prints all postings not linked to event management.

**Display Discounts**. Select the check box to display the discounted percentage and discounted price of a Resource: Space, Menu, or Item. The original price also appears for comparison. A summary at the end of the report displays the 'Total Discount xxx.xx' for all resources. This informs guests of the amount they saved. The field appears when generating the report outside of the Event Posting screen.

**Currency**. Select the currency in which to print the report from the drop down list.

- Revenue Summary with value of No Summary, By Revenue Group and By Revenue Type.
- The Posting Account appears when the selected block has more than one eligible Posting Master Reservation allowing the user to select which account to use when generating the banquet check.

## Catering Pace / Progress Reports (rep_catering_progress.rep with rep_catering_progress_bi.fmx)

### Prerequisites for Event Reports

The Catering Pace Progress report displays the catering production for a certain time period compared to budgeted covers and revenue for the same stay date period and another comparison to the production for the same stay date range last year. The produced covers, revenue, and average checks are grouped by stay date periods (either calendar month or fiscal period, depending on the hotel's configuration).

You can run the report for a limited production period (such as 01 June 2018 to 30 June 2018), which would only show the production during that time frame. Alternatively, you can run the report with the production date range left blank, which would represent catering covers and revenue for the stay date range at the moment of printing (also known as On-the-Books).

The report operates without a defined credit status and therefore only reports on the last status of an event during the production period. For example, if the report is run for production period June 2018, and the property has an event that was created with 100.00 USD food revenue on status TEN on 02 June 2018, turned DEF on 10 June 2018, and became ACT on 20 June 2018, the 100.00 USD food revenue only appears in the column for status ACT, which was the last status this event was on in the reported production period. This is important to note when comparing this report to other catering production reports like the Catering Production report (Rep_Catering_Summary), which operates with a credit status and could therefore count the event twice: once in the defined credit status (usually DEF) and once in the last status (here ACT) if the event passed both statuses in the production period.

### Selection Criteria

**Property**: Enter or select the property. You can select multiple properties from a hub location.

**Event Period (Event From/Event To)**: Enter the event start and end date range to filter the events included in this report.

**Production Period (Begin Date/End Date)**: Defines the date range for recording event changes. Each change to an event status or to event revenue is recorded in a specific production change log. The Production Date Range filter scans the entries in the production change log for any event changes that fall under the other criteria selected on the filter form. Due to the nature of the filter, only dates in the past are valid entries, because there cannot be any entries in the event change log after the current business date. To illustrate, an event created on status TEN in April 2018 with the event date in October 2018 can turn to status DEF in June 2018. In this scenario, two entries would appear in the change log for this event: one for the creation of the event on status TEN in production period April 2018, and one for the status change to DEF in June 2018.

**Group Each Period by (Market Segment)**: This field sorts each period by the market segments selected here. When OPERA Sales and Catering Management catering budget information is configured, and the Catering Pace Report (rep_catering_progress) is run without a Market Segment filter, the budget information prints on the report with a variance to the booked numbers. However, when you run the report with a Market Segment filter selected, the budget information does not print.

**Event Status 1 and 2**: Allows a selection of up to two different status columns to print on the report. This report only reports an event under the last status that it was in the production period. If an event turned DEF and ACT in the selected production date range, it will only be reported in the ACT column, not in both DEF and ACT. The first column of the report always prints the ACT status and the second column is calculated from the ACT column plus values from the status selected in status filter 1. In most set-ups, it makes sense to select the status just prior to ACT in the status filter 1, such as DEF.

**Status1 & 2 – Last Year**: Allows the selection of up to two different status columns to print for the production in the same production date range and stay date range one year back. It makes sense to select the same status code that was selected for the current production period in order to compare last year's production to the current production within the same status codes.

**Covers – Event Type**: Select the Event Types to use for calculating covers and average check.

**RevPor. – Rev Type**: Select the Revenue Types to use for calculating Revenue per Occupied Room. The figure in the report is calculated by dividing the sum of these revenue types by the number of blocked rooms for those groups. If the business blocks status is in an actual status, the picked-up rooms are used instead of blocked rooms.

**Avg Check – Rev Type**: Select the Revenue Types that should be used for calculating the Average Check. The figure in the report is calculated by dividing the sum of these revenue types by the number of covers.

> **Note:**
>
> When the application parameter Use Forecast Value Only is set to Y and an Event has a Food and Beverage Minimum Rate Code attached, forecasted revenue is not reported or recorded for the Revenue Types that are configured to contribute to the F and B Minimum. If the Rate Code is changed to one that does not require a minimum, and expected revenue has not been added to those revenue types, the forecasted revenue for revenue types configured to contribute to the F and B Minimum is reported.

**Variance based on Status 1, 2 or Both**: Select the status column for calculating the variance to budget on the report. Typically, the variance would be compared to a combination of DEF and ACT bookings.

**Print Exclude from Forecast Event - Both/Yes/No**: Select this option to either include or exclude certain events. Select **Both** : Prints all qualifying events. When Yes is selected, only events that have had the Exclude from Forecast Reports check box selected print (the Exclude from Forecast Reports check box is accessible on the Revenue Summary Panel. When No is selected, only events that have not been marked as Exclude from Forecast Reports print.

**Report Data**

The budget figures in this report come from the Budget Forecast module.

The first four columns of the report show the produced catering revenue by revenue type, total catering revenue, covers, average check, and revenue per occupied room by status for each calendar month in the selected stay date range. The first column is hardcoded to always show the ACTUAL produced figures. The second column adds the production of status 1 defined in the report parameter screen to the ACTUAL produced figures and show the total of those two statuses. The third and fourth columns show the production of statuses 1 and 2 as defined on the report order form respectively.

Each event is counted for only one of the selected status codes, namely the last one that it was on at the end of the production period. No event is recorded under the DEF and ACT status columns, even if it passed through the DEF status into the ACT status during the selected production period.

The next two columns of this report represent the budget figures that have been entered for the stay date range that the report is run for, as well as the difference of the current produced figures to the budget figures, depending on which status column has been selected on the filter form for comparison.

The next two columns show the production of the same production period exactly one year back. If the current production period is June 2018 for stays dates June 2018 to December 2018, the last year columns calculate the production in June 2017 for stay dates June 2017 to December 2017.

The following two columns show the budget for last year and the variance of the produced figures versus the budgeted figures last year.

The last column shows the actual figures produced last year.

Forecast figures are calculated as event production for this report if no expected, guaranteed, or actual figures exist for a specific revenue type. For example, if an event had forecasted revenue for 500.00 USD Room Rental, 1000.00 USD for Food and 100.00 USD for Decoration, but only the function space is booked at a rate of 450.00 USD when the event becomes DEF,

the revenue recorded in this report as production on the status change will still be 450.00 USD Rental, 1000.00 USD Food and 400.00 USD Decoration.

## Catering Summary Report (rep_catering_summary.rep with rep_catering_summary.fmx)

The Catering Summary report is a production report that calculates the catering revenue changes for all business blocks that had events created on a specified status, events that had their status changed to a specified status, or events that were on the specified status before the production period, but had revenue changes during the production period. The report also includes a summary and grand total amounts for the blocks.

The figures are calculated and appear on a booking-by-booking basis. If a business block has events of different statuses that all fall into the production criteria, the business block name is listed underneath all the statuses. The report can be grouped either by room owner or by catering owner.

This report provides the option to select a credit status. This means that events can be accounted for in the selected credit status even if they moved on to another follow-on status in the same production period. For example, if an event becomes both **Definite** and **Actual** in the selected production period, if you select Definite as the credit status, the event will appear under the status section for both Definite and Actual rather than just under Actual, which would be the last status. This helps greatly in calculating Sales Manager incentives that are usually based on a defined credit status.

> **Note:**
>
> You must be granted the Event Print task in the selected property to run the Catering Summary report. Also, the available property in this report is further limited by the properties to which you have the appropriate access granted.

**Selection Criteria**

**Property**: Enter or select the property. You can select multiple properties from a hub location.

**Event Date (Event Start/Event End)**: The event date range that should be covered in this report.

**Production Date (Start/End)**: Defines the date range for reporting event changes. Each change made to an event status or to catering revenue is recorded in a specific event production change log. The Production Date Range filter scans the entries in the production change log to search for any event changes that fall under the criteria selected on the filter form. The date range filter is valid only for dates in the past, because there cannot be any entries in the event change log after the current business date. To illustrate the above, an event that gets created on status TEN in April 2021 with Event Date in October 2021 can turn to status DEF in June 2021. In this scenario, there would be two entries in the change log for this event, one for the creation of the event on status TEN in production period April 2021 and one for the status change to DEF in June 2021. And if the report is filtered for production dates April 01, 2021 — June 30, 2021, the business block would be reported once under TEN and once under DEF.

> **Note:**
>
> The production period is mandatory for this report.

**Event Status**: The statuses selected in this filter query for events in that status at the end of the selected production period. Make sure that the Credit Status filter and the Event Status filter do not contradict each other. For example, if the selected credit status is DEF and the Event Statuses selected are INQ and TEN, nothing will be recorded under the credit status section, if DEF is a status that follows INQ or TEN in the status flow.

However, if the selected Event Statuses are DEF, CAN, ACT and the selected credit status is DEF, this report will correctly record those events in the credit status section that are either still on status DEF at the end of the production period or that moved through the status DEF into either status CAN or ACT in the same production period.

**Credit Status**: Defines the status code that an event should be recorded on in any case, irrespective of whether the event is still on that status at the end of the production period or has moved on.

For example, an event with 200.00 USD Food Revenue turns DEF in April 2021. In May 2021, 100.00 USD Food Revenue is added to the booking. Still, in May 2021 (that is, some days after the revenue is added), the event turns ACT. If no credit status is selected, the event is on this report only included in the section for status ACTUAL with a total of 300.00 USD Food Revenue (the original 200.00 USD plus the 100.00 USD added in May). If the credit status is defined as DEF, the event will appear twice on this report if it is ordered for production period May 2021. Once under the status section for DEF with 100.00 USD Food Revenue change (because 100.00 USD was added while the event was still on the credit status) and once on the section for ACT with 300.00 USD. If the event had turned DEF in May 2021 instead of in April 2021, it would again appear twice if the credit status was DEF: once as DEF with 300.00 USD, and once as ACT, also with 300.00 USD.

**Net Total**: Allows for the totals of two statuses to be either summed or subtracted from one another by selecting the (+/-) from the list of values. For example, if statuses, INQ, TEN, DEF, LOS and CAN were selected to be reported on and DEF is credit status (most typical scenario), it would make sense to define the net total as DEF minus CAN. This total will be reported by the selected Group By with a Grand Total at the end.

**Revenue Types 1-4**: Allows the selection of up to four catering revenue types or combinations of revenue types for which changes should be reported. Descriptions of the selected revenue types will appear in the report footer.

**Group By (Catering Manager/Sales Manager)**: As described above, the report can be grouped on catering manager or sales manager. Sub-total and net totals are calculated per group.

**Owner**: Allows selection of specific manager initials.

**Print Booking Details**: If selected, each business block that falls within the selected parameters will print separately onto the report with a sub-total per status and net total per selected group. If not selected, only the summary per status and the net total will print within each group without any booking details.

**Print Current Totals**: When selected, prints the current on-the-books figures for each booking with no filter for the production date range. This option is only available when Print Booking Details is selected.

**Print Grand Total**: When selected, prints the Grand Total of all the owners, including summed attendees, per person revenue calculated as the Grand Total Attendees, and the summed number of blocks.

**New Statuses Only**: When selected, only those business blocks will be reported that have had an event status change occurring in the selected production period. Business Blocks with events that only underwent revenue changes will be omitted. This information appears in the Net Status row.

**Blocks (All/Catering Only/Rooms with Catering)**: Use this option to filter results for business blocks that have been flagged as Catering Only, business blocks that have not been flagged as Catering Only, or All business blocks.

**Print Exclude from Forecast Event - Both/Yes/No**: Select this option to either include or exclude certain events. If you select Both, all qualifying events will print. When Yes is selected, only events that have had the Exclude from Forecast Reports flag selected will print (the Exclude from Forecast Reports flag is accessible on the Events Screen Details tab). When No, is selected only events that have not been marked as Exclude from Forecast Reports will print.

### Report Data

The report will print one record for each business block that fits the filter criteria provided that the Print Booking Details check box is selected. The business block must have at least one event that was created or changed in the production period. If the business block has several events of different event statuses, the business block record will print in each appropriate status section, once with the total production per event status. The report is grouped primarily on the group defined in filter options. Within each main group, business blocks are then automatically grouped by event status.

**Columns**:

The selected sort group header is printed above each section (either room(s) owner name and initials or catering owner name and initials). Data printed for each business block can include these columns:

- **Account Name**.
- **Business Block Name**.
- **Business Block ID**.
- **Att. (Attendees)**: The sum of the attendees of the events that fall within the filters specified when generating the report. If the event is in an Actual Status, this figure represents the actual attendees. If the Event is not in an Actual Status, the figure represents the guaranteed attendees or else the expected. If forecasting revenue (when the Use Forecast Value Only application parameter is set to Y), the expected attendees are calculated.
- **Status**: The Status column will populate with the appropriate event status and is appended with NEW if the status change happened during the requested production period.
- **Chg. Date**: The Change Date represents the most recent date an event changed to that status.
- **Rooms Owner Code**.
- **Catering Owner Code**.
- **Begin Date/End Date**: Business Block Arrival and Departure Dates.
- **Business Block Source**.
- **Rev Types 1-4**: For each revenue type(s) selected, the top row of revenue information is the total revenue for that type as of the end of the requested production date range.

- **Change**: The bottom row of revenue information is the change in revenue for the requested production date range.
- **TOTAL**: Sum of each of the revenue types selected.

**Rows**:

Depending on the filter criteria, the following rows will appear.

- **Event Status**.
- **Block Name**.
- **Current Block Total**: The total appears if the Print Current Total check box is selected. The information in this row is calculated based on figures for that business block at the time the report is printed. Information includes: Attendees from the Business Block Catering Tab; Per Person is the total revenue calculated as the current Business Block Total/Attendees; current totals for Revenue Type 1-4 based on the revenue types selected in the Catering Production parameters; and current total revenue.
- **(Status) Change Summary**: Summary of each defined event status. Displays information such as the Attendees calculated as the total per status of new attendees per block; the total number of people summed from the attendees on each block from the events contributing to the revenue; Per Person calculated as the Status Summary Block Total / Status Summary Block Attendees; number of blocks calculated as the total number of business blocks for that status.
- **(Owner Code) Net Status**: Summary for each owner considering the Net Status values selected when ordering the report. Displays information such as Attendees summed based on net status calculation; Per Person calculated as the Net Status Total/Grand Total Attendees; number of blocks summed based on net status.

**Grand Total**: The total appears if the Print Grand Total check box is selected. Includes the following: Grand total of the (Owner) Net Status rows including attendees summed based on Grand Total calculation; Per Person calculated as the Grand Total Total/Grand Total Attendees; Number of blocks summed based on Grand Total calculation.

> **Note:**
>
> Accounts and contacts use the following logic when printing the Catering Summary report. If a Company profile is attached to the business block, then the Company profile will print. If no Company profile is attached, but an Agent profile is present, then the Agent profile will print. If no Company and no Agent profiles are attached, but a Source profile is present, then the Source profile will print.

If a business block is in a return-to-inventory status, the date the business block was lost or canceled will print as well as the reason for the cancellation. For each business block, two rows of figures are recorded. The upper row shows the total catering revenue by revenue type for the business block as of the end of the production period, including the changes made to the events in the production period. The second row only represents the catering revenue changes during the production period.

If the event status was changed in the production period, the total revenue figures for the event are added as a change. A status change is always considered a rollover of all existing revenues into the new status and, therefore, all revenue on the books at the end of the production period is considered changes within the production period.

If a credit status is defined in the filter form, events that went through the credit status and into a follow-on status of the credit status (or had changes done to them while on the credit status

in the production period and then turned into a follow-on status still in the same production period) will be reported twice on this report, once under the credit status and once under the last status of the event.

It is possible for a business block to appear more than twice if its events are in several different statuses at the end of the production period.

Forecast figures are calculated as event production for the Catering Summary report if no expected, guaranteed, or actual figures exist for a specific revenue type. For example, if an event had forecasted revenue for 500.00 USD Room Rental, 1000.00 USD for Food, and 100.00 USD for Decoration, but only the function space is booked at a rate of 450.00 USD when the event becomes DEF, the revenue recorded in this report as production on the status change will still be 450.00 USD Rental, 1000.00 USD Food, and 400.00 USD Decoration.

## Daily Catering Forecast (rep_ev_forecast.rep with rep_ev_forecast.fmx)

Prerequisites for Event Reports

The daily Catering Forecast is a detailed catering report that can print the forecast figures per day, per event type, and divided into the selected revenue types. Each event is listed separately with a summary for each event type. It a great tool for the catering department to project their expected revenues in minute detail at any time for any time into the future.

**Selection Criteria**

**Property**: Enter or select the property. You can select multiple properties from a hub location.

**Date Range**: This represents the event date range that the report should cover.

**Bus-Block ID**: It is possible to select a single business block or a range of business blocks for the report.

> **Note:**
>
> When selecting a Master Block ID in the Bus. Block filter, OPERA will also include the Sub Block IDs linked to that Master. The report will then print all Events linked to the Master and its Sub Blocks. If a Sub Block ID is selected, only Events linked to that Sub Block will be printed.

> **Note:**
>
> If no Account is connected to a Business Block, the Business Block Name will print in the Account field on this report. Also, the Agent Name will print if no Company is attached and the Source Name will print if no Company or Agent is attached.

Event Type. Allows you to select the event types that should be included or excluded.

> **Note:**
>
> Alternate Events are excluded from all catering calculations on this report.

**Catering Manager**: It is possible to only print event for a specific catering manager or a range of catering managers. The report will rely on the catering manager initials that have been selected on the booking catering tab for this filter.

**Event Status**: Allows you to select the event statuses to include or exclude. Typically, lost or canceled events would not be included in the forecast. Alternatively, it is also possible to select only lost and canceled events to get an idea of the lost revenue from the cancellations over the selected date range.

**Event Status Sub-Total 1 and 2**: Allows the sub-totaling of different statuses. This could be used to get a sub-total for production statuses as one and another sub-total for return-to-inventory statuses as the other. This would allow you to print the report as forecast and lost/canceled overview without having to print it twice. Or it could be used to group non- deduct statuses into one sub-total and deduct inventory statuses into the other sub-total.

**Event Type for Average Check**: Allows you to select event types to include in the average check calculation. If the average check is used for Food and Beverage purposes, this would typically only be event types that include food and beverage servings, such as Lunch or Dinner, and not event types like Setup that generates only function space revenue if at all.

**Revenue Type 1-4**: Up to four revenue types or groupings of revenue types can be included for printing on the report at any one time. These are represented as separate revenue columns on the report body and described in the report footer. The check box in front of each revenue type determines whether the revenue of this type (if checked) should be included in the average check calculation. Again, average checks could be based solely on Food and Beverage revenue types and events, or alternatively could be calculated for any catering revenue that gets generated.

**Events - All/Catering Only/Rooms with Catering**: These options allow you to decide, based on the type of block, which events will be included in the results.

**Print Exclude from Forecast Event - Both/Yes/No**: Select this option to either include or exclude certain events. When Both is selected, the report prints all qualifying events. When Yes is selected, the report prints only events that have had the Exclude from Forecast Reports flag checked. When No is selected, the report prints only events that have NOT been marked as Exclude from Forecast Reports.

### Report Data

The report is sorted in date order starting with first date selected in the date range filter. Within each date, the events are grouped by event type. For each event, the report displays the following columns: Account name, booking ID, booking status, catering owner initials, rooms owner initials, number of covers, revenues in four columns as selected per type on the filter form, total revenue, total average check revenue (this only show the revenue of those event types and revenue types that have been selected for calculation of the average check on the filter form), and the average check value. This is calculated by dividing the average check revenue by number of covers of those event types that have been selected for average check calculation.

Revenues are calculated in the following sequence by revenue type by event. If billed revenue exists, show billed revenue. If no billed revenue exists, show actual revenue. If no actual revenue exists, show guaranteed revenue. If no guaranteed revenue exists, show expected revenue. If no expected revenue exists, show forecasted revenue. If no forecasted revenue exists, show zero.

For each day, revenues are subtotaled per event type. As a summary for each day, the sub-totals for selected statuses are printed (if so selected on the filter form) followed by a total for the day.

# Daily Forecast (rep_daily_forecast.rep with rep_daily_forecast.fmx)

The Daily Forecast Report displays room nights, room revenues, and catering revenues on a daily basis per booking. Catering revenues can be split into up to five catering revenue type groups. Each day has a status summary line per status and one total daily summary across all statuses. The report incorporates the option to print catering revenues as net or gross depending on the setup of tax configuration on catering revenue types.

**Selection Criteria**

**Property**: Enter or select the property. You can select multiple properties from a hub location.

**Stay Date From**: Enter or select a stay from date for the block.

**Stay Date To**: Enter or select a stay to date for the block.

**Block Status**: Enter of select one or more status from the list.

**Market Segment**: Enter or select ore more market segments from the list.

**Block Type**: Enter or select a block (booking) type from the list.

**Event Revenue**.

- When the application setting Catering Revenue Price Type is set as Gross and the option button Gross is selected, catering revenue figures print as booked.
- When the application setting Catering Revenue Price Type is set as Gross and the option button Net is selected, catering revenue figures print with the VAT (Tax) percentage configured for each catering revenue type deducted to the booked revenue.
- When the application setting Catering Revenue Price Type is set as Net and the option button Net is selected, catering revenue figures print as booked.
- When the application setting Catering Revenue Price Type is set as Net and the option button Gross is selected, catering revenue figures print with the VAT (Tax) percentage configured for each catering revenue type added to the booked revenue.

**Revenue Type 1-5**:

- Use this option to select the catering revenue types that should be used to calculate the catering revenue figures and the order in which these revenue types should print on the report.

**Print Exclude From Forecast Event**:

- Use this option to decide whether to include or exclude (or print exclusively) event revenue from events that have the “Exclude from Forecast Reports” flag on the Event Details Tab selected.

**Rooms Revenue**:

- If the option button Net is selected, room revenue figures print net of any generates or packages that might be configured with the rate or are added to the booking.
- If the option button Gross is selected, room revenue figures print inclusive of room generates.

**Block Owner/Primary Owner Only**:

- Use this filter to select bookings by their block owner.

- Depending on the “Primary Owner Only” flag, only bookings where the selected initials are the primary block owner are selected.
- If not selected, bookings where the initials are primary or secondary block owner are selected.

**Rooms Owner/Primary Owner Only**:

- Use this filter to select bookings by their catering owner.
- Depending on the “Primary Owner Only” flag, only bookings where the selected initials are the primary catering owner are selected.
- If not selected, bookings where the initials are primary or secondary catering owner will be selected.

**Catering Owner/Primary Owner Only**:

- Use this filter to select bookings by their catering owner.
- Depending on the “Primary Owner Only” flag, only bookings where the selected initials are the primary catering owner are selected.
- If not selected, bookings where the initials are primary or secondary catering owner will be selected.

**Currency**:

- Select the currency type in which to display revenue values on this report. (Available when the Ability to Quote Rates in Foreign Currencies OPERA Control is active.)

## Daily/Weekly List of Events – Detailed (sample_event_list_detailed.rep with rep_evord.fmx)

Prerequisites for Event Reports

The Daily/Weekly List of Events – Detailed report is a line report that can be useful as a daily or weekly communication tool to all hotel departments about upcoming catering events, their location (including the function space, number of attendees, set-up style), and so on. It is more detailed than its sister report, Daily/Weekly List of Events – Simple. In addition to the basic event details, this report also prints items from the booking level, such as the responsible managers, booking and catering status, and event status. Optionally, you can print Event notes, and the report indicates whether there are sleeping rooms associated with the catering events. The report is sorted and grouped first by the event date and then within each date sorted by business block name and followed by the event start time.

> **Note:**
>
> You must have the Event Print task assigned to your role in the selected property in order to run the report. Also, the property available in this report is further limited by the properties to which you have the appropriate access granted.

The report is customizable.

**Selection Criteria**

**Account**: Select an account to print only the events linked to that account.

**Contact**: Select a contact to print only the events linked to the contact.

**Business Block**: Select a Business Block to print only events linked to that business block.

> **Note:**
>
> When selecting a Master Block ID in the Block filter, OPERA Cloud includes the Sub Block IDs linked to that Master. The report then prints all events linked to the Master and its Sub Blocks. If a Sub Block ID is selected, only events linked to that Sub Block will print.

**Date Range**: Select the date range of the events that should be included in the report.

**Event Status**: Select the status of the events that should be included in the report.

**Event Type**: Select the event types of the events that should be included in the report.

**Function Space**. Select a function space to print only the events booked in that space.

**Event w/o Space Assignment only**: If selected, OPERA Cloud prints only the events that fit the other filter criteria that do not have a function space attached to them. Also, when selected, the Function Space filter and any values selected in that filter becomes inaccessible.

**Print Event Notes**: If selected, event notes print underneath the Doorcard field on the report.

**Print Alternate Events**: When selected, alternate events are included in the report.

**Report Type - Daily/Weekly**: When Daily is selected, a page break per day occurs. When Weekly is selected, the report prints continuously for the span of the selected date range.

#### Report Data

The report prints in booking ID order within each date. The primary company name, primary contact name, booking name, booking status, catering status, rooms owner, catering owner, and booking ID print on the booking group level. The report also indicates whether any sleeping rooms (and their number) are part of the booking.

Underneath the booking information, the events attached to the booking for the appropriate date are listed in start time order. Information that prints for each event includes event description, event ID, event status, event start and end time, doorcard, assigned function space, number of attendees, and the set-up style for the function space.

If event notes are attached to any event and the Print Event Notes flag is selected on the report filter form, the event notes print on the report underneath the Doorcard field of each event.

## Equipment List (rep_equipment_list.rep with rep_equipment_list.fmx)

Prerequisites for Event Reports

This report is a great tool for the banquet operations staff. It can be used with Banquet Event Orders (BEO) as a detailed document for equipment organization and setup. You can print the report in a daily format with a page break after each day or in a continuous weekly format. You have the option to print more details like the account name, contact name, communication details, and all relevant notes instead of the plain format that essentially prints only the equipment requirements.

### Selection Criteria

**Date Range.** Allows you to select any event date range. To generate the report, enter either the Date Range or Business Block ID.

**Property**: Enter or select the property. You can select multiple properties from a hub location.

**Business Block.** It is possible to order the report for one or several specific business blocks.

> **Note:**
>
> When selecting a Master Block ID in the Business Block filter, OPERA Cloud includes the Sub Block IDs linked to the Master Block. The report prints all Events linked to the Master Block and its Sub Blocks. If a Sub Block ID is selected, only Events linked to that Sub Block are printed.

**Event Status.** This allows filtering the report by event status. Generally, this would only include production status code. Cancellation status codes should be excluded.

**Event Type.** Allows filtering the report by event type.

**Responsible Dept.** Allows you to select responsible departments, for example, if audio visual equipment is provided by an outside vendor, the report can be generated to show only the items the vendor is responsible for providing.

**Resource Item.** Allows you to select one or more specific items as report filters.

**Report Type – Daily/Weekly.** When Daily is selected, a page break per day occurs. When on Weekly, the report prints continuously for the span of the selected date range.

**Print Details.** If you select Detailed, additional information on the account name, contact name, and communication details print beneath the event time and name. If you select Plain, this information is excluded.

Account and Contact information appear on the report according to the following profile type hierarchy:

- If a Company profile is attached to the business block, the Company profile name appears.
- If a Company profile is not attached to the business block, but a Travel Agent is attached, the Travel Agent profile name appears.
- If neither a Company profile nor a Travel Agent profile is attached to the business block, and a Source profile is attached, the Source profile name appears.

Print External Y/N/B. Select Yes, No or Both.

- Yes prints items that have an X in the External (E) column in the Event Resources screen. This includes items configured as External or items configured as Critical that are attached to an event and the quantity requested exceeds the configured Quantity.
- No prints items that are not marked as External in the Event Resources screen.
- Both prints all items regardless of the External flag.

### Report Data

The report is sorted in date order and within each date in event time order. Information available on the report is per event, event start and end time, event name and ID, function space, set-up style, and number of attendees.

If you select Detailed on the report order form, additional information about the account name, contact name, contact on site, block name, and catering owner code, as well as contact communication details, are printed for each event also.

For each event, the following resource details print: required quantity, item name, item attribute, price and rate description, indicator if the item is to be externally ordered, and the responsible department.

Following each item, item notes print if any are attached to the item, followed by event notes after all items are printed.

## Event Note Change Log Report (rep_event_note_changelog.rep_with_rep_event_note_changelog.fmx)

The Event Note Change Log Report is created to report changes to Banquet Event Orders (BEO) after distribution without having to reprint the entire original sheet. It works in conjunction with event notes. To have change notes print on the report, you must create an event note for the appropriate event with the notes type: Change. OPERA Cloud stamps the note with the date, time, and user name. In the notes, enter any changes you want included in the distributed Change Log report.

- **Report General Conditions**: The new parameter form is named rep_event_note_changelog.rep_with_rep_event_note_changelog.fmx.
- **Report Parameters**: All parameters are in one section.

### Selection Criteria

1. **Property**: Enter or select the property. You can select multiple properties from a hub location.
2. **Block**: Select a specific block to print in the report. When selecting a Master Block ID in the Business Block filter, OPERA Cloud also includes the Sub Block IDs linked to that Master. The report prints all events linked to the Master and its Sub Blocks. If a Sub Block ID is selected, only Events linked to that Sub Block are printed.
3. **Event**: Select specific events to be included in the report.
4. **Event Dates From**: Select an event date from range.
5. **Event Dates To**: Select an event date to range.
6. **Change Log From Date**: Select a date range covering the period in which change notes were created. The system compares this to the change note date/time stamp of creation/ last modification.
7. **Change Log To Date**: Select a date range covering the period in which change notes were created. The system compares this to the change note date/time stamp of creation/ last modification.
8. **Change Log Times**: Enables you to narrow down the selection of a time period during which the changes were made. This filter is evaluated against the date/time stamp of creation/modification of the event change notes.

9. **User**: If nothing is specified in this field, it's assumed all users are available for filtering. Select a specific user for which to print changes. This will be compared against the user name stamped onto the event change notes on creation/modification.
10. **Internal Notes**: The report only prints event change notes that are also flagged as internal if the flag is checked on the filter form.

#### Report Data

The report prints in event date order. Within each date, events print per block and within each block. Only events that have event change notes attached print on this report. Printed information includes block name and account name, event ID, event date, event time, and event name. The main information, in regard to the event change notes, shows change date, change time, change made by, event ID, and the text of the change note itself.

When no filters are populated, the current date (change log dates/time) passes to the report.

## Function Space Utilization Report (rep_fs_utilization.rep with rep_fs_utilization.fmx)

The Function Space Utilization Report details the Maximum (Potential) Utilization, Actual Utilization and Occupancy % of each function space. In order to generate an accurate report ensure the **100% Occupancy** attribute is setup correctly in Additional Details Configuring Function Space Additional Details for each function space. If the 100% Occupancy attribute is not configured for a space, the report will generate based on the default time of 1440 minutes (24 hours).

#### Selection Criteria

**Property**: Enter or select the property. You can select multiple properties from a hub location.

**Date Range**: Select the From and To dates to display the function space utilization for this time period.

**Days of the Week**: Used in conjunction with the Date Range field, select the check box beside the day of the week that is to display in the report.

**Space Type**: Select the space type for which the report should be printed, Single, Combo or Both.

**Event Status**:  Select the status of the event. Even though any status can be selected, revenue figures will only be calculated for events in a deduct-from-inventory status.

**Event Type**: Select the type of events to display in the results.

**Function Space**: Select all or specific function spaces.

**Revenue Type**: Select the revenue type of the function space.

**Include Setup/Tear down Time**: Displays the length of time it takes to setup and tear down the function space.

**Print Daily Summary**: Active only when the Single Space Type option button is selected, includes the daily summary for the function space.

**Date Range Summary Only**: Active only when Print Daily Summary is not checked. When selected only a summary for the selected date range will be printed. No details by event will be included.

**Print Events**: Available only when Date Range Summary Only is not checked. Reports the events booked in each function space based on the filters selected.

### Report Data

This report is ordered by row, one row per space/day. Each row contains the following columns: Date, Room Type (Single, Combo or Both), Space Name/Event Name, Business Block ID and Event Scheduled Time (displays only when the Print Events option is selected), Maximum Configured Utilization, Actual Utilization, Occupancy Percentage, Number of Attendees, Total Revenues and Revenue per Square Footage of Function Space, or Square Meters depending on the OPERA Control configuration for Measurements and Average Check. The calculation for Total Revenue will use either expected revenue, guaranteed revenue or actual revenue.

## Item Availability Report (rep_item_availability.rep with rep_item_availability.fmx)

The Item Availability report is useful for catering equipment planning and ordering. It provides a detailed list of all equipment booked on a daily basis with the number of items in inventory, items booked, and items still available. External items are marked as external, enabling you to order the items well in advance.

### Selection Criteria

**Property**: Enter or select the property. You can select multiple properties from a hub location.

**Event Date From**: Filter the report by selecting an Event From date range.

**Event Date To**: Filter the report by selecting an Event From date range.

**Event Status**: From the multi-select list of values, select the event statuses you want the report to display.

**Responsible Department**: Filter the report to only show items linked to the selected departments.

**Daily/Weekly**: If you select Daily, a page break occurs after each date. If you select Weekly, the report prints in date order, but continuously with page breaks.

**Print External Only**: Select the check box to print only for externally ordered items.

### Report Data

The report is sorted in date order as first sort. Within each date, a list of booked items print in alphabetic order by item name and time booked. If an item is booked for different time slots on the same day, it prints as many times as it is booked.

The time booked, account name, resort name, business block ID, event status, event name, and function space name prints for each item. For external items, the assigned vendor name prints if it is defined.

Account information appears according to the following profile type hierarchy:

- If a company profile is attached to the business block, the report displays the company profile name.
- If a company profile is not attached to the business block, but a travel agent is attached, the report displays the travel agent profile name.
- If neither a company profile nor a travel agent profile is attached to the business block, and a source profile is attached, the report displays the source profile name.

The Inventory field is pulled from the configuration for that item. Numbers are populated in the Internal and External fields only for events that are in an inquiry, non-deduct, or deduct from inventory status. The Total field is populated with the internal + external quantities booked.

Only internal items are taken off the number of items in inventory. When the value in the Internal field is No, it indicates the item was not configured with a quantity.

This report also print items from events in a Return to Inventory status.

> **Note:**
>
> When Custom Items are included in this report, the word “Custom” prints in the Available field.

## Meal Type Forecast by Day (BI) (rep_meal_type_forecast_bi rtf with rep_meal_type_forecast_bi.fmx)

Prerequisites for Event Reports

The Meal Type Forecast (BI) report is an easy to read forecast report for banquet operations. It is broken down by Catering Covers, Status, and Event Date.

**Selection Criteria**

**Report Elements:**

This report is a BI Publisher report. Customizing the report is not recommended. The following are the report elements:

- Report Name = Meal Type Forecast by Day
- File Name = rep_meal_type_forecast_bi.rtf
- Form to run = rep_meal_type_forecast_bi.fmx
- Data Template = rep_meal_type_forecast_bi.odt

**Event Dates:**

- **From**: (Mandatory). Enter the calendar date to indicate the beginning of the Event period for filtering the report.
- **To**: (Mandatory). Select the end date of the Event period for filtering the report.

**Property**: Enter or select the property. You can select multiple properties from a hub location.

**Block Origin**: The Block Origin field lists all of the possible values from the internal field allotment_origin values from the Business Block header. When a value is selected, only events from business blocks with this origin are considered. If no value is selected, all business blocks are considered. Possible values are based on the user who created the block and the Act As and At values set on the user in Role Manager.

- If the Act As value = Conference Sales Person, and the At value = Property level, then the block is flagged as Sales and Catering.
- If the Act As value = Reservation Sales Person, and the At value = Central, then the block is flagged as ORS.
- If the Act As value = External System, then At value = not required, and the block is flagged as EXT.

- If the Act As value = Reservation Sales Person, and the At value = Property, then the block is flagged as PMS.
- If the Act As value = Conference Sales Person, and the At value = Central level, then the block is flagged as SFA.

**Event:**

**Definite** : (Mandatory) Select one Status Code from a list of all status codes that can turn to an Actual status. This selection is used to filter by event status.

**Incl Actual**: (Enabled when a Status is selected in the Definite field) Select this check box to include events in an ACTUAL status in the Definite totals.

**Status**: (On the Books) Select Status Codes from the list of all status codes (does not include the status selected in the Definite LOV) that represent the other status code groupings listed in the report. This selection is used to filter by event status.

**Summary Statuses**: (Mandatory) Select Status Codes from the list of all status codes to represent the status codes added together for the summary grouping at the beginning of the report (this filter is not dependent on the values selected in any of the other status fields).

**Meal Type 1**: (Mandatory) Select one Meal Type to be represented in the 1st Meal Type Column.

**Meal Type 2 - 5**: Select Meal Types to be represented in the 2nd – 5th Meal Type Columns. If no value is selected in a field, then no figures are calculated for that column in the report.

**Revenue**: (You must select one of the options).

- **Net**: When selected, Catering Revenue will be calculated as:
  - Net Catering Price is calculated based on the Transaction Codes mapped in Revenue Type Cross Reference configuration (Administration>Financial>Transaction Management>Revenue Type Mapping): Included generates are deducted; or Excluded generates are not added.
- **Gross**: When selected, Catering Revenue is calculated as:
  - Gross Catering Price calculated based on the Transaction Codes mapped in Revenue Type Cross Reference configuration (Administration>Financial>Transaction Management>Revenue Type Mapping): Included generates are not deducted, or Excluded generates are added.

**Currency**: Select the currency for calculating the report. All revenue figures are reported in the selected currency. If no value is selected, the report is calculated using the Base Currency of the logged in Property.

**Meal Type Revenue**: (Mandatory). Select the listed Active Revenue Types for use in the revenue calculation in the Meal Type Revenue columns.

**Revenue Type 1 - 4**: Select the listed Active Revenue Types for use in calculating the Rev Type Columns 1-4 at the end of the report. If no value is selected in a field, then no figures are calculated for that column in the report.

**Owner**: (Select Owners. If no value is selected, then all Owners listed in the LOV are considered.).

- **Block Owner**: Only Events from business blocks with this Overall Owner are considered.
- **Rooms**: Only Events from business blocks with this Rooms Owner are considered.
- **Catering**: Only Events from business blocks with this Catering Owner are considered.

**Exclude from Forecast**: (select one of the three options).

- **Both**: All events are considered regardless of the Exclude from Forecast check box.
- **Yes**: Only events marked as Exclude from Forecast are considered.
- **No**: Only events not marked as Exclude from Forecast are considered.

**Block Type**: (select one of the three options).

- **All**: Select to consider events from all business blocks.
- **Catering**: Select to consider only events from business blocks marked as Catering Only.
- **Rooms**: Select to consider only events from business blocks not marked as Catering Only.

**Report Data**

The first grouping is a summary of the status codes selected in the Summary Statuses filter in the report parameter screen. The Status Codes are listed in this header in descending sequence.

The second grouping is the figures for the status code selected in the Definite filter in the report parameter screen. If the Incl Actual check box is selected, then the ACTUAL status is included with this total.

The third and further groupings are for the figures for the status codes selected in the Status filter. If more than one status code is selected, then there will be more than one grouping. Each status code in this filter gets its own grouping/page. The status codes are listed in descending sequence order.

**Year**: The Year is displayed in the column header.

**Date**: Each date (with day of week) in the selected date range is printed regardless of whether there is data to report.

**Meal Type 1 – 5**: The current figures for the event types linked to this Meal Type.

**Covers**: Current number of attendees for the meal type in the column header. If the event is in an Actual status, then the Actual Attendees are reported. If the event is not in an Actual status, and Guaranteed Attendees are populated, then the Guaranteed Attendees are reported. If the event is not in an Actual status, and Guaranteed Attendees are not populated, then the Attendees are reported. Avg (Check) = (Revenue / Covers).

Revenue. Catering revenue for the event types linked to the meal type calculated using the revenue types selected in the Meal Type Revenue field in the report parameter screen. The Revenue reported is the On the Books figure.

If the application parameter Events > Use Forecast Value Only is set to Off, Revenues are calculated in the following sequence by Revenue Type by event:

If the event is in an ACTUAL status, billed revenue is reported for all Revenue Types.

If the event is not in an ACTUAL status and Guaranteed revenue is added, then the Guaranteed revenue is reported for that Revenue Type

If the event is not in an ACTUAL status, Guaranteed revenue has not been added, and Expected revenue has been added, then the Expected revenue is reported for that Revenue Type.

If the event is not in an ACTUAL status, Guaranteed revenue has not been added, and Expected revenue has not been added, then the Forecasted revenue is reported for that Revenue Type.

If the application parameter Events > Use Forecast Value Only is set to On, the Revenue calculation considers the Use Forecast Revenue Only check box in the Event Details Tab. If

the event is in an ACTUAL status, billed revenue is reported for the event. If the event is not in an ACTUAL status and the Use Forecast Revenue Only check box is selected, the Forecast revenue is reported for the event. If the event is not in an ACTUAL status, the Use Forecast Revenue Only check box is not selected, and Guaranteed revenue exists, then the Guaranteed revenue is reported for this event. If the event is not in an ACTUAL status, the Use Forecast Revenue Only check box is not selected, and Guaranteed revenue does not exist, then the Expected revenue is reported for this event.

**Totals by Revenue Type**:

**Rev Type 1 – 4**: Catering revenue totals for each date and qualifying Event calculated using the revenue types selected in the report parameter screen. The figures in these columns are not filtered by Meal Type. If no value is selected in one of the fields, then no calculation is done for that column in the report.

At the bottom of the 1st grouping are additional rows that are included in the first grouping.

- Budget (Meal Type columns) – These fields include the Budgeted Covers, Revenue, and Avg Check for each Meal Type/Month and are filtered by the Revenue Types and Block Type filter (Catering Only Y/N) selected in the report parameter screen. The Budget figures are taken from the OBI Budget Forecast module.
- Budget (Revenue Type columns) These fields include the Budgeted Covers, Revenue and Avg Check for each Revenue Type/Month and are filtered by the Revenue Types and Block Type filter (Catering Only Y/N) selected in the report parameter screen. The Budget figures are taken from the OBI Budget Forecast module.
- Last Year. This is the calculation of The On the Books figures for this Meal Type as of the end of the Same Month last year. If the Date Range selected in the report parameter screen is 12/10/18 – 12/31/18, the figures in Last Year are the figures for 12/1/17 – 12/31/17. This section includes Covers, Avg Check, and Revenue.
- Variance. (Meal Type Totals – Budget).
- Var to STLY. (Meal Type Totals – Last Year).

The final section is the Covers Summary by Meal Type and Day.

- **Date**: Each date in the date range selected in the report parameter is printed regardless of whether there is data to report.
- **Meal Type 1 – 5**: The current Covers for the event types linked to this Meal Type, filtered by the Summary Statuses selected in the report parameter screen.
- **Total Covers**: Total Covers for the Date.

## Menu Cost Report (rep_menu_cost.rep with rep_menu_cost.fmx)

Prerequisites for Event Reports

The Menu Cost report (Miscellaneous>Reports) shows booked menus per day with revenue versus cost information.

### Selection Criteria

**Property**: Enter or select the property. You can select multiple properties from a hub location.

**To/From Date Range**: Select a To and From date range. Only events scheduled within this time frame are included in the report.

**Business Block**: Select a business block to run this report, or select multiple business blocks.

> **Note:**
>
> When selecting a Master Block ID in the Bus. Block filter, OPERA Cloud includes the Sub Block IDs linked to that Master. The report then prints all events linked to the Master and its Sub Blocks. If a Sub Block ID is selected, only events linked to that Sub Block will print.

**Event Status**: Select one, multiple, or all event statuses to appear in the report.

**Menu Class**: Select one, multiple, or all menu classes to appear in the report.

**Menu**: Select one, multiple, or all menus to appear in the report.

**Print Menu Details**: When selected, this option allows the menu details to appear in the report.

**Print Package Menus**: When selected, this option allows package menus to appear in the report. For Package Menus however, cost is calculated from the event, and revenue is calculated from the revenue split in the menu configuration.

> **Note:**
>
> A (P) denotes a package menu when they are included in this report.

#### Report Data

The report prints information about booked menus for the events that fall into the selection criteria defined on the report order form. The information is grouped and summarized by date and within each date by menu class. The report shows the menu name, menu item name, event id, included in menu flag, quantity, price per person, total menu price, cost per person, total cost per event, and the variance between total menu/menu item revenue and total menu/menu item cost for each menu and menu item listed. Subtotals are listed at the bottom of the following columns in each table; Quantity, Price, Total Menu, Cost, Total Cost and Variance.

## Monthly Catering Forecast (rep_month_forecast.rep with rep_month_forecast.fmx)

Prerequisites for Event Reports

This report is another option to use for forecasting event revenues. Where the Daily Event Forecast report breaks down the revenue into daily sub-totals, this report only prints the total revenue per event type per status type, followed by a breakdown of revenues into the selected revenue types by status type for each calendar month that falls within the selected date range.

#### Selection Criteria

**Property**: Enter or select the property. You can select multiple properties from a hub location.

**Date Range**: This represents the event date range that the report should cover.

**Account**: Select specific accounts to run in this forecast.

Event Type. Select event types to include or exclude.

> **Note:**
>
> Alternate Events are excluded from all catering calculations on this report.

**Average Check**: The revenue of the event types selected here are the basis for calculation of the average check.

**Catering Manager**: It is possible to only print the events for a specific catering manager or a range of catering managers. The report relies on the catering manager initials selected on the booking catering tab for this filter.

**Event Status 1 – 4**: You can summarize revenues for up to four events status codes. It is possible to combine several statuses into one total by selecting them into the same line.

**Revenue Types 1 –4**: You can include up to four revenue types or groupings of revenue types to print on the report at any one time. These are represented as separate revenue columns on the report body. The check box in front of each revenue type determines whether the revenue of this type/these types (if checked) should be included in the average check calculation. Average checks could be based solely on Food and Beverage revenue types and events, or alternatively could be calculated for any catering revenue that gets generated.

**Events - All/Catering Only/Rooms with Catering**: These options allow you to decide, based on the type of block, which events will be included in the results.

**Print Exclude from Forecast Event - Both/Yes/No**: Select this option to either include or exclude certain events. When Both is selected, the report prints all qualifying events. When Yes is selected, the report prints only events that have had the Exclude from Forecast Reports flag checked. When No is selected, the report prints only events that have not been marked as Exclude from Forecast Reports.

### Report Data

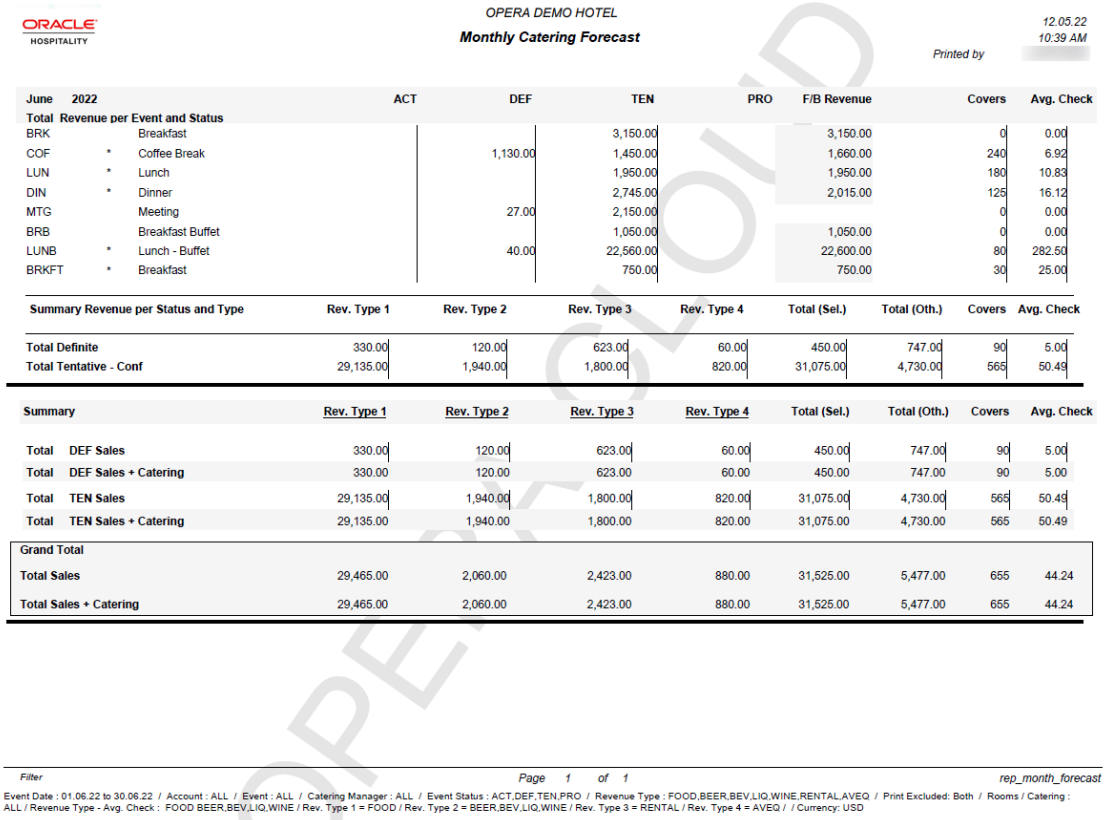
The report is sorted in calendar month order starting with the first month covered by the selected date range. The first summary area of the report lists the event types that have been used during that month in rows. The total revenue associated with these event types in that month is shown next, divided into the selected status types. This is followed by a column that shows the total Food and Beverage Revenue per event type across all status types. This is calculated from the revenue types flagged as Food and Beverage revenue type in revenue type configuration. The number of covers per event type is printed next, followed by the Average Check, which in this part of the report is calculated by dividing the Food and Beverage revenue by the number of covers (irrespective of the revenue types selected for the average check on the report order form).

The second summary section for each month lists the status types beneath each other. The revenue associated with each status is printed next, divided into the revenue types selected on the report order form. Two revenue totals are printed in the next two columns; the first one being the total of all revenue types flagged for average check calculation, followed by a total of all other revenue, irrespective of the selected revenue types. The covers for each status type follow. The last column is again the average check column, but in this case the calculation is based on the total of selected revenue types divided by the number of covers.

The grand total summary of the report repeats the pattern of the second summary per month. Statuses are listed per row, with two lines per status – dividing the bookings into Sales Only and Sales and Catering revenues. Sales Only includes only those bookings for which the Catering Only flag is off, whereas the Sales and Catering rows include the revenues for all bookings irrespective of the setting of the Catering Only flag. The revenues are broken down in

up to four selected revenue types. The total revenue per status row is shown in two columns, one summarizing the revenue of the revenue types selected for average rate calculation, the second column summarizing the rest revenues. Total number of covers per status row print next, followed by the average check, which is calculated by dividing the Total (Sel.) column by the number of covers.

All revenues are calculated downwards cascading, meaning, if actual revenue exists, actual revenue will print. If no actual revenue exists, guaranteed revenue is checked and printed. If no guaranteed revenue exists, expected revenue is checked and printed. If expected revenue also does not exist, the forecasted revenue is printed. The same is valid for covers.



ORACLE HOSPITALITY

OPERA DEMO HOTEL

**Monthly Catering Forecast**

*12.05.22 10:39 AM*

*Printed by*

| June 2022 | | | ACT | DEF | TEN | PRO | F/B Revenue | Covers | Avg. Check |
|---|---|---|---|---|---|---|---|---|---|
| **Total Revenue per Event and Status** | | | | | | | | | |
| BRK | | Breakfast | | | 3,150.00 | | 3,150.00 | 0 | 0.00 |
| COF | * | Coffee Break | | 1,130.00 | 1,450.00 | | 1,660.00 | 240 | 6.92 |
| LUN | * | Lunch | | | 1,950.00 | | 1,950.00 | 180 | 10.83 |
| DIN | * | Dinner | | | 2,745.00 | | 2,015.00 | 125 | 16.12 |
| MTG | | Meeting | | 27.00 | 2,150.00 | | | 0 | 0.00 |
| BRB | | Breakfast Buffet | | | 1,050.00 | | 1,050.00 | 0 | 0.00 |
| LUNB | * | Lunch - Buffet | | 40.00 | 22,560.00 | | 22,600.00 | 80 | 282.50 |
| BRKFT | * | Breakfast | | | 750.00 | | 750.00 | 30 | 25.00 |

| Summary Revenue per Status and Type | Rev. Type 1 | Rev. Type 2 | Rev. Type 3 | Rev. Type 4 | Total (Sel.) | Total (Oth.) | Covers | Avg. Check |
|---|---|---|---|---|---|---|---|---|
| Total Definite | 330.00 | 120.00 | 623.00 | 60.00 | 450.00 | 747.00 | 90 | 5.00 |
| Total Tentative - Conf | 29,135.00 | 1,940.00 | 1,800.00 | 820.00 | 31,075.00 | 4,730.00 | 565 | 50.49 |

| Summary | Rev. Type 1 | Rev. Type 2 | Rev. Type 3 | Rev. Type 4 | Total (Sel.) | Total (Oth.) | Covers | Avg. Check |
|---|---|---|---|---|---|---|---|---|
| Total DEF Sales | 330.00 | 120.00 | 623.00 | 60.00 | 450.00 | 747.00 | 90 | 5.00 |
| Total DEF Sales + Catering | 330.00 | 120.00 | 623.00 | 60.00 | 450.00 | 747.00 | 90 | 5.00 |
| Total TEN Sales | 29,135.00 | 1,940.00 | 1,800.00 | 820.00 | 31,075.00 | 4,730.00 | 565 | 50.49 |
| Total TEN Sales + Catering | 29,135.00 | 1,940.00 | 1,800.00 | 820.00 | 31,075.00 | 4,730.00 | 565 | 50.49 |
| **Grand Total** | | | | | | | | |
| Total Sales | 29,465.00 | 2,060.00 | 2,423.00 | 880.00 | 31,525.00 | 5,477.00 | 655 | 44.24 |
| Total Sales + Catering | 29,465.00 | 2,060.00 | 2,423.00 | 880.00 | 31,525.00 | 5,477.00 | 655 | 44.24 |

*Filter* *Page 1 of 1* *rep_month_forecast*

Event Date : 01.06.22 to 30.06.22 / Account : ALL / Event : ALL / Catering Manager : ALL / Event Status : ACT,DEF,TEN,PRO / Revenue Type : FOOD,BEER,BEV,LIQ,WINE,RENTAL,AVEQ / Print Excluded: Both / Rooms / Catering : ALL / Revenue Type - Avg. Check : FOOD BEER,BEV,LIQ,WINE / Rev. Type 1 = FOOD / Rev. Type 2 = BEER,BEV,LIQ,WINE / Rev. Type 3 = RENTAL / Rev. Type 4 = AVEQ / / Currency: USD

OPERA CLOUD

# Posted Event Revenue Report (rep_posted_event_revenue rep with rep_posted_event_revenue.fmx)

## Prerequisites for Event Reports

The Posted Event Revenue report provides a view of Expected, Guaranteed, Billed, and Posted Event Revenues. The information is listed by Event and Revenue Type within the selected time period. You can use the Posted Event Revenue report to verify that all revenue is posted or to identify and research discrepancies between the billed and posted revenue amounts.

### Selection Criteria

Select the filters for report search results. The only mandatory filter is Property.

**Property**: Enter or select the property. You can select multiple properties from a hub location.

**Event Date**: Allows the selection of any event date range. When you select a date range, the events are reported by event date within the property.

**Event Date From**: Type or select the calendar button for the beginning date for the report results.

**Event Date To Date**: Type or select the calendar button for the ending date for the report results.

**Block**: The LOV displays the Manage Block search screen where you can select the block(s) with the desired events. Select a single block or a range of blocks for the report. Events are sorted by date inside the block.

**Event Type**: Select the event types that should be included in the report. When this field is left empty, all of the event types are considered.

**Catering Owner**: You can print the report for a specific catering manager or a range of catering managers. The report relies on the catering manager's initials you select on the Booking Catering tab for this filter.

**Event Status**:Enables you to select the event statuses to include in the report. When this field is left empty, all event statuses are considered.

**Revenue Type**: Defines the catering revenue types to print. When this field is left empty, all of the revenue types are considered.

**Currency**: Select the currency of the revenue converted and reported on the report.

### Report Data

Events are filtered by those attached to a booking with the selected owners as a catering owner within the selected time period.

**Event ID**: Event ID of the event.

**BB ID**: The business block ID of the event.

**Event Start Date**: The beginning date of the event.

**Rev Type**: The category of revenue associated with the event, such as Food, Beverage, and so on.

**Event Start Time**: The time of day the event starts on the event date.

**Expected**: The amount of revenue expected for the revenue type during the course of the event.

**Event Status**: The current status of the event, such as Definite, Tentative, or Actualized.

**Guaranteed**: The amount of guaranteed revenue for the revenue type on the event.

**Event Type**: The name of the event, such as Breakfast, Meeting, and so on.

**Billed**: The amount of billed revenue for the revenue type of the event.

**Space**: The room or facility where the event is being held.

**Posted**: The amount posted for the revenue type of the event.

**Cat Owner**: The catering manager/owner associated with the block.

**Var: Posted-Billed**: The difference in revenue between the posted and billed revenues by revenue type.

**Event Property**: The property code where the event is being held.

**Business Block Name**: Description of the Business Block ID associated with the event.

**Total for Event (Event ID)**: The total amount of revenue Expected, Guaranteed, Billed, and Posted. The total variance amount indicates the total variance between the amount Posted and the amount Billed for the event.

## Sales Manager Progress (BI) (rep_mgr_progress_bi.rtf with rep_mgr_progress_bi.fmx)

Prerequisites for Sales Manager Progress (BI)

The Sales Manager Progress report is an easy to read month-end report showing sales managers' performance versus their goals compared to On the Books figures. This report has three outputs: one organized by Manager and Year; one organized by Manager and Month using Production Goals; and the third organized by Manager and Month using Arrival Goals.

- This report is a BI Publisher report. Customizing the report is not recommended. The following are the report elements:
  - Report Name = Sales Manager Month End Progress
  - File Name = rep_mgr_progress_bi.rtf
  - Form to run = rep_mgr_progress_bi.fmx
  - Data Template = rep_mgr_progress_bi.odt

**Selection Criteria**

**Goal Period**:

These mandatory LOVs list the Report Periods selected in the Report Period fields. You cannot select a Goal Period outside of what has been selected in the Report Period.

- **From**: (Mandatory) Select the calendar date to indicate the beginning of the Sales Manager's Goal Period by which the report is to be filtered.
- **To** : (Mandatory) Select the end of the Sales Manager's Goal Period by which the report is to be filtered.

**Report Period**:

These mandatory LOVs list the same periods offered when configuring sales goals. The periods selected here are those on which the monthly versions of the report are grouped.

- **From**: (Mandatory) Select the calendar date to indicate the beginning of the period by which the report is to be filtered.
- **To**: (Mandatory) Select the end of the period by which the report is to be filtered.

**Stay Periods When Configured**: (Visible when the application parameter General > Combine Rooms and Catering Goals is set to On and enabled when the Goal option Production is selected.) When this check box is selected:

- The Report Period fields are disabled.
- The report displays the Stay periods configured as Arrival Periods in Production Goals. If Arrival Periods are not configured for the Production Goals, then no data prints in the report when Stay Periods as Configured is selected.

**Property**: Enter or select the property. You can select multiple properties from a hub location.

**Origin**: Select Origins. This LOV lists all of the possible values from the internal field allotment origin values from the Business Block header. When a value is selected, only events from business blocks with this origin are considered. If no value is selected, all business blocks are considered. Possible values are based on the user who created the block and the Act As and At values set on the user in Role Manager.

- If the Act As value = Conference Sales Person, and the At value = Property level, then the block is flagged as Sales and Catering.
- If the Act As value = Reservation Sales Person, and the At value = Central, then the block is flagged as ORS.
- If the Act As value = External System, then At value = not required, and the block is flagged as EXT.
- If the Act As value = Reservation Sales Person, and the At value = Property, then the block is flagged as PMS.
- If the Act As value = Conference Sales Person, and the At value = Central level, then the block is flagged as SFA.

**Block**:

**New Definite**: (Mandatory). Select one status code from the list of all status codes that can turn to an Actual status. The New Definite column is calculated based on the business blocks and events that turned to this status during the requested production period.

**Incl Actual**: (Enabled when a Status is selected in the New Definite field). Select this check box to include business blocks and events in an Actual status in the Definite On the Books totals.

**Cancel**: (Mandatory). Select status codes from a list of all return-to-inventory statuses. The Cancel column is calculated based on the business blocks and events that turned to this status during the requested production period. All figures are reported as a negative.

**OTB Status 1**: (On the Books). Select Status Codes from the list of all status codes. The 1st On the Books column is calculated based on the business blocks and events currently in this status for the report period.

**OTB Status 2**: (On the Books). Select Status Codes from the list of all status codes. The second On the Books column is calculated based on the business blocks and events currently in this status for the report period.

**Event**:

**F and B Revenue Type**: Select active Revenue Types to include in the Food and Beverage Revenue calculations in the report.

**Other Revenue**: Select active Revenue Types to include in the Other Revenue calculations in the report.

**Covers**: Select Event Types to indicate to be included in the Covers calculation in the reports. If no value is selected, all event types are considered.

**Filter**: Select Owners. If no value is selected, then all Owners listed are considered.

**Rooms Owner**: Select if only business blocks with this Rooms Owner are to be considered.

**Catering Owner**: Select if only business blocks with this Catering Owner are to be considered.

**Block Owner**: Select if only business blocks with this Block Owner are to be considered.

**Exclude from Forecast Event**(Select one of the three options):

- **Both**: Select if all events are to be considered regardless of the Exclude from Forecast check box.
- **Yes**: Select if only events marked as Exclude from Forecast are to be considered.
- **No**: Select if only events not marked as Exclude from Forecast are to be considered.

**Block Type** (Select one of the three options):

- **All**: Select if all business blocks are to be considered.
- **Catering**: Select if only business blocks marked as Catering Only are to be considered.
- **Rooms**: Select if only business blocks not marked as Catering Only are to be considered.

**Output**:

To determine whether the report is based on Yearly or Monthly output, select one or both check boxes.

- **Yearly**: Select to generate the Yearly output.
- **Monthly**: Select to generate the Monthly output. Whether Arrival or Production goals are generated depends on the selection in the Goal filter. When Monthly output is selected (Arrival or Production), the Sub Total per Year figures and Owner appear in the report.

**Goal** : (Visible only when the application parameter General > Combine Rooms and Catering goals is set to On).

Select one option button to determine which Monthly report option is generated. These options are accessible when the Output Monthly check box is selected (the Yearly option does not report on Goals).

- **Arrival**: Arrival Goals are used in the report, and the Variance is calculated against the On the Books figures.
- **Production**: Production Goals are used in the report, and the Variance is calculated against the Net Change (production) figures. The Goal Period listed in the report is the calendar time frame period entered in the Goal From/To fields.

**For Example:**

Rooms and Catering Goal 1 Configured as:

– Production 01.01.18 - 01.31.18

– Arrival Period 01.14.18 - 12.31.18

Rooms and Catering Goal 2 Configured as:

– Production 01.01.18 - 01.31.18

– Arrival Period 01.01.15 - 12.31.17

If the report is run for Production Goals with the following date filters:

– Report Period 01.01.14 - 12.31.17

– Goal Period 01.01.14 - 01.31.14

The report output has three Goal Period rows: Jan-14 to Dec 14, Jan 15 to Dec 17, and Total.

**None**: When selected, the report prints the same as the Production Goal minus the Goal and Variance columns.

> **Note:**
>
> When selected, the report prints the same as the Production Goal minus the Goal and Variance columns.

**Revenue**:

Select one of the options, Net or Gross. The Incl Packages check box is selectable if either Net or Gross is selected and you want Included and Excluded Packages in the report.

- **Net**: When selected, Room and Catering Revenue is calculated as:
  - Included generates are deducted.
  - Excluded generates are not added.
  - Included packages and their generates are excluded.
  - If Incl Packages is selected, then Included & Excluded Packages are included, but their Included & Excluded Generates are not included.
- Net Catering is calculated based on the Transaction Codes mapped in Revenue Type Cross Reference configuration (Administration>Financial>Transaction Management> Revenue Type Mapping):
  - Included generates are deducted.
  - Excluded generates are not added.
- **Gross**: When selected Room and Catering Revenue are calculated as:
  - Gross Room Rate is calculated as:
  - Included generates are not deducted.
  - Excluded generates are added.
  - Excluded packages are not added.
  - Included Packages and their generates are excluded.
  - If Incl Packages is selected, then Included & Excluded Packages are included and so are their Included & Excluded Generates.
- Gross Catering Price is calculated based on the Transaction Codes mapped in Revenue Type Cross Reference configuration (Administration> Financial> Transaction Management> Revenue Type Mapping):
  - Included generates are not deducted.
  - Excluded generates are added.

**Currency**: Select the one currency for which all revenue figures are reported. If no value is selected, the report is calculated using the Base Currency of the logged in Property.

**Report Data**

- This option prints when the Output Yearly is selected in the report parameter screen.
- The 1st grouping is by Owner (which Owner is determined in the report parameter screen).
- The 2nd grouping is by Stay Year (based on the Reporting Period range selected in the report parameter screen).
- The report prints the requested Years for each of the selected Owners with a Total at the end for all of the selected Owners.

- This option does not report Sales Manager Goals.

**Production Period Section**:

This section shows data calculated based on the Goal Period date range selected in the report parameter screen. It is grouped by the business block allotment stay years based on the selected Report Period range.

- **Year**: Stay Year as determined by the range selected in the Report Period filter in the report parameter screen.
- **New DEF**: (New Definites). Room nights calculated from business blocks that turned to Definite during the Production Period. Definite is determined by the New Definite filter in the report parameter screen.
- **Cancel**: Room nights calculated from business blocks that turned to Cancel during the Production Period. Cancel numbers are always be reported as a negative. Cancel is determined by the Cancel filter in the report parameter screen.
- **Reval** : (Revaluations). Room nights calculated from business blocks that were already Definite when the Production Period began and had a change during the Production Period while still in Definite. Definite is determined by the New Definite filter in the report parameter screen.
- **Slip** : (Slippage). This is calculated business blocks that were already Actual when the Production Period began had a change during the Production Period.

An example of the above columns:

- In June 2019, Block turns DEF with 100 Rooms
- In July 2019, Block drops to 95 Rooms (still DEF)
- In August 2019, Block turns to ACT with 97 Rooms

If the report is run for Goal Period June – August 2012, the results are:

- NEW DEF +100 rooms
- Reval -5 rooms
- Slippage +2 rooms
- Catering Slippage is calculated for each event as Billed Revenue – Production (excluding ACT Production from the requested production period).

> **Note:**
>
> The Production Period figures are calculated from the following tables:
>
> - Room Revenue - Status change dates are taken from booking_status_changes. Room Revenue is calculated from allotment_changes. If the business block is in an Actual status, the Revenue is calculated from reservation_stat_daily.
> - Catering Production – Status change dates are taken from event$status_changes. Revenue is calculated from event$changes. If the event is in an Actual status, the Revenue is calculated from the billed revenue in gem$event_revenue.

- **Net Change**: Net Change = (New Definite + Cancel + Reval + Slippage). Cancel numbers are always reported as a negative.

- **ADR** : Average Daily Rate (Room Revenue / Net Change). The figures in this field conform to the property's currency format.
- **Room Revenue**: Calculated as the sum of the Room Revenue from (New Definite + Cancel + Reval + Slippage). Cancel numbers are always reported as a negative.
- **FB Revenue**: (Food & Beverage Revenue) reports the sum of F and B Revenue from (New Definites + Cancel + Reval + Slip). Revenue Types are determined by the FB Rev filter in the report parameter screen. Cancel numbers are always reported as a negative.
- **Other Revenue**: Reports the sum of Other Catering Revenue from (New Definites + Cancel + Reval + Slip). Revenue Types are determined by the Other Rev filter in the report parameter screen. Cancel numbers are always reported as a negative.

**On the Books Section**:

On the Books data is calculated based on the current values at the time the report is run and grouped by the business block allotment stay years based on the Report Period range selected in the report parameter screen.

- **DEF/ACT**:. The column header is updated with the Status Code selected in the New Definite filter in the report parameter screen and the Actual Status Code, if Incl. Actual is selected in the report parameter screen. The data is the revenue for business blocks currently in the Definite or Actual Status for that Stay Period.
  - **Rooms**: The current room nights for business blocks in this status.
  - **ADR**: Average Daily Rate. (Room Revenue ÷ Rooms).
  - **Room Revenue**: The current room revenue for business blocks in this status.
- **Status 2**: The current figures for business blocks currently in the Status selected in the OTB Status 2 LOV in the report parameter screen.
  - **Rooms**: The current room nights for business blocks in this status.
  - **ADR**: Average Daily Rate. (Room Revenue ÷ Rooms).
  - **Room Revenue**. The current room revenue for business blocks in this status.
- **Status 3**: The current figures for business blocks currently in the Status selected in the OTB Status 3 LOV in the report parameter screen.
  - **Rooms**: The current room nights for business blocks in this status.
  - **ADR**: Average Daily Rate. (Room Revenue ÷ Rooms).
  - **Room Revenue**: The current room revenue for business blocks in this status.

### Monthly Production Tab

This option prints when the Output Monthly and Production Goal options are selected in the report parameter screen.

- The 1st grouping is by Owner (Owner is determined by the selection in the report parameter screen).
- The Sales Manager Name for the Owner codes selected in the report parameter screen are listed.
- The 2nd grouping is by Stay Month (based on the Report Period range selected in the report parameter screen).
- The report prints the requested Period for each of the selected Owners with a Total at the end for all of the selected Owners.
- This option includes Sales Manager Production Goals with a Variance to Net Change.

### Production Period Section

The data in this section is calculated based on the Production that occurred during the periods selected in the Goal Period list. If more periods are selected in the Report Period than in the Goal Period, the additional periods have On the Books data, but no figures are be reported for the Production Period columns.

**Row Headers**:

- **Rooms**: (Room Nights). The number of rooms booked per year, per Owner.
- **ADR**: (Average Daily Rate) = (Rooms Rev / Rooms) This field conforms to the property's currency format.
- **Rooms Rev**: (Rooms Revenue). This field conforms to the property's currency format.
- **FB Rev**: (Food & Beverage Revenue). The Revenue Types used in this calculation are determined by the selection made in the FB Revenue LOV in the report parameter screen. This field conforms to the property's currency format.
- **Other Rev**: (Other Revenue). The Revenue Types used in this calculation are determined by selection made in the Other Revenue LOV in the report parameter screen. This field conforms to the property's currency format.
- **Cat Covers**: (Catering Covers). The Event Types used in this calculation of the number of event attendees are determined by the selection made in the Covers LOV in the report parameter screen. If no value is selected, then all values are considered.
- **Avg Check** = (FB Revenue / Cat Covers). This field conforms to the property's currency format.

**Column Headers**:

- **New Definite**: Calculated from business blocks that turned Definite during the Production Period. Definite is determined by the New Definite filter in the report parameter screen.
- **Cancel**: Calculated from business blocks that turned to Cancel during the Production Period. These numbers are always reported as a negative. Cancel is determined by the Cancel filter in the report parameter screen.
- **Reval**: (Revaluations). Calculated from business blocks that were already Definite when the production Period began and had a change during the Production Period while still in Definite. Definite is determined by the New Definite filter in the report parameter screen.
- **Slippage**: This is calculated from business blocks that were already Actual when the Production Period began and had a change during the Production Period.

An example for the above columns:

- In June 2018, Block turns DEF with 100 Rooms
- In July 2018, Block drops to 95 Rooms (still DEF)
- In August 2018, Block turns to ACT with 97 Rooms

If the report is run for Goal Period June – August 2018, the results are:

- NEW DEF +100 rooms
- Reval -5 rooms
- Slippage +2 rooms

**Net Change**: Net Change = (New Definite + Cancel + Reval + Slippage). Cancel numbers are always reported as a negative.

**Goal**: The configured Goals for the Owner for that Production Month.

**Variance**: Variance = (Net Change – Goal). This calculation is used when Production Goal is selected in the report parameter screen.

**On the Books Section**:

On the Books data is calculated based on the current values at the time the report is run and is grouped by the business block allotment stay months based on the Report Period range selected in the report parameter screen. If more periods are selected in the Report Period than in the Goal Period, the additional periods have On the Books data, but no figures are reported for the Production Period columns.

- **DEF, ACT**: (On the Books Definites). The column header is updated with the Status Code selected in the New Definite filter in the report parameter screen and the Actual Status Code, if Incl. Actual is selected in the report parameter screen. The data is the revenue for business blocks currently in the Definite or Actual Status for that Stay Period.
- **Status 2**: (On the Books Status 2). The current figures for bookings currently in the Statuses selected in the OTB Status 2 LOV in the report parameter screen.
- **Status 3**: (On the Books Status 3). The current figures for bookings currently in the Statuses selected in the OTB Status 3 LOV in the report parameter screen.

### Monthly - Arrival Tab

This option prints when the Output Monthly and Production Arrival Goal options are selected in the report parameter screen.

- The 1st grouping is by Owner (which Owner is determined in the report parameter screen).
- List the Sales Manager Name for the Owner codes selected in the report parameter screen.
- The 2nd grouping is by Stay Month (based on the Report Period range selected in the report parameter screen).
- The report prints the requested Period for each of the selected Owners with a Total at the end for all of the selected Owners.
- This option includes Sales Manager Production Goals with a Variance to On the Books DEF,ACT.

**Production Period Section**:

Production Period data is calculated based on the Production that occurred during the periods selected in the Goal Period LOV. If more periods are selected in the Report Period than in the Goal Period, the additional periods have On the Books data, but no figures are reported for the Production Period columns.

**Row Headers**:

- **Rooms**: Room Nights.
- **ADR**: Average Daily Rate (Rooms Rev / Rooms). This field conforms to the property's currency format.
- **Rooms Rev**: (Rooms Revenue).This field conforms to the property's currency format.
- **FB Rev**: (Food & Beverage Revenue). The Revenue Types used in this calculation are determined by the selection made in the FB Revenue LOV in the report parameter screen.
- **Other Rev**: (Other Revenue). The Revenue Types used in this calculation are determined by the selection made in the Other Revenue LOV in the report parameter screen.

- **Cat Covers**: (Catering Covers). The Event Types used in this calculation of the number of event attendees are determined by the selection made in the Covers LOV in the report parameter screen. If no value is selected, then no Cover calculation is made.
- **Avg Check**: (FB Revenue / Cat Covers).

**Column Headers**:

- **New Definite**: Calculated from business blocks that turned Definite during the Production Period. Definite is determined by the New Definite filter in the report parameter screen.
- **Cancel**: Calculated from business blocks that turned to Cancel during the Production Period. These numbers will always be reported as a negative. Cancel is determined by the Cancel filter in the report parameter screen.
- **Reval**: (Revaluations). Calculated from business blocks that were already Definite when the production Period began and had a change during the Production Period while still in Definite. Definite is determined by the New Definite filter in the report parameter screen.
- **Slippage**: This is calculated from business blocks that were already Actual when the Production Period began and had a change during the Production Period.

An example for the above columns:

- In June 2019, Block turns DEF with 100 Rooms
- In July 2019, Block drops to 97 Rooms (still DEF)
- In August 2019, Block turns to ACT with 95 Rooms

If report is run for Goal Period June – August 2012, the results are:

- NEW DEF +100 rooms
- Reval -5 rooms
- Slippage +2 rooms
- **Net Change**: Net Change = (New Definite + Cancel + Reval + Slippage). Cancel numbers will always be reported as a negative.

**On the Books Section**:

On the Books data is calculated based on the CURRENT values at the time the report is run and is grouped by the business block allotment stay months based on the Report Period range selected in the report parameter screen. If more periods are selected in the Report Period than in the Goal Period, the additional periods have On the Books data, but no figures are reported for the Production Period columns.

- **DEF, ACT** (On the Books Definites). The column header update with the Status Code selected in the New Definite filter in the report parameter screen and the Actual Status Code, if Incl. Actual is selected in the report parameter screen. The data is the revenue for business blocks currently in the Definite or Actual Status for that Stay Period.
- **Goal**: The configured Goals for the Owner for that Production Month.
- **Variance**: Variance = (On the Books DEF,ACT– Goal). This calculation is used when Arrival Goal is selected in the report parameter screen.
- **Status 2**: (On the Books Status 2). The current figures for bookings currently in the Statuses selected in the OTB Status 2 LOV in the report parameter screen.
- **Status 3**: (On the Books Status 3). the current figures for bookings currently in the Statuses selected in the OTB Status 3 LOV in the report parameter screen.

# Financials Reports

**Auto Settlement Transactions** (auto_settlement) - Lists all of the folios that were settled automatically. This report is automatically generated when the Auto Settlement to be performed during End of Day OPERA Control is active and the Auto Settlement process is completed and folios are generated during the End of Day processing"

**Cashier Audit** (finpayments) - displays all payments that have been posted for the selected business date.

**Cashier Shift Bag Report** (cashier_shift_bag_bi) - displays the Payment Type (such as Cash and Others), Bag Number, Cashier Name, Cashier ID, Date, and Shift Drop Location. The report can be filtered by Date From and Date To (only for the current and past dates), Cashier ID, and Payments (Cash and Others).

**Check Ledgers** (check_ledgers) - displays all check ledgers for the selected business date.

**Corrections and Cancelled Payment** (fincorrectionscalpay) - displays all corrections by cashier ID and can be run by transaction code range. This journal displays all same-day reversals (debits) made to posting slips. Adjustments are made to previous days postings, or claimed revenue.

**Credit Card Rebates** (creditcard_rebates) - displays credit card rebate overrides. The date, time, name of the credit card holder, folio number, credit card type, credit card number, amount, override (Y/N), and the cashier who entered the rebate. (Available when the Credit Card Rebate Validation OPERA Control is active).

**Credit Cards Report** (check_rep) — displays a report of credit card usage for the selected date.

**Currency Exchange Summary** (curr_exch_sum) - displays the amount of monies exchanged for the selected date per currency code.

**Deposit Ledger** (deposit_ledger) - used by the accounting department to determine how much deposit revenue has been posted in the hotel for the date specified.

**Detailed Folio Report (Poland)** (folio_details) - developed to meet reporting requirements for properties in Poland. The intent is to display all amounts posted to a guest folio for the specified date. A summary of all folios generated.

**Effective Package Allowance** (effpkgallowance) - provides a summarized list of all packages that are in use for the current business date. It provides a detailed breakdown of all package charges, including the allowance balance as compared to the actual package debits and credits.

**Effective Package Allowance Trial Balance** (effpkgallowance) - provides a summarized list of all packages for which the package wrapper has been posted for the current/past business date while the reservation is/was in-house.

**Financial Payment and Revenue** (findeptcodes)- displays a sum of all transactions posted for the date specified.

**Financial Transaction Summary** (fintrxsummary) — provides a summary of all financial transactions for a specified date range, grouped by transaction code, transaction date, transaction group, or transaction subgroup.

**Financial Transactions by Block** (finjrnl_blk) - allows the property to see the revenues, taxes, and package credits generated by specific blocks and transaction codes.

**Financial Transactions by Folio Number** (finjrnlbytrans3) — lists transactions per folio created by the selected workstations during the report timeframe. The report shows only transactions that would have been visible on the folio and billing screen and omits internal transactions.

**Financial Transactions by Tax Type** (finjrnlbytax) - displays each transaction posted for the dates selected. This report is different from other financial transaction reports in that it is intended to display the taxes posted. The output groups results by tax transaction codes. If any postings do not have a tax transaction code attached, they are grouped together under a “no tax” heading.

**Financial Transactions with Generates** (finjrnlbytrans2) - lists each transaction code and the corresponding amounts for the dates specified. Also included is a breakdown of the taxes and package credits attached to each transaction code posted and the user that posted each transaction.

**Folio Tax Revenue** (foliotax_revenue) - displays the total of all charges posted to a guest on a particular date. If charges were routed and paid for by another guest, the other guest’s total reflects these charges.

**Folio Tax - Style 01** (foliotax_01) - developed to meet reporting requirements for properties in Spain to display the breakdown of VAT Tax that was posted on each reservation for a specified date range.

**Folio Tax - Style 02** (foliotax_02.rdf) - developed to meet reporting requirements for properties in Poland. The report displays a breakdown of VAT Tax that was posted on each reservation for a specified date range. To save paper, the report prints only those tax groups (1 to 10) that were used in the requested time frame.

**Folio Tax - Style 03** (foliotax_03.rdf) - developed to meet reporting requirements for properties in Portugal. The report displays a breakdown of VAT Tax that was posted on each reservation for a specified date range.

**Folio Tax - Style 04** (foliotax_04) - developed to meet reporting requirements for properties in Turkey. The report displays a breakdown of VAT Taxes that were used on each reservation for a specified date range.

**Folio Tax - Style 05** (foliotax_05) - developed to meet reporting requirements for properties in India. The report displays a breakdown of Luxury Taxes that were used on each reservation for a specified date range.

**Folio Tax - Style 07** (foliotax_07) - provides the summarized tax details for a folio for a given date range.

**Guest Balance Snapshot** (guest_balance_snapshot) — provides a summarized snapshot of all current guest balances.

**Guest Ledger** (guest_ledger) - displays the current balance associated with in-house guests for today.

**Guest Trial Balance** (gl_trial_balance) - displays all guests in-house and their folio balances for a specific date equal to or less than the current business date.

**Invoices of Today's Check Outs by Bill Number** (fininvtodaycobybill) - displays all guests who have checked out today by billing/invoice number.

**Italian Folio Tax** (istat/istat_monthly) - prints statistical information for all bills and is formatted based on the style of the report selected. The report output is grouped by folio types and displays the net, VAT and gross revenue for all bills generated in the property.

**Journal by Cashier and Article Code** (finjrnl_articles) - displays one line for each posted article for the selected date. Similar to other financial reports, this allows you to see when, to whom, and who posted an article to a reservation or an accounts receivable account.

**Journal by Cashier and Transaction Code** (finjrnlbytrans) — provides a detailed summary of transactions for a specified date range, grouped by cashier, check number, room number, or transaction code.

**Journal by Foreign Currency** (finjrnlbyforcurr) - displays all postings for today that were posted in a currency not equal to the property' base currency.

**Lodging Tax Exempt** (lodging_tax_exempt) — displays details and summary information about tax exempt revenue for a specified date range. (Available when the Tax Types and Advanced Generates OPERA Controls are active).

**Maldives Green Tax Report** (maldives_green_tax) — Provide information about all guests who stayed at the property during the month. More specifically, it includes information about:

- Guests/reservations that checked in during the month, until 23:59hrs of the final day of the month.
- Guests/reservations that stayed and checked out during the month.
- Guests/reservations that stayed over from the previous month.

**Open Balances: All** (finopbalall) - displays the current balance on reservations or blocks. This includes advance deposits.

Gaming **Open Comp Balance** (comp_open_balance) — For the purpose of reporting revenue accurately, this report will sum and account for the total open balance of all charges posted to comp windows or comp transaction codes that are not yet settled. When this report is included with the End of Day reports, it will display reservations from the previous business date with open comp balances. Checked out reservations with open comp balances will also be displayed.

**Package Ledger Balance** (pkgledger_balance) — lists all postings made to the package ledger and runs during the night audit sequence. This report displays total credits and offsetting debits, as well as profit and loss on all packages. Print this report to analyze whether or not hotel packages are making or losing revenue. This detailed report corresponds to the summarized package ledger portion of the trial balance.

**Package Ledger Detail** (effpkgledgerdtl) — detailed breakdown of all package charges for each room. The report includes all package postings for the current business date. As a cross reference, if the guest has checked out, the debit column will be equal to the credit column. Print this report to obtain a list of internal department charge-back totals.

**Package Option** (package_option) — displays the guest name, room number, arrival and departure dates, rate code, package name, description, date posted, allowance, posted amount, and overage.

**Package Postings** (finpkgposting) - displays all posted charges that have been associated with a package. This report provides users with summary information about package postings and serves as an audit trail on cashiers and transaction codes.

**Paid Outs** (finpaidout) - displays all the paid-out transactions of the day to guests and is generated during the night audit sequence.

**Payment Tax Invoices** (fin_payment_tax) - developed to comply with legal requirements in Thailand. When generating a payment receipt, the sample_payment_tax must be configured and used.

**Room Revenue by Tax** (tax_type_details) - displays the amount of room revenue generated within each tax type for a reservation.

**SPED Report** (br_sped.rtf) — provides detailed information regarding sales for a specific month according to Brazil requirements.

**Tax Exempt** (taxexempt_02) - gives a detailed daily breakdown of room revenue and the taxes that each specific guest is exempt from. (Available when the Tax Types and Advanced Generates OPERA Controls are active. and the Tax Type Calculation OPERA Control is set to 'Reservations).

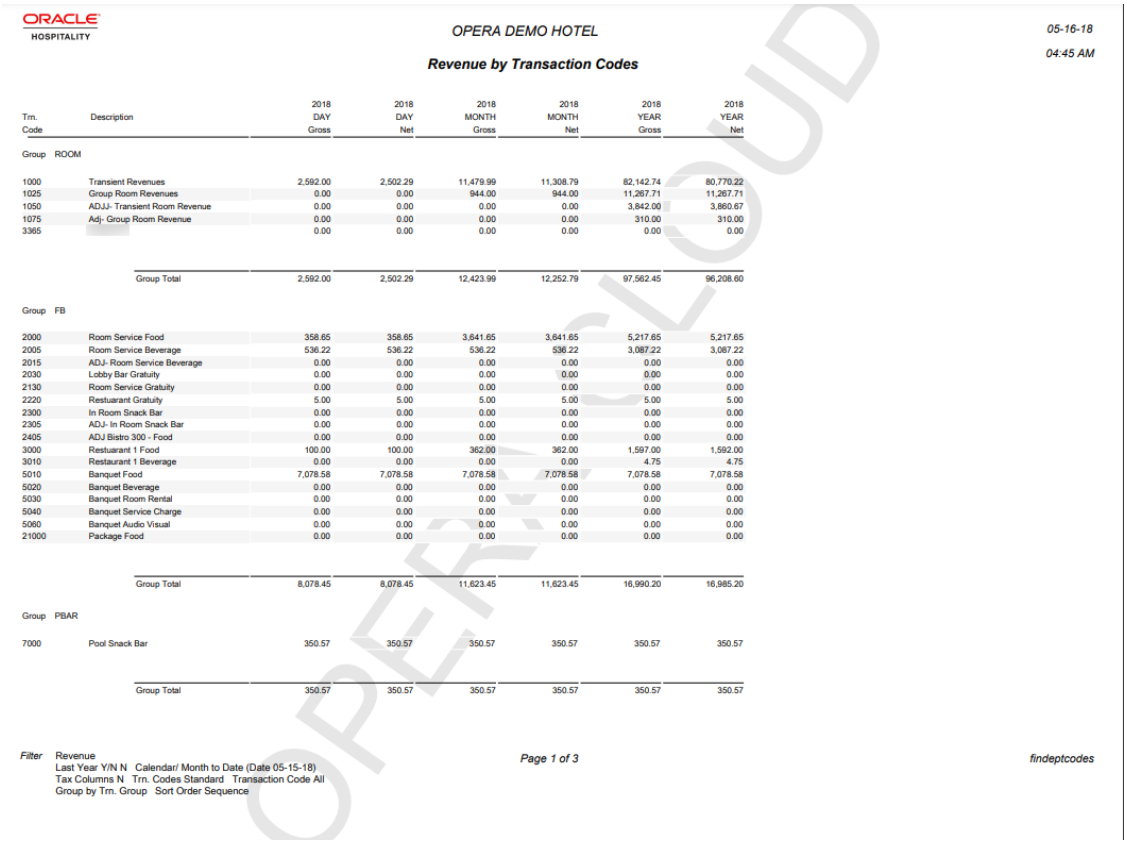
**Tax Report** (tax_report) - contains the total amounts posted to a company/travel agent/source/ group profile. The report output displays the sequence number, tax number, net amount and tax amount posted to a company, travel agents, source, or group profiles.

**Trial Balance** (trial_balance) - displays a summarized financial status of the property for a specific date. The data displayed includes all transactions posted, and then a breakdown of business within each of the five ledgers. The ledgers are guest, accounts receivable, deposit, package and inter hotel.

**Userlog Transfers** (finuserlogtransfers) - displays all folios that have been transferred to another guest or account for a specific date or range of dates.

## Financial Payment and Revenue Report (findeptcodes)

**The Financial Payment and Revenue (findeptcodes)** report displays a sum of all transactions posted for the date specified.The transactions are grouped first by Transaction Group, then Transaction Subgroup, and then by Transaction Code with a subtotal for each Group and Subgroup.



ORACLE HOSPITALITY

OPERA DEMO HOTEL

05-16-18
04:45 AM

**Revenue by Transaction Codes**

| Trn. Code | Description | 2018 DAY Gross | 2018 DAY Net | 2018 MONTH Gross | 2018 MONTH Net | 2018 YEAR Gross | 2018 YEAR Net |
|---|---|---|---|---|---|---|---|
| Group ROOM | | | | | | | |
| 1000 | Transient Revenues | 2,592.00 | 2,502.29 | 11,479.99 | 11,308.79 | 82,142.74 | 80,770.22 |
| 1025 | Group Room Revenues | 0.00 | 0.00 | 944.00 | 944.00 | 11,267.71 | 11,267.71 |
| 1050 | ADJJ- Transient Room Revenue | 0.00 | 0.00 | 0.00 | 0.00 | 3,842.00 | 3,860.67 |
| 1075 | Adj- Group Room Revenue | 0.00 | 0.00 | 0.00 | 0.00 | 310.00 | 310.00 |
| 3365 | | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| | Group Total | 2,592.00 | 2,502.29 | 12,423.99 | 12,252.79 | 97,562.45 | 96,208.60 |
| Group FB | | | | | | | |
| 2000 | Room Service Food | 358.65 | 358.65 | 3,641.65 | 3,641.65 | 5,217.65 | 5,217.65 |
| 2005 | Room Service Beverage | 536.22 | 536.22 | 536.22 | 536.22 | 3,087.22 | 3,087.22 |
| 2015 | ADJ- Room Service Beverage | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| 2030 | Lobby Bar Gratuity | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| 2130 | Room Service Gratuity | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| 2220 | Restuarant Gratuity | 5.00 | 5.00 | 5.00 | 5.00 | 5.00 | 5.00 |
| 2300 | In Room Snack Bar | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| 2305 | ADJ- In Room Snack Bar | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| 2405 | ADJ Bistro 300 - Food | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| 3000 | Restuarant 1 Food | 100.00 | 100.00 | 362.00 | 362.00 | 1,597.00 | 1,592.00 |
| 3010 | Restaurant 1 Beverage | 0.00 | 0.00 | 0.00 | 0.00 | 4.75 | 4.75 |
| 5010 | Banquet Food | 7,078.58 | 7,078.58 | 7,078.58 | 7,078.58 | 7,078.58 | 7,078.58 |
| 5020 | Banquet Beverage | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| 5030 | Banquet Room Rental | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| 5040 | Banquet Service Charge | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| 5060 | Banquet Audio Visual | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| 21000 | Package Food | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| | Group Total | 8,078.45 | 8,078.45 | 11,623.45 | 11,623.45 | 16,990.20 | 16,985.20 |
| Group PBAR | | | | | | | |
| 7000 | Pool Snack Bar | 350.57 | 350.57 | 350.57 | 350.57 | 350.57 | 350.57 |
| | Group Total | 350.57 | 350.57 | 350.57 | 350.57 | 350.57 | 350.57 |

Filter Revenue
Last Year Y/N N Calendar/ Month to Date (Date 05-15-18)
Tax Columns N Trn. Codes Standard Transaction Code All
Group by Trn. Group Sort Order Sequence

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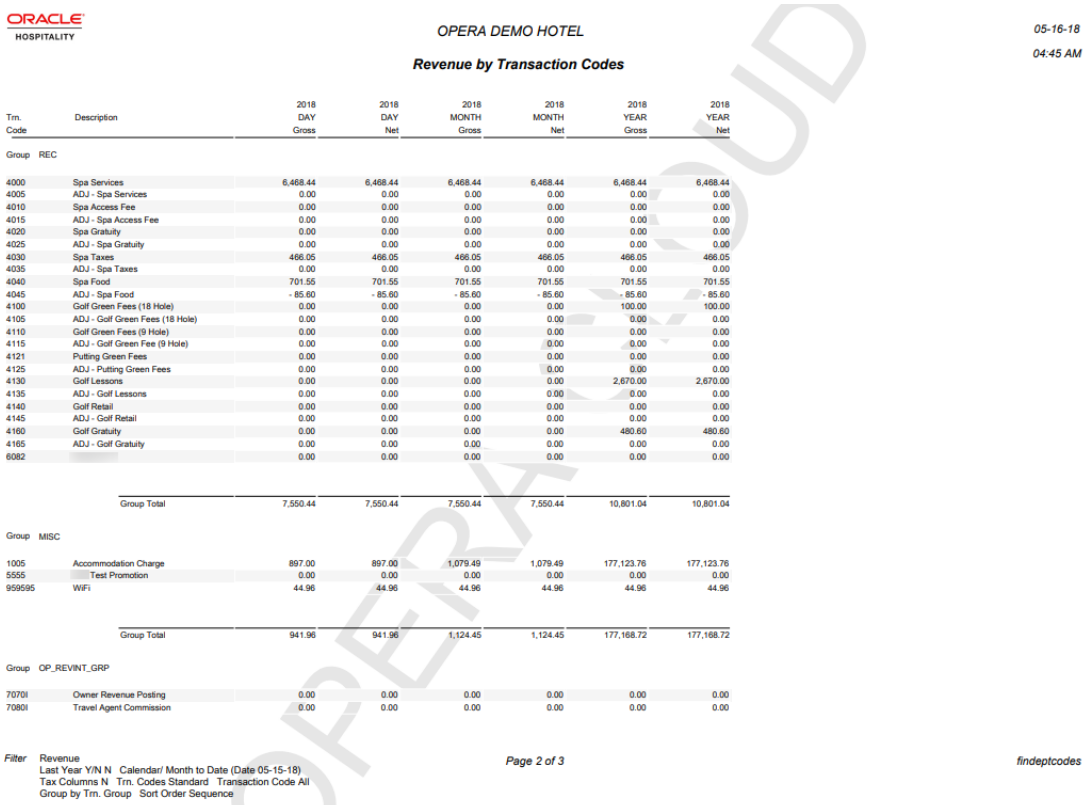
findeptcodes

OPERA CLOUD



ORACLE HOSPITALITY

OPERA DEMO HOTEL

05-16-18
04:45 AM

**Revenue by Transaction Codes**

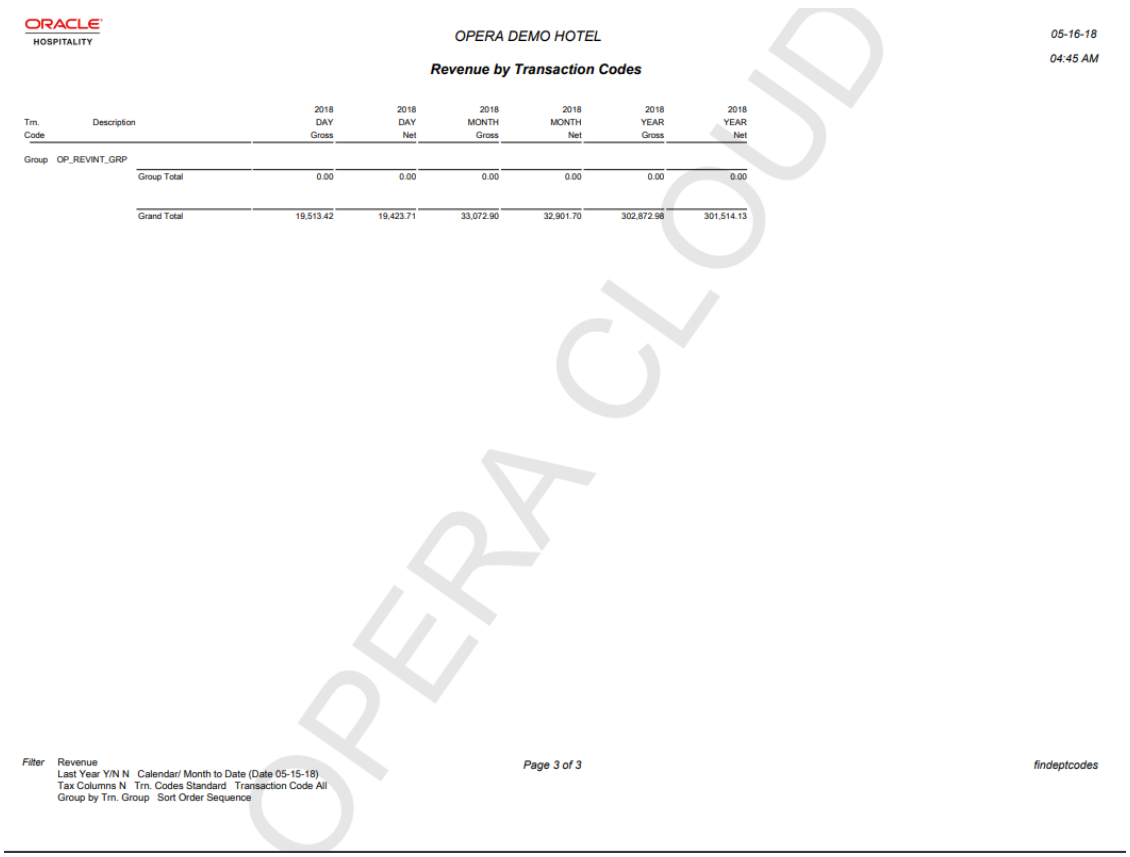
| Trn. Code | Description | 2018 DAY Gross | 2018 DAY Net | 2018 MONTH Gross | 2018 MONTH Net | 2018 YEAR Gross | 2018 YEAR Net |
|---|---|---|---|---|---|---|---|
| Group REC | | | | | | | |
| 4000 | Spa Services | 6,468.44 | 6,468.44 | 6,468.44 | 6,468.44 | 6,468.44 | 6,468.44 |
| 4005 | ADJ - Spa Services | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| 4010 | Spa Access Fee | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| 4015 | ADJ - Spa Access Fee | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| 4020 | Spa Gratuity | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| 4025 | ADJ - Spa Gratuity | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| 4030 | Spa Taxes | 466.05 | 466.05 | 466.05 | 466.05 | 466.05 | 466.05 |
| 4035 | ADJ - Spa Taxes | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| 4040 | Spa Food | 701.55 | 701.55 | 701.55 | 701.55 | 701.55 | 701.55 |
| 4045 | ADJ - Spa Food | - 85.60 | - 85.60 | - 85.60 | - 85.60 | - 85.60 | - 85.60 |
| 4100 | Golf Green Fees (18 Hole) | 0.00 | 0.00 | 0.00 | 0.00 | 100.00 | 100.00 |
| 4105 | ADJ - Golf Green Fees (18 Hole) | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| 4110 | Golf Green Fees (9 Hole) | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| 4115 | ADJ - Golf Green Fee (9 Hole) | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| 4121 | Putting Green Fees | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| 4125 | ADJ - Putting Green Fees | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| 4130 | Golf Lessons | 0.00 | 0.00 | 0.00 | 0.00 | 2,670.00 | 2,670.00 |
| 4135 | ADJ - Golf Lessons | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| 4140 | Golf Retail | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| 4145 | ADJ - Golf Retail | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| 4160 | Golf Gratuity | 0.00 | 0.00 | 0.00 | 0.00 | 480.60 | 480.60 |
| 4165 | ADJ - Golf Gratuity | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| 6082 | | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| | Group Total | 7,550.44 | 7,550.44 | 7,550.44 | 7,550.44 | 10,801.04 | 10,801.04 |
| Group MISC | | | | | | | |
| 1005 | Accommodation Charge | 897.00 | 897.00 | 1,079.49 | 1,079.49 | 177,123.76 | 177,123.76 |
| 5555 | Test Promotion | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| 959595 | WiFi | 44.96 | 44.96 | 44.96 | 44.96 | 44.96 | 44.96 |
| | Group Total | 941.96 | 941.96 | 1,124.45 | 1,124.45 | 177,168.72 | 177,168.72 |
| Group OP_REVINT_GRP | | | | | | | |
| 7070I | Owner Revenue Posting | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| 7080I | Travel Agent Commission | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |

*Filter* Revenue
Last Year Y/N N Calendar/ Month to Date (Date 05-15-18)
Tax Columns N Trn. Codes Standard Transaction Code All
Group by Trn. Group Sort Order Sequence

*Page 2 of 3*

*findeptcodes*

OPERA CLOUD



ORACLE HOSPITALITY

OPERA DEMO HOTEL

05-16-18
04:45 AM

**Revenue by Transaction Codes**

| Trn. Code | Description | | 2018 DAY Gross | 2018 DAY Net | 2018 MONTH Gross | 2018 MONTH Net | 2018 YEAR Gross | 2018 YEAR Net |
|---|---|---|---|---|---|---|---|---|
| Group | OP_REVINT_GRP | | | | | | | |
| | | Group Total | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| | | Grand Total | 19,513.42 | 19,423.71 | 33,072.90 | 32,901.70 | 302,872.98 | 301,514.13 |

Filter Revenue
Last Year Y/N N Calendar/ Month to Date (Date 05-15-18)
Tax Columns N Trn. Codes Standard Transaction Code All
Group by Trn. Group Sort Order Sequence

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findeptcodes

OPERA CLOUD

## Trial Balance Report (trial_balance)

The **Trial Balance Report** (trial_balance) displays a summarized financial status of the property for a specific date. The data displayed includes all transactions posted, and then a breakdown of business within each of the five ledgers. The ledgers are guest, accounts receivable, deposit, package and inter hotel.

ORACLE HOSPITALITY

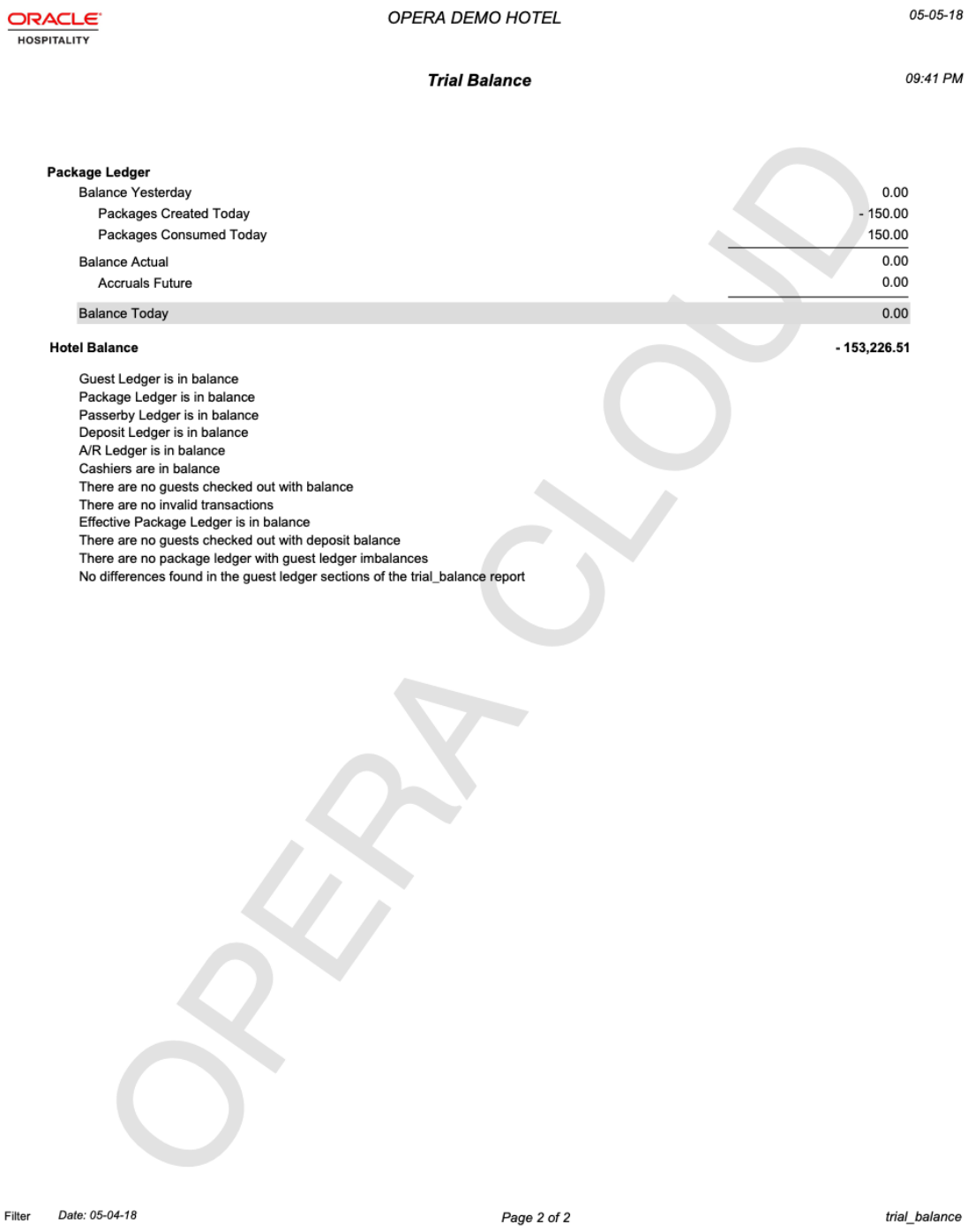
*OPERA DEMO HOTEL* *05-05-18*

***Trial Balance*** *09:41 PM*

| | | |
|---|---|---|
| **Daily Transactions** | | |
| **Balance Brought Forward** | | **- 156,515.89** |
| **Revenue** | | |
| 1000 | Transient Revenues | 1,086.53 |
| 2000 | Room Service Food | 3,283.00 |
| 3000 | Restuarant 1 Food | 40.00 |
| Revenue Total | | 4,409.53 |
| **Paid Out** | | |
| 1100 | Paid Out | 43.47 |
| Paid Out Total | | 43.47 |
| **Non Revenue** | | |
| 2230 | Restaurant Tax | 4.00 |
| Non Revenue Total | | 4.00 |
| **Transaction Total Today** | | **4,457.00** |
| **Grand Total** | | **- 152,058.89** |
| AR Ledger Payments | | 0.00 |
| Deposit Ledger Activity | | 0.00 |
| **Balance Carried Forward** | | **- 152,058.89** |
| Accruals Today | | 0.00 |
| **Guest Ledger Balance** | | **- 152,058.89** |
| **Guest Ledger** | | |
| Balance Yesterday | | - 156,515.89 |
| Charges | | 4,457.00 |
| Payments | | 0.00 |
| Deposits Transfered at Check-In | | 0.00 |
| Balance Today | | - 152,058.89 |
| **AR Ledger** | | |
| Balance Yesterday including Owner Accounts | | 49.88 |
| Charges and Transfers | | 0.00 |
| Payments | | 0.00 |
| Balance Today including Owner Accounts | | 49.88 |
| Balance Yesterday Owner Accounts Only | | 0.00 |
| Charges and Transfers | | 0.00 |
| Payments | | |
| Balance Today Owner Accounts Only | | 0.00 |
| **Deposit Ledger** | | |
| Balance Yesterday | | - 1,217.50 |
| Deposits Transfered at Check-In | | 0.00 |
| Payments | | 0.00 |
| Balance Today | | - 1,217.50 |

OPERA CLOUD

Filter *Date: 05-04-18* *Page 1 of 2* *trial_balance*



ORACLE HOSPITALITY

OPERA DEMO HOTEL 05-05-18

**Trial Balance** 09:41 PM

| | |
|---|---|
| **Package Ledger** | |
| Balance Yesterday | 0.00 |
| Packages Created Today | - 150.00 |
| Packages Consumed Today | 150.00 |
| Balance Actual | 0.00 |
| Accruals Future | 0.00 |
| Balance Today | 0.00 |
| **Hotel Balance** | **- 153,226.51** |

Guest Ledger is in balance
Package Ledger is in balance
Passerby Ledger is in balance
Deposit Ledger is in balance
A/R Ledger is in balance
Cashiers are in balance
There are no guests checked out with balance
There are no invalid transactions
Effective Package Ledger is in balance
There are no guests checked out with deposit balance
There are no package ledger with guest ledger imbalances
No differences found in the guest ledger sections of the trial_balance report

Filter Date: 05-04-18 Page 2 of 2 trial_balance

OPERA CLOUD

# Forecast Reports

**Day/Month-to-Date/Year-to-Date** (blk_forecast) - displays a breakdown of reservations by the selected grouping and sub grouping.

**Business on the Books** (business_on_the_books) - displays the mix of business currently comprising a property's occupancy.

**Detailed Availability Forecast** (detail_avail) — provides a detailed breakdown of room availability for a selected date range.

**Facility Forecast** (facility_forecast) — provides a forecast of occupancy and housekeeping tasks for the next five days including and following the selected business date.

**Four Week Forecast** (fourweek_forecast) - displays the forecasted occupancy for each room type for four weeks at a time.

**Future Occupancy Report** (resfutureoccupancy) — displays the forecasted occupancy for the property for the selected date range, broken down by individual reservations, block reservations, block rooms not picked up, and all rooms.

**Guest Preference Report** (preference_forecast) — displays a forecast of guest preferences based on their reservation dates, using the preference code for each day for reservations that are arriving, in house, due out, or for sometime in the future.

**History and Forecast** (history_forecast) - gives you a clear picture of past reservation activity as well as what reservations are anticipated in the future.

**History and Forecast Block** (history_forecast_blk) - gives you a clear picture of past reservation activity as well as what reservations are anticipated in the future, broken down into individual and block business.

**Inventory Forecast** (inventory_forecast) - displays each item with the number available and reserved for each date in the date range.

**Length of Stay** (los_forecast) - displays a length of stay forecast based on room class or type.

**Length of Stay by Market Code** (los_market_forecast) - displays a length of stay forecast based on market group, market code, room class, or room type. The lengths of stay are predetermined at 1 - 4 nights, 5 – 11 nights, 12 – 29 nights and 30+ nights, unless rate tiers are active. When this is active, the lengths of stay groupings will be based on those configured for the property.

**Package Forecast** (pkgforecast) - displays a daily breakdown of the number of reservations, or anticipate reservations, with an attached package.

**Preference Forecast** (sp_forecast) — displays a forecast of preferences broken down by room number for the specified date range. You have several options to filter this data in the report parameters, for example, including only certain room classes or blocks.

**Reservation Booking Pace** (reservation_pace) — captures the number of individual and block reservations on the books on any specific day and tracks booking trends. Block reservations does not include block rooms when the block status is INQUIRY, REGRET and LOST. You must enter a compare date range and a stay date range. OPERA Cloud stores the number of reservations for each day, 14 months in the past and in the future. Room Revenue is displayed in local currency and includes any revenue posted that is marked as Lodging.

**Reservation Forecast Reports** (res_forecast1 and res_forecast2) - generates a reservation forecast by date, for a specified date range.

**Rooms on the Books Report** (room_type_forecast) - forecasts for a year out from the selected date for all the reservations currently on the books.

**Room Type Forecast** (rooms_books) - for each room type, report details include total physical rooms (total number of rooms configured for the room type), out of order rooms, inventory rooms (total rooms available minus out of order rooms), total rooms sold (total reserved

rooms), and available rooms (available to sell plus sell limits set at room type level minus total sold).

**Three Month Forecast Report** (three_month_forecast) - a three-month outlook report based on the number of room nights, room revenue, and average rate per market main group per month.

**Yearly Forecast Report** (stat_forecastyearly) - The yearly forecast report displays all reserved rooms in a summary breakdown of either deduct or non-deduct. The reservation type determines whether the room reserved has a status of deduct or non-deduct. The figure represents both reservations and rooms held against a block.

## History and Forecast Report (history_forecast)

The **History and Forecast (history_forecast) Report** gives you a clear picture of past reservation activity as well as what reservations are anticipated in the future. The report output is divided into Historical (statistical) data and Forecast data.

ORACLE HOSPITALITY

*OPERA DEMO HOTEL*

*12.05.22*
*03:41 PM*

***History and Forecast***

| Date | Total Occ. | Arr. Rooms | Comp. Rooms | House Use | Deduct Indiv. | Non-Ded. Indiv. | Deduct Group | Non-Ded. Group | Occ.% | Room Revenue | Average Rate | Dep. Rooms | Day Use Rooms | No Show Rooms | OOO Rooms | Adl. & Chl. | Total Owners | Total Auth.Users |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Histor** | | | | | | | | | | | | | | | | | | |
| 05.05.22 Thu | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00% | 2.75 | 0.00 | 1 | 0 | 1 | 0 | 0 | 0 | 0 |
| 06.05.22 Fri | 3 | 3 | 0 | 0 | 3 | 0 | 0 | 0 | 0.66% | 50.00 | 16.67 | 0 | 0 | 1 | 2 | 3 | 0 | 0 |
| 07.05.22 Sat | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00% | 2.75 | 0.00 | 3 | 0 | 1 | 0 | 0 | 0 | 0 |
| 08.05.22 Sun | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00% | 0.00 | 0.00 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 09.05.22 Mon | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00% | 0.00 | 0.00 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 10.05.22 Tue | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00% | 0.00 | 0.00 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 11.05.22 Wed | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00% | 0.00 | 0.00 | 0 | 0 | 3 | 0 | 0 | 0 | 0 |
| **Subtotal** | **3** | **3** | **0** | **0** | **3** | **0** | **0** | **0** | **0.09%** | **55.50** | **18.50** | **4** | **0** | **6** | **2** | **3** | **0** | **0** |
| **Forecas** | | | | | | | | | | | | | | | | | | |
| 12.05.22 Thu | 153 | 7 | 0 | 0 | 3 | 0 | 147 | 3 | 33.55% | 17,387.01 | 113.64 | 3 | 3 | | 0 | 178 | 0 | 0 |
| 13.05.22 Fri | 124 | 1 | 0 | 0 | 0 | 0 | 121 | 3 | 27.19% | 13,354.55 | 107.70 | 4 | 1 | | 0 | 150 | 0 | 0 |
| 14.05.22 Sat | 122 | 0 | 0 | 0 | 0 | 0 | 119 | 3 | 26.75% | 13,152.73 | 107.81 | 1 | 0 | | 0 | 147 | 0 | 0 |
| 15.05.22 Sun | 810 | 458 | 0 | 0 | 0 | 0 | 807 | 3 | 177.63% | 75,861.56 | 93.66 | 0 | 0 | | 0 | 1050 | 0 | 0 |
| 16.05.22 Mon | 817 | 0 | 0 | 0 | 0 | 0 | 807 | 10 | 179.17% | 75,034.29 | 91.84 | 458 | 0 | | 0 | 1550 | 0 | 0 |
| 17.05.22 Tue | 845 | 0 | 0 | 0 | 0 | 0 | 805 | 40 | 185.31% | 75,461.04 | 89.30 | 0 | 0 | | 0 | 1586 | 0 | 0 |
| 18.05.22 Wed | 846 | 1 | 0 | 0 | 0 | 1 | 805 | 40 | 185.53% | 75,461.04 | 89.20 | 0 | 0 | | 0 | 1586 | 0 | 0 |
| 19.05.22 Thu | 147 | 2 | 0 | 0 | 0 | 2 | 105 | 40 | 32.24% | 11,824.68 | 80.44 | 1 | 0 | | 0 | 186 | 0 | 0 |
| 20.05.22 Fri | 143 | 2 | 0 | 0 | 0 | 1 | 112 | 30 | 31.36% | 12,924.03 | 90.38 | 2 | 0 | | 0 | 187 | 0 | 0 |
| 21.05.22 Sat | 92 | 0 | 0 | 0 | 0 | 0 | 92 | 0 | 20.18% | 5,713.64 | 62.10 | 1 | 0 | | 0 | 116 | 0 | 0 |
| 22.05.22 Sun | 92 | 0 | 0 | 0 | 0 | 0 | 92 | 0 | 20.18% | 4,028.83 | 43.79 | 0 | 0 | | 0 | 116 | 0 | 0 |
| 23.05.22 Mon | 86 | 0 | 0 | 0 | 0 | 0 | 86 | 0 | 18.86% | 2,916.10 | 33.91 | 0 | 0 | | 0 | 107 | 0 | 0 |
| 24.05.22 Tue | 86 | 0 | 0 | 0 | 0 | 0 | 86 | 0 | 18.86% | 2,916.10 | 33.91 | 0 | 0 | | 0 | 107 | 0 | 0 |
| 25.05.22 Wed | 86 | 0 | 0 | 0 | 0 | 0 | 86 | 0 | 18.86% | 2,916.10 | 33.91 | 0 | 0 | | 0 | 107 | 0 | 0 |
| 26.05.22 Thu | 87 | 0 | 0 | 0 | 0 | 0 | 87 | 0 | 19.08% | 3,017.01 | 34.68 | 0 | 0 | | 0 | 108 | 0 | 0 |
| 27.05.22 Fri | 136 | 0 | 0 | 0 | 0 | 0 | 136 | 0 | 29.82% | 13,691.82 | 100.68 | 0 | 0 | | 0 | 156 | 0 | 0 |
| 28.05.22 Sat | 148 | 0 | 0 | 0 | 0 | 0 | 98 | 50 | 32.46% | 13,980.91 | 94.47 | 1 | 0 | | 0 | 168 | 0 | 0 |
| 29.05.22 Sun | 13 | 0 | 0 | 0 | 0 | 0 | 13 | 0 | 2.85% | 390.00 | 30.00 | 0 | 0 | | 0 | 13 | 0 | 0 |
| 30.05.22 Mon | 63 | 0 | 0 | 0 | 0 | 0 | 13 | 50 | 13.82% | 9,480.91 | 150.49 | 0 | 0 | | 0 | 63 | 0 | 0 |
| 31.05.22 Tue | 1 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0.22% | 100.91 | 100.91 | 0 | 0 | | 0 | 1 | 0 | 0 |
| 01.06.22 Wed | 9 | 0 | 0 | 0 | 1 | 0 | 8 | 0 | 1.97% | 3,531.82 | 392.42 | 0 | 0 | | 0 | 9 | 0 | 0 |
| 02.06.22 Thu | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0.22% | 100.91 | 100.91 | 0 | 0 | | 0 | 1 | 0 | 0 |
| 03.06.22 Fri | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00% | 0.00 | 0.00 | 1 | 0 | | 0 | 0 | 0 | 0 |
| 04.06.22 Sat | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00% | 0.00 | 0.00 | 0 | 0 | | 0 | 0 | 0 | 0 |
| **Subtotal** | **4907** | **472** | **0** | **0** | **6** | **4** | **4625** | **272** | **44.84%** | **433,245.97** | **88.29** | **472** | **4** | | **0** | **7692** | **0** | **0** |
| **Total** | **4910** | **475** | **0** | **0** | **9** | **4** | **4625** | **272** | **34.75%** | **433,301.47** | **88.25** | **476** | **4** | **6** | **2** | **7695** | **0** | **0** |

*Filter* From Date 05.05.22 To Date 04.06.22
Room Class All Room Type All
Deduct Y Non-Deduct Y Pseudo Rooms N Include House Use in Occ.% and ADR Y Include Day Use in Occ.% and ADR N Include No Show in Occ.% and ADR N Exclude OOO from Occ.% Y
Room Revenue Net Distributed N

*Page 1 of 1*

*history_forecast*

OPERA CLOUD

## Package Forecast Report (pkgforecast)

The **Package Forecast** (pkgforecast) report displays a daily breakdown of the number of reservations, or anticipated reservations, with an attached package.

ORACLE HOSPITALITY

OPERA DEMO HOTEL

05-15-18

09:53 PM

**Package Forecast - Detailed**

BKFT1 Continental Breakfast - Include in Rate

| Room No. | Room Type | RTC | Conf. No. | Name | Arrival Date | Departure Date | Resv. Status | Adl. | Chl. | Rate Code | Package Codes |
|---|---|---|---|---|---|---|---|---|---|---|---|
| 101 | STDK | STDK | 1916933 | | 05-15-18 | 05-16-18 | WKIN | 1 | 0 | SOD1 | BKFT1 |
| 103 | STDQ | STDQ | 1912475 | | 05-14-18 | 05-15-18 | DUOT | 1 | 0 | SOD1 | BKFT1 |
| 623 | DLXK | DLXK | 1913250 | | 05-14-18 | 05-15-18 | DUOT | 4 | 0 | PKGAWA | BKFT1 |
| 626 | DLXK | DLXK | 1921918 | | 05-15-18 | 05-19-18 | CKIN | 4 | 0 | | SPA,BKFT1 |
| | STDQ | STDQ | 1913040 | | 05-20-18 | 05-21-18 | BOOK | 1 | 0 | SOD1 | BKFT1 |

SPA $150 Spa Service Credit - Include in Rate and more description

| Room No. | Room Type | RTC | Conf. No. | Name | Arrival Date | Departure Date | Resv. Status | Adl. | Chl. | Rate Code | Package Codes |
|---|---|---|---|---|---|---|---|---|---|---|---|
| 626 | DLXK | DLXK | 1921918 | | 05-15-18 | 05-19-18 | CKIN | 4 | 0 | | SPA,BKFT1 |
| 805 | CFAMILY | STDK | 1921910 | | 05-15-18 | 05-19-18 | CKIN | 2 | 1 | | SPA |

*Filter* Output Detailed
From Date 05-15-18 To Date 05-23-18
Pkg. Forecast Group All Package Codes All Room Class All Reservations All Include Blocks N Include Pseudo Rooms N Include Reservation Details Y
Sort Order Room No. Group by Package Code Age Buckets Y

*Page 1 of 2*

*pkgforecast*

OPERA CLOUD

ORACLE HOSPITALITY

OPERA DEMO HOTEL

05-15-18

09:53 PM

**Package Forecast - Detailed**

Totals per Day per Package Code

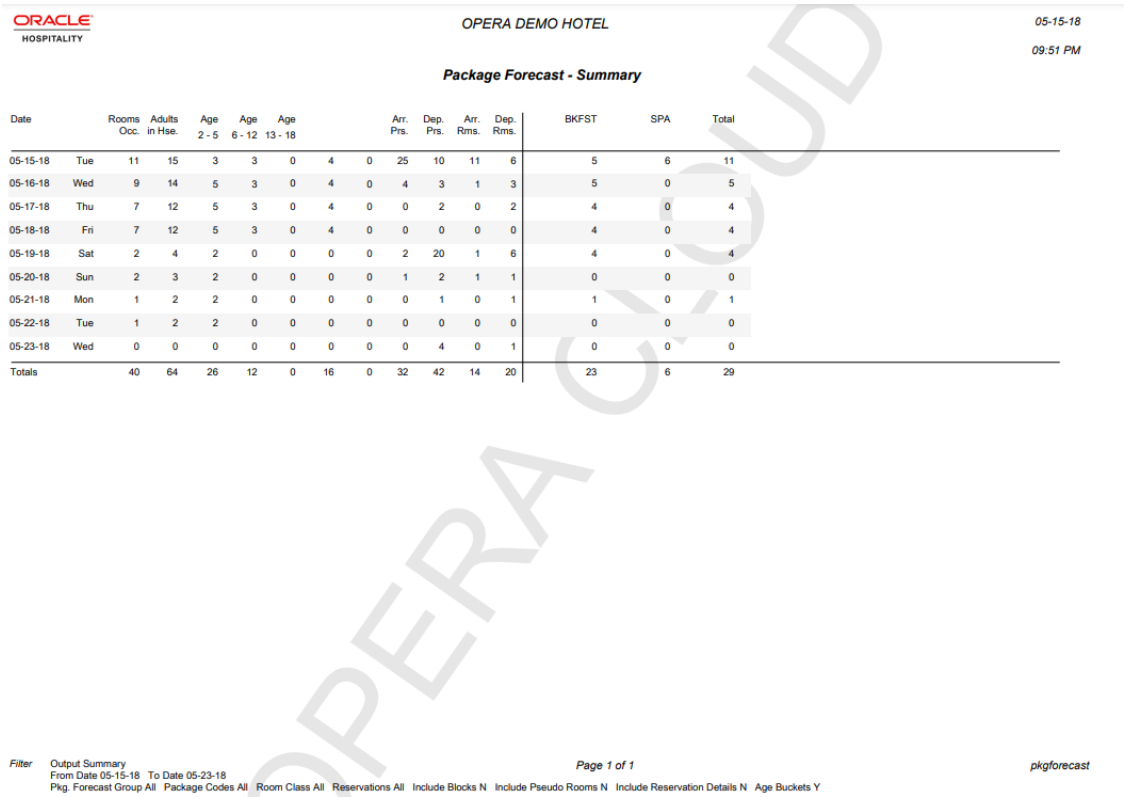
| Date | | BKFT1 | SPA | Total |
|---|---|---|---|---|
| 05-15-18 | Tue | 5 | 6 | 11 |
| 05-16-18 | Wed | 5 | 0 | 5 |
| 05-17-18 | Thu | 4 | 0 | 4 |
| 05-18-18 | Fri | 4 | 0 | 4 |
| 05-19-18 | Sat | 4 | 0 | 4 |
| 05-20-18 | Sun | 0 | 0 | 0 |
| 05-21-18 | Mon | 1 | 0 | 1 |
| 05-22-18 | Tue | 0 | 0 | 0 |
| 05-23-18 | Wed | 0 | 0 | 0 |
| Totals | | 23 | 6 | 29 |

*Filter* Output Detailed
From Date 05-15-18 To Date 05-23-18
Pkg. Forecast Group All Package Codes All Room Class All Reservations All Include Blocks N Include Pseudo Rooms N Include Reservation Details Y
Sort Order Room No. Group by Package Code Age Buckets Y

*Page 2 of 2*

*pkgforecast*

OPERA CLOUD



ORACLE HOSPITALITY

OPERA DEMO HOTEL

05-15-18
09:51 PM

**Package Forecast - Summary**

| Date | | Rooms Occ. | Adults in Hse. | Age 2 - 5 | Age 6 - 12 | Age 13 - 18 | | | Arr. Prs. | Dep. Prs. | Arr. Rms. | Dep. Rms. | BKFST | SPA | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 05-15-18 | Tue | 11 | 15 | 3 | 3 | 0 | 4 | 0 | 25 | 10 | 11 | 6 | 5 | 6 | 11 |
| 05-16-18 | Wed | 9 | 14 | 5 | 3 | 0 | 4 | 0 | 4 | 3 | 1 | 3 | 5 | 0 | 5 |
| 05-17-18 | Thu | 7 | 12 | 5 | 3 | 0 | 4 | 0 | 0 | 2 | 0 | 2 | 4 | 0 | 4 |
| 05-18-18 | Fri | 7 | 12 | 5 | 3 | 0 | 4 | 0 | 0 | 0 | 0 | 0 | 4 | 0 | 4 |
| 05-19-18 | Sat | 2 | 4 | 2 | 0 | 0 | 0 | 0 | 2 | 20 | 1 | 6 | 4 | 0 | 4 |
| 05-20-18 | Sun | 2 | 3 | 2 | 0 | 0 | 0 | 0 | 1 | 2 | 1 | 1 | 0 | 0 | 0 |
| 05-21-18 | Mon | 1 | 2 | 2 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 1 | 0 | 1 |
| 05-22-18 | Tue | 1 | 2 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 05-23-18 | Wed | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 0 | 1 | 0 | 0 | 0 |
| Totals | | 40 | 64 | 26 | 12 | 0 | 16 | 0 | 32 | 42 | 14 | 20 | 23 | 6 | 29 |

Filter Output Summary
From Date 05-15-18 To Date 05-23-18
Pkg. Forecast Group All Package Codes All Room Class All Reservations All Include Blocks N Include Pseudo Rooms N Include Reservation Details N Age Buckets Y

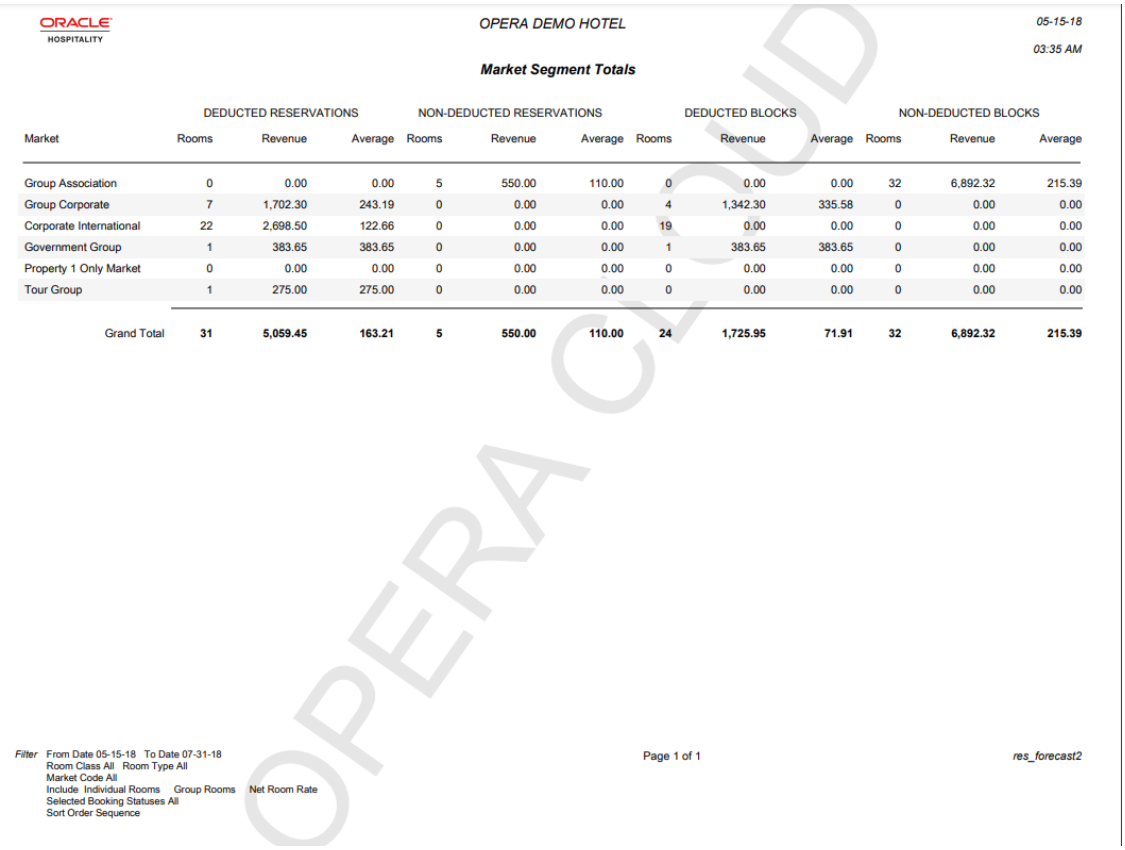
Page 1 of 1

pkgforecast

OPERA CLOUD

# Reservation Forecast Report (res_forecast2)

The **Reservation Forecast Report** (res_forecast2) generates a reservation forecast report by date for a specified date range. The information can include Individual or Block Reservation Types, deduct and/or Non-Deduct Reservations or Blocks.



ORACLE HOSPITALITY

OPERA DEMO HOTEL

05-15-18
03:35 AM

**Market Segment Totals**

| Market | DEDUCTED RESERVATIONS Rooms | Revenue | Average | NON-DEDUCTED RESERVATIONS Rooms | Revenue | Average | DEDUCTED BLOCKS Rooms | Revenue | Average | NON-DEDUCTED BLOCKS Rooms | Revenue | Average |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Group Association | 0 | 0.00 | 0.00 | 5 | 550.00 | 110.00 | 0 | 0.00 | 0.00 | 32 | 6,892.32 | 215.39 |
| Group Corporate | 7 | 1,702.30 | 243.19 | 0 | 0.00 | 0.00 | 4 | 1,342.30 | 335.58 | 0 | 0.00 | 0.00 |
| Corporate International | 22 | 2,698.50 | 122.66 | 0 | 0.00 | 0.00 | 19 | 0.00 | 0.00 | 0 | 0.00 | 0.00 |
| Government Group | 1 | 383.65 | 383.65 | 0 | 0.00 | 0.00 | 1 | 383.65 | 383.65 | 0 | 0.00 | 0.00 |
| Property 1 Only Market | 0 | 0.00 | 0.00 | 0 | 0.00 | 0.00 | 0 | 0.00 | 0.00 | 0 | 0.00 | 0.00 |
| Tour Group | 1 | 275.00 | 275.00 | 0 | 0.00 | 0.00 | 0 | 0.00 | 0.00 | 0 | 0.00 | 0.00 |
| Grand Total | **31** | **5,059.45** | **163.21** | **5** | **550.00** | **110.00** | **24** | **1,725.95** | **71.91** | **32** | **6,892.32** | **215.39** |

*Filter* From Date 05-15-18 To Date 07-31-18
Room Class All Room Type All
Market Code All
Include Individual Rooms Group Rooms Net Room Rate
Selected Booking Statuses All
Sort Order Sequence

Page 1 of 1

*res_forecast2*

OPERA CLOUD

## Yearly Forecast Report (stat_forecastyearly)

The **Yearly Forecast** Report (stat_forecastyearly) displays all reserved rooms in a summary breakdown of either deduct or non-deduct. The reservation type determines whether the room reserved has a status of deduct or non-deduct. The figure represents both reservations and rooms held against a block.

ORACLE HOSPITALITY

*OPERA DEMO HOTEL* *13.05.22*

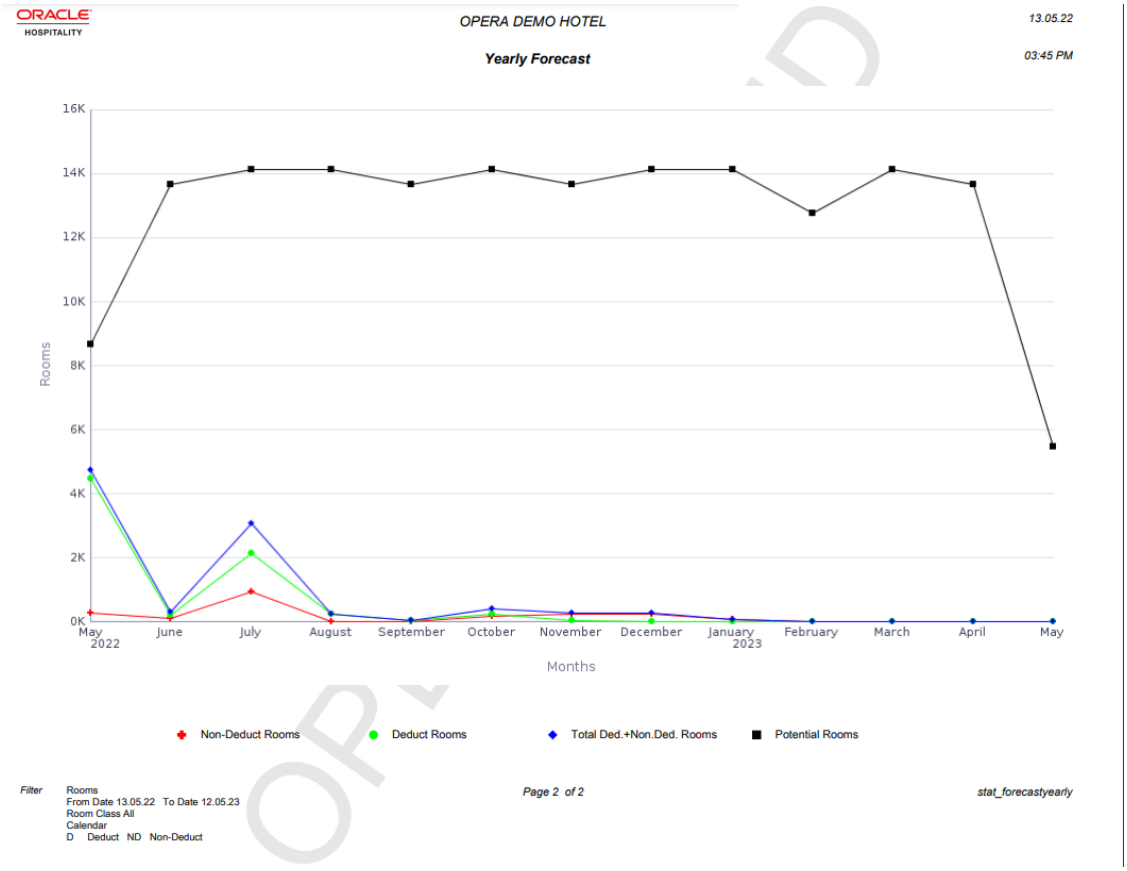
***Yearly Forecast*** *03:45 PM*

| DAY | 2022 - 05 | | 2022 - 06 | | 2022 - 07 | | 2022 - 08 | | 2022 - 09 | | 2022 - 10 | | 2022 - 11 | | 2022 - 12 | | 2023 - 01 | | 2023 - 02 | | 2023 - 03 | | 2023 - 04 | | 2023 - 05 | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | D | ND | D | ND | D | ND | D | ND | D | ND | D | ND | D | ND | D | ND | D | ND | D | ND | D | ND | D | ND | D | ND |
| 01 | | | 9 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 4 | 8 | 0 | 8 | 0 | 8 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 02 | | | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 8 | 0 | 8 | 0 | 8 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 03 | | | 0 | 0 | 46 | 165 | 1 | 0 | 0 | 0 | 0 | 0 | 4 | 8 | 0 | 8 | 0 | 8 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 04 | | | 0 | 0 | 46 | 165 | 1 | 0 | 0 | 0 | 0 | 0 | 4 | 8 | 0 | 8 | 0 | 8 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 |
| 05 | | | 0 | 0 | 46 | 165 | 10 | 0 | 0 | 0 | 0 | 0 | 4 | 8 | 0 | 8 | 0 | 8 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 |
| 06 | | | 0 | 0 | 1 | 50 | 24 | 0 | 0 | 0 | 0 | 0 | 4 | 8 | 0 | 8 | 0 | 8 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 07 | | | 0 | 0 | 1 | 100 | 10 | 0 | 0 | 0 | 0 | 0 | 4 | 8 | 0 | 8 | 0 | 8 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 08 | | | 0 | 0 | 1 | 50 | 1 | 0 | 0 | 0 | 0 | 0 | 4 | 8 | 0 | 8 | 0 | 8 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 09 | | | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 4 | 8 | 0 | 8 | 0 | 8 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 10 | | | 10 | 0 | 11 | 80 | 0 | 0 | 1 | 0 | 0 | 10 | 4 | 8 | 0 | 8 | 0 | 8 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 11 | | | 10 | 0 | 11 | 80 | 0 | 0 | 1 | 0 | 100 | 8 | 0 | 8 | 0 | 8 | 0 | 8 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 12 | | | 10 | 10 | 18 | 80 | 0 | 0 | 1 | 0 | 0 | 8 | 0 | 8 | 0 | 8 | 0 | 8 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 13 | 121 | 3 | 0 | 10 | 8 | 0 | 20 | 0 | 1 | 0 | 0 | 8 | 0 | 8 | 0 | 8 | 0 | 8 | 0 | 0 | 0 | 0 | 0 | 0 | | |
| 14 | 119 | 3 | 0 | 10 | 20 | 0 | 20 | 0 | 1 | 0 | 0 | 8 | 0 | 8 | 0 | 8 | 0 | 8 | 0 | 0 | 0 | 0 | 0 | 0 | | |
| 15 | 807 | 3 | 8 | 0 | 364 | 0 | 20 | 0 | 0 | 0 | 0 | 8 | 0 | 8 | 0 | 8 | 0 | 8 | 0 | 0 | 0 | 0 | 0 | 0 | | |
| 16 | 807 | 10 | 8 | 0 | 364 | 0 | 20 | 0 | 0 | 0 | 0 | 8 | 0 | 8 | 0 | 8 | 0 | 8 | 0 | 0 | 0 | 0 | 0 | 0 | | |
| 17 | 805 | 40 | 8 | 0 | 364 | 0 | 20 | 0 | 0 | 0 | 0 | 8 | 0 | 8 | 0 | 8 | 0 | 8 | 0 | 0 | 0 | 0 | 0 | 0 | | |
| 18 | 805 | 41 | 8 | 0 | 300 | 0 | 20 | 0 | 10 | 0 | 0 | 8 | 0 | 8 | 0 | 8 | 0 | 8 | 0 | 0 | 0 | 0 | 0 | 0 | | |
| 19 | 105 | 42 | 8 | 0 | 280 | 0 | 20 | 0 | 10 | 0 | 0 | 8 | 0 | 8 | 0 | 8 | 0 | 8 | 0 | 0 | 0 | 0 | 0 | 0 | | |
| 20 | 112 | 31 | 0 | 0 | 0 | 0 | 6 | 0 | 10 | 0 | 0 | 8 | 0 | 8 | 0 | 8 | 0 | 8 | 0 | 0 | 0 | 0 | 0 | 0 | | |
| 21 | 92 | 0 | 0 | 0 | 60 | 0 | 6 | 0 | 0 | 0 | 0 | 8 | 0 | 8 | 0 | 8 | 0 | 8 | 0 | 0 | 0 | 0 | 0 | 0 | | |
| 22 | 92 | 0 | 0 | 0 | 93 | 0 | 6 | 0 | 0 | 0 | 0 | 8 | 0 | 8 | 0 | 8 | 0 | 8 | 0 | 0 | 0 | 0 | 0 | 0 | | |
| 23 | 86 | 0 | 0 | 0 | 33 | 0 | 6 | 0 | 0 | 0 | 25 | 8 | 0 | 8 | 0 | 8 | 0 | 8 | 0 | 0 | 0 | 0 | 0 | 0 | | |
| 24 | 86 | 0 | 0 | 0 | 33 | 0 | 6 | 0 | 0 | 0 | 25 | 8 | 0 | 8 | 0 | 8 | 0 | 8 | 0 | 0 | 0 | 0 | 0 | 0 | | |
| 25 | 86 | 0 | 0 | 0 | 33 | 0 | 6 | 0 | 0 | 0 | 25 | 8 | 0 | 8 | 0 | 8 | 0 | 8 | 0 | 0 | 0 | 0 | 0 | 0 | | |
| 26 | 87 | 0 | 0 | 20 | 0 | 0 | 6 | 0 | 0 | 0 | 35 | 8 | 0 | 8 | 0 | 8 | 0 | 8 | 0 | 0 | 0 | 0 | 0 | 0 | | |
| 27 | 136 | 0 | 31 | 20 | 0 | 0 | 6 | 0 | 0 | 0 | 10 | 8 | 0 | 8 | 0 | 8 | 0 | 8 | 0 | 0 | 0 | 0 | 0 | 0 | | |
| 28 | 98 | 50 | 31 | 20 | 0 | 0 | 0 | 0 | 0 | 0 | 10 | 8 | 0 | 8 | 0 | 8 | 0 | 8 | 0 | 0 | 0 | 0 | 0 | 0 | | |
| 29 | 13 | 0 | 31 | 20 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 8 | 0 | 8 | 0 | 8 | 0 | 8 | 0 | 0 | | | 0 | 0 | | |
| 30 | 13 | 50 | 21 | 0 | 0 | 10 | 0 | 0 | 0 | 0 | 0 | 8 | 0 | 8 | 6 | 8 | 0 | 0 | | | 0 | 0 | 0 | 0 | | |
| 31 | 1 | 0 | | | 0 | 0 | 0 | 0 | | | 0 | 9 | | | 6 | 8 | 0 | 0 | | | 0 | 0 | | | | |
| **Totals:** | 4471 | 273 | 194 | 110 | 2136 | 945 | 235 | 0 | 37 | 0 | 230 | 179 | 40 | 240 | 12 | 248 | 0 | 72 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 |
| **Potential** | | 8664 | | 13680 | | 14136 | | 14136 | | 13680 | | 14136 | | 13680 | | 14136 | | 14136 | | 12768 | | 14136 | | 13680 | | 5472 |
| **Ind D** | | 1 | | 2 | | 30 | | 0 | | 1 | | 0 | | 0 | | 0 | | 0 | | 0 | | 0 | | 2 | | 0 |
| **Ind ND** | | 4 | | 0 | | 0 | | 0 | | 0 | | 1 | | 0 | | 0 | | 0 | | 0 | | 0 | | 0 | | 0 |
| **Block D** | | 4470 | | 192 | | 2106 | | 235 | | 36 | | 230 | | 40 | | 12 | | 0 | | 0 | | 0 | | 0 | | 0 |
| **Block ND** | | 269 | | 110 | | 945 | | 0 | | 0 | | 178 | | 240 | | 248 | | 72 | | 0 | | 0 | | 0 | | 0 |
| **Ttl. D+ND** | | 4744 | | 304 | | 3081 | | 235 | | 37 | | 409 | | 280 | | 260 | | 72 | | 0 | | 0 | | 2 | | 0 |
| **% D** | | 51.60% | | 1.42% | | 15.11% | | 1.66% | | 0.27% | | 1.63% | | 0.29% | | 0.08% | | 0.00% | | 0.00% | | 0.00% | | 0.01% | | 0.00% |
| **% D+ND** | | 54.76% | | 2.22% | | 21.80% | | 1.66% | | 0.27% | | 2.89% | | 2.05% | | 1.84% | | 0.51% | | 0.00% | | 0.00% | | 0.01% | | 0.00% |

*Filter* Rooms
From Date 13.05.22 To Date 12.05.23
Room Class All
Calendar
D Deduct ND Non-Deduct

*Page 1 of 2* *stat_forecastyearly*

OPERA CLOUD




# Guests In-House Reports

**Cash Paying Guest In—House including Pmrooms** (giinclpmcashbyname) - displays all guests in-house including pseudo and posting master accounts paying by cash.

**Checked Out Guest Messages** (gicomessage) - displays a list all checked-out guests, the departure date, and the status of the message.

**Credit Card History** (creditcard_history) - summarizes all credit card transactions within the selected time frame.

**Credit Limit Report - All Payment Methods** (gi_authlimit) - verifies authorization amounts for guests in house.

**Deposit Activity** (deposit_activity) - used by the accounting department to determine how much deposit revenue has been received in the hotel for a particular date.

**Detailed Checkout Report** (detailed_checkout) - breaks down the total charges attached to the transaction codes that have been attached to each revenue bucket and then displays a total of all charges for the guest's stay.

**Guest In-House Traces** (gitraces) - identifies traces for a specific department so you can take action on a trace that is applicable to that department.

**Guest Preferences** (guest_preferences) - displays those reservations for the date range specified which have preferences attached to the profile. You can choose to print all profiles or those profiles with preferences of arrivals, in house, or departing.

**Guests In-House By Company** (gi_inhousebycomp) - displays all guests in house that have a company profile on the reservation.

**Guests In-House By Group** (gibygroup) - displays detail for all blocks in house grouped by block.

**Guests In-House By Room Number** (gibyroom) - displays various information for all guests in house and will be sorted by room number.

**Guests In-House by Tax Type** (taxexempt) - should be run to determine the tax status of each in-house reservation.

**Guests In-House Cash Payment Method** (gicashbyname) - displays all guests in house paying by cash or check, and is sorted alphabetically by last name.

**Guests In-House Complimentary** (gi_c_h) - displays all in house guests with a complimentary room rate or a house room rate.

**Guests In-House No Video Check Out** (ginovideo) - displays a list of all guests in house who are not authorized to checkout through the video checkout system.

**Guests In-House PM Account By Name** (gipmbyname) - displays all in pseudo rooms in alphabetical order so you can see all house accounts by name and balance.

**Guests In-House PM Account By Room** (gipmbyroom) - displays all in pseudo rooms in room number order so you can see all house accounts by name and balance.

**Guests In-House Rate Check** (giratecheck) - displays a comparison of the rate amount being charged for a reservation to the configured rate code amount and then determines the variance.

**Guests In-House Special Requests** (gisprequest) - displays all special requests for in-house services such as flowers, chocolate, an iron, or exercise bicycle for a guest reservation.

**Meal Vouchers** (vouchers) - You can print meal vouchers for today, days in advance, or for guests in-house. The vouchers are for one person and are based upon the package elements and forecasted package elements that have been defined from the rate code and/or package setup.

**Messages for Guests In-House and Due Arrivals** (giarrmessage) - can be run during downtimes so messages can be relayed to all guests due in or in house.

**No Posting Allowed Guest** (ginopost) - displays all checked in guests who have no posting privileges on their reservation.

**No Video Check Out** (ginovideo) - displays a list of all guests in house who are not authorized to checkout through the video checkout system.

**Package Allowance Guests In-House** (finpkgallow) - displays package allowances for guests in-house.

**Projected Guests In-House** (gifuturebyname) - displays a projected number of guests in-house for a specified date range.

**Rate Variance** (giratevariance) - displays consolidated rate check statistics for guests in house.

**Room Moves** (room_move) - shows which reservations have been moved to a different room number for a particular date or a range of dates.

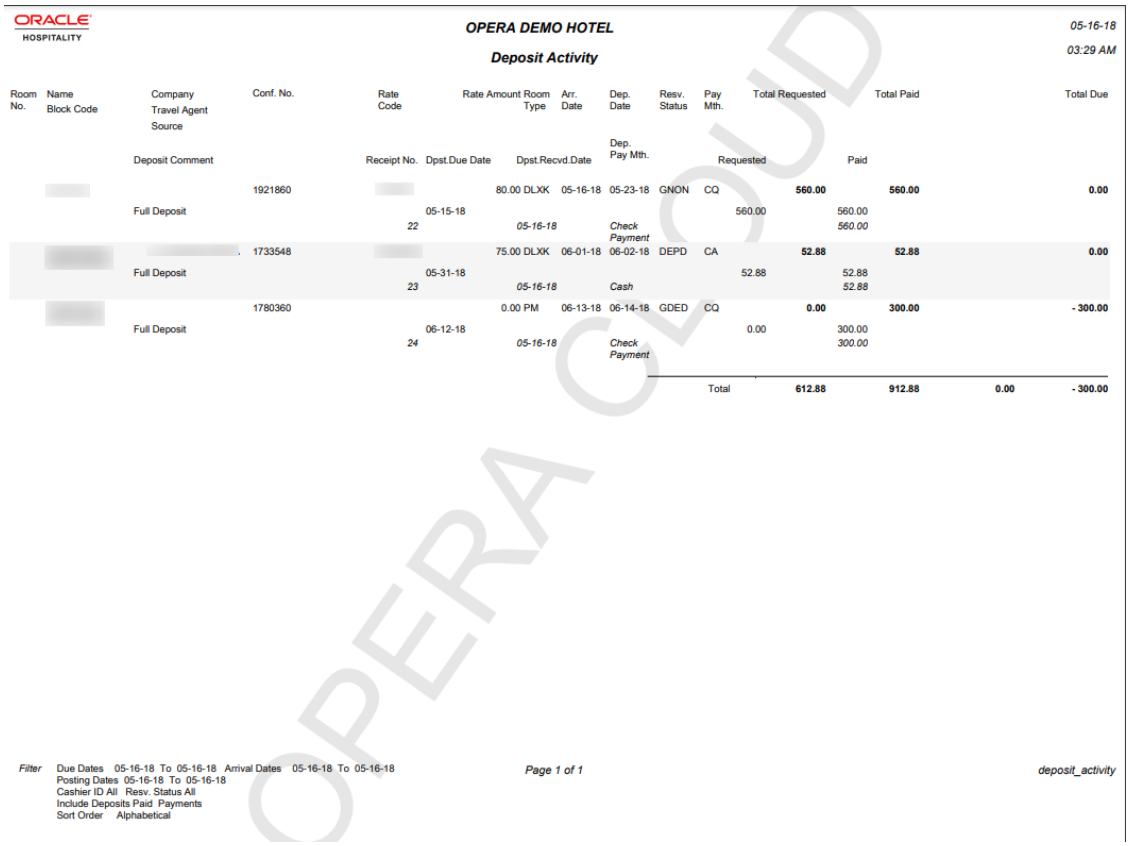
**Room Revenue by Tax Type** (tax_type_details) - displays room revenue broken down by tax type for a specified date range.

**Wake Up Calls** (wake_up_calls) - provides a list of all wake up calls associated to reservations for the date range selected.

**Zero Rate Rooms** (gi_zeroraterooms) - displays all guests that have zero rates. Sharing guests will be zero-rate candidates in most cases. Print this report to determine which in-house guests should or should not be at zero rate status.

## Deposit Activity Report (deposit_activity)

**Deposit Activity (deposit_activity)** report is used by the accounting department to determine how much deposit revenue has been received in the hotel for a particular date.



ORACLE HOSPITALITY

**OPERA DEMO HOTEL** — 05-16-18 03:29 AM

**Deposit Activity**

| Room No. / Name / Block Code / Company / Travel Agent / Source | Conf. No. | Rate Code | Rate Amount | Room Type | Arr. Date | Dep. Date | Resv. Status | Pay Mth. | Total Requested | Total Paid | Total Due |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Deposit Comment / Receipt No. / Dpst.Due Date / Dpst.Recvd.Date / Dep. Pay Mth. | | | | | | | | | Requested | Paid | |
| | 1921860 | | 80.00 | DLXK | 05-16-18 | 05-23-18 | GNON | CQ | **560.00** | **560.00** | **0.00** |
| Full Deposit / 22 / 05-15-18 / 05-16-18 / Check Payment | | | | | | | | | 560.00 / *560.00* | 560.00 / *560.00* | |
| [redacted] | 1733548 | | 75.00 | DLXK | 06-01-18 | 06-02-18 | DEPD | CA | **52.88** | **52.88** | **0.00** |
| Full Deposit / 23 / 05-31-18 / 05-16-18 / Cash | | | | | | | | | 52.88 / *52.88* | 52.88 / *52.88* | |
| [redacted] | 1780360 | | 0.00 | PM | 06-13-18 | 06-14-18 | GDED | CQ | **0.00** | **300.00** | **- 300.00** |
| Full Deposit / 24 / 06-12-18 / 05-16-18 / Check Payment | | | | | | | | | 0.00 / *0.00* | 300.00 / *300.00* | |
| | | | | | | | | Total | **612.88** | **912.88** | **0.00** | **- 300.00** |

*Filter* Due Dates 05-16-18 To 05-16-18 Arrival Dates 05-16-18 To 05-16-18
Posting Dates 05-16-18 To 05-16-18
Cashier ID All Resv. Status All
Include Deposits Paid Payments
Sort Order Alphabetical

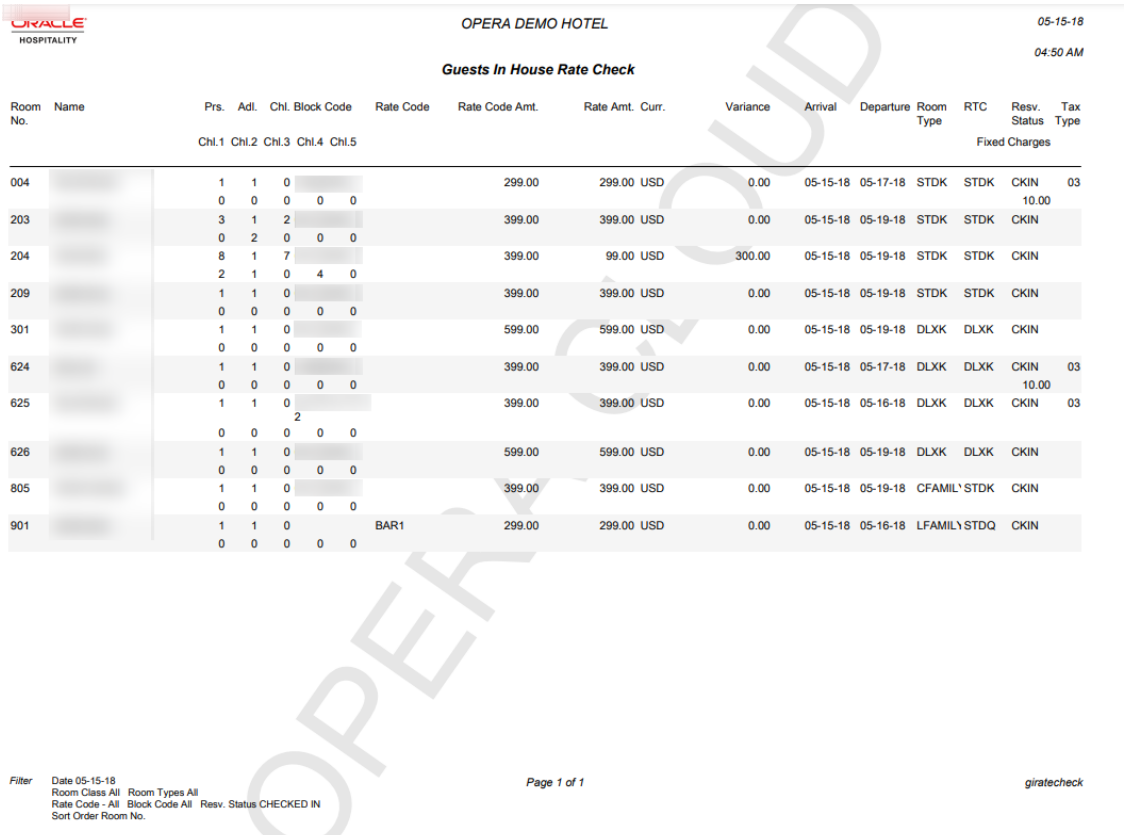
*Page 1 of 1*

*deposit_activity*

OPERA CLOUD

## Guests In-House Rate Check Report (giratecheck)

The **Guests In-House Rate Check (giratecheck)** report displays a comparison of the rate amount being charged for a reservation to the configured rate code amount and then determines the Variance.



ORACLE HOSPITALITY

OPERA DEMO HOTEL

05-15-18

04:50 AM

**Guests In House Rate Check**

| Room No. | Name | Prs. | Adl. | Chl. | Block Code | Rate Code | Rate Code Amt. | Rate Amt. | Curr. | Variance | Arrival | Departure | Room Type | RTC | Resv. Status | Tax Type |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | Chl.1 | Chl.2 | Chl.3 | Chl.4 Chl.5 | | | | | | | | | Fixed Charges | | |
| 004 | | 1 | 1 | 0 | | | 299.00 | 299.00 | USD | 0.00 | 05-15-18 | 05-17-18 | STDK | STDK | CKIN | 03 |
| | | 0 | 0 | 0 | 0 0 | | | | | | | | | | 10.00 | |
| 203 | | 3 | 1 | 2 | | | 399.00 | 399.00 | USD | 0.00 | 05-15-18 | 05-19-18 | STDK | STDK | CKIN | |
| | | 0 | 2 | 0 | 0 0 | | | | | | | | | | | |
| 204 | | 8 | 1 | 7 | | | 399.00 | 99.00 | USD | 300.00 | 05-15-18 | 05-19-18 | STDK | STDK | CKIN | |
| | | 2 | 1 | 0 | 4 0 | | | | | | | | | | | |
| 209 | | 1 | 1 | 0 | | | 399.00 | 399.00 | USD | 0.00 | 05-15-18 | 05-19-18 | STDK | STDK | CKIN | |
| | | 0 | 0 | 0 | 0 0 | | | | | | | | | | | |
| 301 | | 1 | 1 | 0 | | | 599.00 | 599.00 | USD | 0.00 | 05-15-18 | 05-19-18 | DLXK | DLXK | CKIN | |
| | | 0 | 0 | 0 | 0 0 | | | | | | | | | | | |
| 624 | | 1 | 1 | 0 | | | 399.00 | 399.00 | USD | 0.00 | 05-15-18 | 05-17-18 | DLXK | DLXK | CKIN | 03 |
| | | 0 | 0 | 0 | 0 0 | | | | | | | | | | 10.00 | |
| 625 | | 1 | 1 | 0 2 | | | 399.00 | 399.00 | USD | 0.00 | 05-15-18 | 05-16-18 | DLXK | DLXK | CKIN | 03 |
| | | 0 | 0 | 0 | 0 0 | | | | | | | | | | | |
| 626 | | 1 | 1 | 0 | | | 599.00 | 599.00 | USD | 0.00 | 05-15-18 | 05-19-18 | DLXK | DLXK | CKIN | |
| | | 0 | 0 | 0 | 0 0 | | | | | | | | | | | |
| 805 | | 1 | 1 | 0 | | | 399.00 | 399.00 | USD | 0.00 | 05-15-18 | 05-19-18 | CFAMIL | STDK | CKIN | |
| | | 0 | 0 | 0 | 0 0 | | | | | | | | | | | |
| 901 | | 1 | 1 | 0 | | BAR1 | 299.00 | 299.00 | USD | 0.00 | 05-15-18 | 05-16-18 | LFAMIL | STDQ | CKIN | |
| | | 0 | 0 | 0 | 0 0 | | | | | | | | | | | |

*Filter* Date 05-15-18
Room Class All Room Types All
Rate Code - All Block Code All Resv. Status CHECKED IN
Sort Order Room No.

*Page 1 of 1*

*giratecheck*

OPERA CLOUD

# Housekeeping Reports

**Assign Rooms All** (hkassignroomall) - displays all rooms that have been blocked using the reason codes under the assignment status of all, general, and show. General assignment will prevent the room from being displayed when you search for vacant rooms.

**Facility Forecast** (facility_forecast) - displays a five day forecast summary for the property, that includes numbers of arrivals, stay overs, departures, adults, and children. Also displayed is a break down of the facility tasks as well as the total number of items needed to be completed for the selected days.

**House Status** (hkroomstatusbytype) - displays all the movements for the day for each room type.

**Housekeeping Detail Report** (hk_details) - provides a detailed report on housekeeping status.

**Housekeeping Discrepancy Report** (hk_discrepancy) - displays a list of rooms and their housekeeping status, along with a column including any discrepancies.

**Housekeeping Status** (hk_allstatus) - displays the status for all activity in every room in the hotel.

**Housekeeping Stayover** (hkstayover) - displays all guests who are stayovers in the hotel.

**Housekeeping VIP by Room Number**(hkvipbyroom) - displays all VIPs in-house and due in by room number.

**Out of Order By Reason** (hkooobyreason) - displays all rooms that are out of order and the reason.

**Queue Reservation Activity** (qresv_activity) - queue rooms activity for the day or days selected.

**Queue Reservations** (qresv) - displays a list of reservations in the queue for the selected date.

**Queue Rooms** (qrooms) - provides a list of rooms in the queue for the selected date.

**Room Discrepancy** (hkroomdiscrepancy) - displays all discrepant rooms - a listing of all room statuses that are inconsistent with housekeeping status and front office status. The "sleep" discrepancy reflects that housekeeping status is occupied and front office status is vacant. The "skip" discrepancy reflects that front office status is occupied, and housekeeping status is vacant. Print this report to verify room status discrepancies.

**Room Maintenance Not Resolved** (hk_maintenance) - displays the all maintenance requests or work orders on rooms that are resolved as well as unresolved.

**Room Status Changes** (room_status_changes) - displays changes made in a room status that was completed by a user, telephone interface, or automatically changed by the system.

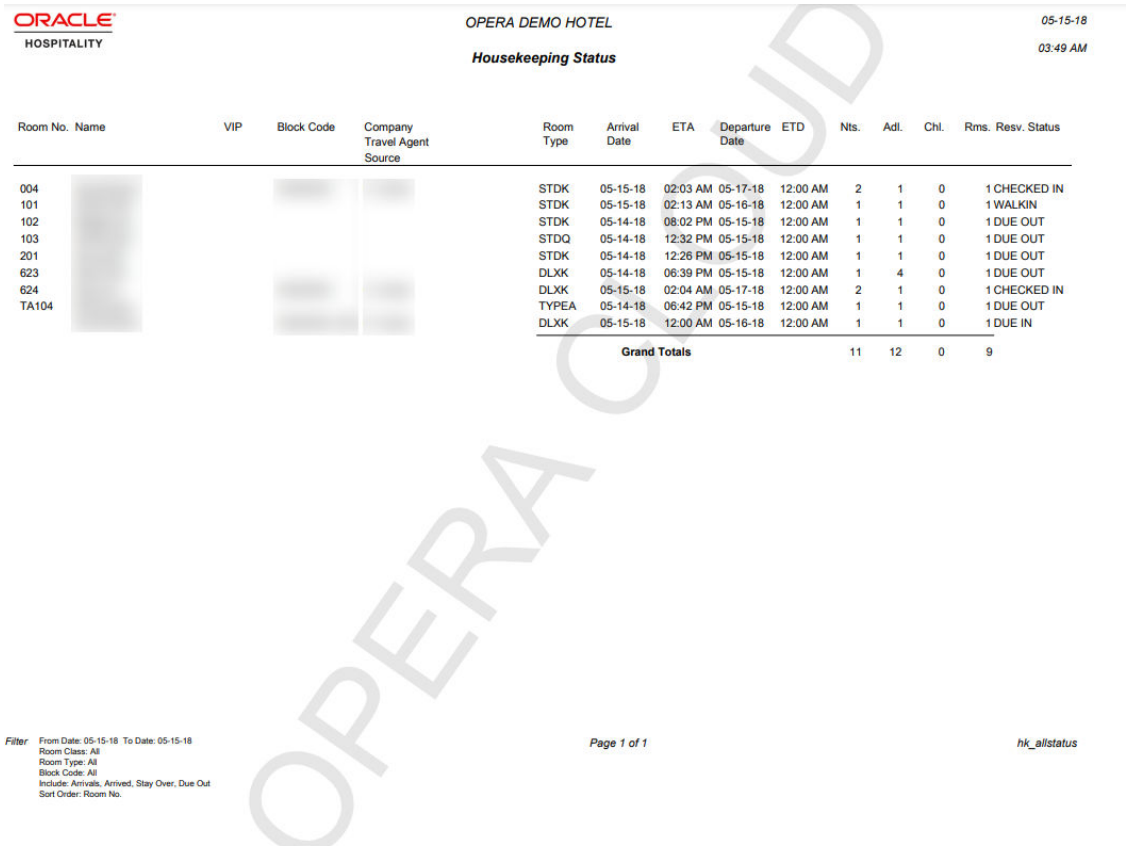
**Rooms** (hkroomstatusperroom) - displays all of your property's rooms. Print this report to see a list of all rooms and their housekeeping status.

**Task Assignment Summary** (task_assignment_summary) - displays every room in the property along with the Housekeeper assigned to take care of it and any special needs that the room may require. The report is available when at least one value is configured in the Additional Task Sheets OPERA Control (available when the Advanced Task Sheets OPERA Control is active).

**Vacant Rooms Report** (hkvaroom) - displays a list of vacant rooms and all room statuses in the hotel. When the 'Days' Duration Type is selected, the report lists rooms that have been vacant equal to and longer than the entered number. When the 'Cycle' Duration Type is selected, the report lists rooms that have been vacant the entered number amount of days and its multiples. For example, if you enter 7, the report lists rooms vacant for 7, 14, 21, 28, and so on, days.

## Housekeeping Status Report (hk_allstatus)

The Housekeeping Status (hk_allstatus) Report shows the status for all activity in every room in the hotel.



ORACLE HOSPITALITY

OPERA DEMO HOTEL

05-15-18
03:49 AM

**Housekeeping Status**

| Room No. | Name | VIP | Block Code | Company Travel Agent Source | Room Type | Arrival Date | ETA | Departure Date | ETD | Nts. | Adl. | Chl. | Rms. | Resv. Status |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 004 | | | | | STDK | 05-15-18 | 02:03 AM | 05-17-18 | 12:00 AM | 2 | 1 | 0 | 1 | CHECKED IN |
| 101 | | | | | STDK | 05-15-18 | 02:13 AM | 05-16-18 | 12:00 AM | 1 | 1 | 0 | 1 | WALKIN |
| 102 | | | | | STDK | 05-14-18 | 08:02 PM | 05-15-18 | 12:00 AM | 1 | 1 | 0 | 1 | DUE OUT |
| 103 | | | | | STDQ | 05-14-18 | 12:32 PM | 05-15-18 | 12:00 AM | 1 | 1 | 0 | 1 | DUE OUT |
| 201 | | | | | STDK | 05-14-18 | 12:26 PM | 05-15-18 | 12:00 AM | 1 | 1 | 0 | 1 | DUE OUT |
| 623 | | | | | DLXK | 05-14-18 | 06:39 PM | 05-15-18 | 12:00 AM | 1 | 4 | 0 | 1 | DUE OUT |
| 624 | | | | | DLXK | 05-15-18 | 02:04 AM | 05-17-18 | 12:00 AM | 2 | 1 | 0 | 1 | CHECKED IN |
| TA104 | | | | | TYPEA | 05-14-18 | 06:42 PM | 05-15-18 | 12:00 AM | 1 | 1 | 0 | 1 | DUE OUT |
| | | | | | DLXK | 05-15-18 | 12:00 AM | 05-16-18 | 12:00 AM | 1 | 1 | 0 | 1 | DUE IN |
| | | | | | **Grand Totals** | | | | | 11 | 12 | 0 | 9 | |

*Filter* From Date: 05-15-18 To Date: 05-15-18
Room Class: All
Room Type: All
Block Code: All
Include: Arrivals, Arrived, Stay Over, Due Out
Sort Order: Room No.

*Page 1 of 1*

*hk_allstatus*

OPERA CLOUD

# Miscellaneous Reports

**Balance Check Report** (balance_check) - lists the output of the ledger imbalance checks for any date earlier than the current business date.

**No Post Flag Activity Log** (user_log_detailed) - displays user log changes specific to the no-post flags on reservations. Since reservations can be modified by any user who has permission, it can lead to potentially non-qualified people to determine whether the guest is allowed to charge to the room.

**Offline Credit Card Settlements Pending** (cc_offline_settlement) - displays a list of all of the pending offline credit card settlements.

**Phone Details Report** (hb_fin_details ) - displays telephone call details report.

**Police Report** (police_report2) - created to adhere to legal reporting requirements for properties in Portugal. The properties are required to print a report for all arrivals and departures of the day with the morning information on a daily basis.  Accompanying guests on a reservation will be included on the report output.

**Service Requests** (service_requests) - displays a list of all service requests for the requested time frame (Status, Open date range, Closed date range, Department, Priority, and sorted by Room, Open date, Service Request Code).

**Service Request Comparison** (service_request_compare) - displays a comparison of Service Requests for two months. It will compare the Total Requests (totaled for all departments), Time to Complete/Follow Up, Requests by Department, and Requests by Priority. The report will

display all requests that have been opened during the month, disregarding what status the requests currently have.

**Transport Request** (transreq) - displays those reservations and in-house reservations that have requested transportation service.

**User Activity Log** (user_activity_log) - displays all activity that has taken place by user, group, type of activity, etc., for the date specified.

**Wake up Call Activity** (wake_up_call_activity) - Displays all logged and deleted wake up calls for a room, specific date, or specific guest. This information is pulled directly from the user activity log.

**Saudi Arabia Bookings Report** (sau_rep_bookings)

**Saudi Arabia Cancellations Report** (sau_rep_cancellations)

**Saudi Arabia Expense Report** (sau_rep_expense)

**Saudi Arabia End of Day Occupancy Report** (sau_rep_occupancy_eod) - Configure as End of Day report. For more information, see Configuring Interim / Final Procedures and Reports.

> **Note:**
>
> Refer, Saudi Arabia - Oracle Hospitality OPERA Cloud Fiscal Primary Data Document 2553921.1

## Profiles Reports

**Activities Scheduled for Profiles Only** (osa_profile_only) - displays activities that are associated to profiles (not reservations) and that fall within the date range selected.

**Duplicate Profile** (prduplicateprofile) - displays profile address, membership and passport information to assist in determining if a duplicate profile exists in your system.

**Guest Birthday** (pr_birthday) - displays all guest profiles that have a birthdate entered. The report includes information on stay history, VIP status, and the next scheduled reservation.

**Incomplete Address** (princompleteaddress) - displays all profiles that have incomplete address information.

**Individual Profile Productivity - Summary** (prof_prod_sum) - provides a summary of reservation statistics for individual profiles only.

**Member Report** (member) - displays all reservations that have or had a membership attached to the reservation.

**Membership Pre-Check In** (arrprecheckinmem) - displays reservations not yet checked in that have an active membership attached to the reservation.

**Membership Stays Report** (loyalty_member_stay) - provides a detailed listing of loyalty guests, along with their membership types and levels for the selected date range.

**Profile Address** (pr_address) - lists basic address information for all profiles in the system.

**Profile Notes** (pr_notes) - displays all the profile notes attached to profiles.

**Profile Production Statistics** (profileproductivitystat) - allows a property the means to determine the production a profile is generating for their property.

**Profile Productivity Length of Stay** (prof_prod_los) - allows the user to display profile production by pre-defined length of stay groups.

**Individual Profile Productivity Summary** (profprodsum): Displays a summary of reservation statistics for Individual Profiles only.

**Profile Productivity Statistics-Detailed** (profile_productivity_detailed) - allows a means of printing a detailed breakdown of each reservation that comprised the production for a specific profile.

**Profile with Accounts Receivable Number** (pr_with_ar_no) - displays all profiles that have an accounts receivable number configured and attached to the profile.

**Restricted List** (pr_restricted) - displays a list of all profiles that have been marked with a restricted status.

**Sample Enrollment by Agent** (sample_mem_enroll_agent) – a customizable report displaying a list of agent enrollments in a time period.

**Sample Profile Data Portability** (sample_prof_data_port) – displays profile data such as name, address, communication details, and relationship information.

## Profile Production Statistics Report (profileproductivitystat)

The Profile Production Summary report details the revenue and nights a profile is generating at your property. You can select the details to output on the report, including: room nights, revenues, cancellations, block bookings, etc. Further filters allow for the user to narrow down the number of profiles that will be listed by stipulating a minimum revenue production or a specific country or owner code. The report can be printed for any date range and can either be run for one profile type or multiple profile types.

### Selection Criteria

#### Date

**From/To**: Enter any date range; this can include past, present and future dates. When selecting to include the current date, keep in mind that any postings that have been made for today will not be included on the report.

#### Reservation Filter

**Room Class**: Select one more room classes from the list (Available when the Room Class OPERA Control is active).

**Individuals/Blocks**: When the Business Block Type OPERA Control is active, the list displays each booking type, including inactive ones. When the Business Block Type OPERA Control is inactive, only the Individuals and Block options are available for selection. Selecting a booking type will limit the report to statistics belonging to profiles associated with business blocks having that booking type.

#### Profile Filter

When reporting on Selected Profiles, all fields in the Profile Filter section will not be available for selection.

**Minimum Revenue**: The minimum amount of Revenue that a Profile has produced, in order to be included on the report.

> **Note:**
>
> Which kind of revenue will be taken into consideration for the Minimum Revenue field depends on the sort order that is chosen for the report.

When the sort order is Alphabetical, Room Nights, Room Revenue, or Arrival Rooms then the Minimum Revenue is based on Room Revenue.

When the sort order is F&B Revenue then the Minimum Revenue is based on Food & Beverage Revenue.

When the sort order is Total Revenue then the Minimum Revenue is based on Total Revenue.

**Minimum Nights**: The minimum amount of Room Nights that a Profile has stayed, in order to be included on the report.room Postal Code. The postal code to begin the results with.

**To Postal Code**: The postal code to end the results with.

**Industry Code**: Select the industry type(s) to be included in the results.

**Account Type**: Select the account type, or account types, to be included in the results from the multi-select list of values.

**Currency Code**: The currency code that will be used when determining the exchange rate to be displayed in the results.

**Owner**: Select a specific Sales Manager for filtering on the report. When selecting an owner from the list, all the profiles with the Owner selected as Primary Owner or not, are listed in the report output. (Available when the Owner OPERA Control is active).

**Business Segment**: Available for Company, Travel Agent, Source, and Contact profiles. This refers to the Business Segment attached to a profile, not on the reservation. The Business Segment field is not available for Group profiles. However, for all other profile types, the Business Segment field is available on the Sales Info tab.

**Rollup Master Statistics**: Report will only output 'Master" profiles at the highest relationship level and, in turn, will include all statistics attached to the Subsidiary Profiles that have a Relationship established.

**Print All Subsidiary Profiles**: When a single Company, Source, or Travel Agent profile is selected in conjunction with the**Rollup Master Statistics** check box, this check box is displayed. Selecting this check box along with the **Rollup Master Statistics** check box, the results will display all of the subsidiary statistics accordingly and will display the Master Profile Statistics without any of the subsidiary statistics included.

**Include Legacy/Manual Statistics**: Not applicable.

#### Profile Category

You may filter and report on an entire profile type category (Individual, Company, Travel Agent, Group, Source, or Contact), or you may select individual profiles from one or more type category.

To filter and report on one profile type category, select the **Individuals**, **Companies**, **Travel Agents**, **Groups**, **Sources**, or **Contacts** radio button. All profiles in the category you select are eligible for the report, depending on the other filter criteria you choose.

To filter and report on selected profiles from one or more profile type categories, select the **Selected Profiles** radio button. A field with a down arrow appears to the right, allowing you to make your selection of profiles from all categories. (At least one profile must be selected.).

To choose profiles, select the down arrow. The Profile Search screen appears. Use this screen as you normally would to search for the profile you want to include in the report. Two special features appear on this screen when it is accessed from the Profile Production Statistics screen:

- A **Select** button allows you to perform multiple searches, using the **Select** button to choose profiles from each search results.
- The number of profiles selected appears in blue below the search results grid. This lets you keep track of how many profiles you have chosen.

(Options such as editing profiles and creating new profiles are not available from this screen when accessed for purposes of this report.) When you select the **Close** button, the **Select Profile** screen appears.

This screen shows the profiles you have chosen for the report, including address information. The profile type of the highlighted profile appears in blue text in the lower left-hand corner of the screen.

Use this screen to verify your choices of profiles and to add or remove profiles from the report.

**Add**: Select this button to return to the Profile Search screen to choose additional profiles for reporting.

**Remove**: Highlight a profile and select this button to remove the profile from the profiles being reported on.

When you are done, select the **OK** button to return to the report options screen.

> **Note:**
>
> Once you have chosen one or more profiles for reporting, the Profile Select screen, rather than the Profile Search screen, will appear when you select the down arrow on the Selected Profiles field. When either the Contacts radio button is selected, or the Select Profiles radio button is selected and at least one of the selected profiles is a Contact profile, three additional radio buttons appear:
>
> - **Booked**: Only include stays where the Contact profile was attached as the Reservation Contact to the Reservation from the table `CONTACT_STAT_DAILY`.
> - **Stayed**: Only include stays where the Contact profile stayed in the hotel (was the `GUEST_NAME_ID` on `RESERVATION_NAME` from the table `PROFILE_STAT_DAILY`).
> - **Both**: Include all stays.

**Output on Report Check Boxes**

- **Room Nights**: Displays the total number of room nights.
- **Cancelled Rooms**: Displays the total number of cancelled rooms.
- **No Show Rooms**: Displays the total number of no show rooms.
- **Day Use Rooms**: Displays the total number of day use rooms.
- **ADR**: Displays the average daily revenue.

- **Total Revenue**: Displays the total revenue.
- **Room Revenue**: Displays the total room revenue.
- **F&B Revenue**: Displays the total F&B revenue.
- **Extra Revenue**: Displays the total extra revenue.
- **Non Revenue**: Displays the total non revenue.
- **Adults**: Displays the total number of adults.
- **Total Revenue Per Guest**: Displays the total revenue per guest.
- **Room Revenue Per Guest**: Displays the total room revenue per guest.
- **F&B Revenue Per Guest**: Displays the total F&B revenue per guest.
- **Extra Revenue Per Guest**: Displays the total extra revenue per guest.
- **Non Revenue Per Guest**: Displays the total non revenue per guest.
- **Reservation Nights**: Displays the total reservation nights.
- **Reservation Arrivals**: Displays the total reservation arrivals.
- **Cancelled Reservations**: Displays the total cancelled reservations.
- **No Show Reservations**: Displays the total no show reservations.
- **Day Use Reservations**: Displays the total day use reservations.

The following options will display more than one result on the report when selected:

- **Arrival Rooms**: Sorts the results by Arrival Rooms and on the **Top xxx Arrival Rooms**. This option only considers the primary share and the number of rooms reserved.
- **Children**: When the Rates > Rates by Defined Buckets application function is active, the report will break down the rates into age buckets that have been defined in the Rates > Rate 1-5 application setting.
- **Block Breakdown**: Will display the breakdown of Room Nights, Room Revenue and ADR that has been generated for reservations attached to a Block.
- **Individual Breakdown**: Will display the breakdown of Room Nights, Room Revenue and ADR that has been generated for reservations not attached to a Block.

### Print Options

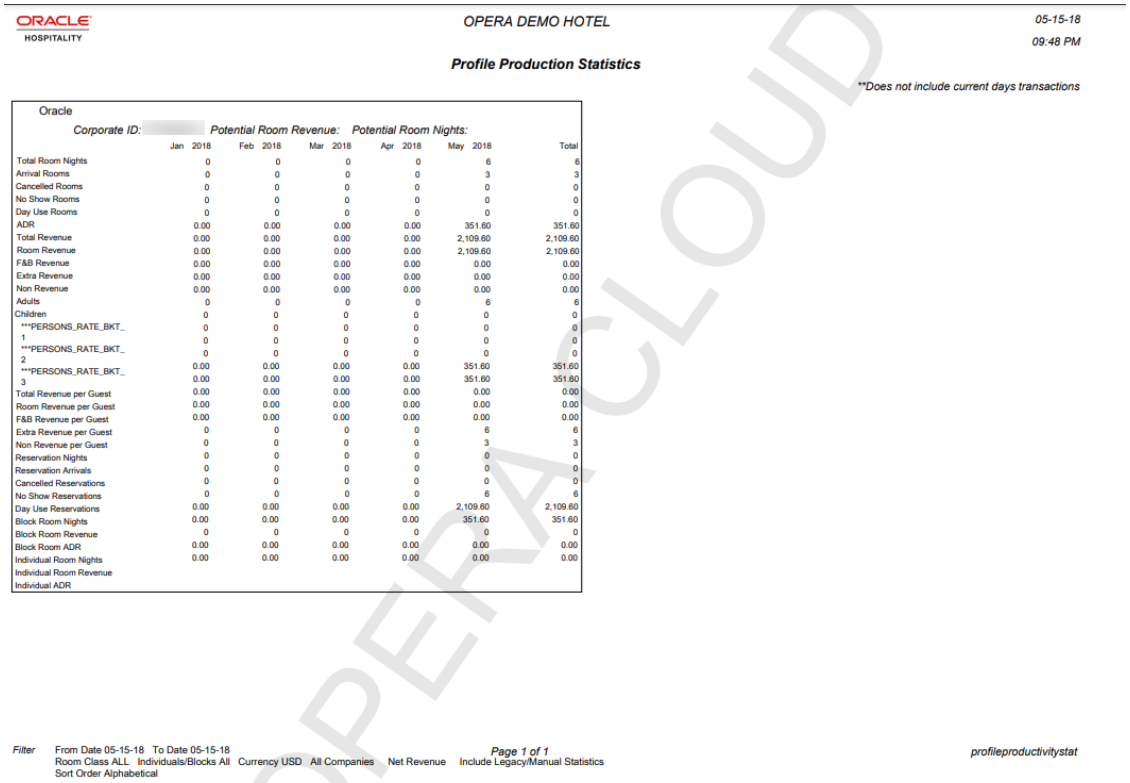
**Sort Order**: Alphabetical, Arrival Rooms, F&B Revenue, Room Nights, Room Revenue, Total Revenue.

> **Note:**
>
> When **F&B Revenue, Room Nights, Room Revenue or Total Revenue** is selected, a **Top** field is displayed, allowing you to further filter their criteria to only look for those profiles that have "produced" for their resort. For example, if you selected the Company profile type and sorted on **Room Nights** and then inserted a 20 in the Top field, the report would only return the Company Profiles that produced the top 20 most room nights. Therefore the number of profiles displayed on the report can be more than the number entered in the Top field. This is due to the fact that some profiles may have the same number of nights.

### Net and Gross Radio Buttons

- **Net**: The room/food/other/total revenue values are displayed without taxes. The non-revenue values include all tax postings plus all other non-revenue postings (e.g., paid-outs).
- **Gross**: All tax postings will be shown under their respective revenue types, i.e. tax postings that have been created by room revenue postings will be included in the Room Revenue Total. That means that the non-revenue column will now show only the 'real' non-revenue postings plus any tax postings that have been created by non-revenue postings.

### Sample Report Output



ORACLE HOSPITALITY

OPERA DEMO HOTEL

05-15-18
09:48 PM

**Profile Production Statistics**

**Does not include current days transactions

Oracle

*Corporate ID:* *Potential Room Revenue:* *Potential Room Nights:*

| | Jan 2018 | Feb 2018 | Mar 2018 | Apr 2018 | May 2018 | Total |
|---|---|---|---|---|---|---|
| Total Room Nights | 0 | 0 | 0 | 0 | 6 | 6 |
| Arrival Rooms | 0 | 0 | 0 | 0 | 3 | 3 |
| Cancelled Rooms | 0 | 0 | 0 | 0 | 0 | 0 |
| No Show Rooms | 0 | 0 | 0 | 0 | 0 | 0 |
| Day Use Rooms | 0 | 0 | 0 | 0 | 0 | 0 |
| ADR | 0.00 | 0.00 | 0.00 | 0.00 | 351.60 | 351.60 |
| Total Revenue | 0.00 | 0.00 | 0.00 | 0.00 | 2,109.60 | 2,109.60 |
| Room Revenue | 0.00 | 0.00 | 0.00 | 0.00 | 2,109.60 | 2,109.60 |
| F&B Revenue | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Extra Revenue | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Non Revenue | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Adults | 0 | 0 | 0 | 0 | 6 | 6 |
| Children | 0 | 0 | 0 | 0 | 0 | 0 |
| ***PERSONS_RATE_BKT_1 | 0 | 0 | 0 | 0 | 0 | 0 |
| ***PERSONS_RATE_BKT_2 | 0 | 0 | 0 | 0 | 0 | 0 |
| ***PERSONS_RATE_BKT_3 | 0.00 | 0.00 | 0.00 | 0.00 | 351.60 | 351.60 |
| Total Revenue per Guest | 0.00 | 0.00 | 0.00 | 0.00 | 351.60 | 351.60 |
| Room Revenue per Guest | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| F&B Revenue per Guest | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Extra Revenue per Guest | 0 | 0 | 0 | 0 | 6 | 6 |
| Non Revenue per Guest | 0 | 0 | 0 | 0 | 3 | 3 |
| Reservation Nights | 0 | 0 | 0 | 0 | 0 | 0 |
| Reservation Arrivals | 0 | 0 | 0 | 0 | 0 | 0 |
| Cancelled Reservations | 0 | 0 | 0 | 0 | 0 | 0 |
| No Show Reservations | 0 | 0 | 0 | 0 | 6 | 6 |
| Day Use Reservations | 0.00 | 0.00 | 0.00 | 0.00 | 2,109.60 | 2,109.60 |
| Block Room Nights | 0.00 | 0.00 | 0.00 | 0.00 | 351.60 | 351.60 |
| Block Room Revenue | 0 | 0 | 0 | 0 | 0 | 0 |
| Block Room ADR | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Individual Room Nights | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Individual Room Revenue | | | | | | |
| Individual ADR | | | | | | |

*Filter* From Date 05-15-18 To Date 05-15-18
Room Class ALL Individuals/Blocks All Currency USD All Companies Net Revenue Include Legacy/Manual Statistics
Sort Order Alphabetical

*Page 1 of 1*

*profileproductivitystat*

OPERA CLOUD

## Profile Productivity Statistics-Detailed Report (profile_productivity_detailed)

The **Profile Productivity Statistics-Detailed Report** provides a detailed breakdown of each reservation that comprised the production for a specific profile selected in report parameters.

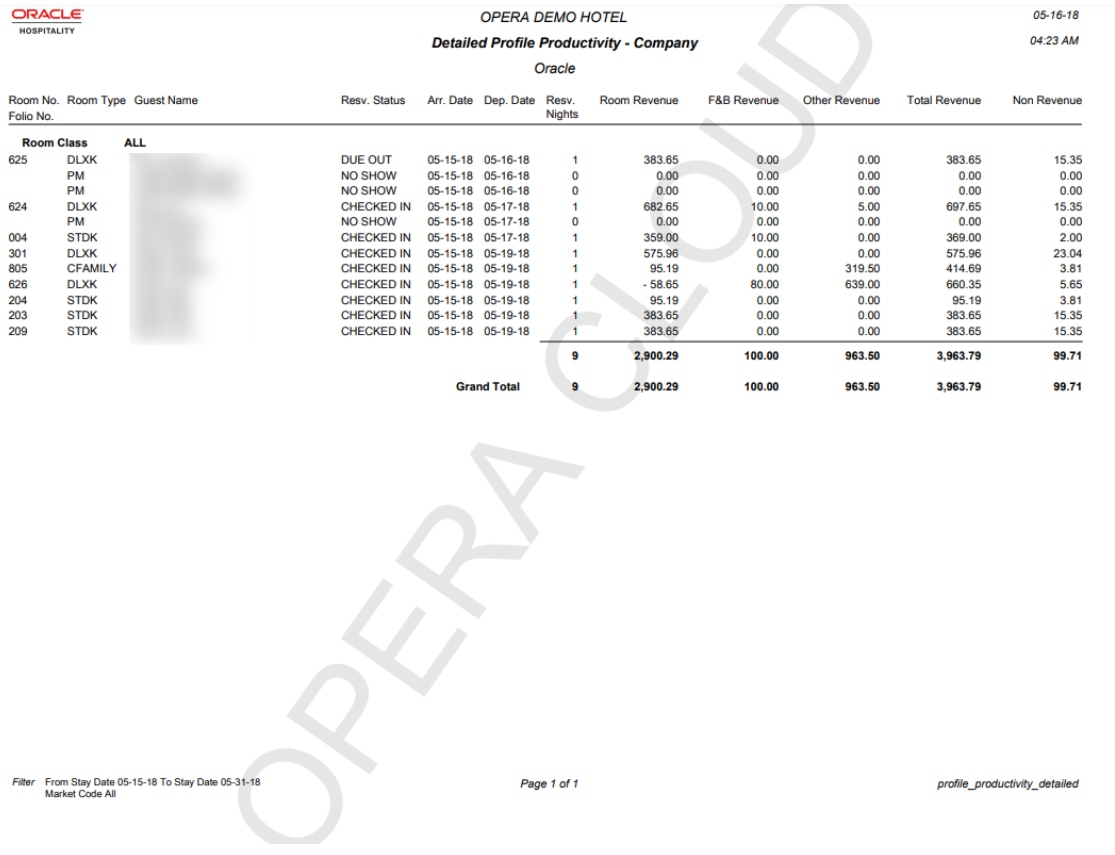
The report output displays Room Class, Room Type, Room, Primary Profile, Reservation Status, Arrival Date, Departure Date, Reservation Nights, Room Revenue, F&B Revenue, Other Revenue, Total Revenue, and Non Revenue.

Reservations are grouped by Room Class (when the Room Class OPERA Control is activate); then sorted in date order.

> **Note:**
>
> For manually transferred revenue to another reservation, this revenue applies to the profile for the reservation that the revenue was routed to.

### Selection Criteria

1. **Property**: Enter or select a property.
2. **From Date**: Enter or select a start date.
3. **To Date**: Enter or select an end date.
4. **Name**: Click the search icon to display Profile Search to search and select a profile.
5. **Market Codes**: Select market codes from the list to display any reservations for the selected profile that meet the date and market code filter criteria on the report. The market code that exists on the reservation on the day of checkout, or if checked in on the business date will be the market code taken into consideration for the report.



ORACLE HOSPITALITY

OPERA DEMO HOTEL — 05-16-18

**Detailed Profile Productivity - Company** — 04:23 AM

Oracle

| Room No. / Folio No. | Room Type | Guest Name | Resv. Status | Arr. Date | Dep. Date | Resv. Nights | Room Revenue | F&B Revenue | Other Revenue | Total Revenue | Non Revenue |
|---|---|---|---|---|---|---|---|---|---|---|---|
| **Room Class** | **ALL** | | | | | | | | | | |
| 625 | DLXK | | DUE OUT | 05-15-18 | 05-16-18 | 1 | 383.65 | 0.00 | 0.00 | 383.65 | 15.35 |
| | PM | | NO SHOW | 05-15-18 | 05-16-18 | 0 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| | PM | | NO SHOW | 05-15-18 | 05-16-18 | 0 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| 624 | DLXK | | CHECKED IN | 05-15-18 | 05-17-18 | 1 | 682.65 | 10.00 | 5.00 | 697.65 | 15.35 |
| | PM | | NO SHOW | 05-15-18 | 05-17-18 | 0 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| 004 | STDK | | CHECKED IN | 05-15-18 | 05-17-18 | 1 | 359.00 | 10.00 | 0.00 | 369.00 | 2.00 |
| 301 | DLXK | | CHECKED IN | 05-15-18 | 05-19-18 | 1 | 575.96 | 0.00 | 0.00 | 575.96 | 23.04 |
| 805 | CFAMILY | | CHECKED IN | 05-15-18 | 05-19-18 | 1 | 95.19 | 0.00 | 319.50 | 414.69 | 3.81 |
| 626 | DLXK | | CHECKED IN | 05-15-18 | 05-19-18 | 1 | - 58.65 | 80.00 | 639.00 | 660.35 | 5.65 |
| 204 | STDK | | CHECKED IN | 05-15-18 | 05-19-18 | 1 | 95.19 | 0.00 | 0.00 | 95.19 | 3.81 |
| 203 | STDK | | CHECKED IN | 05-15-18 | 05-19-18 | 1 | 383.65 | 0.00 | 0.00 | 383.65 | 15.35 |
| 209 | STDK | | CHECKED IN | 05-15-18 | 05-19-18 | 1 | 383.65 | 0.00 | 0.00 | 383.65 | 15.35 |
| | | | | | | **9** | **2,900.29** | **100.00** | **963.50** | **3,963.79** | **99.71** |
| | | | | **Grand Total** | | **9** | **2,900.29** | **100.00** | **963.50** | **3,963.79** | **99.71** |

*Filter* From Stay Date 05-15-18 To Stay Date 05-31-18
Market Code All

*Page 1 of 1*

*profile_productivity_detailed*

OPERA CLOUD

# Reservations Reports

**Alerts** (alerts) - displays all guests with an attached alert that falls within the date range selected. The alert functionality is based on the activation of the alerts application function in the reservation application settings.

**Detailed Availability** (detail_avail) - displays availability based on room types for a specified date range. The report can reflect either availability or occupancy.

**Duplicate Reservations** (duplicate_reservations) - identifies multiple reservations for the same guest.

**Forecast Future Occupancy** (resfutureoccupancy) - after you select a date range, you can calculate a summarized forecasted occupancy. This includes the projected arrivals and departures for a specific date. The report can be run from the current business date to any date in the future.

**Housekeeping Forecast** (resforecasthk) - displays the number of guests who have arrived, departed, or are stay-overs and then the number of Arrival rooms, departure rooms, and the rooms that have been marked for evening service, for a specified day or date range.

**No Shows of the Day** (nanoshow) - displays a detailed report of all no show reservations of the selected date.

**Rate Change Report** (res_rate_compare) - displays all of the due in, in-house, and checked in reservations that have had the rate code or rate amount updated on a specific date.

**Reservation Booking Pace** (reservation_pace) - captures how many individual and block reservations were on the books on any specific day, and tracks booking trends to maximize revenues. Block reservations does not include block rooms when the block status is INQUIRY, REGRET and LOST. You must enter a compare date range and a stay date range. OPERA Cloud stores the number of reservations for each day, 14 months in the past and in the future. Room Revenue is displayed in local currency and includes any revenue posted that is marked as Lodging.

**Reservation By** (rereserved) - displays all reservations for a specific date range and the type of filter you choose.

**Reservation Cancellations** (rescancel) - displays all cancellations for a specified date range, including the current business date. But this report will not include pseudo rooms in its data results.

**Reservation eCoupons** (resv_ecoupons) - This report lists all reservations between the specified Arrival/Departure date range with any of the specified eCoupons added.

**Reservation Entered On and By** (resenterdon) - displays reservation agents' reservation statistics. Review this report to get a listing of production activity on individual or all reservation agents.

**Reservation Pre-Blocked** (respreblocked) - allows you to determine what room assignments have been made then to see the Front Office status of the room and the housekeeping status. This is useful when run for the current business date as the front desk can keep track of the room status and make a room blocking change when necessary.

**Reservation Rate Check** (res_rate_check) - compares the price charged on the reservation versus the price setup on the rate detail for that room type stored in the RTC field. The report displays the total price being charged including all shares to determine if the reservation should be highlighted as a variance. Reservations without a rate code are not included on the report since there will be no variance to report against.

**Reservation Summary Report** (ressummary) - provides a summarized breakdown per day of all Reservation activity in the property.

**Reservation with Discounts** (res_with_discounts) - displays a list of reservations which have discounts applied and meet the search criteria selected.

**Reservations - Made Yesterday** (resreservyesterday) - displays the hotel reservation production from the previous day.

**Reservations for Repeat Guests** (resrepeatguest) - displays reservations for the specified arrival date range that have an attached profile that has stayed at your property at least one time. To display on the report the reservation status has to be reserved or due in.

**Reservations with Notes** (res_with_notes) - displays all notes attached to the reservation and primary profile which can be filtered by note type, include internal notes, and exclude notes older than a selected date. Reservations are selected by arrival date range.

**Reservations with Rate Changes** (res_rate_changes) - provides visibility on guests with rate changes, which allows you to tailor your welcome letter and other information to address any additional amenities and packages to which the guest is entitled.

**Reservations with Room Class Upgrades** (res_with_upgrades) - displays details of when an upgrade discrepancy has been created, as well as identifying reservations based on the booked room class from the RTC field compared with the blocked room class from the room type field.

**Reservations with Travel Agent Profile Changes** (res_agent_changes) – displays all travel agent profile modifications made to reservations after the booking has been created, including IATA number changes and name changes.

**Restrictions Detail** (raterest) - can be run for up to 90 days prior to the current business date, to display the restrictions that were in place on a given date.

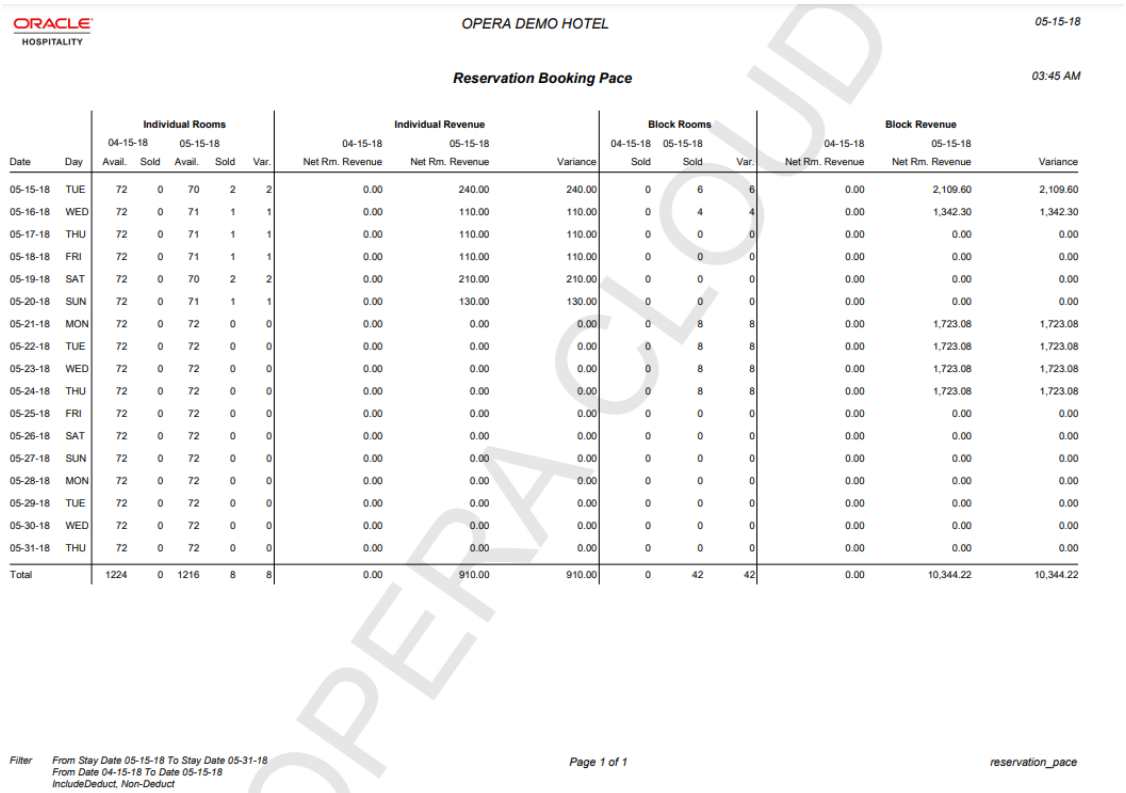
**Room Plan** (resroomplan) - displays an enhanced summary of the availability of each individual room in the property, showing 15 days per display.

**Upsell** (resupsell) - displays any guests who paid additional monies to be upgraded to another room type. You can use this information to track the number of upsells and additional room revenue that front desk agents generated at check-in.

**Waitlist** (reswaitlist) – displays details about guests whose reservations cannot be made because of lack of availability.

## Reservation Booking Pace Report (reservation_pace)

**Reservation Booking Pace** (reservation_pace) - captures the number of individual and block reservations on the books on any specific day and tracks booking trends. Block reservations does not include block rooms when the block status is INQUIRY, REGRET and LOST. You must enter a compare date range and a stay date range. OPERA Cloud stores the number of reservations for each day, 14 months in the past and in the future. Room Revenue is displayed in local currency and includes any revenue posted that is marked as Lodging.



ORACLE HOSPITALITY

OPERA DEMO HOTEL 05-15-18

**Reservation Booking Pace** 03:45 AM

| | | Individual Rooms | | | | | Individual Revenue | | | Block Rooms | | | Block Revenue | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | 04-15-18 | | 05-15-18 | | | 04-15-18 | 05-15-18 | | 04-15-18 | 05-15-18 | | 04-15-18 | 05-15-18 | |
| Date | Day | Avail. | Sold | Avail. | Sold | Var. | Net Rm. Revenue | Net Rm. Revenue | Variance | Sold | Sold | Var. | Net Rm. Revenue | Net Rm. Revenue | Variance |
| 05-15-18 | TUE | 72 | 0 | 70 | 2 | 2 | 0.00 | 240.00 | 240.00 | 0 | 6 | 6 | 0.00 | 2,109.60 | 2,109.60 |
| 05-16-18 | WED | 72 | 0 | 71 | 1 | 1 | 0.00 | 110.00 | 110.00 | 0 | 4 | 4 | 0.00 | 1,342.30 | 1,342.30 |
| 05-17-18 | THU | 72 | 0 | 71 | 1 | 1 | 0.00 | 110.00 | 110.00 | 0 | 0 | 0 | 0.00 | 0.00 | 0.00 |
| 05-18-18 | FRI | 72 | 0 | 71 | 1 | 1 | 0.00 | 110.00 | 110.00 | 0 | 0 | 0 | 0.00 | 0.00 | 0.00 |
| 05-19-18 | SAT | 72 | 0 | 70 | 2 | 2 | 0.00 | 210.00 | 210.00 | 0 | 0 | 0 | 0.00 | 0.00 | 0.00 |
| 05-20-18 | SUN | 72 | 0 | 71 | 1 | 1 | 0.00 | 130.00 | 130.00 | 0 | 0 | 0 | 0.00 | 0.00 | 0.00 |
| 05-21-18 | MON | 72 | 0 | 72 | 0 | 0 | 0.00 | 0.00 | 0.00 | 0 | 8 | 8 | 0.00 | 1,723.08 | 1,723.08 |
| 05-22-18 | TUE | 72 | 0 | 72 | 0 | 0 | 0.00 | 0.00 | 0.00 | 0 | 8 | 8 | 0.00 | 1,723.08 | 1,723.08 |
| 05-23-18 | WED | 72 | 0 | 72 | 0 | 0 | 0.00 | 0.00 | 0.00 | 0 | 8 | 8 | 0.00 | 1,723.08 | 1,723.08 |
| 05-24-18 | THU | 72 | 0 | 72 | 0 | 0 | 0.00 | 0.00 | 0.00 | 0 | 8 | 8 | 0.00 | 1,723.08 | 1,723.08 |
| 05-25-18 | FRI | 72 | 0 | 72 | 0 | 0 | 0.00 | 0.00 | 0.00 | 0 | 0 | 0 | 0.00 | 0.00 | 0.00 |
| 05-26-18 | SAT | 72 | 0 | 72 | 0 | 0 | 0.00 | 0.00 | 0.00 | 0 | 0 | 0 | 0.00 | 0.00 | 0.00 |
| 05-27-18 | SUN | 72 | 0 | 72 | 0 | 0 | 0.00 | 0.00 | 0.00 | 0 | 0 | 0 | 0.00 | 0.00 | 0.00 |
| 05-28-18 | MON | 72 | 0 | 72 | 0 | 0 | 0.00 | 0.00 | 0.00 | 0 | 0 | 0 | 0.00 | 0.00 | 0.00 |
| 05-29-18 | TUE | 72 | 0 | 72 | 0 | 0 | 0.00 | 0.00 | 0.00 | 0 | 0 | 0 | 0.00 | 0.00 | 0.00 |
| 05-30-18 | WED | 72 | 0 | 72 | 0 | 0 | 0.00 | 0.00 | 0.00 | 0 | 0 | 0 | 0.00 | 0.00 | 0.00 |
| 05-31-18 | THU | 72 | 0 | 72 | 0 | 0 | 0.00 | 0.00 | 0.00 | 0 | 0 | 0 | 0.00 | 0.00 | 0.00 |
| Total | | 1224 | 0 | 1216 | 8 | 8 | 0.00 | 910.00 | 910.00 | 0 | 42 | 42 | 0.00 | 10,344.22 | 10,344.22 |

Filter *From Stay Date 05-15-18 To Stay Date 05-31-18*
*From Date 04-15-18 To Date 05-15-18*
*IncludeDeduct, Non-Deduct*

*Page 1 of 1* *reservation_pace*

OPERA CLOUD

# Reservation By Report (resreserved)

The **Reservation By** Report (resreserved) displays all reservations for a specific date range and the type of filter you choose.

ORACLE HOSPITALITY

OPERA DEMO HOTEL

05-15-18
03:47 AM

**Reservations By Rate Code -**

| Room No. | Name | Company / Travel Agent / Source | Arr. Date | Dep. Date | Adl. | Chl. | Rms. | Nts. | Res. Type | Room Type | Mkt. Code | C/H | Src. Code | User | Entered on | Rate Code | Rate Amt. / Package Codes |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Rate Code -** SOD1 | | | | | | | | | | | | | | | | | |
| 101 | [redacted] | | 05-15-18 | 05-16-18 | 1 | 0 | 1 | 1 | WKIN | STDK | CORP | | TRA | [redacted] | 06-13-22 | SOD1 | 150.00 BKFT1 |
| | | | | **Rate Code - Total** | **1** | **0** | **1** | **1** | | | | | | | | | |
| | | | | **Grand Total** | **1** | **0** | **1** | **1** | | | | | | | | | |

*Filter* From Arrival Date 05-15-18 To Arrival Date 05-15-18
Room Class All Room Types All
Package All
Option Rate Code - Option Values All
Include Individual Reservations Include Block Reservations Block Codes All Include Pseudo Rooms
Deduct Y Non-Deduct N
Sort Order Room No.

*Page 1 of 1*

*resreserved*

ORACLE HOSPITALITY

OPERA DEMO HOTEL

05-16-18
01:50 AM

**Reservations By Reservation Type**

| Room No. | Name | Company / Travel Agent / Source | Arr. Date | Dep. Date | Adl. | Chl. | Rms. | Nts. | Res. Type | Room Type | Mkt. Code | C/H | Src. Code | User | Entered on | Rate Code | Rate Amt. / Package Codes |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Reservation Type** 4PM Hold... | | | | | | | | | | | | | | | | | |
| | [redacted] | [redacted] | 02-12-20 | 02-14-20 | 1 | 0 | 1 | 2 | 4PM | DLXQ | CORP | | REF | [redacted] | 01-14-20 | SOD1 | 500.00 |
| | [redacted] | T- IGT#1 | 09-09-18 | 09-13-18 | 1 | 0 | 1 | 4 | 4PM | STDK | ASSN | | CAT | [redacted] | 04-05-20 | | 100.00 PKGINC |
| | | | | **Reservation Type Total** | **2** | **0** | **2** | **6** | | | | | | | | | |
| **Reservation Type** 6pm Hold | | | | | | | | | | | | | | | | | |
| | [redacted] | C- Oracle Corporation | 12-12-19 | 12-15-19 | 1 | 0 | 1 | 3 | 6PM | DLXK | CORI | | TVA | [redacted] | 10-25-19 | [redacted] | 230.00 182GOLF1,GOLFPRO2 |
| | [redacted] | | 04-13-21 | 04-14-21 | 1 | 0 | 1 | 1 | 6PM | PM | CORI | | CAT | [redacted] | 04-25-22 | | 0.00 11528,182GOLF3 |
| | [redacted] | | 04-13-21 | 04-14-21 | 1 | 0 | 1 | 1 | 6PM | CSU | CORI | | CAT | [redacted] | 04-21-22 | | 0.00 PKGINC,11528 |
| | [redacted] | | 04-13-21 | 04-14-21 | 0 | 0 | 1 | 1 | 6PM | PM | CORI | | CAT | [redacted] | 04-21-22 | | 0.00 PKGINC |
| | [redacted] | | 04-13-21 | 04-14-21 | 1 | 0 | 1 | 1 | 6PM | CLASSIC | CORI | | CAT | [redacted] | 04-21-22 | | 0.00 PKGINC,11528 |
| | [redacted] | | 09-09-18 | 09-10-18 | 1 | 0 | 1 | 1 | 6PM | TYPEA | ASSN | | CAT | [redacted] | 11-26-21 | TIER | 50.00 [redacted] |
| | [redacted] | | 09-09-18 | 09-10-18 | 1 | 0 | 1 | 1 | 6PM | TYPEA | ASSN | | CAT | [redacted] | 11-26-21 | TIER | 50.00 [redacted] |
| | [redacted] | | 09-09-18 | 09-10-18 | 1 | 0 | 1 | 1 | 6PM | TYPEA | ASSN | | CAT | [redacted] | 11-26-21 | TIER | 50.00 [redacted] |
| | [redacted] | | 09-09-18 | 09-10-18 | 1 | 0 | 1 | 1 | 6PM | TYPEA | ASSN | | CAT | [redacted] | 11-26-21 | TIER | 50.00 |

*Filter* From Arrival Date 05-16-18 To Arrival Date 05-31-22
Room Class All Room Types All
Package All
Option Reservation Type Option Values All
Include Individual Reservations Include Block Reservations Block Codes All Include Pseudo Rooms
Deduct Y Non-Deduct N
Sort Order Room No.

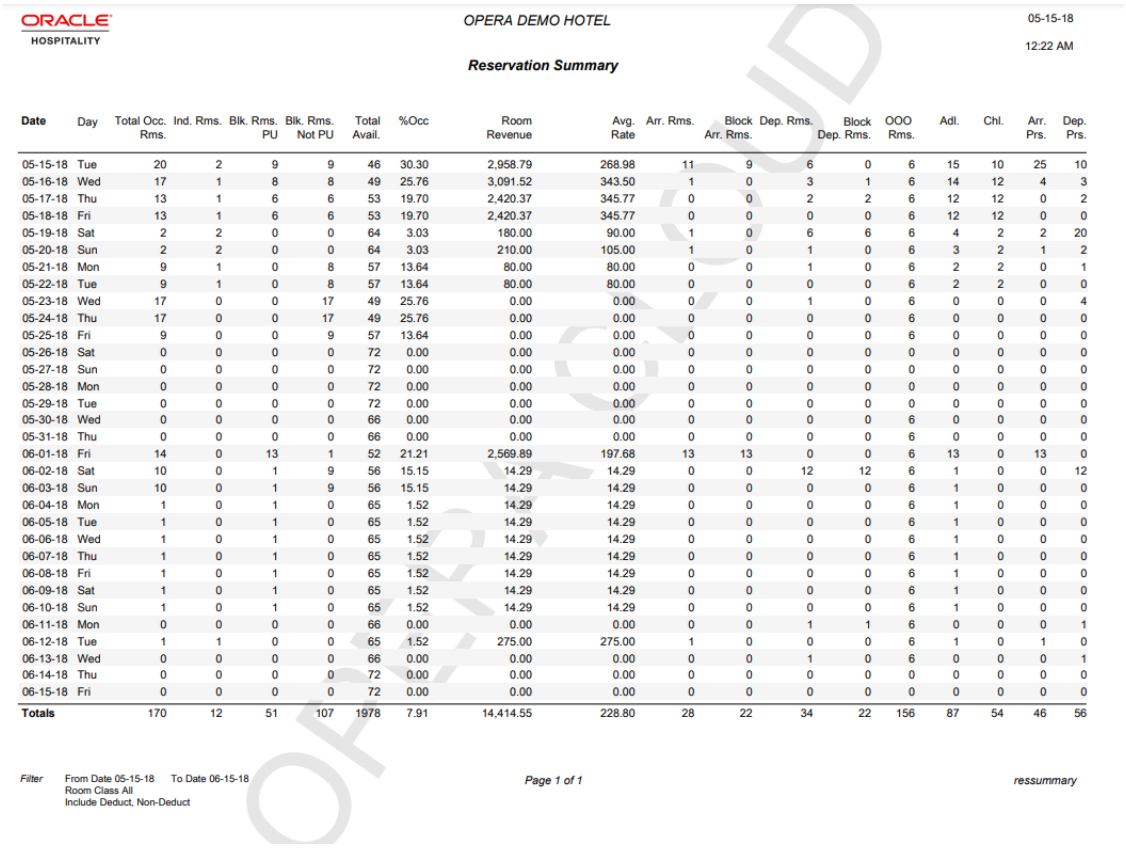
*Page 1 of 5*

*resreserved*

OPERA CLOUD

## Reservation Summary Report (ressummary)

The **Reservation Summary** Report (ressummary) provides a summarized breakdown per day of all Reservation activity in the property.



ORACLE HOSPITALITY

*OPERA DEMO HOTEL*

05-15-18

12:22 AM

***Reservation Summary***

| Date | Day | Total Occ. Rms. | Ind. Rms. | Blk. Rms. PU | Blk. Rms. Not PU | Total Avail. | %Occ | Room Revenue | Avg. Rate | Arr. Rms. | Block Arr. Rms. | Dep. Rms. | Block Dep. Rms. | OOO Rms. | Adl. | Chl. | Arr. Prs. | Dep. Prs. |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 05-15-18 | Tue | 20 | 2 | 9 | 9 | 46 | 30.30 | 2,958.79 | 268.98 | 11 | 9 | 6 | 0 | 6 | 15 | 10 | 25 | 10 |
| 05-16-18 | Wed | 17 | 1 | 8 | 8 | 49 | 25.76 | 3,091.52 | 343.50 | 1 | 0 | 3 | 1 | 6 | 14 | 12 | 4 | 3 |
| 05-17-18 | Thu | 13 | 1 | 6 | 6 | 53 | 19.70 | 2,420.37 | 345.77 | 0 | 0 | 2 | 2 | 6 | 12 | 12 | 0 | 2 |
| 05-18-18 | Fri | 13 | 1 | 6 | 6 | 53 | 19.70 | 2,420.37 | 345.77 | 0 | 0 | 0 | 0 | 6 | 12 | 12 | 0 | 0 |
| 05-19-18 | Sat | 2 | 2 | 0 | 0 | 64 | 3.03 | 180.00 | 90.00 | 1 | 0 | 6 | 6 | 6 | 4 | 2 | 2 | 20 |
| 05-20-18 | Sun | 2 | 2 | 0 | 0 | 64 | 3.03 | 210.00 | 105.00 | 1 | 0 | 1 | 0 | 6 | 3 | 2 | 1 | 2 |
| 05-21-18 | Mon | 9 | 1 | 0 | 8 | 57 | 13.64 | 80.00 | 80.00 | 0 | 0 | 1 | 0 | 6 | 2 | 2 | 0 | 1 |
| 05-22-18 | Tue | 9 | 1 | 0 | 8 | 57 | 13.64 | 80.00 | 80.00 | 0 | 0 | 0 | 0 | 6 | 2 | 2 | 0 | 0 |
| 05-23-18 | Wed | 17 | 0 | 0 | 17 | 49 | 25.76 | 0.00 | 0.00 | 0 | 0 | 1 | 0 | 6 | 0 | 0 | 0 | 4 |
| 05-24-18 | Thu | 17 | 0 | 0 | 17 | 49 | 25.76 | 0.00 | 0.00 | 0 | 0 | 0 | 0 | 6 | 0 | 0 | 0 | 0 |
| 05-25-18 | Fri | 9 | 0 | 0 | 9 | 57 | 13.64 | 0.00 | 0.00 | 0 | 0 | 0 | 0 | 6 | 0 | 0 | 0 | 0 |
| 05-26-18 | Sat | 0 | 0 | 0 | 0 | 72 | 0.00 | 0.00 | 0.00 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 05-27-18 | Sun | 0 | 0 | 0 | 0 | 72 | 0.00 | 0.00 | 0.00 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 05-28-18 | Mon | 0 | 0 | 0 | 0 | 72 | 0.00 | 0.00 | 0.00 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 05-29-18 | Tue | 0 | 0 | 0 | 0 | 72 | 0.00 | 0.00 | 0.00 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 05-30-18 | Wed | 0 | 0 | 0 | 0 | 66 | 0.00 | 0.00 | 0.00 | 0 | 0 | 0 | 0 | 6 | 0 | 0 | 0 | 0 |
| 05-31-18 | Thu | 0 | 0 | 0 | 0 | 66 | 0.00 | 0.00 | 0.00 | 0 | 0 | 0 | 0 | 6 | 0 | 0 | 0 | 0 |
| 06-01-18 | Fri | 14 | 0 | 13 | 1 | 52 | 21.21 | 2,569.89 | 197.68 | 13 | 13 | 0 | 0 | 6 | 13 | 0 | 13 | 0 |
| 06-02-18 | Sat | 10 | 0 | 1 | 9 | 56 | 15.15 | 14.29 | 14.29 | 0 | 0 | 12 | 12 | 6 | 1 | 0 | 0 | 12 |
| 06-03-18 | Sun | 10 | 0 | 1 | 9 | 56 | 15.15 | 14.29 | 14.29 | 0 | 0 | 0 | 0 | 6 | 1 | 0 | 0 | 0 |
| 06-04-18 | Mon | 1 | 0 | 1 | 0 | 65 | 1.52 | 14.29 | 14.29 | 0 | 0 | 0 | 0 | 6 | 1 | 0 | 0 | 0 |
| 06-05-18 | Tue | 1 | 0 | 1 | 0 | 65 | 1.52 | 14.29 | 14.29 | 0 | 0 | 0 | 0 | 6 | 1 | 0 | 0 | 0 |
| 06-06-18 | Wed | 1 | 0 | 1 | 0 | 65 | 1.52 | 14.29 | 14.29 | 0 | 0 | 0 | 0 | 6 | 1 | 0 | 0 | 0 |
| 06-07-18 | Thu | 1 | 0 | 1 | 0 | 65 | 1.52 | 14.29 | 14.29 | 0 | 0 | 0 | 0 | 6 | 1 | 0 | 0 | 0 |
| 06-08-18 | Fri | 1 | 0 | 1 | 0 | 65 | 1.52 | 14.29 | 14.29 | 0 | 0 | 0 | 0 | 6 | 1 | 0 | 0 | 0 |
| 06-09-18 | Sat | 1 | 0 | 1 | 0 | 65 | 1.52 | 14.29 | 14.29 | 0 | 0 | 0 | 0 | 6 | 1 | 0 | 0 | 0 |
| 06-10-18 | Sun | 1 | 0 | 1 | 0 | 65 | 1.52 | 14.29 | 14.29 | 0 | 0 | 0 | 0 | 6 | 1 | 0 | 0 | 0 |
| 06-11-18 | Mon | 0 | 0 | 0 | 0 | 66 | 0.00 | 0.00 | 0.00 | 0 | 0 | 1 | 1 | 6 | 0 | 0 | 0 | 1 |
| 06-12-18 | Tue | 1 | 1 | 0 | 0 | 65 | 1.52 | 275.00 | 275.00 | 1 | 0 | 0 | 0 | 6 | 1 | 0 | 1 | 0 |
| 06-13-18 | Wed | 0 | 0 | 0 | 0 | 66 | 0.00 | 0.00 | 0.00 | 0 | 0 | 1 | 0 | 6 | 0 | 0 | 0 | 1 |
| 06-14-18 | Thu | 0 | 0 | 0 | 0 | 72 | 0.00 | 0.00 | 0.00 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 06-15-18 | Fri | 0 | 0 | 0 | 0 | 72 | 0.00 | 0.00 | 0.00 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| **Totals** | | 170 | 12 | 51 | 107 | 1978 | 7.91 | 14,414.55 | 228.80 | 28 | 22 | 34 | 22 | 156 | 87 | 54 | 46 | 56 |

*Filter* From Date 05-15-18 To Date 06-15-18
Room Class All
Include Deduct, Non-Deduct

*Page 1 of 1*

*ressummary*

ORACLE CONFIDENTIAL

## Sales Account Reports

Prerequisites for Sales Account Reports

The following Sales Account report is available:

**Account Statistics Report (rep_acc_stats with rep_acc_stats.fmx)**: The Account Statistics report shows the number of room nights generated by a master (with the option to roll up subsidiary statistics) and whether the reservations (split between group and individual) were attached to a company, travel agent, or source profile, and if so, which one(s).

## Account Statistics Report (rep_acc_stats.rep with rep_acc_stats.fmx)

The Account Statistics report shows the number of room nights generated by a master (with the option to roll up subsidiary statistics) and whether the reservations (split between group and individual) were attached to a company, travel agent, or source profile, and if so, which one(s). The account statistics can be detailed by source code, origin code, market code, company profile, travel agent profile or source profile.

For this report, the definition of a Master Account is any company, agent, or source profile that has hierarchical relationships linked beneath it and does not have any hierarchical relationships linked above it.

### Selection Criteria

**Property**: Enter or select the property. You can select multiple properties from a hub location.

**From Date.** Filter account statistics from the selected date.

**To Date.** Filter account statistics to the selected date.

**Account.** Search and select one or more sales accounts.

- When selected, the field displays the list of selected profiles.
- The Account Name or Account ID value can be entered in this field, which is then be validated against the Search and Select Profile.

**Owner Code.** Filter accounts by Owners. This filter applies to the account being detailed, not to the accounts that may be reported as details of that account.

**Priority.** Filter accounts by Priority codes. This filter applies only to the account being detailed, not to the accounts that may be reported as details of that account.

**Territory.** Filter accounts by Regions. This filter applies only to the account being detailed, not to the accounts that may be reported as details of that account.

**Business Segment.** Filter accounts by Business Segments. This filter applies only to the account being detailed, not to the accounts that may be reported as details of that account.

**Country.** Filter accounts by Account Countries. This filter applies only to the account being detailed, not to the accounts that may be reported as details of that account.

**Postal From/To.** Filter accounts by a Postal Code range. This filter applies only to the account being detailed, not to the accounts that may be reported as details of that account.

**Profile Type.** Filter accounts by Profile Type (Company, Travel, or Source). This filter applies only to the account being detailed, not to the accounts that may be reported as details of that account.

**Rollup Sub-Account Statistics.**If checked, the selection field is enabled. Select from a list of all configured hierarchical relationship types where the From Type and the To Type equal the type selected in the Profile Type LOV. For example, if Company is selected in the Profile Type LOV, then the Relationship LOV lists Company to Company hierarchical relationships. Hierarchical relationships with a From Type or To Type that are not equal to Company do not appear. The report then calculates statistics from all accounts linked to the master account from that relationship type.

**Net/Gross.** Select the Net or the Gross option button depending on how you want to display actual figures.

**Currency.** Visible when the application parameters Rate Management > Ability to Quote Rates in Foreign Currency is Active. (parameter already exposed in Cloud).

### Report Data

This report displays the following information broken down by:

- Name, Name 2, Name 3.
- Address Line 1, City, Postal, Country, State.
- Address Line 2, Priority, Owner Name, Owner Code, Business Segment, Territory.

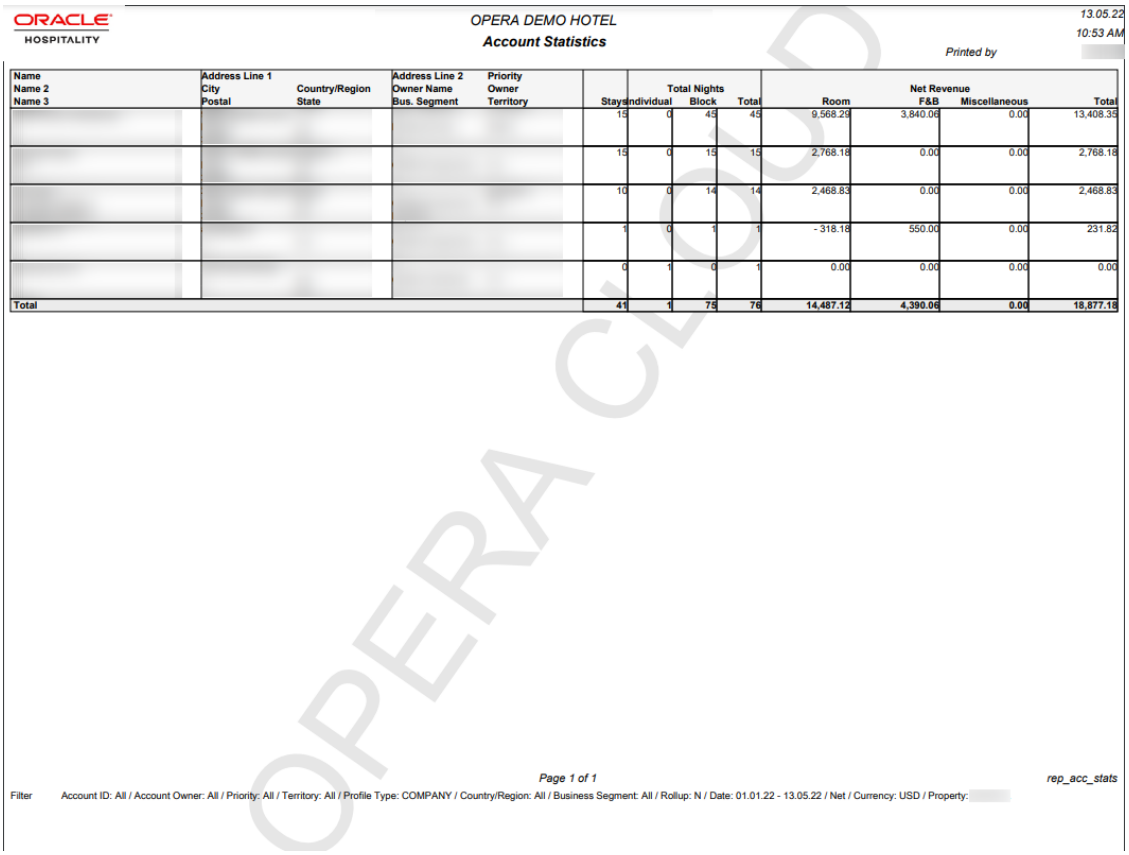
- Stays.
- Total Nights (Individual, Blocked, Total).
- Net Revenue or Gross (depending on the selection made: Room, Food and Beverage, or Miscellaneous), and Total Revenue.

This report does not consider DAY USE rooms in the Room Nights figures.

The figures in rep_acc_stats are calculated using the following Profile summary tables:

1. profile_yearly_statistics - when the date range requested includes a full calendar year.
2. profile_monthly_statistics – when the date range requested includes full calendar months, but not a complete calendar year.
3. company_stat_daily (or agent_stat_daily or source_stat_daily) – when the date range requested includes dates that are less than a full calendar month, this tablet is used for those dates.

- **Example 1:** If the requested date range is January 1, 2011 – December 31, 2011, then profile_yearly_statistics are used.
- **Example 2:** If the requested date range is January 1, 2011 – December 30, 2011, then profile_monthly_statistics are used for January 1 – November 30 and company_stat_daily are used for December 1 – December 30.



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OPERA DEMO HOTEL

**Account Statistics**

13.05.22
10:53 AM
Printed by

| Name / Name 2 / Name 3 | Address Line 1 / City / Postal | Country/Region / State | Address Line 2 / Owner Name / Bus. Segment | Priority / Owner / Territory | Stays | Total Nights Individual | Total Nights Block | Total Nights Total | Net Revenue Room | Net Revenue F&B | Net Revenue Miscellaneous | Net Revenue Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | 15 | 0 | 45 | 45 | 9,568.29 | 3,840.06 | 0.00 | 13,408.35 |
| | | | | | 15 | 0 | 15 | 15 | 2,768.18 | 0.00 | 0.00 | 2,768.18 |
| | | | | | 10 | 0 | 14 | 14 | 2,468.83 | 0.00 | 0.00 | 2,468.83 |
| | | | | | 1 | 0 | 1 | 1 | - 318.18 | 550.00 | 0.00 | 231.82 |
| | | | | | 0 | 1 | 0 | 1 | 0.00 | 0.00 | 0.00 | 0.00 |
| Total | | | | | 41 | 1 | 75 | 76 | 14,487.12 | 4,390.06 | 0.00 | 18,877.18 |

Page 1 of 1 rep_acc_stats

Filter Account ID: All / Account Owner: All / Priority: All / Territory: All / Profile Type: COMPANY / Country/Region: All / Business Segment: All / Rollup: N / Date: 01.01.22 - 13.05.22 / Net / Currency: USD / Property:

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# Statistics Reports

Gaming **Comp Analysis Statistics** (stat_comp_analysis) - shows a breakdown of Cash Rooms, Cash Room Revenue, Comp Rooms, Comp Room Revenue, and the Average Daily Rate (ADR). When the report is run, the report output is divided into the three sections of Day, Month to Date, and Year to Date.

**Country by Revenue Statistics** (stat_country_revenue) - displays a year to date comparison of room revenue and room night totals for statistical tracking of country information. Print this report for forecasting and budget projection purposes.

**Country Revenue Day/Month-to-Date/Year-to-Date** (country_revenue_statistics) - displays daily country statistics based on information entered in the primary profile on each reservation. The report provides daily, monthly, and yearly figures.

**Country Specific Statistics** (stat_countryspec) - meets the reporting requirements for properties in Norway and Sweden.

**Extended Stay Summary and Detail**(extended_stay_stats) — displays a breakdown of extended stay reservations.

**Matrix Report** (matrix_report) - allows you to cross-reference market, region, room type, rate category, rate code, origin or source statistics for a specified month.

**Nationality/Country Statistics by Day** (stat_countrybyday) - generates both nationality and country statistics per day. The statistics output can include room nights or persons.

**Nationality/Country Statistics by Month** (stat_countrybymon) - allows the properties to generate both nationality and country statistics per month.

**On the Books Sales Statistics** (otb_sales_statistics) - provides the ability to view reservations booked per room type for a past date and for a future date. The information includes individual and group reservations, definite and tentative block reservations, waitlisted individual and group reservations, total number of reserved rooms, out of order and service rooms, turnaways, available rooms, occupancy in percent, overbooking level, projected occupancy in percent, number of guests in house, double occupancy in percent and the individual and group revenue and average rate.

**Region Statistics Year View** (stat_region_yearview) - displays a breakdown per month, for the current year, a breakdown of reservation arrivals, room nights and revenue production per configured region.

**Reservation Statistics** (res_statistics1 and res_statistics2) - shows a statistical breakdown of reservations generated from a variety of filter options.

**Sales Tiered Statistics** (sales_tiered_stats) - displays a breakdown of the Room Nights, Room Revenue, and ADR by guest Length of Stay.

**Special Requests Statistics** (specials_statistics) - displays daily, month- to-date, and year-to-date statistics per specials code. Details include rooms sold, guests in house, room revenue, food and beverage revenue, other revenue, total revenue, average room rate, arrival rooms, arrival guests, no-show rooms, no-show guests, cancellation rooms, and cancellation guests.

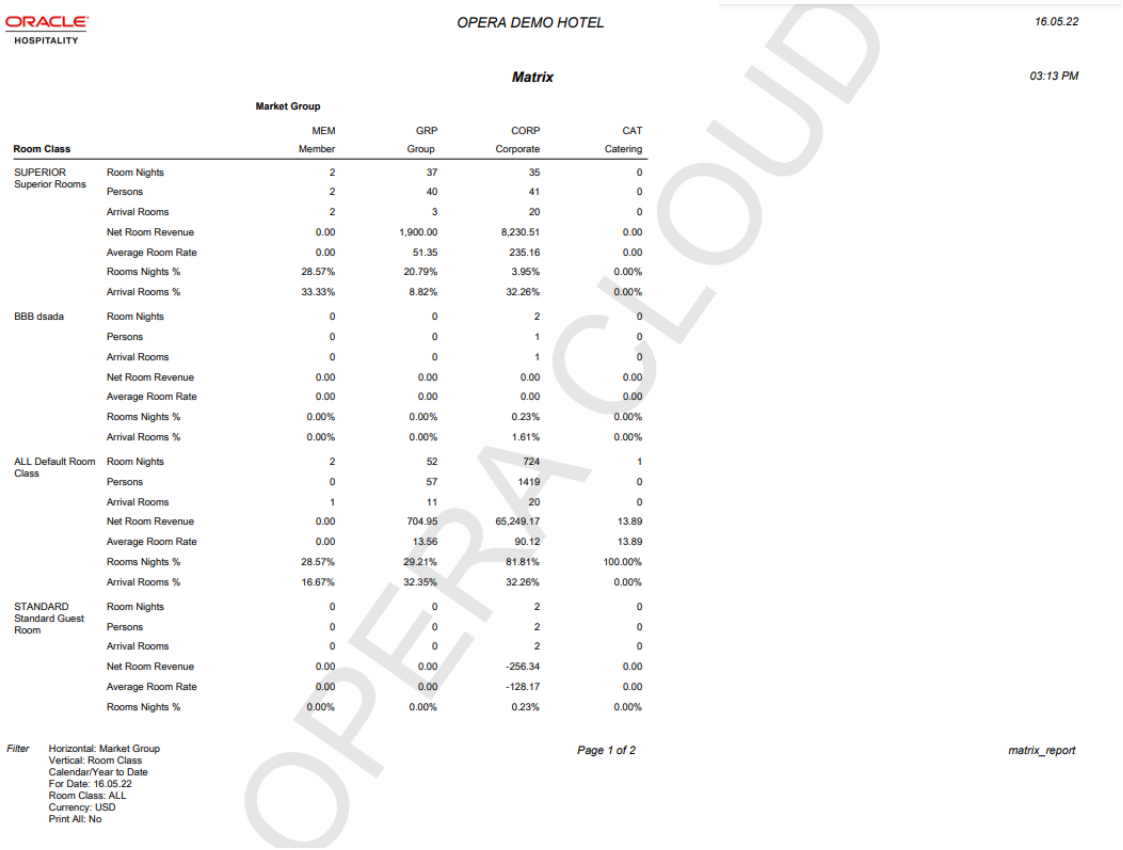
**Statistics - Room** (statroom) - displays revenue and room usage by room for each month. Use this report to monitor room usage, keep track of rooms needing repairs, or to change the room-ordering sequence.

**Statistics - Room Type** (statroomtype) - displays by room the amount of room revenue generated per Room Type, the Potential Rooms that are available for a date, and the number of rooms occupied in the room type for a specific date or a date range.

**Statistics by Length of Stay** (sales_tiered_stats2) - displays a breakdown of the Room Nights, Room Revenue and ADR by guest length of stay.

# Matrix Report (matrix_report)

**Matrix Report** (matrix_report) allows you to cross-reference market, region, room type, rate category, rate code, origin or source statistics for a specified month.



ORACLE HOSPITALITY

*OPERA DEMO HOTEL* *16.05.22*

***Matrix*** *03:13 PM*

| Room Class | | Market Group MEM Member | GRP Group | CORP Corporate | CAT Catering |
|---|---|---|---|---|---|
| SUPERIOR Superior Rooms | Room Nights | 2 | 37 | 35 | 0 |
| | Persons | 2 | 40 | 41 | 0 |
| | Arrival Rooms | 2 | 3 | 20 | 0 |
| | Net Room Revenue | 0.00 | 1,900.00 | 8,230.51 | 0.00 |
| | Average Room Rate | 0.00 | 51.35 | 235.16 | 0.00 |
| | Rooms Nights % | 28.57% | 20.79% | 3.95% | 0.00% |
| | Arrival Rooms % | 33.33% | 8.82% | 32.26% | 0.00% |
| BBB dsada | Room Nights | 0 | 0 | 2 | 0 |
| | Persons | 0 | 0 | 1 | 0 |
| | Arrival Rooms | 0 | 0 | 1 | 0 |
| | Net Room Revenue | 0.00 | 0.00 | 0.00 | 0.00 |
| | Average Room Rate | 0.00 | 0.00 | 0.00 | 0.00 |
| | Rooms Nights % | 0.00% | 0.00% | 0.23% | 0.00% |
| | Arrival Rooms % | 0.00% | 0.00% | 1.61% | 0.00% |
| ALL Default Room Class | Room Nights | 2 | 52 | 724 | 1 |
| | Persons | 0 | 57 | 1419 | 0 |
| | Arrival Rooms | 1 | 11 | 20 | 0 |
| | Net Room Revenue | 0.00 | 704.95 | 65,249.17 | 13.89 |
| | Average Room Rate | 0.00 | 13.56 | 90.12 | 13.89 |
| | Rooms Nights % | 28.57% | 29.21% | 81.81% | 100.00% |
| | Arrival Rooms % | 16.67% | 32.35% | 32.26% | 0.00% |
| STANDARD Standard Guest Room | Room Nights | 0 | 0 | 2 | 0 |
| | Persons | 0 | 0 | 2 | 0 |
| | Arrival Rooms | 0 | 0 | 2 | 0 |
| | Net Room Revenue | 0.00 | 0.00 | -256.34 | 0.00 |
| | Average Room Rate | 0.00 | 0.00 | -128.17 | 0.00 |
| | Rooms Nights % | 0.00% | 0.00% | 0.23% | 0.00% |

*Filter* Horizontal: Market Group
Vertical: Room Class
Calendar/Year to Date
For Date: 16.05.22
Room Class: ALL
Currency: USD
Print All: No

*Page 1 of 2* *matrix_report*

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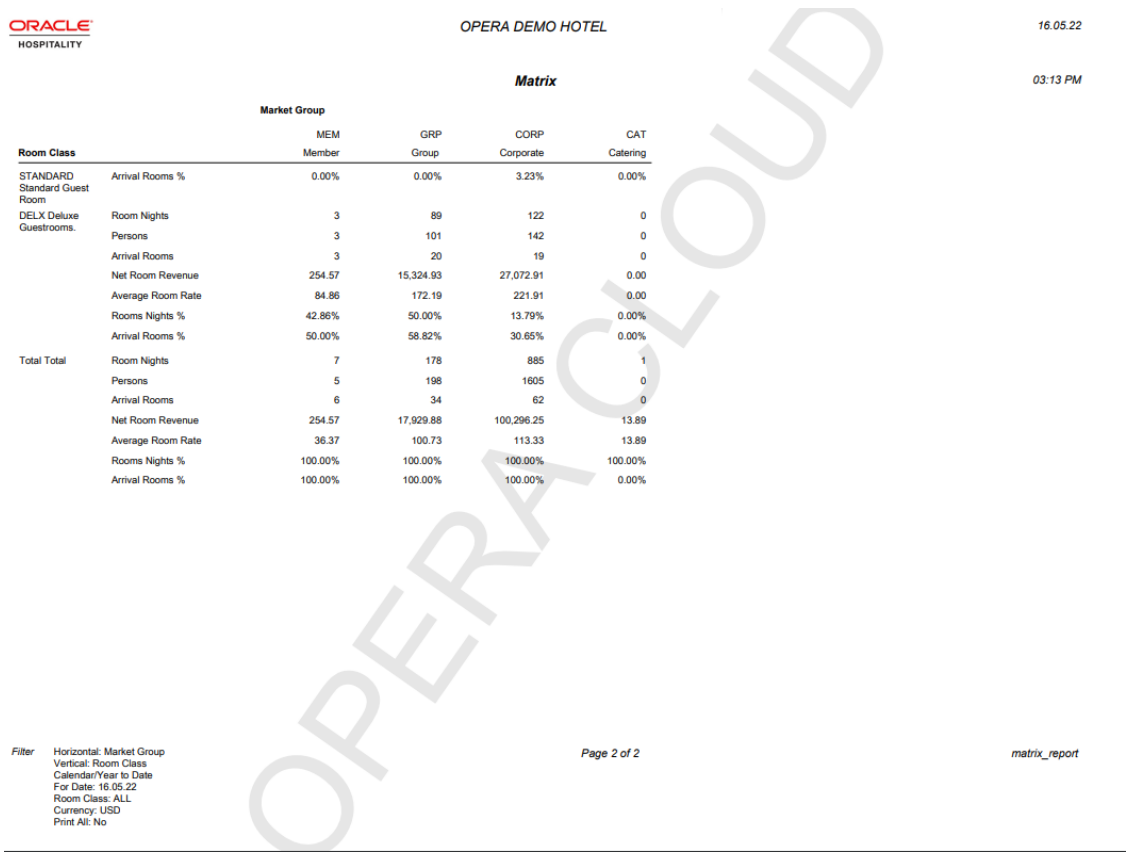

ORACLE HOSPITALITY

OPERA DEMO HOTEL 16.05.22

Matrix 03:13 PM

| Room Class | | Market Group MEM Member | GRP Group | CORP Corporate | CAT Catering |
|---|---|---|---|---|---|
| STANDARD Standard Guest Room | Arrival Rooms % | 0.00% | 0.00% | 3.23% | 0.00% |
| DELX Deluxe Guestrooms. | Room Nights | 3 | 89 | 122 | 0 |
| | Persons | 3 | 101 | 142 | 0 |
| | Arrival Rooms | 3 | 20 | 19 | 0 |
| | Net Room Revenue | 254.57 | 15,324.93 | 27,072.91 | 0.00 |
| | Average Room Rate | 84.86 | 172.19 | 221.91 | 0.00 |
| | Rooms Nights % | 42.86% | 50.00% | 13.79% | 0.00% |
| | Arrival Rooms % | 50.00% | 58.82% | 30.65% | 0.00% |
| Total Total | Room Nights | 7 | 178 | 885 | 1 |
| | Persons | 5 | 198 | 1605 | 0 |
| | Arrival Rooms | 6 | 34 | 62 | 0 |
| | Net Room Revenue | 254.57 | 17,929.88 | 100,296.25 | 13.89 |
| | Average Room Rate | 36.37 | 100.73 | 113.33 | 13.89 |
| | Rooms Nights % | 100.00% | 100.00% | 100.00% | 100.00% |
| | Arrival Rooms % | 100.00% | 100.00% | 100.00% | 0.00% |

Filter
Horizontal: Market Group
Vertical: Room Class
Calendar/Year to Date
For Date: 16.05.22
Room Class: ALL
Currency: USD
Print All: No

Page 2 of 2 matrix_report

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## Yield Management Reports

**Revenue Management System Hurdle Point** (hurdle_point) - displays all hurdle points (rates) for a property for a date range specified. The report can be used to check the hurdle point by product class/yield category for up to a year and also indicates the sell to capacity values that have been set for the hotel in addition to providing you with inventory information.

**Revenue Management System Hurdle Point 2** (hurdle_point2) - displays all hurdle points (rates) for a property for a date range specified, including total rooms sold and delta. The report can be used to check the hurdle point by product class/yield category for up to a year and also indicates the sell to capacity values that have been set for the hotel in addition to providing you with inventory information.

**Revenue Management System Rate Code** (yield_rate_code) - used to determine the Rate Strategies) that have been set for indicated rate codes.

**Revenue Management System Setup** (yield_room_type) - displays room type, product class, and flow through statistics. This report can be used to determine what product class is assigned to each room type in OPERA Cloud as well as indicating which room type is the flow through room type.

# Managing Reports

**Watch Video**

On provisioning of your property, all standard OPERA Cloud reports are loaded into their respective report groups. These reports are detailed in the reports description section, for more information, see Report Descriptions.

You can also configure additional instances of these reports to suit your needs by duplicating the report and pre-selecting the search criteria, the column display options and layout options (group-by and/or sort-order) for the report and giving your report a unique report name. For example, the standard Arrival Report - res_detail, Arrival Report can be configured multiple times in the Arrival Reports report group with various filters, sort order and column selections selected. You could have an **Arrivals by Name**, **Arrivals - VIP Only by Name**, **Arrivals by ETA (Time)** reports - all of which generate the same RES_DETAIL arrival report, but with different parameters preset for search criteria, display and layout options. Date fields display an 'offset' field, supporting the setup of a calculated date **+/-** from the business date.

When the Multi-Property OPERA Control is active, you can copy reports and stationery templates to other properties. For more information, see Copying Reports to Multiple Properties.

When the **Report Scheduler** OPERA Control is active, you can schedule report to generate. For more information, see Managing Scheduled Reports

You can also add reports to shift (batch) reports. For more information, see Managing Shift Reports

### Adding Reports

1. From the **OPERA Cloud** menu, select **Reports**, and then select **Manage Reports**.
2. Click **New Report** and complete the following:
    a. **Property**: Enter or select the property.
    b. **Report Type**:
        i. **Oracle Report**: Select for all standard reports provided as part of OPERA Cloud provisioning. For more information, see Report Descriptions.
        ii. **Rich Text Format**: Select for standard RTF-based reports provided as part of OPERA Cloud provisioning (Various Sales and Event Management reports use this format). For more information, see Report Descriptions.
        iii. **Customized Report**: Select to setup a stationery template. For more information, see Configuring Stationery Templates.
    c. **Internal Name**: Select a report from the list, for example res_detail (Arrival Report).
    d. **Report Group**: Select a group in which the report is to be listed.

> **Note:**
>
> You can configure additional report groups, as needed. For more information, see Managing Report Groups

    e. **Display Name**: Enter a descriptive name for the report; this appears in Run Reports and Shift Reports.
        i. **Manage Translation**: Click link to configure localized descriptions. For more information, see Configuring Localized Code Descriptions. (Available when the Multi-language OPERA Control is active.).
    f. **Print Copies**: Enter the number of copies of this report to be run by default.

g. **Protected**: Select to allow users only with the **Print Protected Reports** user task assigned to their roles to generate the report.

h. **Language**: Select the language that the report needs to display.

> **Note:**
>
> This is only applicable to RTF stationery templates, not Oracle reports.

i. **Parameter Form**: Select the existing parameter form for the selected **Report Name**. For example, `res1` parameter form for the `RES_DETAIL` report. Ensure you select the correct parameter form for the report The report parameters are then displayed for you to setup the selection criteria, display and sort options. Date fields display an **offset** field, supporting the setup of a calculated date **+/-** from the business date; enter the number of days to subtract or add to the date.

   The report parameters are then displayed. Setup the report Search Criteria, Filter, Include, Display and Layout options as desired.

j. **Watermark**: Select the watermark option. For more information, see Working with Watermarks.

3. Click **Save** or **Save and continue** to save and create another report.

### Editing Reports

1. From the **OPERA Cloud** menu, select **Reports**, and then select **Manage Reports**.
2. Select or confirm the **Property**, enter optional search criteria, and click **Search**.
3. From the search results, select a report then click the vertical ellipsis **Actions** menu and select **Edit**.
4. Update configuration and report parameters as required.
5. Click **Save**.

### Duplicating Reports

You can copy reports in the same property to store it with a different name and different default parameter values.

1. From the **OPERA Cloud** menu, select **Reports**, and then select **Manage Reports**.
2. Enter search criteria, and click **Search**.
3. From the search results, select a report then click the vertical ellipsis **Actions** menu and select **Duplicate**.
4. Complete the following:

   a. **Internal Name**: Select a report from the list, for example res_detail (Arrival Report).

   b. **Report Group**: Select a group in which the report is to be listed.

      Note: You can configure additional report groups, as needed. For more information, see Managing Report Groups

   c. **Display Name**: Enter a descriptive name for the report; this appears in Run Reports .

      i. **Manage Translation**: Click link to configure localized descriptions. For more information, see Configuring Localized Code Descriptions. (Available when the Multi-language OPERA Control is active.).

d. **Print Copies**: Enter the number of copies of this report to be run by default.

e. **Protected**: Select to allow users only with the Print Protected Reports user task assigned to their roles to generate the report.

f. **Language**: Select the language that the report needs to display.

> **Note:**
>
> This is only applicable to RTF stationery templates, not Oracle reports.

g. **Parameter Form**: Select the existing parameter form for the selected Report Name. For example, `res1` parameter form for the `RES_DETAIL` report. Ensure you select the correct parameter form for the report selected.

   The report parameters are then displayed. Setup the report Search Criteria, Filter, Include, Display and Layout options as desired.

h. **Watermark**: Select the watermark option. For more information, see Working with Watermarks

5. Click **Save**.

### Deleting Reports

1. From the **OPERA Cloud** menu, select **Reports**, and then select **Manage Reports**.
2. Select or confirm the **Property**, enter optional search criteria, and click **Search**.
3. From the search results, select a report then click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

# Managing Shift Reports

Shift Reports are a selection of reports to generate in a batch process.  For example, you may wish to configure 'Downtime Reports' for unplanned power or data outages - generating reports such as Arrivals, Inhouse, Departures, Housekeeping Room Status, Guest Ledger Balances etc. All reports selected for a Shift Report generate with the default parameters (filter, display options, sort order) configured on the report and output as a single file.

When the **Report Scheduler** OPERA Control is active you can setup Shift Reports to auto-generate periodically. See Managing Scheduled Reports .

### Viewing (Generating) Shift Reports

> **Note:**
>
> A new browser window is launched to generate shift reports and can be minimized while reports are generating. All reports are combined in a single PDF file.

1. From the **OPERA Cloud** menu, select **Reports**, and then **Shift Reports**.
2. Enter search criteria and click **Search**.

3. Select the Shift Report in the search result, then click vertical ellipsis **Actions** menu and select **View**.
4. Select the report destination:
    a. **Leave Destination as selected**: Reports will generate to destination as listed above; use **Change to Email, Print** options to modify the destination for a specific report.
    b. **Change Destination for all reports**: Allows you to change the destination.
        i. **Preview**: Generates a PDF file that can be printed or downloaded.
        ii. **Email to Print** : Generates a PDF and emails direct to a printer for printing; select a printer from the list.
        iii. **Email**: Generates a PDF and emails file as attachment to specified email address.

### Adding Shift Reports

1. From the **OPERA Cloud** menu, select **Reports**, and then **Shift Reports**.
2. Click **New** and enter the following details:
    a. **Property**: Enter or select a property.
    b. **Display Name**: Enter a name for the shift report.
    c. From the **Available** panel select report(s) to add to the Shift Report; press the **Ctrl** key to select multiple reports in search result.
        i. To search for a report, enter the report name in **Filter** and click **Go**.
    d. Click the forward arrow **>** to move the selected report(s) to the **Selected** panel.
    e. Repeat these steps to select other reports to add to the **Selected** panel.
    f. Click **Save**.

### Editing Shift Reports

1. From the **OPERA Cloud** menu, select **Reports**, and then **Shift Reports**.
2. Enter search criteria and click **Search**.
3. Select the Shift Report in the search result, then click vertical ellipsis **Actions** menu and select **Edit**.
4. Update the report selection.
5. Click **Save**.

### Deleting Shift Reports

1. From the **OPERA Cloud** menu, select **Reports**, and then **Shift Reports**.
2. Enter search criteria and click **Search**.
3. Select the Shift Report in the search result, then click vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

# Managing Scheduled Reports

Prerequisites Manage Scheduled Reports

**Watch Video**

The Reports Scheduler enables you to schedule reports to generate at a specified interval and frequency (example - every 2 weeks); by defaults reports as generated as a file for manual downloaded at a later time.

As many reports require date parameters; the report scheduler supports the setup of calculated dates (ie +/- offset from the business date) so that a reoccurring report generates with the required date criteria.

> **Note:**
>
> The **Report Groups** listed in search are based on the report group tasks assigned to your role.

For each report scheduled you can select additional delivery methods (destinations).

1. **Email**: Deliver report to one or more email addressed
2. **Printer**: Deliver report to an email-addressable printer. See Configuring Printers.
3. **SFTP**: Deliver report to secure FTP (SFTP) server. For more information, see Configuring SFTP Connections

### Scheduling a Standard Report

1. From the **OPERA Cloud** menu, select **Reports**, then select **Manage Reports**
2. Enter search criteria and click **Search**.
3. In the search results, select the report from the list and click the **vertical ellipsis** and select **Schedule Report**.

> **Note:**
>
> You can also schedule a report by clicking **Manage Scheduled Reports** and then click **New**.

4. **Reports Parameter**: Review and update the following criteria.
   a. **Property**: Select or confirm the Property.
   b. **Dates/Date Range**: Enter a fixed date or use a dynamically calculated date; see **Set Date** below.
   c. **Filter**: Select or enter the filter criteria.
   d. **Include**: Select the Include options.
   e. **Layout**: Select the Layout option.
5. Click **Next**.
6. **Set Date** (Date Options)

   You can setup a dynamic, calculated date value for any report date parameter by using date modifiers. Use the **Validate Date** option to evaluate your setup.

   a. **Date Option**: Select a value from the list.

b. **Offset**: Enter a negative (past) or positive (future) date value.

c. **Days**: Select for a Days offset.

d. **Months**: Select for a Month offset.

e. **Validate Date**: Based on the current business date two dates are displayed:

- **If Report is Started on**
- **Date Parameter Value**

When you update the **If Report is Started on** date value, the **Date Parameter Value** is indicated.

7. **Repeat Interval**:

a. **Start Date**: Enter the date when you want the report schedule to Start.

b. **Start Time**: Enter the time when you want the report schedule to Start.

c. **End Date**: Enter the date when you want the report schedule to stop. ( null is indefinite).

d. **End Time**: Enter the time associated with the End Date when you want the report schedule to stop ( null is indefinite).

e. **Report Language**: Select a language from the list.

f. **Recurrence Pattern**:

i. **Once Only**: Select this option if you want the report to only generate once. Otherwise, proceed to select the Repeat option.

ii. **Repeat**: Repeat the schedule according to the **Interval** and **Frequency**.

i. **Interval**: Enter a frequency interval

ii. **Frequency**:

i. **Hours**: Select this option button to run the report on an hourly basis based on the **Interval** set.

ii. **Days**: Select this option button to run the report on a weekly basis based on the **Interval** set.

iii. **Weeks**: Select this option button to run the report on a weekly basis based on the **Interval** set.

i. **Days of the Week**: Select the days of the week that you would like to repeat the report, based on the Start Date/Time.

iii. **Months**: Select this option button to run the report on a monthly basis based on the **Interval** set:

i. **Days of the Week**: Select the days of the week that you would like to repeat the report, based on the Start Date/Time.

ii. **Week Number to Repeat**: Select a week in the month from the list.

g. Click **Next**.

8. **Destination (Delivery Method)**:

a. **Filename**: Enter a filename.

b. **File Format**: Select a file format from the list. Available options are HTML, RTF, PDF, XML, Delimited, Delimited Data and Excel (for selected BI Publisher-based reports).

> **Note:**
>
> When HTML format and email delivery are selected, the report output is embedded in the email received.

> **Note:**
>
> It is recommended to use only Delimited and Delimited Data file formats for reports with simple tabular layouts. Delimited and Delimited Data file formats should not be selected for reports that have group-by's or other complex layouts that can cause duplication of rows or prevent rows from generating in the report.

c. To add an additional destination, click **New** and complete the following.
   i. **Mode**: Select the destination mode and provide the additional details.
      i. **Email**: Enter an email address; separate multiple addressed with a semi-colon.
      ii. **Printer**: Select a printer from the list. See Configuring Printers .
      iii. **SFTP**: Enter SFTP details.
         i. **Additional Details**: Select a SFTP destination from the list.
         ii. **Folder Name**: Select a destination folder from the list.
         iii. To delete, click the vertical ellipsis **Actions** menu and select **Delete**.

9. Click **Save**.

### Scheduling Shift Reports

To schedule Shift Reports.

1. From the **OPERA Cloud** menu, select **Reports**, then select **Manage Reports**
2. Click **Manage Scheduled Reports** and then click **New**.
3. **Report Name**: Enter the name of Shift Report.
4. Click **Search**.
5. Select the **Shift Report** in the result and click **Select**.
6. Click **Next** on report parameters (not applicable).
7. **Repeat Interval**:
   a. **Start Date**: Enter the date when you want the report schedule to Start.
   b. **Start Time**: Enter the time when you want the report schedule to Start.
   c. **End Date**: Enter the date when you want the report schedule to stop. ( null is indefinite).
   d. **End Time**: Enter the time associated with the End Date when you want the report schedule to stop ( null is indefinite).
8. **Recurrence**:
   a. **Once Only**: Select this option button if you want the report to be run only once. Otherwise, proceed to select the frequency option buttons.

b. **Repeat**: Repeat the schedule according to the frequency and interval.

c. **Interval** : Enter a number to indicate how many times the report should be run per hours, days, weeks, or months.

d. **Frequency**:

   i. **Hours**: Select this option button to run the report on an hourly basis. The Every field appears where you can enter the "every number" of hours you want the report to be run.

   ii. **Days**: Select this option button to run the report on a daily basis. The Every field appears where you can enter the "every number of days" you want the report to be run.

   iii. **Weeks**: Select this option button to run the report on a weekly basis. The Every field appears where you can enter the "every number of weeks" you want the report to be run.

   When Weeks is selected, the Days of the Week option buttons display. You can select the days of the week that you would like to repeat the report, based on the Start Date/Time.

   iv. **Months**: Select this option button to run the report on a monthly basis. Several options provide further scheduling flexibility.

      i. In the **Every** field, enter the every "number of months" you want the report to run. As an example, if 1 is selected, the report will repeat every month after the Start Date/Time. If the Start Date is 11/30/11 and the Time is 4:05 pm, the report will run every month on the 30th day at 4:05 PM.

      ii. When **Months** is selected, the Repeat option displays. You can select which week in the month you want the report to repeat after the initial Start Date and Time. You can select either the First, Second, Third, Fourth, or Last week you want the report to repeat. If the Second week is selected, the report will run every second week of the month at the time selected in Start.

      iii. When **Week** option is selected, the Days of the Week option buttons display. You can select the days of the week that you would like to run the report. Using our example, if you select Monday and Friday, the report will run the second week of every month, on Monday and Friday at 4:05 pm. If you have selected a week for Repeat, in our example, if you still want the report to run on a Wednesday, you will have to select Wednesday DOW.

   v. **Days of the Week**: (Only available when the Weeks or Months option button is selected.) Select the day, or days, of the week in which you want the report to be run (Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, Sunday) on a Weekly or Monthly basis.

9. Click **Next**.

10. **Destination**: Shift Reports can only be scheduled in PDF format. The file can be previewed and downloaded from Executed Reports. For more information, see section *Viewing Executed Scheduled Reports*.

    a. Click **New**.

       i. **Mode**: Select the destination mode and provide the additional details.

       ii. **Email** : Enter an email address; separate multiple addressed with a semi-colon.

       iii. **Printer**: Select a printer from the list Configuring Printers.

       iv. **SFTP**: Enter SFTP address.

### Editing Scheduled Reports

1. From the **OPERA Cloud** menu, select **Reports**, then select **Manage Reports**
2. Click **Manage Scheduled Reports**.
3. Enter search criteria and click **Search**.
4. In the search results, select the scheduled report and click the vertical ellipsis **Actions** menu and select **Edit**.
5. Update the scheduled report configuration and parameters.
6. Click **Save**.

### Deleting Scheduled Reports

1. From the **OPERA Cloud** menu, select **Reports**, then select **Manage Reports**
2. Click **Manage Scheduled Reports**.
3. Enter search criteria and click **Search**.
4. In the search results, select the scheduled report and click the vertical ellipsis **Actions** menu and select **Delete**.
5. Confirm Delete.

### Pausing Scheduled Reports

1. From the **OPERA Cloud** menu, select **Reports**, then select **Manage Reports**
2. Click **Manage Scheduled Reports**.
3. Enter search criteria and click **Search**.
4. In the search results, toggle the **ON/OFF** status button for the report in the list of **Report Scheduled**.

### To Force Run a Scheduled Report

1. From the **OPERA Cloud** menu, select **Reports**, then select **Manage Reports**
2. Click **Manage Scheduled Reports**.
3. Enter search criteria and click **Search**.
4. In the search results, select the scheduled report and click the vertical ellipsis **Actions** menu and select **Run Reports**.

### Viewing Scheduled Report Destinations

1. From the **OPERA Cloud** menu, select **Reports**, then select **Manage Reports**
2. Click **Manage Scheduled Reports**.
3. Enter search criteria and click **Search**.
4. In the search results, select the scheduled report and click the vertical ellipsis **Actions** menu and select **View Destinations**.

### Viewing Executed Scheduled Reports

> **Note:**
>
> The **Detailed Status** column indicates the destination mode, address and delivery status for each report. Shift reports are indicated with **+/-**, click **+** to expand. Select **Incomplete** in **Execution Status** to view shift reports where at least one report failed.

1. From the **OPERA Cloud** menu, select **Reports**, then select **Manage Reports**
2. Click **Manage Scheduled Reports**.
3. Click **View Executed Reports**.
4. Enter search criteria and click **Search**.
5. In the search results, select the scheduled report and click the vertical ellipsis **Actions** menu and select **Preview**.

### Deleting Executed Scheduled Reports

1. From the **OPERA Cloud** menu, select **Reports**, then select **Manage Reports**
2. Click **Manage Scheduled Reports**.
3. Click **View Executed Reports**.
4. Enter search criteria and click **Search**.
5. In the search results, select the scheduled report and click the vertical ellipsis **Actions** menu and select **Delete**.

# Report Groups

Standard report groups and their reports are setup on provisioning of OPERA Cloud. You can configure additional report groups and then setup reports to suit your needs. For example, you could configure a 'Club Floor' report group and configure various reports preset with the club floor room class filter.

OPERA Cloud automatically creates a report group user task for each report group created; these tasks must then be assigned to roles to enable user access to the reports in the report group.

Report groups marked **Internal** are used for managing stationery templates such as contracts, statements, confirmation letters, folios and receipts. These report groups do not display in the report group list in Manage Reports and do not need a report group task to be assigned to roles. Your role must be granted the View Internal Reports / Report Groups task to access these report groups however. For more information, see Stationery Report Groups

The following report groups are automatically created on provisioning of your OPERA Cloud property.

**Table 9-10 Report Groups**

| Report Group | Service | Standard Reports |
|---|---|---|
| Account (Sales) | Sales and Event Management | Sales Account Reports |
| Activity (Sales) | Sales and Event Management | Activity Reports |
| Accounts Receivable | Property Management | Accounts Receivable Reports |
| Arrival | Property Management | Arrivals Reports |
| Blocks & Groups | • Property Management<br>• Sales and Event Management | Blocks and Groups Reports |
| Catering Configuration | Sales and Event Management | Catering Configuration Reports |
| Commission (Agent) | Property Management | Commissions Reports |
| Configuration | • Property Management<br>• Sales and Event Management | Configuration Reports |
| Departure | Property Management | Departures Reports |
| Events | Sales and Event Management | Event Reports |
| Financial | Property Management | Financials Reports |
| Forecast | Property Management | Forecast Reports |
| Guests in House | Property Management | Guests In-House Reports |
| Housekeeping | Property Management | Housekeeping Reports |
| Miscellaneous | Property Management | Miscellaneous Reports |
| Profiles | Property Management | Profiles Reports |
| Reservations | Property Management | Reservations Reports |
| Statistical | • Property Management<br>• Sales and Event Management | Statistics Reports |
| Yield Management | Property Management | Yield Management Reports |

# Managing Report Groups

### Adding Report Groups

> **Note:**
>
> Remember to access role manager and assign the auto-created report group user task to roles.

1. From the **OPERA Cloud** menu, select **Reports**, then select **Manage Reports**.
2. Click **Manage Report Groups**.
   a. Click **New** and complete the following information..

i. **Group Name**: Enter a code or name of the report group, Report Group names are limited to a maximum of 30 characters and cannot be changed when editing a group.

ii. **Description**: Enter the description for the report group.

i. **Manage Translation**: Click link to configure localized descriptions. For more information, see Configuring Localized Code Descriptions. (Available when the Multi-language OPERA Control is active.).

iii. **Type**: Select **Report**.

iv. **Watermark Mode**: Select a watermark mode. For more information, see Working with Watermarks. This appears when Enable Watermark For Reports OPERA control is active.

3. Click **Save**.

### Editing a Report Group

1. From the **OPERA Cloud** menu, select **Reports**, then select **Manage Reports**.
2. Click **Manage Report Groups**.
   a. Enter search criteria and click **Search**.
   b. In the search results, select the report group, click the vertical ellipsis **Actions** menu, then click **Edit**
   c. Update configuration.
   d. Click **Save**.

### Deleting a Report Group

1. From the **OPERA Cloud** menu, select **Reports**, then select **Manage Reports**.
2. Click **Manage Report Groups**.
   a. Enter search criteria and then click **Search**.
   b. In the search results, select the report group, click the vertical ellipsis **Actions** menu, then click **Delete**.
   c. Click **Delete** to confirm.

## Stationery Report Groups

The following report groups are available for the management of customized stationery templates. These internal report groups are not displayed to users in the list of report groups in Managing Reports unless the **Show Internal** check box is selected. Your role must be granted the View Internal Reports / Report Groups tasks to access these report groups.

Create one or more templates in these report groups to specify which template OPERA Cloud should generate for the respective area of the application; the sample template to use for your customized template(s) is listed below.

Many of the stationery report groups only require one template to be setup and customized. However, when the Multi-language OPERA Control is active, a template per language would apply. The setup of each template would reference a specific language code. OPERA Cloud generates the template matching the language code selected in the profile. For example, a guest folio template with French text has the French language code selected in Configuring Stationery Templates and this template is used when generating a folio for guests, companies

or agents with French selected as the language in their profile. The French translation for transaction codes and other configuration is output on the folio.

Other stationery report groups support multiple templates regardless of the Multi-language OPERA Control; for these stationery report groups a user either selects from a list of templates or there is related configuration which determines the specific template to be used. For example, Global Alert configuration references the templates configured in the Alerts stationery report group and Commission Bank Account configuration references the commission check templates setup in the Commission Check report group.

> **Note:**
>
> When the Confirmation Letter for Cancel Reservation OPERA Control is active, ensure you have cancellation letter template(s) setup in the **Confirmation Letter** report group.

**Table 9-11 Stationery Report Groups**

| Report Group | Description | Template Quantity | Sample RTF Template |
|---|---|---|---|
| Accounts Receivable Folio | AR Folio<br>For more information, see Guest Folio template, row 13 in this table | One (per language if multi-language active) | |
| Accounts Receivable Reminders and Statements | AR Reminder Letters<br>For more information, see Configuring Accounts Receivable Account Types | Multiple | sample_reminder |
| Accounts Receivable Statements | AR Statement<br>For more information, see Configuring Accounts Receivable Account Types one per account type | Multiple | sample_statement<br>sample_statement_numbering<br>sample_statement_philippines |
| Alerts | Alert templates for printed alerts<br>For more information, see Global Alert (Rule) Definitions | Multiple | sample_alert |
| Check Exchange Receipt | Travelers Check Exchange Receipt | One (per language if multi-language active) | sample_exrecpt |
| Commission Check | Commission Check template<br>For more information, see Bank Accounts one per bank account | Multiple | sample_checkusd |
| Confirmation Letter | Reservation Confirmation and Cancellation Templates<br>User selects from list of templates when generating a confirmation | Multiple | sample_guest_confirmation |

**Table 9-11 (Cont.) Stationery Report Groups**

| Report Group | Description | Template Quantity | Sample RTF Template |
|---|---|---|---|
| Credit Card Receipt | Credit Card Payment receipt template | One (per language if multi-language active) | sample_credit_card_receipt |
| Currency Exchange Receipt | Currency Exchange receipt template | One (per language if multi-language active) | sample_exrecpt |
| Deposit Receipt | Deposit Receipt Template | One (per language if multi-language active) | sample_deprecpt |
| Deposit Refund Receipt | Deposit Refund Receipt (Applicable when the Deposit Refund Receipt OPERA Control is active. | One (per language if multi-language active) | sample_deprecpt |
| Electronic Vouchers | Electronic Voucher Details | One (per language if multi-language active) | sample_evoucher |
| Folios | Guest Folio Template | One (per language if multi-language active) | sample_folio<br>sample_folio_hungary<br>sample_folio_india_buckets<br>sample_riepilogativa (Italy)<br>sample_folio_philippines<br>sample_folio_poland<br>sample_folio_portugal |
| Group Folio | Group Summary Folio Template | One (per language if multi-language active) | sample_grp_folio |
| Group Reports | Configure various customizable reports . This report group is accessible from the **I Want To . . .**, go to **Reports** from:<br>• Block Search / Presentation<br>• Event Search / Presentation<br>• Manage Resources Relevant block IDs and event IDs will be passed to the report parameters. | Multiple | N/A |
| Kiosk Confirmation | Kiosk Key Jacket | One (per language if multi-language active) | sample_kiosk_confirmation |

**Table 9-11 (Cont.) Stationery Report Groups**

| Report Group | Description | Template Quantity | Sample RTF Template |
|---|---|---|---|
| Key Packet Labels | Key packet label Templates | Multiple | sample_key_packet |
| Messages | Guest Message Template | One (per language if multi-language active) | sample_msg_text |
| Paid-Out Receipt | Paid Out Receipt Template | One (per language if multi-language active) | sample_paidout |
| Passerby Folio | Passer-by Folio<br>For more information, see Guest Folio template, row 13 in this table | One (per language if multi-language active) | |
| Payment Receipt | Payment Receipt template | One (per language if multi-language active) | sample_payment<br>sample_payment_philippines<br>sample_payment_tax (Thailand) |
| Post It | Post It Folio<br>For more information, see Guest Folio template, row 13 in this table | One (per language if multi-language active) | |
| Registration Card | Guest registration card templates (excludes digital regcard for esign)<br>For more information, see OPERA Control -OPERA Controls — Front Desk | Multiple | sample_police_reg_card<br>sample_registration_card |
| Vouchers | Voucher Template | One (per language if Multi-language OPERA Control is active) | Sample_Voucher |

# Managing Definable Manager's Report

Use Definable Manager's Report to select the statistics to include on the Manager's Report. You can also define your own calculations for certain item types. To format the report, you can sequence the order of statistics and configure the output of horizontal lines and extra line spacing as needed .

Once the report is configured you can generate it at any time from Manage Reports or you can schedule the report. For more information, see Reports. You can also add the Manager's Report to the End of Day final reports.

### View Manager's Report Configuration

Perform a search to view the current setup of the Manager's Report; the result indicates the statistics selected for inclusion and the sequence in which they appear on the report.

1. From the **OPERA Cloud** menu, select **Reports**, select **Configure Reports**, and then **Definable Manager's Report**.
2. Select or confirm the Property, click **Search**.

   The current selection and sequence of statistics to output on the report are listed in search result.

   a. **Active**: A tick in this column indicates that the statistical item is included in the report.
   b. **Description**: Text description of the statistical displayed on the report.
   c. **User-defined**: A tick in this column indicates that the statistic is user defined.
   d. **Print Line**: A tick in this column indicates that a line drawn on the report after this item. Lines can be used to divide sections of the report or to call attention to a particular statistical item.
   e. **Blank Rows**: Number of blank rows following this item. Blank rows are used to create sections in the report for clarity or to call attention to a particular statistical item. The default is 0 rows (no extra space).
   f. **Seq**: Number indicating the relative position of the item in the report. Items are displayed from lowest number to highest number.

### Editing Statistics

To amend the setup or remove a statistic from the report you need to edit the statistic. Changing the display sequence results in the statistic relocating to the desired position in the list. Removing the active check box removes the statistic from appearing on the report.

1. From the **OPERA Cloud** menu, select **Reports**, select **Configure Reports**, and then **Definable Manager's Report**.
2. In the search results, select the statistic to update and click the vertical ellipsis and click **Edit**.
3. Modify or update the following information:

   a. **Item Name**: Edit the unique item name, for user-defined entries. (value is read only for predefined items).
   b. **Description**: Edit the description (output on report) for user-defined entries (value is read only for predefined items).
   c. **Display Sequence**: Update value to change the position of the statistic on the report.
   d. **Blank Rows**: Set the number of blank rows after this statistic.
   e. **Print Line**: Check to generate a horizontal line after this statistic.
   f. **Active**: When checked the statistical item is included in the report. Uncheck to remove the statistic from the output .
4. Click **Save**.

### Adding User-Defined Statistics

Use this option to add a user-defined items to the Manager's Report. On this screen you can choose to add certain attributes to the base calculation of the item type. For example, you can choose to add Day Use Rooms and/or subtract House Use Rooms from the calculation for 'Rooms Occupied'.

1. From the **OPERA Cloud** menu, select **Reports**, select **Configure Reports**, and then **Definable Manager's Report**.

2. Click **New**.
3. In the Primary Details section, enter the following details.
   a. **Item Type**: Select the Item Type from the drop-down.

**Table 9-12 Item type and its definition**

| Item Type | Calculation/Definition |
|---|---|
| Rooms Occupied | Number of rooms In-House with a Front Office status of 'OCC' |
| % Rooms Occupied | Number of rooms In-House with a Front Office status of 'OCC' / Total Rooms in Hotel * 100 |
| ADR | Total amount of all postings today where the Transaction Code is marked as 'Revenue' and the Transaction Type is 'Lodging' / Number of rooms In-House with a Front Office status of 'OCC' |
| ADR (Distributed) | Total amount of all postings today (Distributed) where the Transaction Code is marked as 'Revenue' and the Transaction Type is 'Lodging' / Number of rooms In-House with a Front Office status of 'OCC' |
| Rooms Occupied Tomorrow | Total number of deduct rooms reserved for tomorrow |
| % Rooms Occupied Tomorrow | Total number of deduct rooms reserved for tomorrow / Total Rooms in Hotel * 100 |
| Rooms Occupied for the Next 7 Days | Total number of deduct rooms reserved starting tomorrow for 7 days |
| % Rooms Occupied for the Next 7 Days | Total number of deduct rooms reserved starting tomorrow for 7 days / Total Rooms in Hotel * 100 |
| Rooms Occupied for the Next 31 Days | Total number of deduct rooms reserved starting tomorrow for 31 days |
| % Rooms Occupied for the Next 31 Days | (Total number of deduct rooms reserved starting tomorrow for 31 days) / (Total Rooms in Hotel) * 100 |
| Rooms Occupied for the Next 365 Days | Total number of deduct rooms reserved starting tomorrow for 365 days |
| % Rooms Occupied for the Next 365 Days | Total number of deduct rooms reserved starting tomorrow for 365 days / Total Rooms in Hotel * 100 |
| Projected Rooms Occupied for Current Month | Total number of deduct rooms reserved for the whole month |
| Projected % Rooms Occupied for Current Month | Total number of deduct rooms reserved for the whole month / Total Rooms in Hotel * 100 |
| Projected Rooms Occupied for Current Year | Total number of deduct rooms reserved for the whole year |
| Projected % Rooms Occupied for Current Year | Total number of deduct rooms reserved for the whole year / Total Rooms in Hotel * 100 |

   b. **Item Name**: Item name is automatically populated, but can you can manually edit.
   c. **Description**: Enter the description of the statistical item that needs to be printed on the Manager's Report. This description is what is displayed on the report output for the Item Type.
   d. **Blank Rows**: Set the number of blank rows after this statistic.
   e. **Print Line**: Check to generate a horizontal line after this statistic.

f. **Active**: When checked the statistical item is included in the report. Uncheck to remove the statistic.

4. In the Rooms Occupied section, select single or multiple options:
   a. **Plus Day Use**: Select to add Day Use Rooms that are occupied to the Item Type calculation selected. (Day Use Rooms are Reservations with 0 Nights.)
   b. **Plus No Shows**: Select to add No Show Rooms to the Item Type calculation selected.
   c. **Minus Comp.**: Select to subtract Comp Rooms from the Item Type calculation selected. (Comp Rooms are Reservations with a Rate Code that has the 'Complimentary' check box checked on the Rate Setup screen within Rate Code configuration).
   d. **Minus House**: Select to subtract House Use Rooms from the Item Type calculation selected. (House Rooms are Reservations with a Rate Code that has the 'House Use' check box checked on the Rate Setup screen within Rate Code configuration).
5. In the Total Rooms In Hotel, you can select the following options. This section allows for additional items to be added to the default calculations for the above Item Types.
   a. **Minus Out of Order Rooms**: Available when the **Room Management** > **Out of Order** control is set to Active, select to subtract the total number of OOO rooms at the property from the Item Type calculation selected.
   b. **Minus Out of Service Rooms**: Available when the**Room Management** > **Out of Order** control is set to Active, select to subtract the total number of OOS rooms at the property from the Item Type calculation selected.
6. In the Formula section, the area shows the Calculation/Definition of the Item Type that is selected and any additional Rooms Occupied and/or Total Rooms in Hotel options that are selected.
7. Click **Save**.

### Deleting User Defined Statistics

1. From the **OPERA Cloud** menu, select **Reports**, select **Configure Reports**, and then **Definable Manager's Report**.
2. In the search results, select the statistic to update and click the vertical ellipsis and click **Delete**.
3. Click **Delete** and confirm the deletion.

### Generating the Definable Manager's Report

You can test the changes made to the Manager's Report layout by generating a preview of the list of predefined statistics.

1. From the **OPERA Cloud** menu, select **Reports**, select **Configure Reports**, and then **Definable Manager's Report**.
2. On the Definable Manager's Report screen, click the vertical ellipsis and then click **Report**.
3. In the Report Destination pop-up, select **Preview**, **Email to Print**, **Email** or **Fax** option and click **Process**.

   Following is the list of predefined statistics that can be included in the Manager's Report.

**Table 9-13 Definable Manager's Report - Item Descriptions**

| Item Description | Calculation |
|---|---|
| % Beds Occupied | Total Adults and Children In House divided by Total Beds, calculated using the Max. Occupancy field in Rooms Configuration for each occupied room, multiplied by 100. |
| % Individual Member Departures | Number of Rooms with a Departure Date equal to today, a Membership number attached to the reservation, with no block code attached to the reservation, divided by Number of Rooms with a Departure Date equal to today, multiplied by 100. |
| % Member Departures | Number of Adults and Children with a Departure Date equal to today, with a Membership number attached to the reservation, divided by Number of Rooms with a Departure Date equal to today multiplied by 100. |
| % Multiple Occupancy | Number of Rooms Occupied where total persons is greater than 1 / Number of Rooms Occupied , multiplied by 100.<br>EG: (3/232) * 100 which is .0129 * 100 = 1.29% |
| % Occupancy for the Month | Total number of rooms reserved starting tomorrow for 1 calendar month, divided by Total Rooms in Hotel starting tomorrow for 1 calendar month, multiplied by 100. |
| % Occupancy for the Year | Total number of rooms reserved starting tomorrow for 1 calendar year, divided by Total Rooms in Hotel starting tomorrow for 1 calendar year, multiplied by 100. |
| % Occupancy Next 7 Days | Total number of deduct rooms reserved starting tomorrow for 7 days, divided by Total Rooms in Hotel starting tomorrow for 7 days, multiplied by 100 |
| % Rooms Occupied | Rooms Occupied, divided by Total Rooms in Hotel, multiplied by 100. |
| % Rooms Occupied for the Next 31 Days | Total number of deduct rooms reserved starting tomorrow for 31 days, divided by Total Rooms in Hotel starting tomorrow for 31 days, multiplied by 100 |
| % Rooms Occupied for the Next 365 Days | Total number of deduct rooms reserved starting tomorrow for 365 days, divided by Total Rooms in Hotel starting tomorrow for 365 days, multiplied by 100 |
| % Rooms Occupied for Tomorrow | Number of Rooms Occupied tomorrow, divided by Total Rooms in Hotel, multiplied by 100. |
| % Rooms Occupied minus Comp | Rooms Occupied minus Comp, divided by Total Rooms in Hotel, multiplied by 100. |
| % Rooms Occupied minus Comp and House | Rooms Occupied minus Comp and House, divided by Total Rooms in Hotel, multiplied by 100. |
| % Rooms Occupied minus Comp and OOO | Rooms Occupied minus Comp, divided by Total Rooms in Hotel minus Out of Order, multiplied by 100. |
| % Rooms Occupied minus Comp, House, and OOO | Rooms Occupied minus Comp and House, divided by Total Rooms in Hotel minus Out of Order, multiplied by 100. |
| % Rooms Occupied minus House | Rooms Occupied minus House, divided by Total Rooms in Hotel, multiplied by 100. |

**Table 9-13 (Cont.) Definable Manager's Report - Item Descriptions**

| Item Description | Calculation |
|---|---|
| % Rooms Occupied minus House and OOO | Rooms Occupied minus House, divided by Total Rooms in Hotel minus Out of Order, multiplied by 100. |
| % Rooms Occupied minus OOO | Rooms Occupied, divided by Total Rooms in Hotel minus Out of Order, multiplied by 100. |
| % Rooms Occupied plus Day Use | Rooms Occupied plus Day Use minus House Use, divided by Total Rooms in Hotel minus Out of Order, multiplied by 100. |
| % Rooms Occupied plus Day Use and No Show | Rooms Occupied plus Day Use and No Show, divided by Total Rooms in Hotel, multiplied by 100. |
| % Rooms Occupied plus Day Use for the next 31 Days | Total number of deduct rooms reserved plus Day Use starting tomorrow for 31 days, divided by Total Rooms in Hotel starting tomorrow for 31 days, multiplied by 100. |
| ADR | Room Revenue, divided by Rooms Occupied. |
| ADR (Distributed) | Room Revenue, divided by Rooms Occupied. When an Advance Bill is associated with the reservation, revenue is distributed over the stay period in order to reflect actual revenue generated per day, rather than recording all revenue on the day the advance bill is generated. |
| ADR minus Comp | Room Revenue, divided by Rooms Occupied minus Comp rooms. |
| ADR (Distributed) minus Comp | Room Revenue, divided by Rooms Occupied minus Comp rooms. When an Advance Bill is associated with the reservation, revenue is distributed over the stay period in order to reflect actual revenue generated per day, rather than recording all revenue on the day the advance bill is generated. |
| ADR minus Comp and House | Room Revenue, divided by Rooms Occupied minus Comp and House rooms. |
| ADR (Distributed) minus Comp and House | Room Revenue, divided by Rooms Occupied minus Comp and House rooms. When an Advance Bill is associated with the reservation, revenue is distributed over the stay period in order to reflect actual revenue generated per day, rather than recording all revenue on the day the advance bill is generated. |
| ADR minus House | Room Revenue, divided by Rooms Occupied minus House rooms. |
| ADR (Distributed) minus House | Room Revenue, divided by Rooms Occupied minus House rooms. When an Advance Bill is associated with the reservation, revenue is distributed over the stay period in order to reflect actual revenue generated per day, rather than recording all revenue on the day the advance bill is generated. |
| ADR plus Day Use | Room Revenue, divided by Rooms Occupied plus Day Use. |
| Adults Free | Number of Tax Free Adults for Rooms In House. Field available based on parameter setting for 'Tax Free Guests'. |
| Arrival Persons | Number of Adults and Children with an Arrival Date equal to today. |
| Arrival Persons for Tomorrow | Number of Adults and Children with an Arrival Date equal to tomorrow. |
| Arrival Reservations | Number of all the reservations with an arrival date equal to today. |
| Arrival Rooms | Number of Rooms with an Arrival Date equal to today. Only one reservation per room will be considered for this total. |

**Table 9-13 (Cont.) Definable Manager's Report - Item Descriptions**

| Item Description | Calculation |
|---|---|
| Arrival Rooms for Tomorrow | Number of Rooms with an Arrival Date equal to tomorrow. Only one reservation per room will be considered for this total. |
| Available Rooms | Total Rooms in Hotel, minus Rooms Occupied. |
| Available Rooms minus OOO Rooms | Total Rooms in Hotel, minus Rooms Occupied, minus Out of Order Rooms. |
| Average Adults per Room minus House Use | Number of Adults divided by number of Rooms Occupied minus House Use Rooms (Index of Frequency 1). |
| Average Adults per Room | Number of Adults divided by number of Rooms Occupied (Index of Frequency 2). |
| Average Persons per Room minus House Use | Number of Adults and Children divided by number of Rooms Occupied minus House Use Rooms (Index of Frequency 3). |
| Average Persons per Room | Number of Adults and Children divided by number of Rooms Occupied (Index of Frequency 4). |
| Average Person Rate | Room Revenue, divided by number of Adults and Children. |
| Average Persons per Block Rooms | Adults and Children attached to the reservation with Reservation status of 'Checked In', divided by number of Rooms Occupied that have a Block Code attached. |
| Average Revenue per Block Rooms | Block Revenue, divided by Number of rooms that have a block code attached to the reservation with a reservation status of 'Checked In'. |
| Average Room Revenue per Block Rooms | Block Room Revenue, divided by Number of rooms that have a block code attached to the reservation with a reservation status of 'Checked In'. |
| Birthdays in House | Number of Rooms with the Birthday field from the profile equal to today. |
| Block Member Rooms | Total number of rooms today for those reservations which have a membership number of the default membership type attached to the reservation and have a block code attached to the reservation. If no default membership type is defined than any membership attached to the reservation will be considered. |
| Block Member % of Rooms | Total number of rooms today for those reservations which have a membership number of the default membership type attached to the reservation and have a block code attached to the reservation, divided by the number of total rooms today and multiplied by 100. If no default membership type is defined than any membership attached to the reservation will be considered. |
| Block Member Average Room Revenue | Total amount of postings today, where the Transaction Code is marked as 'Revenue' and the Transaction Code Type is 'Lodging', for reservations that have a membership number of the default membership type attached to the reservation and do not have a block code attached to the reservation divided by the number of rooms today for those same reservations. If no default membership type is defined then any membership attached to the reservation will be considered. |

**Table 9-13 (Cont.) Definable Manager's Report - Item Descriptions**

| Item Description | Calculation |
|---|---|
| Block Member Average Total Revenue | Total amount of postings today, where the Transaction Code is marked as 'Revenue', for reservations that have a membership number of the default membership type attached to the reservation and do not have a block code attached to the reservation divided by the number of rooms today for those same reservations. If no default membership type is defined then any membership attached to the reservation will be considered. |
| Block Member Room Revenue | Total amount of postings today, where the Transaction Code is marked as 'Revenue' and the Transaction Code Type is 'Lodging', for reservations that have a membership number of the default membership type attached to the reservation and have a block code attached to the reservation. If no default membership type is defined then any membership attached to the reservation will be considered. |
| Block Member Total Revenue | Total amount of postings today, where the Transaction Code is marked as 'Revenue', for reservations that have a membership number of the default membership type attached to the reservation and a block code attached to the reservation. If no default membership type is defined then any membership attached to the reservation will be considered. |
| Block Member % of Room Revenue | Total amount of postings today, where the Transaction Code is marked as 'Revenue' and the Transaction Code Type is 'Lodging', for reservations that have a membership number of the default membership type attached to the reservation and a block code attached to the reservation, divided by the room revenue for all reservations and multiplied by 100. If no default membership type is defined then any membership attached to the reservation will be considered. |
| Block Member % of Total Revenue | Total amount of postings today, where the Transaction Code is marked as 'Revenue', for reservations that have a membership number of the default membership type attached to the reservation and a block code attached to the reservation, divided by the total revenue for all reservations and multiplied by 100. If no default membership type is defined then any membership attached to the reservation will be considered. |
| Block Member Average Length of Stay | Total number of nights for reservations that have a member number of the default membership type attached to the reservation and a block code attached to the reservation, divided by the count of those same reservations. If no default membership type is defined then any membership attached to the reservation will be considered. |
| Block Persons in House | Number of Adults and Children for Rooms In-House with a Block code attached to the reservation. |
| Block Revenue | Total amount of postings today where the Transaction Code is marked as 'Revenue' for reservations that have a Block Code attached. |
| Block Room Revenue | Total amount of postings today where the Transaction Code is marked as 'Revenue' and a Transaction Code Type is 'Lodging' for reservations that have a Block Code attached. |
| Block Rooms in House | Number of Rooms that have a block code attached to the reservation. |
| Blocks in House | Number of Blocks where today's date falls between the start date and end date. |
| Cancellations Made Today | Number of Cancellations that were taken today for any date. |

**Table 9-13 (Cont.) Definable Manager's Report - Item Descriptions**

| Item Description | Calculation |
|---|---|
| Canceled Reservations for Today | Number of Reservations that were canceled with an arrival date equal to today. |
| Canceled Rooms for Today | Number of rooms that were canceled with an arrival date equal to today |
| Children Free | Number of Tax Free Children for Rooms In House. Field available based on parameter setting for 'Tax Free Guests'. |
| Clean Rooms | Number of Rooms that have a Housekeeping Status of 'CL'. |
| Company Revenue | Total amount of postings today where the transaction code is marked as<br>'Revenue' for reservations that have a company profile attached |
| Company Room Revenue | Total amount of postings today where the transaction code is marked as 'Revenue' and a transaction code type is 'Lodging' for reservations that have a company profile attached |
| Company Rooms in House | Number of Rooms that have a Company profile attached to the reservation. |
| Complimentary Adults | Total no of adults on complimentary reservations. |
| Complimentary Children | Total no of children on complimentary reservations. |
| Complimentary Persons | Adults + Children |
| Complimentary Rooms | Number of Rooms In-House that have a rate code marked as Complimentary. |
| Day Use Adults | Total no of adults on Day use reservations. |
| Day Use Children | Total no of children on Day use reservations. |
| Day Use Persons | Adults + Children |
| Day Use Reservations | Number of reservations where the arrival date and departure date are equal to today. |
| Day Use Rooms | Number of Reservations where the arrival date and departure date are equal to today. |
| Deducted Arrivals | Number of Rooms with an Arrival Date equal to today, and the reservation type is equal to deduct. |
| Departure Persons | Number of Adults and Children with a Departure Date equal to today. |
| Departure Persons for Tomorrow | Number of Adults and Children with a Departure Date equal to tomorrow. |
| Departure Rooms | Number of Rooms with a Departure Date equal to today. Only one reservation per room will be considered for this total. |
| Departure Rooms for Tomorrow | Number of Rooms with a Departure Date equal to tomorrow. Only one reservation per room will be considered for this total. |
| Dirty Rooms | Number of Rooms that have a Housekeeping Status of 'DI'. |
| Doubles as Singles | Number of Rooms where each room has Occupancy Max greater than 1, and Number of Persons In-House is less than or equal to 1. |
| Early Departure Persons | Number of Adults and Children for checked out rooms with an original departure date greater than today. |

**Table 9-13 (Cont.) Definable Manager's Report - Item Descriptions**

| Item Description | Calculation |
|---|---|
| Early Departure Rooms | Number of checked out rooms with an original departure date greater than today. |
| Extended Stay Persons | Number of Adults and Children In-House where an original departure date equal to today. |
| Extended Stay Rooms | Number of Rooms In-House where an original departure date equal to today. |
| Food and Beverage Revenue | Total amount of all postings today where the Transaction Code is marked as 'Revenue' and the Transaction Type is 'Food and Beverage'. |
| Food and Beverage Revenue (Distributed) | Total amount of all postings today where the Transaction Code is marked as 'Revenue' and the Transaction Type is 'Food and Beverage'. When an Advance Bill is associated with the reservation, revenue is distributed over the stay period in order to reflect actual revenue generated per day, rather than recording all revenue on the day the advance bill is generated. |
| Group Rooms in House | Number of Rooms that have a Group profile attached to the reservation. |
| House Use Adults | Total no of adults on House use reservations. |
| House Use Children | Total no of children on House use reservations. |
| House Use Persons | Adults + Children |
| House Use Rooms | Number of Rooms In-House that have a rate code marked as House Use. |
| In-House Adults | Number of Adults for Rooms In-House. |
| In-House Children | Number of Adults for Rooms In-House. |
| Individual Departure Persons | Number of adults and children divided by number of room occupied ( include house use). |
| Individual Departure Rooms | Number of Rooms with a Departure Date equal to today and no block code attached to the reservation. |
| Individual Member Departure Persons | Number of Adults and Children with a Departure Date equal to today, a Membership number attached to the reservation, with no block code attached to the reservation. |
| Individual Member Departure Rooms | Number of Rooms with a Departure Date equal to today, a Membership number attached to the reservation, with no block code attached to the reservation. |
| Individual Member Rooms | Total number of rooms today for those reservations which have a membership number of the default membership type attached to the reservation and do not have a block code attached to the reservation. If no default membership type is defined than any membership attached to the reservation will be considered. |
| Individual Member % of Rooms | Total number of rooms today for those reservations which have a membership number of the default membership type attached to the reservation and do not have a block code attached to the reservation, divided by the number of total rooms today and multiplied by 100. If no default membership type is defined than any membership attached to the reservation will be considered. |

**Table 9-13 (Cont.) Definable Manager's Report - Item Descriptions**

| Item Description | Calculation |
|---|---|
| Individual Member Average Room Revenue | Total amount of postings today, where the Transaction Code is marked as 'Revenue' and the Transaction Code Type is 'Lodging', for reservations that have a membership number of the default membership type attached to the reservation and do not have a block code attached to the reservation divided by the number of rooms today for those same reservations. If no default membership type is defined then any membership attached to the reservation will be considered. |
| Individual Member Average Total Revenue | Total amount of postings today, where the Transaction Code is marked as 'Revenue', for reservations that have a membership number of the default membership type attached to the reservation and do not have a block code attached to the reservation divided by the number of rooms today for those same reservations. If no default membership type is defined then any membership attached to the reservation will be considered. |
| Individual Member Room Revenue | Total amount of postings today, where the Transaction Code is marked as 'Revenue' and the Transaction Code Type is 'Lodging', for reservations that have a membership number of the default membership type attached to the reservation and do not have a block code attached to the reservation. If no default membership type is defined then any membership attached to the reservation will be considered. |
| Individual Member Total Revenue | Total amount of postings today, where the Transaction Code is marked as 'Revenue', for reservations that have a membership number of the default membership type attached to the reservation and do not have a block code attached to the reservation. If no default membership type is defined then any membership attached to the reservation will be considered. |
| Individual Member % of Room Revenue | Total amount of postings today, where the Transaction Code is marked as 'Revenue' and the Transaction Code Type is 'Lodging', for reservations that have a membership number of the default membership type attached to the reservation and do not have a block code attached to the reservation, divided by the room revenue for all reservations and multiplied by 100. If no default membership type is defined then any membership attached to the reservation will be considered. |
| Individual Member % of Total Revenue | Total amount of postings today, where the Transaction Code is marked as 'Revenue' for reservations that have a membership number of the default membership type attached to the reservation do not have a block code attached to the reservation, divided by the total revenue for all reservations and multiplied by 100. If no default membership type is defined then any membership attached to the reservation will be considered. |
| Individual Member Average Length of Stay | Total number of nights for reservations that have a membership number of the default membership type attached to the reservation and no block code attached to the reservation, divided by the count of those same reservations. If no default membership type is defined then any membership attached to the reservation will be considered. |
| Individual Persons in House | Number of Adults and Children for Rooms In-House with no Block code attached to the reservation. |
| Individual Revenue | Total amount of postings today where the Transaction Code is marked as 'Revenue' for reservations that do not have a Block Code attached. |

**Table 9-13 (Cont.) Definable Manager's Report - Item Descriptions**

| Item Description | Calculation |
|---|---|
| Individual Room Revenue | Total amount of postings today where the Transaction Code is marked as 'Revenue' and a Transaction Code Type is 'Lodging' for reservations that do not have a Block Code attached. |
| Individual Rooms in House | Number of Rooms that do not have a block code attached to the reservation. |
| Inspected Rooms | Number of Rooms that have a Housekeeping Status of 'IP'. (Available when the Rooms Management > Inspected application function is set to Y.) |
| Late Cancellations for Today | Number of Reservations that were canceled today, with an arrival date equal to today. |
| Late Room Cancellations for Today | Number of rooms that were canceled today, with an arrival date equal to today. |
| Maximum Revenue | Amount of Brochure Rate on each room. |
| Maximum Revenue % | Amount of Room Revenue, divided by Brochure Rate on each room, multiplied by 100. |
| Maximum Revenue % per Rooms Occupied | Amount of Room Revenue, divided by Brochure Rate on each room listed as a Front Office status of 'OCC', multiplied by 100. |
| Maximum Revenue for Rooms Occupied | Amount of Brochure Rate on each room, with a Front Office status of 'OCC'. |
| Member Departure Persons | Number of Adults and Children with a Departure Date equal to today and a Membership number attached to the reservation. |
| Member Departure Rooms | Number of Rooms with a Departure Date equal to today and a Membership number attached to the reservation. |
| Member persons in House | Number of Adults and Children for Rooms In-House with a Membership Number attached to the reservation. |
| Member Revenue | Total amount of postings today where the Transaction Code is marked as 'Revenue' for reservations that have a Membership Number attached to the reservation. |
| Member Room Revenue | Total amount of postings today, where the Transaction Code is marked as 'Revenue' and a Transaction Code Type is 'Lodging', for reservations that have a Membership Number attached to the reservation. |
| No Show Extended Persons | Number of Persons Arrival extended to next day due to No Show |
| No Show Extended Reservations | Number of Reservations Arrival extended to next day |
| No Show Extended Rooms | Number of Rooms Arrival extended to next day due to No Show. This number calculates the number of physical rooms that had a rolling no show reservation. If a component room reservation is included in this calculation, then the actual number of rooms that make up the component room will be included in the calculation. For example, if there are 3 rooms that make up the component room, then this reservation would be represented by 3, not 1. |
| No Show Persons | Number of Adults and Children with a Reservation Status of No Show. |
| No Show Reservations | Number of reservations with a reservation status of No Show |

**Table 9-13 (Cont.) Definable Manager's Report - Item Descriptions**

| Item Description | Calculation |
|---|---|
| No Show Rooms | Number of Rooms with a Reservation Status of No Show. |
| Non-Deducted Arrivals | Number of Rooms with an Arrival Date equal to today, and the reservation type is equal to non-deduct. |
| Other Revenue | Total amount of all postings today where the Transaction Code is marked as 'Revenue' and the Transaction Code Type is not 'Lodging', 'Food and Beverage', 'Tax', or 'Non Hotel Supplies'. |
| Other Revenue (Distributed) | Total amount of all postings today where the Transaction Code is marked as 'Revenue' and the Transaction Code Type is not 'Lodging', 'Food and Beverage', 'Tax', or 'Non Hotel Supplies'. When an Advance Bill is associated with the reservation, revenue is distributed over the stay period in order to reflect actual revenue generated per day, rather than recording all revenue on the day the advance bill is generated. |
| Out of Order rooms | Number of Rooms marked as Out of Order for today. |
| Out of Service Rooms | Number of Rooms marked as Out of Service for today. (Available when the Rooms Management > Out of Service application function is set to Y.) |
| Payments | Total amount of postings today that have a Transaction Code linked to a Group of 'Payment'. This amount includes passerby direct bill payments. |
| Person Rate Bucket 1 | Number of Persons in House Belonging to Rate Bucket 1 |
| Person Rate Bucket 2 | Number of Persons in House Belonging to Rate Bucket 2 |
| Person Rate Bucket 3 | Number of Persons in House Belonging to Rate Bucket 3 |
| Person Rate Bucket 4 | Number of Persons in House Belonging to Rate Bucket 4 |
| Person Rate Bucket 5 | Number of Persons in House Belonging to Rate Bucket 5 |
| Proj. Rooms Occ. + DU and NS for current Month | Total number of deduct rooms plus Day Use and No Show reserved for the whole month. |
| Proj. Rooms Occ. + DU and NS for current Year | Total number of deduct rooms reserved plus Day Use and No Show for the whole year. |
| Proj. % Rooms Occ. DU and NS for current Month | Total number of deduct rooms reserved plus Day Use and No Show for the whole month, divided by Total Rooms in Hotel for the whole month, multiplied by 100. |
| Proj. % Rooms Occ. DU and NS for current Year | Total number of deduct rooms reserved plus Day Use and No Show for the whole year, divided by Total Rooms in Hotel for the whole year, multiplied by 100 |
| Projected % Rooms Occupied for Current Month | Total number of deduct rooms reserved for the whole month, divided by Total Rooms in Hotel for the whole month, multiplied by 100. |
| Projected % Rooms Occupied for Current Year | Total number of deduct rooms reserved for the whole year, divided by Total Rooms in Hotel for the whole year, multiplied by 100. |
| Projected Rooms Occupied for Current Month | Total number of deduct rooms reserved for the whole month. |

**Table 9-13 (Cont.) Definable Manager's Report - Item Descriptions**

| Item Description | Calculation |
|---|---|
| Projected Rooms Occupied for Current Year | Total number of deduct rooms reserved for the whole year. |
| Repeat Guests Persons | Number of guests in-house for guests that have at least one prior check-out |
| Repeat Guests Revenue | Total amount of postings today where the transaction code is marked as 'Revenue' for reservations where the guest has at least one prior check-out. |
| Repeat Guests Room Revenue | Total amount of postings today where the transaction code is marked as 'Revenue' and a transaction code Type is 'Lodging' for reservations where the guest has at least one prior check-out. |
| Repeat Guests Rooms Occupied | Number of room occupied by guests that have at least one prior check-out. |
| Reservations Made Today | Number of Reservations that were created today for any date. Pseudo Room reservations are not included. |
| Revenue per Available Room | Room Revenue, divided by Available Rooms. |
| Revenue per Available Room minus OOO | Room Revenue, divided by Available Rooms minus OOO Rooms. |
| Room Nights Reserved Today | Total number of nights from all Reservations Made Today. Pseudo Room reservations are not included. |
| Room Revenue | Total amount of all postings today where the Transaction Code is marked as 'Revenue' and the Transaction Type is 'Lodging'.<br>**Note**: An exception exists for this column that if a transaction was moved from a non-PM Room to a PM Room, then the revenue is displayed under the non-PM Room (originating room for the reservation). If the transaction is moved from a PM Room to another PM Room, then the transaction will be displayed under the Room Class of the PM Room the transaction was moved to. |
| Room Revenue (Distributed) | Total amount of all postings today where the Transaction Code is marked as 'Revenue' and the Transaction Type is 'Lodging'. When an Advance Bill is associated with the reservation, revenue is distributed over the stay period in order to reflect actual revenue generated per day, rather than recording all revenue on the day the advance bill is generated. |
| Rooms Cancelled Today | Number of rooms that were cancelled today for any date |
| Rooms Occupied | Number of rooms In-House with a Front Office status of 'OCC'. |
| Rooms Occupied including Owner and Auth. User Rooms | Number of Total rooms occupied plus occupied Owner Rooms (Rental Program), plus occupied Auth. Users (Rental Program), plus occupied Owner Rooms, plus occupied Auth. Users Rooms. |
| Rooms Occupied for Next 7 Days | Total number of deduct rooms reserved starting tomorrow for 7 days. |
| Rooms Occupied minus Comp | Number of Rooms In-House with a Front Office status of 'OCC', minus any Complimentary Rooms. |

**Table 9-13 (Cont.) Definable Manager's Report - Item Descriptions**

| Item Description | Calculation |
|---|---|
| Rooms Occupied minus Comp and House Use | Number of Rooms In-House with a Front Office status of 'OCC', minus any Complimentary Rooms and House Rooms. |
| Rooms Occupied minus House Use | Number of Rooms In-House with a Front Office status of 'OCC', minus any House Rooms. |
| Rooms Occupied plus Day Use and No Show | Number of Rooms In-House with a Front Office status of 'OCC', plus any Dayuse Rooms and No-Show Rooms. |
| Rooms Occupied plus Day Use for the next 7 Days | Total number of deduct rooms reserved plus Day Use starting tomorrow for 7 days. |
| Source Rooms in House | Number of Rooms that have a Source profile attached to the reservation. |
| Today's Demand | Number of room Turnaways for today's date plus Number of Rooms Occupied In-House today. |
| Total In-House Persons | Number of Adults and Children for Rooms In-House. |
| Total Revenue | Total amount of Room Revenue, Food and Beverage Revenue and Other Revenue. |
| Total Revenue (Distributed) | Total amount of Room Revenue, Food and Beverage Revenue and Other Revenue. When an Advance Bill is associated with the reservation, revenue is distributed over the stay period in order to reflect actual revenue generated per day, rather than recording all revenue on the day the advance bill is generated. |
| Total Revenue per Person | Total amount of Room Revenue, Food and Beverage Revenue and Other Revenue, divided by Total Adults and Children In-House. |
| Total Rooms in Hotel | Sum of all rooms defined for the property. |
| Total Rooms in Hotel minus OOO Rooms | Number of Rooms in the Hotel minus Out of Order Rooms. |
| Travel Agent Revenue | Total amount of postings today where the transaction code is marked as 'Revenue' for reservations that have a travel agent profile attached |
| Travel Agent Room Revenue | Total amount of postings today where the transaction code is marked as 'Revenue' and a transaction code Type is 'Lodging' for reservations that have a travel agent profile attached |
| Travel Agent Rooms in House | Number of Rooms that have a Travel Agent profile attached to the reservation. |
| Turnaways | Number of Turnaways with an arrival date of today. (Available when the Turnaways Functionality OPERA Control is active). |
| VIP Persons in House | Number of Adults and Children for Rooms In-House with a VIP code attached to the profile. |
| Walk-in Persons | Number of Adults and Children where the Walk-In button was used to make the reservation. |
| Walk-in Rooms | Number of Rooms where the Walk-In button was used to make the reservation. |

ORACLE HOSPITALITY

*OPERA DEMO HOTEL*

*05-05-18*

*01:39 AM*

***Manager - Flash***

| | 2018 DAY | 2018 MONTH | 2018 YEAR |
|---|---|---|---|
| Total Rooms in Hotel | 71 | 284 | 5779 |
| Rooms Occupied | 12 | 12 | 256 |
| Total Rooms in Hotel minus OOO Rooms | 71 | 284 | 5692 |
| Available Rooms | 59 | 272 | 5523 |
| Available Rooms minus OOO Rooms | 59 | 272 | 5436 |
| Complimentary Rooms | 0 | 0 | 6 |
| House Use Rooms | 0 | 0 | 1 |
| Rooms Occupied minus Comp and House Use | 12 | 12 | 249 |
| Rooms Occupied minus House Use | 12 | 12 | 255 |
| Rooms Occupied minus Comp | 12 | 12 | 250 |
| Day Use Rooms | 0 | 3 | 57 |
| Out of Order Rooms | 0 | 0 | 87 |
| Out of Service Rooms | 0 | 0 | 6 |
| In-House Adults | 12 | 12 | 281 |
| In-House Children | 0 | 0 | 19 |
| Total In-House Persons | 12 | 12 | 300 |
| Individual Persons In-House | 10 | 10 | 231 |
| Block Persons In-House | 2 | 2 | 69 |
| Member Persons In-House | 0 | 0 | 9 |
| VIP Persons In-House | 0 | 0 | 19 |
| Individual Rooms In-House | 10 | 10 | 193 |
| Block Rooms In-House | 2 | 2 | 63 |
| Company Rooms In-House | 0 | 0 | 6 |
| Travel Agent Rooms In-House | 0 | 0 | 35 |
| Group Rooms In-House | 2 | 2 | 56 |
| Blocks In-House | 2 | 2 | 24 |
| Birthdays In-House | 0 | 0 | 0 |
| % Rooms Occupied | 16.90 | 4.23 | 4.43 |
| % Rooms Occupied minus Comp and House | 16.90 | 4.23 | 4.31 |
| % Rooms Occupied minus Comp, House and OOO | 16.90 | 4.23 | 4.37 |
| % Rooms Occupied minus Comp | 16.90 | 4.23 | 4.33 |
| % Rooms Occupied minus House | 16.90 | 4.23 | 4.41 |
| % Rooms Occupied minus Comp and OOO | 16.90 | 4.23 | 4.39 |
| % Rooms Occupied minus House and OOO | 16.90 | 4.23 | 4.48 |
| % Rooms Occupied minus OOO | 16.90 | 4.23 | 4.50 |
| Arrival Rooms | 12 | 15 | 197 |
| Arrival Persons | 12 | 15 | 223 |
| Deducted Arrivals | 12 | 15 | 194 |
| Non-Deducted Arrivals | 0 | 0 | 3 |
| Walk-in Rooms | 0 | 0 | 6 |
| Walk-in Persons | 0 | 0 | 6 |
| Extended Departure Rooms | 0 | 0 | 15 |
| Extended Departure Persons | 0 | 0 | 15 |
| Departure Rooms | 0 | 3 | 185 |
| Departure Persons | 0 | 3 | 210 |
| Early Departure Rooms | 0 | 3 | 50 |
| Early Departure Persons | 0 | 3 | 51 |
| Individual Departure Rooms | 0 | 3 | 136 |
| Individual Departure Persons | 0 | 3 | 158 |
| Individual Member Departure Rooms | 0 | 0 | 5 |
| Individual Member Departure Persons | 0 | 0 | 8 |
| % Individual Member Departures | 0.00 | 0.00 | 3.24 |
| Member Departure Rooms | 0 | 0 | 6 |
| Member Departure Persons | 0 | 0 | 9 |
| % Member Departures | 0.00 | 0.00 | 3.24 |
| No Show Rooms | 0 | 17 | 236 |
| No Show Persons | 0 | 21 | 335 |
| Cancelled Reservations for Today | 0 | 0 | 48 |
| Late Reservation Cancellations for Today | 0 | 0 | 46 |
| Reservations Made Today | 10 | 37 | 555 |

*Filter* Calendar/Month to Date 05-04-18
Room Class All
Net
Owners
Auth. Users

*Page 1 of 2*

*manager_report*

ORACLE CLOUD

ORACLE HOSPITALITY

*OPERA DEMO HOTEL*

*05-05-18*

*01:39 AM*

***Manager - Flash***

| | 2018 DAY | 2018 MONTH | 2018 YEAR |
|---|---|---|---|
| Reservation Cancellations made Today | 0 | 2 | 45 |
| Room Nights Reserved Today | 100 | 170 | 972 |
| Turnaways | 0 | 0 | 1 |
| Today's Demand | 12 | 12 | 257 |
| Clean Rooms | 0 | | |
| Dirty Rooms | 71 | | |
| Doubles As Singles | 12 | 12 | 164 |
| % Beds Occupied | 24.00 | 24.00 | 36.95 |
| ADR | 90.54 | 185.03 | 991.29 |
| ADR minus Comp | 90.54 | 185.03 | 1,015.08 |
| ADR minus House | 90.54 | 185.03 | 995.18 |
| ADR minus Comp and House | 90.54 | 185.03 | 1,019.16 |
| Average Person Rate | 90.54 | 185.03 | 845.90 |
| Average Persons per Block Rooms | 1.00 | 1.00 | 1.10 |
| Average Revenue per Block Rooms | 1,954.77 | 1,954.77 | 475.77 |
| Average Room Revenue per Block Rooms | 293.27 | 293.27 | 422.83 |
| Room Revenue | 1,086.53 | 2,220.36 | 253,769.68 |
| Food And Beverage Revenue | 3,323.00 | 3,323.00 | 8,684.75 |
| Other Revenue | 0.00 | 0.00 | 3,250.60 |
| Total Revenue | 4,409.53 | 5,543.36 | 265,705.03 |
| Block Revenue | 3,909.53 | 3,909.53 | 29,973.53 |
| Block Room Revenue | 586.53 | 586.53 | 26,638.53 |
| Individual Revenue | 500.00 | 1,633.83 | 235,731.50 |
| Individual Room Revenue | 500.00 | 1,633.83 | 227,131.15 |
| Member Revenue | 0.00 | 0.00 | 1,747.20 |
| Member Room Revenue | 0.00 | 0.00 | 1,727.20 |
| Total Revenue per Person | 367.46 | 461.95 | 885.68 |
| Payment | 0.00 | 1,179.20 | 439,143.85 |
| Maximum Revenue | 0.00 | 0.00 | 0.00 |
| Maximum Revenue for Rooms Occupied | 0.00 | 0.00 | 0.00 |
| Maximum Revenue % | 0.00 | 0.00 | 0.00 |
| Maximum Revenue % per Rooms Occupied | 0.00 | 0.00 | 0.00 |
| Arrival Rooms for Tomorrow | 1 | | |
| Arrival Persons for Tomorrow | 1 | | |
| Departure Rooms for Tomorrow | 2 | | |
| Departure Persons for Tomorrow | 2 | | |
| % Rooms Occupied for Tomorrow | 15.49 | | |
| % Multiple Occupancy | 0.00 | | |
| % Rooms Occupied for the Next 7 Days | 14.89 | | |

OPERA CLOUD

*Filter* Calendar/Month to Date 05-04-18
Room Class All
Net
Owners
Auth. Users

*Page 2 of 2*

*manager_report*

# Copying Reports to Multiple Properties

When the Multi-Property OPERA Control is active, you can copy reports and stationery templates created one in property to other properties from a hub location.

> **Note:**
>
> If the report(s) already exist in the destination property the copy process will fail and an error displayed.

**Watch Video**

**Copying Reports to Other Properties**

1. From the **OPERA Cloud** menu, select **Reports**, and then select **Manage Reports**.
2. Select or confirm the Property, enter optional search criteria, and click **Search**.
3. Select the check box for report(s) to be copied and click **Copy to Property**.
4. On the Copy to Property screen, the selected report(s) are listed.
   a. **Property**: Select the destination properties and click **Select**.
5. Click **Copy Report(s)**.

> **Note:**
>
> If the report(s) already exist in the destination property the copy process will fail and an error displayed.

# Managing QR Code Definitions

Prerequisites for Managing QR Code Definitions

QR (Quick Response) Codes are a type of matrix barcode; a barcode being a machine-readable optical label. A QR code consists of black squares arranged in a square grid on a white background and can be read by devices such as a camera on tablet or smartphone. The amount of data that can be stored in the QR code depends on the version (1, ..., 40, indicating the overall dimensions of the symbol, i.e. 4 × version number + 17 dots on each side), and the error correction level. You can setup QR codes to convert text and selected data elements (merge codes) into a QR code image for output in a selected location in a stationery template. For more information, see About Stationery Editor.

**Table 9-14 QR Code Versions**

| QR Code Version | Modules | Max Alphanumeric Characters Held |
|---|---|---|
| 1 | 21x21 | 25 |
| 2 | 25x25 | 47 |
| 3 | 29x29 | 77 |
| 4 | 33x3 | 114 |
| 5 | 37x37 | 154 |
| 6 | 41x41 | 195 |

**Table 9-14 (Cont.) QR Code Versions**

| QR Code Version | Modules | Max Alphanumeric Characters Held |
|---|---|---|
| 7 | 45x45 | 224 |
| 8 | 49x49 | 279 |
| 9 | 53x53 | 335 |
| 10 | 57x57 | 395 |
| 11 | 61x61 | 468 |
| 12 | 65x65 | 535 |
| 13 | 69x69 | 619 |
| 14 | 73x73 | 667 |
| 15 | 77x77 | 758 |
| 16 | 81x81 | 854 |
| 17 | 85x85 | 938 |
| 18 | 89x89 | 1046 |
| 19 | 93x93 | 1153 |
| 20 | 97x97 | 1249 |
| 21 | 101x101 | 1352 |
| 22 | 105x105 | 1460 |
| 23 | 109x109 | 1588 |
| 24 | 113x113 | 1704 |
| 25 | 117x117 | 1853 |
| 26 | 121x121 | 1990 |
| 27 | 125x125 | 2132 |
| 28 | 129x129 | 2223 |
| 29 | 133x133 | 2369 |
| 30 | 137x137 | 2520 |
| 31 | 141x141 | 2677 |
| 32 | 145x145 | 2840 |
| 33 | 149x149 | 3009 |
| 34 | 153x153 | 3183 |
| 35 | 157x157 | 3351 |
| 36 | 161x161 | 3537 |
| 37 | 165x165 | 3729 |
| 38 | 169x169 | 3927 |
| 39 | 173x173 | 4087 |
| 40 | 177x177 | 4296 |

### Adding QR Code Definitions

1. From the **OPERA Cloud** menu, select **Reports**, select **Configure Reports**, and then select **QR Code Configuration**.

2. Click **New** and complete the following:
    a. **Property**: Enter or select the property
    b. **Code**: Enter a code for the QR code. This code is referenced in the customized RTF template, to generate the QR code image at runtime.
    c. **Description**: Enter a description for the QR code.
    d. **Stationery (Template) Type**: Select a stationery template type from the list
        i. **Stationery (Template) Section**: Select a template section from the list. List is based on the template type selected.
    e. **QR Code Version**: Select a version from the list.
    f. **QR Code Quiet Zone**: Enter a value for the margin on left and right side. Default is 6.
    g. **QR Code Size**: Select a QR code size from the list.
        i. Select **Custom** to define a size.
            i. **QR Code Dimensions**: Enter a value to specify the custom size.
    h. **Add Logo to QR Code**: Select check box to add a logo overlaid on the QR code.
        i. **QR Code Error Correction**: Select a value from the list.
        ii. Image.
            i. Click **Choose File** to select and upload an image from your workstation.
            ii. To replace the selected image, click **Replace File** then select and upload an image.
            iii. To remove the selected image, click **Clear**.
    i. QR Code Configuration.
        i. For more information, see Using the Rich Text Editor.
        ii. Click **Merge Codes** to open a panel listing all merge codes that can be added to the QR Code definition. The merge codes available are based on the **Stationery (Template) Type** selected.
    j. Click **Preview** to generate a test QR Code.
    k. Click **Save**.

### Editing QR Code Definitions

1. From the **OPERA Cloud** menu, select **Reports**, select **Configure Reports**, and then select **QR Code Configuration**.
2. Enter search criteria, then click **Search**
3. From search results, select the QR Code definition, then click the vertical ellipsis **Actions** menu and select **Edit**.
    a. Update the configuration. For more information, see Using the Rich Text Editor
    b. Add Logo to QR Code.
        i. To replace the selected image, click **Replace File** then select and upload an image.
        ii. To remove the selected image, click **Clear**.
    c. Click **Save**.

### Deleting QR Code Definitions

1. From the **OPERA Cloud** menu, select **Reports**, select **Configure Reports**, and then select **QR Code Configuration**.
2. Enter search criteria, then click **Search**
3. From search results, select the QR Code definition, then click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

# Part II
# OPERA Cloud Mobile Application

This part of the OPERA Cloud Help system contains information on working with the OPERA Cloud Mobile Application.

10

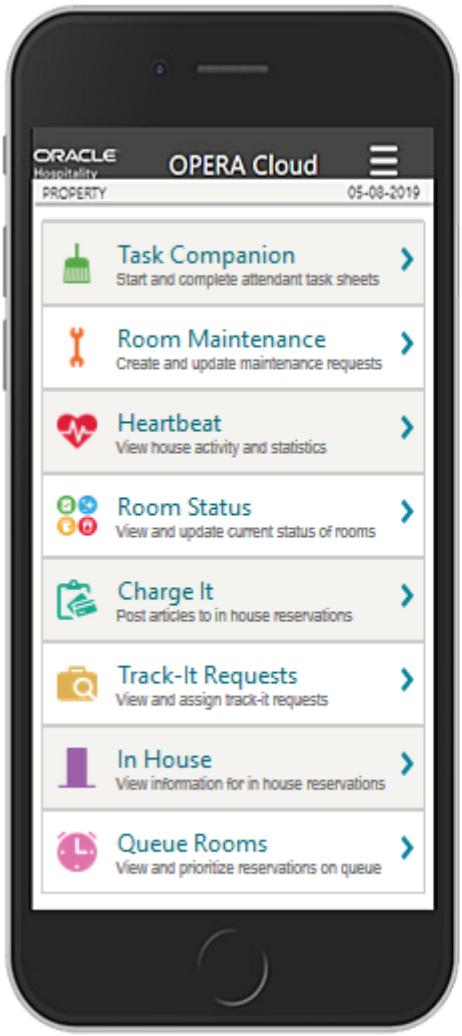
# Overview

OPERA Cloud Mobile extends various OPERA Cloud features to smartphone devices. Based on the active OPERA Controls, you can view property activity and statistics, view in-house reservation information, and post article charges to in-house reservations. You can also use the housekeeping task companion for your assigned task sheet, update room status, view rooms on queue, manage room maintenance tasks and Track-It requests.

> **Note:**
>
> Two finger scrolling is required in the screens with inner and out scrollbar such as In House, Post It, Room Status search results.

The OPERA Cloud mobile web-application is accessible through a browser app on any smartphone through the `/mobile` end-point for your OPERA Cloud URL. For example: `https://operacloud.oracleindustry.com/OPERA9/opera/mobile`.

> **Note:**
>
> Idle session timeout is 60 minutes.




**Key Features:**

**Task Companion**
Start and complete attendant task sheets.

**Room Maintenance**
Create and update maintenance requests.

**Heartbeat**
View house activity and statistics.

**Room Status**
View and update current status of rooms.

**Charge It**
Post articles to in house reservations.

**Track-It Requests**
View and assign track-it requests.

**In House**
View information for in house reservations.

**Queue Rooms**
View and prioritize reservations on queue.

**Hamburger Menu**

Find the following menu items within the hamburger (three-line icon ☰) menu at the top right of the screen:

- **Change Settings**: Select the language to use in the application, and then tap **Save**.
- **Change Location**: For multi-property operations, you can search and select another property location. From the search results, select the Hub or Property and then tap **Select**.

# Prerequisites for OPERA Cloud Mobile Application

This chapter of the OPERA Cloud User Guide lists the prerequisites for OPERA Cloud Mobile Application menu.

## Prerequisites for Mobile Task Companion

**OPERA Controls**

**Group**: Room Management

**Functions**: Task Sheets or Advanced Task Sheets

- Housekeeping Task Scheduling (optional)
- Maintenance (optional)
- Guest Service Status (optional)
- Inspected Status (optional)
- Pickup Status (optional)

**Parameters**:

- Attendant Console (optional)
- Task Companion Assistance (optional)

**Group**: Reservations

**Functions**: Reservation Traces

#### OPERA Cloud Tasks

The Request Assistance action sends a notification to other users assigned a role with the following tasks:

**Group**: Inventory

**Tasks**:

- Access All Task Assignments in Task Companion
- Room Management Workspace:
  - Receive Task Companion Emergency Assistance Notifications
  - Receive Task Companion General Assistance Notifications

## Prerequisites for Room Maintenance

#### OPERA Controls

**Group**: Room Management

**Functions**: Maintenance

## Prerequisites for Room Status

#### OPERA Controls

The following OPERA Controls are optional.

**Group**: Room Management

**Functions**:

- Inspected Status
- Pickup Status
- Discrepant Rooms

## Prerequisites for Post It

**OPERA Controls**

**Group**: Cashiering

**Functions**:

- Post It
- Articles

**OPERA Cloud Tasks**

**Group**: Financials

**Tasks**: Cashiering Workspace

- Post It
- Fast Postings
- Post a Negative Post It Article
- Charge to Room (Post It)

## Prerequisites for Track-It Requests

**OPERA Controls**

**Group**: General

**Functions**: Track It

## Prerequisites for Queue Rooms

**OPERA Controls**

**Group**: Room Management

**Functions**: Queue Rooms

# Task Companion (Housekeeping)

Prerequisites for Mobile Task Companion

The Task Companion replaces the need to generate and distribute task sheet reports by providing real-time, interactive housekeeping task management using a mobile device. Attendants can view reservation details, including reservation traces (based on departments selected in the **Housekeeping Traces** OPERA Control) and send notifications to request assistance. When the **Guest Service Status** OPERA Control is active attendants can also set Do Not Disturb status on rooms. Room Attendants can indicate when they are on a break and this status is indicated in the Task Sheet Overview screen (Summary & Detail) and the Task Sheet presentation screen.

When the **Housekeeping Task Scheduling** OPERA Control is active, multiple tasks are combined into a single task sheet; select from the list of tasks.

When the **Access All Task Assignments in Task Companion** task is not assigned to your role, you can only access the task sheet assigned. Housekeeping supervisors can be assigned the **Access All Task Assignments in Task Companion** task to view task sheets for all room attendants.

### Using The Task Companion

1. Tap to select the assigned task sheet number. For easier identification and selection, you can indicate the assigned attendant for each task sheet.

   On the summary page, the following information appears: the total count of allocated rooms, a count of rooms per room status, a list of the room numbers assigned to the task sheet, and task sheet instructions if applicable.

   > **Note:**
   >
   > Rooms listed in the task sheet are sequenced according to their auto-priority.

2. Tap **Start** to begin the task. The following options appear for the first room:
   a. **Start**: Tap to begin the task for the room.
   b. **Skip**: Tap to skip the room.
   c. **View Reservations**: Tap to view details of arrival, stay over, or departure reservations.
   d. **View My Room List**: Tap to view a list of rooms assigned to the task sheet.

      > **Note:**
      >
      > If the room is sold as a component room then an indicator with component suite & room details display (Available when the **Component Room** OPERA Control is active). Traces for departments selected in the **Housekeeping Traces** OPERA Control are available.

   e. **View Traces**: Tap to create, view, or update traces for the room reservations (Available when the **Reservation Traces** OPERA Control is active). Traces for departments selected in the **Housekeeping Traces** OPERA Control are available.
      i. **Resolve trace**: Tap to resolve a trace.
      ii. **Create trace**: Tap to create a trace by selecting a **Department**, selecting the **Date Range**, entering the message into the **Trace Text** field, and then tapping **Save**.
   f. **Do not Disturb**: Tap to identify a room as DND. The room is skipped and the next room appears (Available when the **Guest Service Status** OPERA Control is active).
   g. **Request Assistance**: Tap to send notifications to other users that assistance is required.
      - Select from **General** or **Emergency** notifications.

> **Note:**
>
> The **Request Assistance** action only sends a notification to users assigned a role with the **Receive Task Companion General Assistance Notifications** and/or **Receive Task Companion Emergency Assistance Notifications** tasks granted.

h. **On-break**: Tap to pause a task and set its status as **on-break**. This status is indicated in the Housekeeping Attendant Console.

3. When **Start** is selected, the following specific room details appear:

- Preferred service time
- Room specific task instructions

a. **Maintenance Requests**: Tap to create, view, or update maintenance requests for the room (Available when the **Maintenance** OPERA Control is active). For more information, see Room Maintenance .

b. **Request Assistance**:Tap to send notifications to other users that assistance is required. Select from the **General** or **Emergency** notification options.

> **Note:**
>
> The **Request Assistance** action only sends a notification to users assigned a role with the **Receive Task Companion General Assistance Notifications** and/or **Receive Task Companion Emergency Assistance Notifications** tasks granted.

c. **View Reservations**: Tap to view the details of arrival, stay over, or departure reservations.

d. **View Traces**: Tap to create, view, or update traces for the room reservations. Traces for departments selected in the **Housekeeping Traces** OPERA Control are available.

e. **Resolve Trace**: Tap to resolve a trace.

f. **Create Trace**: Tap to create a trace by selecting a **Department**, selecting the **date range**, entering the message into the **Trace Text** field, and then tapping **Save**.

g. **Room Status**: Once the task is complete select a room status from the options available. For example, update room status from Dirty to Clean or Inspected

h. **Housekeeping Status**: Update the housekeeping status (to vacant or occupied). These housekeeping status options are used to report a discrepancy between housekeeping status and the front office status of the room; resulting in a Skip or Sleep discrepancy. (Available when the **Discrepant Rooms** OPERA Controls is active)

> **Note:**
>
> Depending on the **Task Companion Timer** setting in OPERA Controls, a time counter might increment or decrement during completion of the task.

i. **Finish this room**: Tap to complete the task, close the page and begin the next room in sequence.

> **Note:**
>
> The room no longer shows in the room list since the task has been completed and the Task Companion advances to the task for the next room.

# Room Maintenance

Prerequisites for Room Maintenance

Room Maintenance enables you to record, view, or resolve maintenance requests for rooms, such as changing a light bulb or repairing a faulty lock, air conditioning unit, or leaky faucet. You can assign maintenance requests to staff according to a staff member's skills and/or qualifications.

**Watch Video**

### Adding a Maintenance Request

1. Tap to create a maintenance request.
2. Search for and select a **room**.
3. Select a **reason code** from the list.
4. Enter additional remarks.
5. To assign the request to a specific user, search for and select the user.
6. Tap **Create Maintenance Request** to save the request and close the page.

### Searching for Maintenance Requests

1. Use the search fields to filter and view existing maintenance requests by entering search criteria and tapping **Search**.

> **Note:**
>
> The **Show** field is populated with the value "Unresolved" by default.

2. Tap the **Show** field and select **Resolved** to view resolved maintenance requests. Select **ALL** to list both resolved and unresolved maintenance requests.
3. Tap **Search** to view results.

> **Note:**
>
> **My (Assigned) Requests** appear by default in the search results, listing all maintenance tasks assigned to you.

4. To view all other requests, change your selection to **All Requests** or **Unassigned Requests**.

### Updating Maintenance Requests

1. Tap a maintenance request to open, view, or update its details.
2. Tap the **User** field to search for and assign a user to the task.
3. Update the **Reason** and **Remarks** as needed.
4. Tap **Save** to save updates to the request.
5. Tap **Delete** to delete the request.

### Resolving Maintenance Requests

1. Tap a maintenance request to open, view, or update its details.
2. Tap **Resolve** to update the status to resolved and close the page.

# Heartbeat

You can use Heartbeat to view real-time statistics for your property.

Tap **Heartbeat** and select from the following options:

- **Activity** — Select to view arrivals, in-house, departure, and day-use room counts for today (current date), month to current date, and year to current date.
- **Room Status** — Select to view a summary of room status for occupied, vacant, and assigned rooms. View the number of rooms on queue and view any discrepant rooms.
- **60 Minutes** — Select to view activity in the past 60 minutes: Arrivals, Departures, Cleaned, and Inspected Rooms.
- **Comp / House Use** — Select to view a count of Arrival, Inhouse, and Departure Rooms identified for house use and complimentary purposes.
- **Summary** — Select to view Rooms Sold, Average Rate, Total Revenue, and RevPAR for today (current date), month to current date, and year to current date.

# Room Status

Prerequisites for Room Status

Use Room Status to update the status of a specific room (for example, clean to inspected). When the Discrepant Room OPERA Control is active. you can also update the housekeeping status to identify a Skip or Sleep discrepant room. For more information, see Managing Room Discrepancies

### Updating Room Status

1. Enter search criteria and tap **Search**.
2. Tap the room you want to update.
3. Select a new room status for the room.
4. Update the housekeeping status to report a room discrepancy.
   a. An occupied room set to a **Vacant** status registers a skip discrepancy.
   b. A vacant room set to an **Occupied** status registers a sleep discrepancy.

5. Tap **<** to return to the search results.

# Post it

Prerequisites for Post It

Post it enables you to post articles, such as mini bar items, to in-house reservation accounts.

To use Post it, you add items to a shopping cart and then post the balance of the cart to a reservation account.

> **Note:**
>
> User role(s) must be granted **Charge to Room (Settlement)** task.

> **Note:**
>
> Your user profile must be assigned a cashier ID to access Post It. For more information, see Managing Users.

### Using Post it

1. Perform a search for a reservation by entering a **Name** or a **Room**.
2. Tap to select a reservation from the search results.
3. Tap items to post to the cart. You can tap the same item multiple times to add multiple quantities of the item.
4. To delete an item, tap **View Cart** and then tap the **X** next to the item you want to remove from the cart.
5. Tap **Post to Room** to post the cart balance to the reservation account. A confirmation message appears informing you the charges have been successfully posted to the room.
6. Tap **<** to return back to the search page.

# Track-It Requests

Prerequisites for Track-It Requests

Track It enables you to manage the storage and delivery of guest luggage, parcels, vehicles (valet), and lost items.

If related to an arrival, in-house, or departure reservation, Track-It tickets are optionally linked to a reservation.

In Track It, a list of open Track-It requests appear, but only assigned tickets appear by default via the My Requests search filter.

### Using Track It

1. Tap **Unassigned** to view all unassigned requests.

2. Tap **All Requests** to view both assigned and unassigned requests.
3. To view a list of open Track-It requests for each group, toggle between **Parcel**, **Valet**, **Baggage** (Luggage), and **Lost** groups.
4. Tap any request in the search results to view and manage the Track-It request details.

### Managing a Track-It Request

Both the Track It request details and the linked reservation (if a reservation is linked) appear.

1. Tap **Action** and select the appropriate action from the list to update the status of the request.
2. To close the request, tap **Action** and select an appropriate **Action** from the list to close the request (for example, select **DONE**, **DELIVERED**, or **COMPLETE**).

# In House

In House enables you to view the primary details of in house reservations.

### Viewing In House Reservations

1. Select **In House**.
2. Enter a **Name** or **Room** and tap **Search**.

> **Note:**
>
> Entering no criteria in the search fields results in a list of all in-house reservations.

3. Tap the reservation in the search results to view the details.
4. Tap **<** to return to the search results.

# Queue Rooms

Prerequisites for Queue Rooms

Queue Rooms enables you to view and manage Arrival rooms on queue. The number of rooms on queue and the current and average wait times appear. The Room Type section lists the number of rooms on queue per room type and shows a count of rooms in each room status.

### Using Queue Rooms

1. Tap **View Reservation on Queue** to view a list of reservations.
2. Tap any reservation to view its reservation details, including the assigned room.
3. Tap **Prioritize** to set a reservation as a top (number one) priority.
4. Tap **Remove from Queue** to remove the reservation from the queue status.
5. Tap **<** to return to the results page.

# Part III
# Administration

The OPERA Cloud Administration menu enables the configuration and setup of Enterprise, Inventory, Financial, Booking, Client Relations, and Interfaces components. These components enable customer-facing and back office functions, channel and other external interfaces, user roles and tasks, and single and multi-property operations. You define your system by creating parameters, codes, rates, accounts, rules, types, groups, reasons, and a myriad of other configurations.

> **Note:**
>
> The user activity for configuration is purged from the changes log after 180 days.

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# Enterprise Administration

The Enterprise menu is for those responsible for global property and control settings, and configuring main interfaces, scheduling batch processes and reports, and managing images used throughout the system.

## Prerequisites for Enterprise Administration

This chapter of the OPERA Cloud User Guide lists the prerequisites for Enterprise Administration menu.

### Prerequisites for Deleting Page Composer Customization

**OPERA Cloud Tasks**

**Group**: Enterprise Admin

**Tasks**: Manage Customizations

- Delete Customizations for Chains
- Delete Customizations for Hubs/Properties
- Delete Personalizations for Other Users
- Delete Personalizations for Current User

### Prerequisites for Presentation Panel Tabs

**OPERA Cloud Tasks**

**Group**: Enterprise Admin

**Tasks**: User Interface Management

- Presentation Styles:
  - New/Edit Presentation Styles
  - Delete Presentation Styles

### Prerequisites for User Defined Fields and Values

**OPERA Cloud Tasks**

**Group**: Enterprise Admin

**Tasks**: User Interface Management

User Defined Fields

- Edit User Defined Fields
- Delete User Defined Fields

## Prerequisites for Electronic Registration Cards

**OPERA Controls**

**Group**: Front Desk

**Functions**: eSign Registration Card

**OPERA Cloud Tasks**

**Group**: Enterprise Admin

**Tasks**: Chain and Property Management

Electronic Registration Card

- New/Edit Electronic Registration Card
- Delete Electronic Registration Card

## Prerequisites for Closing Scripts

**OPERA Controls**

**Group**: Reservations

**Parameters**: Closing Script New and Update Reservation (Hub or Property)

**OPERA Cloud Tasks**

**Group**: Enterprise Admin

**Tasks**: Chain and Property Management

- Closing Scripts
  - New/Edit Closing Scripts
  - Delete Closing Scripts

## Prerequisites for Configuring Chain

**OPERA Cloud Tasks**

**Group**: Enterprise Admin

**Tasks**: Chains

- Enable Share Profiles

# Prerequisites for Configuring Service Request Priorities

**OPERA Controls**

**Group**: Front Desk

**Functions**: Service Requests

**OPERA Cloud Tasks**

**Group**: Enterprise Admin

**Tasks**: Chain and Property Management

Service Requests

- Override Change Restriction
- New/Edit Service Requests
- Delete Service Requests

# Prerequisites for Configuring Service Request Codes

**OPERA Controls**

**Group**: Front Desk

**Functions**: Service Requests

**OPERA Cloud Tasks**

**Group**: Enterprise Admin

**Tasks**: Chain and Property Management

Service Requests

- Override Change Restriction
- New/Edit Service Requests
- Delete Service Requests

# Prerequisites for Configuring Delivery Status

**OPERA Cloud Tasks**

Chain and Property Management

- Delivery Status
  - New/Edit Delivery Status
  - Delete Delivery Status

# Prerequisites for Configuring Corporate Information

**OPERA Cloud Tasks**

- Chain and Property Management
- Corporate Information
  - Delete Corporate Information
  - New/Edit Corporate Information

# Prerequisites for Configuring Images

**OPERA Cloud Tasks**

**Group**: Enterprise Admin

**Tasks**: Image Management

- Property
- Memberships
- Attractions
- Packages
- Item Inventory
- Nationality
- Maps
- Site Plans
- Floor Plan
  - New/Edit Floor Plan
  - Delete Floor Plan
- Out Of Order/Service
  - Room
  - Room Type
  - Room Maintenance
  - Room Condition
  - Function Space
  - Track It Type
  - Logo

# Prerequisites for Track It

**OPERA Controls**

**Group**: General

**Functions**: Track It

**OPERA Cloud Tasks**

Chain and Property Management

- Track It
  - New/Edit Track It
  - Delete Track It

## Prerequisites for Configuring Floor Plans

**Subscription**

OPERA Cloud Foundation Cloud Service

or

OPERA Cloud Central Management Services

**OPERA Controls**

**Group**: Reservations

**Function**: Floor Plan

**OPERA Cloud Tasks**

**Group**: Enterprise Admin

**Task**:  Image Management

- Floor Plan

# User Interface Management

User Interface Management options are used in conjunction with Page Composer to support customization of the OPERA Cloud user interface.

You can configure a list of values for flex (that is, user defined fields) fields, configure display styles for the various presentation pages, and delete user, property/hub, or chain customizations.

## Deleting Page Composer Customization

Prerequisites for Deleting Page Composer Customization

The Delete Customization feature enables you to delete Page Composer customization and personalization changes made by users at the Chain, Hub, or Property levels.

When a page panel is customized or personalized a custom file is created for storing the changes. Multiple changes made to the same area are stored within the custom file and deleting this file deletes all customization or personalization changes.

The Delete Customization screen provides the option to delete these files from a central location, thereby, enhancing the existing Delete Customization option in panels where customization is available.

The search results on the Delete Customization screen show the custom file name, user, updated date, and screen where the customization and/or personalization was made.

### Deleting Customizations

1. From the **Administration** menu, select **Enterprise**, select **User Interface Management**, and then select **Manage Customizations**.
2. In the Search fields, select a **Customization Layer** (Chain, Hub, Property, or User) and optionally enter a **Customization Area**, then click **Search**.
    a. **Chain**: Allows deletion of Chain-level customization. Delete Chain Customization is only available for users assigned **Delete Customization for Chains** tasks through a chain role.
    b. **Hub**: (Only available for users logged in at Hub level). A user logged in at the Hub level may delete customization at the logged in Hub.
    c. **Property**: A user logged in at the Hub level may select a property to delete property-level customization. A user logged in at the Property level can only delete customization for the property currently logged in at.
    d. **User**: A user with the **Delete Users Personalization** task may delete personalization for self and personalization for other users. A user with the **Delete Personalization** task can only delete his or her own personalization.
3. The search results area provides columns for Path, Screen, File Name, User, and Updated Date.
    a. **Path**: Shows the breadcrumbs path where customization or personalization was made.
    b. **Screen**: The screen or area where the customization or personalization was made.
    c. **File Name**: Shows the internal file name for the customized or personalized area.
    d. **User**: The name of the user who last made a change to the listed area.
    e. **Updated Date**: The date and time when the last change was made to the listed area.
4. Select the customization file(s) you want to delete and click **Delete**.
5. Click **Delete** again to confirm the deletion.

## Configuring Presentation Panel Tabs

### Prerequisites for Presentation Panel Tabs

Use presentation panel tabs to preselect the details panels to appear on Presentation Pages in both the Application and Administration areas of OPERA Cloud. The presentation pages available in the application are Manage Profile, Manage Reservations, Manage Block, Manage Event, Manage Activity and Manage Accounts Receivable. When a user selects a different panel tab, the details panels update on the presentation page. You can configure up to seven panel tabs for each presentation page, each with a maximum of five panels selected. You must select one panel tab as the default to display when the presentation page is opened for the first time by a user. Panel Tab configuration applies to all properties.

### Adding Presentation Panel Tabs

You can configure up to seven panel tabs for each presentation page. When a user selects a different tab, the selected Details panels update on the presentation page.

> **Note:**
>
> A maximum of five panels can be selected.

1. From the **Administration** menu, select **Enterprise**, select **User Interface Management**, and then select **Presentation Panel Tabs**.
2. Click **New** and complete the following.
   a. **Location**:
      i. **Application**: Select an application presentation page to setup.
      ii. **Administration**: Select an administration presentation page to setup.
   b. **Screen**: Select the presentation page from the list.
   c. **Tab Label**: Enter the name that appears for the panel tab label, for example, **Tab 1**.
      i. **Manage Translation**: Click link to configure localized descriptions. For more information, see Configuring Localized Code Descriptions. (Available when the **Multi-language** OPERA Control is active.).
   d. **Sequence**: Set the display order for the panel tab. This is the order in which the tab appears on the presentation page.
   e. **Default**: Select check box to make this panel tab the default for when the presentation page is opened for the first time by a user.
   f. **Panels**: Select up to a maximum of five panels in **Available Panels** and click the right arrow buttons to move your selection over to the **Selected Panels**. These are the details panels that appear on the presentation page when this panel tab is selected.
      i. Use the up / down arrows to set the display order of the **Select Panels**.

      > **Note:**
      >
      > All panels are listed regardless of active OPERA Controls.

3. Click **Save**.

### Editing Presentation Panel Tabs

1. From the **Administration** menu, select **Enterprise**, select **User Interface Management**, and then select **Presentation Panel Tabs**.
2. Enter search criteria, then click **Search**.
3. From the search results, select the panel tab, then click the vertical ellipsis **Actions** menu and select **Edit**.
4. Make the desired changes.
5. Click **Save**.

### Deleting Presentation Panel Tabs

1. From the **Administration** menu, select **Enterprise**, select **User Interface Management**, and then select **Presentation Panel Tabs**.
2. Enter search criteria, then click **Search**.

3. From the search results, select the panel tab, then click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

# UDF Groups and Values

Prerequisites for User Interface Management

When customizing a page and panel using Page Composer you can reference a UDF Group in the field properties of a flex field to create a list field. When a user clicks the list icon for the flex field, a list of values appears, allowing the user to select one or multiple values.

In order to setup a list of values you first configure a User Defined Field (UDF) Group and then configure the UDF values for the UDF group.

For example, if you wanted a flex field for guest vehicle type on the profile overview panel, you would

1. Configure a UDF Group for **Vehicle Type**.
2. Configure the list of vehicle types for the UDF Group **Vehicle Type**.

## Configuring UDF Groups

### Adding UDF Groups

1. From the **Administration** menu, select **Enterprise**, select **User Interface Management**, and then select **UDF Groups**.
2. Click **New** and complete the following information:
   a. **Code**. Enter the group name for the field.
   b. **Description**. Enter a description that explains the group name.
   c. **Data Type**. Select the down arrow to choose the data type for the field values of this group (Character or Numeric).
   d. **Data Length**. Enter the length for field values in this group.
3. Click **Save** or click **Save and Continue** to add more groups.

### Editing UDF Groups

1. From the **Administration** menu, select **Enterprise**, select **User Interface Management**, and then select **UDF Groups**.
2. Enter search criteria, and click **Search**.
3. From search results, select the UDF group, then click the vertical ellipsis **Actions** menu select **Edit**.
4. Update the configuration.
5. Click **Save**.

### Deleting UDF Groups

1. From the **Administration** menu, select **Enterprise**, select **User Interface Management**, and then select **UDF Groups**.
2. Enter search criteria, and click **Search**.

3. From search results, select the UDF group, then click the vertical ellipsis **Actions** menu select **Delete**.
4. Click **Delete** to confirm.

## Configuring UDF Values

Configure the list of values to appear for a specific UDF Group.

For example, you might have a Vehicle Type flex field on profiles containing the values GM, Ford, BMW, Mercedes, Honda, and so on. These values would then be linked to the Vehicle Type UDF Group.

### Adding UDF Values

1. From the **Administration** menu, select **Enterprise**, select **User Interface Management**, and then select **UDF Values**.
2. Click **New** and complete the following information:
   a. **Group**: Select the UDF group from the list. For more information, see Configuring UDF Groups.
   b. **Code**: Enter the code for the user defined value.
   c. **Description**: Enter a description for the user defined value.
3. Click **Save** or click **Save and Continue** to add another.

### Editing UDF Values

1. From the **Administration** menu, select **Enterprise**, select **User Interface Management**, and then select **UDF Values**.
2. Enter search criteria and click **Search**.
3. Select the UDF value then click the vertical ellipsis **Actions** menu and select **Edit**.
4. Update the details.
5. Click **Save**.

### Deleting UDF Values

1. From the **Administration** menu, select **Enterprise**, select **User Interface Management**, and then select **UDF Values**.
2. Enter search criteria and click **Search**.
3. From search results, select the UDF value then click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

# Copying Configuration Codes to Multiple Properties

When the **Multi Property** OPERA Control is active you can copy configuration from one property (or template) to other properties when working from a Hub location . This ability simplifies configuration and also ensures consistency of configuration throughout all properties. Provisioning of a new property can be easily achieved through the copy of the relevant configuration from a template or from other properties where applicable. OPERA Cloud provides two methods of copying configuration depending on the functionality.

### Copying Property Configuration to Other Properties

1. From the **Administration** menu, select a **Configuration** menu and navigate to the desired configuration screen.
2. Select the source Property in which the configuration codes reside and click **Search**.
3. Click the vertical ellipsis **Actions** menu next to the New button, and click **Copy**.
4. In the Configure Parameters panel complete the following:
    a. **Source Property**: Select the Source Property with the configuration you want to copy.
    b. **Codes**: Select the configuration codes to copy from the list.
    c. **Target Properties**: Select the properties to copy the configuration codes to (the properties listed are linked to your Hub location).
    d. Click **Save**.
    e. In the Review and Copy Codes panel:
        i. Verify the target property/properties and configuration code(s).
    f. Click **Copy And Continue**.
    g. In the Confirmation panel:
        i. Verify that no errors appear.
    h. Click **Print**.

> **Note:**
>
> Your browser opens a separate tab showing the details of your copy process. If errors appear in the Confirmation area, close the tab and select the application tab to make changes as necessary.

### Copying Template Configuration to Properties

> **Note:**
>
> Your assigned role(s) must be granted the Template Configuration tasks (New/Edit, Delete) to configure and copy codes in the template. For more information, see OPERA Tasks — General.

1. From the **Administration** menu, select a **Configuration** menu and navigate to the desired configuration screen.
2. Select the Template tab.
3. Click the vertical ellipsis **Actions** menu next to the **New** button, and click **Copy**.
4. In the Configure Parameters panel complete the following:
    a. **Codes**: Select the configuration codes to copy from the list.
    b. **Target Properties**: Select the properties to copy the configuration codes to (the properties listed are linked to your Hub location).
    c. Click **Save**.

d. In the Review and Copy Codes panel,
   i. Verify the target property/properties and configuration code(s).
e. Click **Copy And Continue**.
f. In the Confirmation panel.
   i. Verify that no errors appear.
g. Click **Print**.

> **Note:**
>
> Your browser opens a separate tab showing the details of your copy process. If errors appear in the Confirmation area, close the tab and select the application tab to make changes as necessary.

# Chain and Property Management

Chain and Property Management enables you to configure a variety of options related to your chain, brands, and properties along with their locations, facilities, and local attractions. The available options are dependant on the active controls at your property.

## Configuring Properties

Properties are provisioned on activation of the Oracle Hospitality OPERA Cloud Service, Property Management Professional Foundation or Oracle Hospitality OPERA Cloud Service, Property Management Enterprise Foundation subscription.

Update the General Information and Property Controls sections to determine specific settings for OPERA Cloud.

Other properties details are required for property brochure and multi-property/central reservations operations.

### Editing Properties

1. From the **Administration** menu, select **Enterprise**, select **Chain and Property** and select **Properties**.
2. Enter search criteria and click **Search**.
3. Select the Property, click the **vertical ellipsis** and select **Edit**.

> **Note:**
>
> Details panels selected in the default or previously selected Presentation Panel tab appear. For more information, see Presentation Pages

### General Information

1. Click **Edit**.

a. **Name**: Enter the property name.
b. **Legal Owner**: Enter the legal owner / company name.
c. **Property Type**: Select a property type from the list.
d. **Number of Floors**: Enter the number of floors.
e. **Total Rooms**: Enter the total number of accommodation rooms.
f. **Number of Beds**: Enter the number of beds.
g. **Property Information URL**: Enter a URL of website with further property details.
h. **Check out Time**: Enter the default check out time.
i. **Check in Time**: Enter the default check in time.
j. **Latitude**: Enter the location of the property (available through Google Maps).
k. **Longitude**: Enter the location of the property (available through Google Maps).
l. **Base Language**: Enter the primary language of the property. The selected language will default the **Language** field in new profiles.

2. Click **Save**.

**Accommodation Details**

1. Click **Edit**.
   a. **Single Rooms**: Enter the number of single / king single bed rooms.
   b. **Double Rooms**: Enter the number of double bed rooms.
   c. **Twin Rooms**: Enter the number of twin bed rooms.
   d. **Suites**: Enter the number of suites.
   e. **Guest Room Floors**: Enter the number of floors with accommodation.
   f. **Guest Elevators**: Enter the number of guest elevators.
   g. **Non smoking rooms**: Enter the number of non-smoking rooms.
   h. **Connecting Rooms**: Enter the number interconnecting rooms.
   i. **Accessible Rooms**: Enter the number of accessible rooms.
   j. **Family Rooms**: Enter the number of family rooms.
   k. **Max Adults in Family**: Enter the maximum number of adults for a family room.
   l. **Max Child in Family**: Enter the maximum number of children for a family room.
   m. **Executive Floor Number**. Enter the starting floor of executive floor.
   n. **Room Amenities**: Enter details for standard room amenities.
2. Click **Save**.

**Amenities**

1. Click **New** and enter the following details:
   a. **Code**: Select an Amenity from the list. See Configuring Amenities.
   b. **Description**: Description will default based on Code selected; you can update if needed.
   c. **Type**: Select the Amenity type from the list (General or Meeting).
   d. **Start Date**: Enter a start date.

e. **End Date**: Enter an (optional) end date.

f. **Hours**: Enter opening hour details.

g. **Price**: Enter price details.

h. **Sequence**: Enter a display sequence.

> **Note:**
>
> Enter any notes about the Amenity.

2. Click **Save**.
3. Repeat to add another Amenity.
4. To update the details, click the vertical ellipsis **Actions** menu and select **Edit**.
5. To update the details, click the vertical ellipsis **Actions** menu and select **Delete**.

**Dining and Retail**

1. Click **New** and enter the following details:
   a. **Code**: Enter a code.
   b. **Description**: Enter a description for Dining or Retail options.
   c. **Type**: Enter a type.
   d. **Category**: Select Dining or Retail.
   e. **Start Date**: Enter a start date.
   f. **End Date**: Enter an (optional) end date.
   g. **Hours**: Enter opening hour details.
   h. **Price**: Enter price details.
   i. **Sequence**: Enter a display sequence.

> **Note:**
>
> Enter any notes about the outlet.

2. Click **Save**.
3. Repeat to add another Dining or Retail outlet.
4. To update the details, click the vertical ellipsis **Actions** menu and select **Edit**.
5. To update the details, click the vertical ellipsis **Actions** menu and select **Delete**.

**Local Attractions**

1. Click **New** and enter the following details:
   a. **Code**: Select an Attraction from the list. See Configuring Attractions.
   b. **Description**: Description will default based on Code selected; you can update if needed.
   c. **Category**: Select an Attraction category from the list. See Configuring Attraction Categories.

d. **City**: Enter the City (suburb) name.
e. **State**: Select a State from the list.
f. **Website**: Enter the Attraction company website address.
g. **Distance**: Enter distance from your property.
h. **Distance Type**: Select the distance type (measure) from the list.
i. **Driving Time**: Enter the driving time to attraction.
j. **Price Range**: Enter the price range of the attraction.
k. **Hours**: Enter the hours of operation.
l. **Sequence**: Enter a display sequence.
m. **Latitude**: Enter the location of the Attraction (available using Google Maps).
n. **Longitude**: Enter the location of the Attraction (available using Google Maps).
o. **General Directions**: Enter directions to the Attraction.

2. Click **Save**.
3. Repeat to add another Attraction.
4. To update the details, click the vertical ellipsis **Actions** menu and select **Edit**.
5. To update the details, click the vertical ellipsis **Actions** menu and select **Delete**.

**Localization**

1. Click **Edit** and enter the following details:
   a. **Business ID**: Enter the company ID.
   b. **Business Registration Code**: Enter the business registration code.
   c. **Fiscal Year Begin Month**: Select a month from the list.
   d. **Fiscal Year Begin Day**: Select a day from the list.
   e. **Business Premise ID 1**: Enter a property identifier to include on the customized folio.
   f. **Business Premise ID 2**: Enter a property identifier to include on the customized folio.

> **Note:**
>
> Additional fields specific to a country or region may appear in this panel. For more information, see Oracle Hospitality Localization Center for Hotel.

2. Click **Save**.

**Property Controls**

1. Click **Edit** and enter the following details:
   a. **Sell Controls**
      i. **Hotel Code**: Enter a property code (unique code in multi-property operations).
      ii. **Begin Date**: Enter date the property is scheduled to become active and start accepting reservations.
      iii. **End Date**: End date the property is no longer considered active/operational.

iv. **Remote Property**: Select an option representing the active subscription at the remote property integrated through OXI (Available when the Central Sales OPERA Control is active).

- **OPERA Property Sales and Catering**: OPERA Property Sales and Catering.
- **SEM Essentials**: OPERA Cloud Service, Sales and Event Management Essentials Edition.
- **SEM Standard**: OPERA Cloud Service, Sales and Event Management Standard Edition.
- **SEM Premium**: OPERA Cloud Service, Sales and Event Management Premium Edition.

b. **Application Mode**

i. **Chain Mode**: Indicates the chain mode for chain-specific features. (Read Only).

ii. **Country Mode**: Select a country mode from the list; if applicable. This activates country-specific business logic and features.

c. **Currency Format**

i. **Currency**: Select the local (property) currency from the list. For more information, see Configuring Foreign Currency Codes

ii. **Currency Format**: Select the currency format mask from the list.

iii. **Decimals**: Displays the number of digits after the decimal separator for the currency.

d. **Catering Currency Format** (Available when the **Ability to Quote Rates in Foreign Currencies** OPERA Control is active).

i. **Catering Currency**: Select a Catering (Event) currency from the list. For more information, see Configuring Foreign Currency Codes

ii. **Catering Currency Format**: Select the currency format mask from the list.

iii. **Decimals**: Displays the number of digits after the decimal separator for the currency.

e. **Date and Time Controls**

i. **Short Date Format**: Select the short date format from the list. This date format is used to display dates in OPERA Cloud and is available in stationery templates.

ii. **Long Date Format**: Select the long date format from the list. This date format is available in stationery templates.

iii. **Time Format**: Select the time format mask from the list.

iv. **Time Zone**: Select your property time zone from the list; this ensures the correct local time is reflected in OPERA Cloud.

f. Click **Save**.

**Property Details**

1. Click **New** and enter the following details:

a. **Code**: Select a code from the list.

i. Click **New**.

i. **Code**: Select a code from the list.

ii. **Sequence**: Enter a sequence.

2. Click **Save**.
3. To update the details, click the vertical ellipsis **Actions** menu and select **Edit**.
4. To update the details, click the vertical ellipsis **Actions** menu and select **Delete**.

**Property Notes**

1. Click **New** and enter the following details:
    a. **Property Notes**: Select a note type from the list. Select the **Description** note type to setup a note to output on folios using the `<PROPERTY_NOTES>` element.
    b. **Title**: Enter a title for the note.
    c. **Internal**: Not applicable.
    d. **Note**: Enter the note details.
    e. Click **Save**.
2. Repeat to add another Note.
3. To update the details, click the vertical ellipsis **Actions** menu and select **Edit**.
4. To update the details, click the vertical ellipsis **Actions** menu and select **Delete**.

**Rate Range**

1. Click **New** and enter the following details:
    a. **Start Date**: Enter a start date.
    b. **End Date**: Enter an end date.
    c. **Min Rate**: Enter the lowest rate.
    d. **Max Rate**: Enter the highest rate.
2. Click **Save**.
3. Repeat to add another rate range.
4. To update the details, click the vertical ellipsis **Actions** menu and select **Edit**.
5. To update the details, click the vertical ellipsis **Actions** menu and select **Delete**.

**Address and Communication**

1. Click **Edit** and enter the following details:
    a. **Address**: Enter the street address.
    b. **City**: Enter the city (suburb).
    c. **Postal Code**: Enter the post code.
    d. **Region**: Select a region from the list.
    e. **State**: Select a state from the list.
    f. **Country**: Select a country from the list.
    g. **Phone**: Enter primary phone number for the property.
    h. **Toll Free**: Enter toll-free phone number for the property.
    i. **Fax**: Enter fax number for the property.
    j. **Email**: Enter the email address of the property (eg GM email address).
    k. **Web**: Enter the website URL for the property.

2. Click **Save**.

**Contacts**

1. Click **New** and enter the following details:
    a. **Name**: Search and select a user profile.
    b. **Primary**: Select the mark the contact as the primary contact.
2. Click **Save**.
3. Repeat to add another Contact.
4. To update the details, click the vertical ellipsis **Actions** menu and select **Edit**.
5. To update the details, click the vertical ellipsis **Actions** menu and select **Delete**.

**Corporate Information**

Corporate information is available to external systems. For more information, see Configuring Corporate Information.

1. Click **Edit** and enter the following details:
    a. **Hotel Category**: Select a category from the list.
    b. **Brand Code**: Select a brand from the list.
2. **Business Units**
    a. Select values from the **Available** panel and click to move to the **Selected** panel.
3. **Operating Units**
    a. Select values from the **Available** panel and click to move to the **Selected** panel.
4. **Department Codes**
    a. Select values from the **Available** panel and click to move to the **Selected** panel.
5. **Divisions**
    a. Select values from the **Available** panel and click to move to the **Selected** panel.
6. Click **Save**.

**Airports**

1. Click **New** and enter the following details:
    a. **Code**: Select an airport from the list. For more information, see Configuring Airports.
    b. **Description**: Enter or update the description.
    c. **Website**: Enter airport website URL.
    d. **Driving Directions**: Enter driving directions from the airport to the property, or geographical direction of the airport from the property.
    e. **Driving Time**: Enter the time needed to drive between the airport and the property.
    f. **Distance Type**: Select the distance measurement (e.g., miles, kilometers)
    g. **Distance**: Enter the distance of the airport from the hotel property.
    h. **Transportation Codes**: Select various transport options from the list. For more information, see Configuring Transportation.
    i. Click **Save**.
2. To update the details, click the vertical ellipsis **Actions** menu and select **Edit**.

3. To update the details, click the vertical ellipsis **Actions** menu and select **Delete**.

**Transport**

1. Click **New** and enter the following details:
   a. **Code**: Select a transport type from the list. For more information, see Configuring Transportation.
   b. **Label**: Enter a label.
   c. **Description**: Enter a description for the transport method.
   d. **Phone**: Enter contact phone number.
   e. **Website**: Enter company website address.
   f. **Price Range**: Enter price range.
   g. **Distance**: Enter distance from property.
   h. **Distance**: Select a distance type from the list.
   i. **Sequence**: Enter a display sequence.

> **Note:**
>
> Enter additional details for the transport service.

2. Click **Save**.
3. Repeat to add another transport method.
4. To update the details, click the vertical ellipsis **Actions** menu and select **Edit**.
5. To update the details, click the vertical ellipsis **Actions** menu and select **Delete**.

# Configuring Departments

Use departments to group your employees into operational areas; a department is then assigned to each user You must also select a department when adding a block trace or reservation trace.

A department is assigned to each user when configuring new users.

**Adding Departments**

1. From the **Administration** menu, select **Enterprise**, select **Chain and Property Management**, and then select **Departments**.
2. Click **New** and complete the following fields:
   a. **Global/Property**: Select **Global** to configure a department that is available in all properties or select **Property** to configure a department for a specific property.
   b. **Code**: Enter a code for the department (for example, BAN, CAT, ENG, or EXE).
   c. **Description**: Enter the full name for the department (for example, Banquets, Catering, Engineering, or Executive Office).
      i. **Manage Translation**: Click link to configure localized descriptions. For more information, see Configuring Localized Code Descriptions. (Available when the **Multi-language** OPERA Control is active.).

d. **Sequence**: Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.

e. **Email Address**: Enter the email address for the department. When delivery methods are configured for the department, this is the department's default email address.

3. Click **Save**.

### Editing Departments

1. From the **Administration** menu, select **Enterprise**, select **Chain and Property Management**, and then select **Departments**.
2. Enter search criteria and click **Search**.
3. In the search results, select the department then click the vertical ellipsis **Actions** menu and select **Edit**.
4. Update the configuration.
5. Click **Save**.

### Deleting Departments

1. From the **Administration** menu, select **Enterprise**, select **Chain and Property Management**, and then select **Departments**.
2. Enter search criteria and click **Search**.
3. In the search results, select the department then click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

## Configuring Electronic Registration Card Templates

### Prerequisites for Electronic Registration Cards

An electronic registration card is displayed on a tablet device when a user selects the action to create an eSign Registration Card for an arrival reservation. The guest can initial and sign the electronic registration card and the resulting file is saved as an attachment on the reservation. For more information, see Managing eSignature Registration Cards.

Use Electronic Registration Card Template configuration to define the content and layout of the templates using a **WYSIWYG** editor. If desired, you can configure templates for various membership types. When the **Multi-language** OPERA Control is active, you can configure templates per language; OPERA Cloud displays the template according to the language selected in the guest profile. If a template is not configured for a specific language, OPERA Cloud displays a default registration card according to the **Base Language** selected in Property configuration .

Electronic registration cards templates can also be configured per Membership Type.
In multi-property operations, you can copy templates to other properties.

### Adding Electronic Registration Card Templates

1. From the **Administration** menu, select **Enterprise**, select **Chain and Property Management**, and select **Electronic Registration Card**.
2. Click **New** and complete the following:

a. **Property**: Enter or select the property or properties. You can select multiple properties when operating from a Hub location.

b. **Language**: Enter or select the Language(s) (Available when the **Multi-language**OPERA Control is active)

c. **Membership Types**: Enter or select membership type(s).

d. Select **Rich Text** to use the **WYSIWYG** editor or select **Source** to view and edit HTML source code.

e. Add or paste (CTRL+V) text and then format the text according to your needs. For more information, see Using the Rich Text Editor.

f. Click **Save**.

### Previewing Electronic Registration Card Templates

Use the Preview feature to view the appearance of your template.

1. From the **Administration** menu, select **Enterprise**, select **Chain and Property Management**, and select **Electronic Registration Card**.
2. Enter search criteria, then click **Search**.
3. Select a template in the search result, then click the vertical ellipsis **Actions** menu and select **Preview**.
4. Click the **X** to close the preview.

### Editing Electronic Registration Card Templates

1. From the **Administration** menu, select **Enterprise**, select **Chain and Property Management**, and select **Electronic Registration Card**.
2. Enter search criteria, then click **Search**.
3. Select a template in the search result, then click the vertical ellipsis **Actions** menu and select **Edit**.
   a. Make the desired changes. For more information, see Using the Rich Text Editor

   > **Note:**
   >
   > To delete a merge code, place cursor in front or behind the Merge Code and click either the delete key or the backspace key.

   b. Click **Save**.

### Copying Electronic Registration Card Templates

You can copy (clone) templates to current or other properties, other languages, and/or membership types as needed. As part of the copy process you can customize the layout of the new template(s), for example, copy the layout, update the boilerplate text, and change to a different language in the new template.

1. From the **Administration** menu, select **Enterprise**, select **Chain and Property Management**, and select **Electronic Registration Card**.
2. Enter search criteria, then click **Search**.
3. Select a template in the search result, then click the vertical ellipsis **Actions** menu and select **Copy**.

a. In the **Target Electronic Registration Card Details** section, select the destination property, the language of the new template, and a **Membership Type**.
b. Make required changes by editing text, merge codes, images.
c. Click **Save**.

### Deleting Electronic Registration Card Templates

1. From the **Administration** menu, select **Enterprise**, select **Chain and Property Management**, and select **Electronic Registration Card**.
2. Enter search criteria, then click **Search**.
3. From search results, select the row level vertical ellipsis of the template and select **Delete**.
4. Click **Delete** to confirm.

## Configuring Hubs

Hubs are used in combination with Chain and Property roles to control user access to properties, property data and specific functionality in each property.

A **DFLT_[TENANT]** default hub is created upon provisioning, and all properties provisioned for your tenancy are associated to this hub. You can configure additional hubs and associate a subset of properties with one or multiple hubs; enabling you to cluster properties according to your business need. There are various OPERA Controls to setup for each hub you configure. For more information, see Configuring OPERA Controls.

You can configure additional hubs and associate a subset of properties with one or more hubs; enabling you to cluster properties according to your business need.

Hub(s) are then assigned to users, granting access to the properties allocated to the hub. See Managing Users.

> **Note:**
>
> You can only manage hubs that are assigned to you. Hubs created by other users and not assigned to you will not be listed in search results.

### Adding Hubs

1. From the **Administration** menu, select **Enterprise**, select **Chain and Property Management**, and then select **Hubs**.
2. Click **New** and enter the following details:
   a. **Hub**: Enter a Hub.
   b. **Name**: Enter the full descriptive name for the Hub/CRO.
   c. **Address**: Enter the street address.
   d. **City**: Enter the city location for the Hub/CRO from the list.
   e. **Postal Code**: Enter the zip or postal code number.
   f. **Country**: Select the country location for the Hub/CRO from the list.
   g. **State**: Select the state location for the Hub/CRO from the state list of values.
   h. **Telephone**: Enter an international phone number for the Hub/CRO.

i. **Toll Free**: Enter a toll–free 1-800 number for the Hub/CRO.

j. **Email**: Enter the email address to associate with the Hub.

k. **Currency**: Select the currency for the Hub/CRO. This is used as the default for all currency calculations unless specified elsewhere.

l. **Currency Format**: Select the currency format for the Hub.

m. **Short Date Format**: Select a format type for the short date.

n. **Long Date Format**: Select a format type for the long date (for example, ddth Month YYYY or Month ddth YYYY).

o. **Time Format**: Select the time format from the list of values. This is the format for the time stamp used by the property

p. **Time Zone**: Select the time zone where the Hub/CRO is located.

q. **Base Language**: Select a base language for the Hub.

3. Click **Save**.

### Assigning Properties to Hubs

1. From the **Administration** menu, select **Enterprise**, select **Chain and Property Management**, and then select **Hubs**.
2. Enter a **Hub** and click **Search**.
3. Select the Hub, then click the **vertical ellipsis** and select **Edit**.
   a. Click the **Manage** link located under the Associated Properties section.
   b. Under **Available Properties**, select the property you want to associate with the hub and click the **down arrow** to move the selected property to the Associated Properties grid.
4. Click **Save**.

### Editing Hubs

1. From the **Administration** menu, select **Enterprise**, select **Chain and Property Management**, and then select **Hubs**.
2. Enter a **Hub** and click **Search**.
3. Select the Hub, then click the vertical ellipsis **Actions** menu and select **Edit**.
4. Update the configuration.
5. Click **Save**.

### Deleting Hubs

1. From **Administration** menu, select **Enterprise**, select **Chain and Property Management**, and then select **Hubs**.
2. Enter a **Hub** and click **Search**.
3. Select the Hub, then click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

# Configuring Job Titles

You can configure job titles for employees at your property for the purpose of associating a specific job to the person.

### Adding Job Titles

1. From the **Administration** menu, select **Enterprise**, select **Chain and Property Management**, and then select **Job Titles**.

   > **Note:**
   >
   > When the Multi Property OPERA Control is active, new Job Titles are created by selecting the **Template** tab. Once created, you can copy Job Titles to specific properties using the using the **Copy** action. Refer to Copying Configuration Codes to Multiple Properties for more information.

2. Click **New** and complete the following fields:
   a. **Job Code**. Enter a code for the job title (for example, BAN, CM, SET, or GM).
   b. **Description**. Enter the full name for the job code (for example, Banquet Manager, Catering Manager, Convention Setup Manager, or General Manager).
   c. **Manage Translation**: Click link to configure localized descriptions. For more information, see Configuring Localized Code Descriptions. (Available when the **Multi-language** OPERA Control is active.).
3. Click **Save**.

### Editing Job Titles

1. From the **Administration** menu, select **Enterprise**, select **Chain and Property Management**, and then select **Job Titles**.
2. Enter search criteria and click **Search**.
3. In the search results, select the code then click the vertical ellipsis **Actions** menu and select **Edit**.
4. Update the configuration.
5. Click **Save**.

### Deleting Job Titles

1. From the **Administration** menu, select **Enterprise**, select **Chain and Property Management**, and then select **Job Titles**.
2. Enter search criteria and click **Search**.
3. In the search results, select the code then click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

# Configuring Property Brochure Master Data

Property Details and the Property Brochure reference information and images configured in various other areas of OPERA Cloud Administration. Refer to the following links for configuring master data content used in the Property Brochure.

Property Note Types

Airports

Transportation

Amenities

Attractions

Attraction Categories

Images

# Configuring Property Detail Categories

### Adding Property Detail Categories

1. From the **Administration** menu, select **Enterprise**, select **Chain and Property** and select **Property Detail Categories**.
2. Click **New** and complete the following
   a. **Code**: Enter a code for the Property Detail Category.
   b. **Description**: Enter a description for the Property Detail Category.
      i. **Manage Translation**: Click link to configure localized descriptions. For more information, see Configuring Localized Code Descriptions. (Available when the **Multi-language** OPERA Control is active.).
   c. **Sequence**: Enter a display sequence.
3. Click **Save** or **Save and Continue** to add another.

### Editing Property Detail Categories

1. From the **Administration** menu, select **Enterprise**, select **Chain and Property** and select **Property Detail Categories**.
2. Enter search criteria and click **Search**.
3. Select the property detail category, then click the vertical ellipsis **Actions** menu and select **Edit**.
4. Update the configuration.
5. Click **Save**.

### Deleting Property Detail Categories

1. From the **Administration** menu, select **Enterprise**, select **Chain and Property** and select **Property Detail Categories**.
2. Enter search criteria and click **Search**.
3. Select the property detail category, then click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm

.

# Configuring Property Details

### Adding Property Details

> **Note:**
>
> When the **Multi Property** OPERA Control is active, new Property Details are created by selecting the **Template** tab. Once created, you can copy Property Details to specific properties using the **Copy** action. For more information. see Copying Configuration Codes to Multiple Properties.

1. From the **Administration** menu, select **Enterprise**, select **Chain and Property** and select **Property Details**.
2. Click **New** and complete the following
   a. **Code**. Enter a code for the Property Detail.
   b. **Category**. Select the Property Details Category from the list.
   c. **Sequence**. Enter a display sequence.
   d. **Property Detail Values**:
      i. To add a Property Detail value, click **New** and complete the following
         i. **Code**. Enter a code for the property detail value.
         ii. **Description**. Enter a description for the property detail value.
         iii. **Sequence** . Enter a display sequence.
      ii. To delete a Property Detail Value:
         i. Click a code, click **Vertical Ellipsis** and select **Delete**.
3. Click **Save**.

### Editing Property Details

1. From the **Administration** menu, select **Enterprise**, select **Chain and Property** and select **Property Details**.
2. Enter search criteria and click **Search**.
3. Select the property details, then click the vertical ellipsis **Actions** menu and select **Edit**.
4. Update the configuration.
5. Click **Save**.

### Deleting Property Details

1. From the **Administration** menu, select **Enterprise**, select **Chain and Property** and select **Property Details**.
2. Enter search criteria and click **Search**.
3. Select the property details, hen click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

# Configuring Property Types

Create categories of various types of properties that will be referenced in Property Configuration. Use Property Types to categorize your properties by their characteristics (Resort, 4 Star, Apartment, etc).

### Adding Property Types

1. From the **Administration** menu, select **Enterprise**, select **Chain and Property** and select **Property Types**.
2. Click **New** and complete the following
    a. **Code**: Enter a code for the property type.
    b. **Description**: Enter a description for the property type.
        i. **Manage Translation**: Click link to configure localized descriptions. For more information, see Configuring Localized Code Descriptions. (Available when the **Multi-language** OPERA Control is active.).
    c. **Sequence**: Enter a display sequence.
3. Click **Save** or **Save and Continue** to add another.

### Editing Property Types

1. From the **Administration** menu, select **Enterprise**, select **Chain and Property** and select **Property Types**.
2. Enter search criteria and click **Search**.
3. Select the property type, click the vertical ellipsis **Actions** menu and select **Edit**.
4. Update the configuration.
5. Click **Save**.

### Deleting Property Types

1. From the **Administration** menu, select **Enterprise**, select **Chain and Property** and select **Property Types**.
2. Enter search criteria and click **Search**.
3. Select the property type, click the vertical ellipsis **Actions** menu **Delete**.
4. Click **Delete** to confirm.

# Configuring Closing Scripts

### Prerequisites for Closing Scripts

A closing script is displayed to reservation agents after completing or updating a guest reservation made through the Look to Book Sales screen. Agents can read the script to callers to confirm the details of their reservation.

You can configure different closing scripts for various membership types When the **Multi Language** OPERA Control is active, you can configure closing scripts in multiple languages for multi-lingual reservation agents and callers.

### Adding Closing Scripts

1. From the **Administration** menu, select **Enterprise**, select **Chain and Property Management**, and select **Closing Scripts**.
2. Click **New**.
3. Confirm or select the **Property** or **Hub**. You can select multiple properties when your session is initialized from a Hub location.
4. Confirm or select the **Language(s)** if the **Multi Language** function is active in OPERA Controls.
5. Enter or select the **Membership Type(s)**. If one is not selected, the script applies to all membership types.
6. Select **Rich Text** to use the Rich Text Editor or select **View Source** to view and edit HTML source code.
7. Enter or paste **CTRL+V** text (in the applicable language) to the script body and insert merge codes for reservation and profile values where required. These merge codes are replaced with actual values when the closing script is generated. See Using the Rich Text Editor.

> **Note:**
>
> The flex field merge codes are related to the reservation.

8. Click **Save** when finished.

### Editing Closing Scripts

1. From the **Administration** menu, select **Enterprise**, select **Chain and Property Management**, and select **Closing Scripts**.
2. Select or confirm the **Property**, enter optional search criteria, and click **Search**.
3. From the search results, click the row-level vertical ellipsis **Actions** menu for the script and select **Edit**.
4. Make the desired changes.
5. Click **Save**.

### Deleting Closing Scripts

1. From the **Administration** menu, select **Enterprise**, select **Chain and Property Management**, and select **Closing Scripts**.
2. Select or confirm the **Property**, enter optional search criteria, and click **Search**.
3. From the search results, click the row-level vertical ellipsis **Actions** menu for the script and select **Delete**.
4. Click **Delete** to confirm.

## Configuring Amenities

Configure the various amenities available at your properties. Amenities are classes as either General or Meeting and referenced in Property configuration.

If some amenities are seasonal enter date range accordingly.

### Adding Amenities

> **Note:**
>
> When the **Multi Property** OPERA Control is active, new Amenities are created by selecting the **Template** tab. Once created, you can copy Amenities to specific properties using the **Copy** action. See Copying Configuration Codes to Multiple Properties for more information.

1. From the **Administration** menu, select **Enterprise**, select**Chain and Property** and select **Amenities**.
2. Click **New** and complete the following
   a. **Code**. Enter a code for the amenity .
   b. **Description**. Enter the name of the amenity.
   c. **Type**. Select a type from the list: General or Meeting.
   d. **Start Date**. Enter or select a start date.
   e. **End Date**. Enter or select an end date.
   f. **Sequence**. Enter a sequence number that determines the position of this amenity in listings.
   g. **Notes**. Enter any notes regarding this amenity.
3. Click **Save**.

### Editing Amenities

1. From the **Administration** menu, select **Enterprise**, select**Chain and Property** and select **Amenities**.
2. Enter search criteria and click **Search**.
3. Select the amenity, click the vertical ellipsis **Actions** menu and select **Edit**.
4. Update the configuration.
5. Click **Save**.

### Deleting Amenities

1. From the **Administration** menu, select **Enterprise**, select**Chain and Property** and select **Amenities**.
2. Enter search criteria and click **Search**.
3. Select the amenity, click the vertical ellipsis**Actions** menu and select **Delete**.
4. Click **Delete** and confirm the deletion.

## Configuring Attraction Categories

Create categories for attractions, such as amusement parks, historic sites, zoos, or museums. This categorisation provides users with the ability to search for a category of attractions first and then view the individual attractions within that category.

### Adding Attraction Categories

> **Note:**
>
> When the **Multi Property** OPERA Control is active, new Attraction Categories are created by selecting the **Template** tab. Once created, you can copy Attraction Categories to specific properties using the **Copy**action. See Copying Configuration Codes to Multiple Properties for more information.

1. From the **Administration** menu, select **Enterprise**, select **Chain and Property** and select **Attraction Categories**.
2. Click **New** and complete the following
   a. **Code**: Enter an attraction category code.
   b. **Description**: Enter the description for the attraction category.
      i. **Manage Translation**: Click link to configure localized descriptions. For more information, see Configuring Localized Code Descriptions. (Available when the **Multi-language** OPERA Control is active.).
   c. **Sequence**: Enter a display sequence.
3. Click **Save**.

### Editing Attraction Categories

1. From the **Administration** menu, select **Enterprise**, select **Chain and Property** and select **Attraction Categories**.
2. Enter search criteria and click **Search**.
3. Select the attraction category, click the vertical ellipsis and select **Edit**.
4. Update the configuration.
5. Click **Save**.

### Deleting Attraction Categories

1. From the **Administration** menu, select **Enterprise**, select **Chain and Property** and select **Attraction Categories**.
2. Enter search criteria and click **Search**.
3. Select the attraction category, click the vertical ellipsis and select **Delete**.
4. Click **Delete** and confirm the deletion.

## Configuring Attractions

Local attractions such as amusement parks, theme parks, historic sites, zoos, and museums can be created and described.

### Adding Attractions

> **Note:**
>
> When the **Multi Property** OPERA Control is active, new Attractions are created by selecting the **Template** tab. Once created, you can copy Attractions codes to specific properties using the **Copy** action. See Copying Configuration Codes to Multiple Properties for more information.

1. From the **Administration** menu, select **Enterprise**, select**Chain and Property** and select **Attractions**.
2. Click **New** and complete the following
   a. **Attraction Code**: Enter an attraction code.
   b. **Attraction Name**: Enter the description for the attraction (Walt Disney World, Sears Tower, Air and Space museum, Regal Casino, The Galleria).
   c. **Attraction Category**: Select the attraction category which the attraction belongs
   d. **City**: Enter the city where the attraction is located.
   e. **State**: Select the state from the list
   f. **Distance**: Enter the distance from the property to the attraction.
   g. **Distance Type**: Select the distance type (miles, kilometers, blocks) for the distance
   h. **Driving Time**: Time required to drive to the attraction from the property.
   i. **Price Range**: Enter the lowest to the highest cost this attraction charges.
   j. **Hours of Operation**: The hours (time frame) this attraction is open.
   k. **Latitude**: Enter latitude for location of attraction
   l. **Longitude**: Enter longitude for location of attraction
   m. **General Directions**: General directions related to finding or navigating to the attraction.
3. Click **Save**.

### Editing Attractions

1. From the **Administration** menu, select **Enterprise**, select**Chain and Property** and select **Attractions**.
2. Enter search criteria and click **Search**.
3. Select the attraction, click the vertical ellipsis and select **Edit**.
4. Update the configuration.
5. Click **Save**.

### Deleting Attractions

1. From the **Administration** menu, select **Enterprise**, select**Chain and Property** and select **Attractions**.
2. Enter search criteria and click **Search**.

3. Select the attraction, click the vertical ellipsis and select **Delete**.
4. Click **Delete** and confirm the deletion.

# Configuring Chain

Prerequisites for Configuring Chain

Your chain is provisioned on activation of the Oracle Hospitality OPERA Cloud Service, Property Management Professional Foundation or Oracle Hospitality OPERA Cloud Service, Property Management Enterprise Foundation subscription. For multi-property operations, you can update your Chain details and activate profile sharing across all properties. with profile sharing active, **Property** is multi-select and non-mandatory in search panels. With profile sharing inactive, **Property** is single selection and mandatory in Look to Book and reservation search, and the ability to move reservations to other properties is disabled.

### Editing Chain

1. From the **Administration** menu, select **Enterprise**, select **Chain and Property Management** and select **Chain**.
2. Click **Edit** and update the details
   a. **Name**: Enter a name for the chain.
   b. **Description**: Enter a description for the chain.
3. Click **Save**.

### Enable Shared Profiles

> **Note:**
>
> Your PIN is required to enable profile sharing; the option cannot be disabled once enabled.

1. From the **Administration** menu, select **Enterprise**, select **Chain and Property Management** and select **Chain**.
2. a. Click **Edit**.
      i. Toggle **Shared Profiles** on to enable sharing of profiles across all properties.
   b. Click **Save**.
   c. Enter **PIN** and click **Enable** to enable share profiles.

# Configuring Airports

Configure the airports nearby and accessible to your property. Airports and associated transport services are displayed in the property brochure to assist reservation agents.

### Adding Airports

> **Note:**
>
> When the **Multi Property** OPERA Control is active, new Airport codes are created by selecting the **Template** tab. Once created, you can copy Airport codes to specific properties using the **Copy** action. See Copying Configuration Codes to Multiple Properties for more information.

1. From the **Administration** menu, select **Enterprise**, select **Chain and Property** and select **Airports**.
2. Click **New** and complete the following:
   a. **Code**: Enter the Airport code.
   b. **Description**: Enter the Airport name.
   c. **Website**: Enter Airport website URL.
   d. **Driving Directions**: Enter driving directions from the airport to the property, or geographical direction of the airport from the property.
   e. **Driving Time**: Enter the time needed to drive between the airport and the property.
   f. **Distance**: Enter the distance of the airport from the hotel property.
   g. **Distance Type**: Select the distance measurement (e.g., miles, kilometers).
   h. **Sequence**: Enter a sequence number that determines the position of this airport in listings.
   i. **Transportation**: Select the transportation carriers/services available at the airport. See Transportation for details.
3. Click **Save**.

### Editing Airports

1. From the **Administration** menu, select **Enterprise**, select **Chain and Property** and select **Airports**.
2. Enter search criteria and click **Search**.
3. Select the airport, in the search result, then click the **Actions** menu and select **Edit**.
4. Update the configuration.
5. Click **Save**.

### Deleting Airports

1. From the **Administration** menu, select **Enterprise**, select **Chain and Property** and select **Airports**.
2. Enter search criteria and click **Search**.
3. Select the airport, in the search result, then click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** and confirm the deletion.

# Configuring Note Types

Notes are available for documenting various kinds of information that can then be made available at points throughout OPERA Cloud. For example, notes can be added to profiles, to reservations, to events, to business blocks and so on. Notes can be accessed in a variety of ways, but generally you can view and manage notes by selecting the Notes details link from the **I Want to . . .** or presentation page

### Adding Note Types

1. From the **Administration** menu, select **Enterprise**, select **Chain and Property** and select **Note Types**.
2. Click **New** and complete the following:
   a. **Notes Group**: Select the note group from list for which this note type belongs.
   b. **Code**: Enter a code for this note type.

> **Note:**
>
> Note type codes cannot contain ampersands (&). Any note type code containing an ampersand will only display the characters just before/just after the ampersand. For example a note type code of S&C would display only as SC.

   c. **Description**: Enter a description for this note type code.
   d. **Display Seq**: Enter a number that controls the position of the note type in the Note Types in list. If left blank, notes will appear in alphabetical order.
   e. **Internal**: Select check box to designate notes of this note type as internal by default. Internal notes are not output on stationery or on reports (unless the report explicitly allows display of Internal Notes).
   f. **Override Internal**: Select this check box to allow a user to override the internal checkbox when adding a note.

> **Note:**
>
> If **Internal** is selected and **Override Internal** is not selected, a note of this note type will be designated as internal and a user cannot update the designation. If **Internal** is selected and **Override Internal** is also selected, a note of this note type will, by default, be designated as internal, but a user may update the check box to remove the internal designation. If **Override Internal** is selected and **Internal** is not selected, the note of this type will not be designated as internal, but the **Internal** checkbox will be available for the user to update.

   g. **Default Note Type**: Select to specify the current note type as the default. The default note type will display whenever a note of that notes group is created. This applies to AR Account Notes, Business Block Notes, Profile Notes, Event Notes, Contract Notes and Property Notes When the Default Note Type has Default Note Text applied to it (see Default Note Text below), the default note text will also display when the note type is defaulted.

h. **Default Note Text**: Select check box to setup a default note text to populate to the comments field when when adding a note.
    i. Click **New** to add a default note.
        i. **Global**: Select to setup default note for all properties
        ii. **Property**: Select to setup default note for a specific property
            i. **Property**: Select a property from the list
        iii. **Note Text**: Enter the note text to default to new note.
    ii. Click **Save**.
    iii. To edit, click the vertical ellipsis **Actions** menu and select **Edit**.
    iv. To delete, click the vertical ellipsis **Actions** menu and select **Delete**.
3. Click **Save**.

### Editing Note Types

1. From the **Administration** menu, select **Enterprise**, select **Chain and Property** and select **Note Types**.
2. Enter search criteria and click **Search**.
3. Select the note type, click the vertical ellipsis **Actions** menu and select **Edit**
4. Update the configuration.
5. **Inactive**: Once a note type has been applied to a note, it cannot be deleted. Use the Inactive check box to remove the note type from use. Inactive notes will not be displayed in OPERA Cloud and will be treated as if they have been deleted. Inactive notes will be purged after 7 days by the purge process.
6. Click **Save**.

### Deleting Note Types

1. From the **Administration** menu, select **Enterprise**, select **Chain and Property** and select **Note Types**.
2. Enter search criteria and click **Search**.
3. Select the note type, click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** and confirm the deletion.

## Configuring Transportation

Set up the transportation services available to and from your property. Transportation details are displayed in the property brochure .

### Adding Transportation

> **Note:**
>
> When the **Multi Property** OPERA Control is active, new Transportation codes are created by selecting the **Template** tab. Once created, you can copy Transportation to specific properties using the **Copy** action. See Copying Configuration Codes to Multiple Properties for more information.

1. From the **Administration** menu, select **Enterprise**, select **Chain and Property** and select **Transportation**.
2. Click **New** and complete the following
   a. **Transportation Code**: Enter the transportation code.
   b. **Label**: Enter a single-character code to designate this transportation carrier.
   c. **Description**: Enter a description of the transportation service.
   d. **Note**: This entry is required in order to make this carrier available in Airport setup. See Airports for details.
   e. **Phone**: Enter the phone number for this transportation carrier.
   f. **Distance**: The distance from the property to the transportation center/company.
   g. **Distance Type**: A distance type (miles, kilometers, blocks) for the transportation
   h. **Price Range**: Enter the lowest to the highest cost this transportation carrier charges for its services.
   i. **Notes**: Enter supplementary annotations or remarks about the transportation carrier that may be helpful to a reservation agent.
   j. **Display Sequence**: Enter the display sequence for items to appear in lists by assigning them a numeric order.
3. Click **Save**.

### Editing Transportation

1. From the **Administration** menu, select **Enterprise**, select **Chain and Property** and select **Transportation**.
2. Enter search criteria and click **Search**.
3. Select the transport, click the vertical ellipsis **Actions** menu and select **Edit**.
4. Update the configuration.
5. Click **Save**.

### Deleting Transportation

1. From the **Administration** menu, select **Enterprise**, select **Chain and Property** and select **Transportation**.
2. Enter search criteria and click **Search**.
3. Select the transport, click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** and confirm the deletion.

# Configuring Service Request Priorities

Prerequisites for Configuring Service Request Priorities

### Adding Service Request Priorities

1. From the **Administration** menu, select **Enterprise**, select **Chain and Property** and select **Service Request Priorities**.
2. Click **New** and complete the following:
    a. **Code**: The Service Request code.
    b. **Description**: The description of the Service Request Priority
        i. **Manage Translation**: Click link to configure localized descriptions. For more information, see Configuring Localized Code Descriptions. (Available when the **Multi-language** OPERA Control is active.).
    c. **Sequence**: Enter a display sequence.
3. Click **Save**.

### Editing Service Request Priorities

1. From the **Administration** menu, select **Enterprise**, select **Chain and Property** and select **Service Request Priorities**.
2. Enter search criteria and click **Search**.
3. Select the service request priority, click the vertical ellipsis **Actions** menu and select **Edit**.
4. Update the configuration.
5. **Inactive**: When selected the code will become inactive and by will not be displayed in the search list results.
6. Click **Save**.

### Deleting Service Request Priorities

1. From the **Administration** menu, select **Enterprise**, select **Chain and Property** and select **Service Request Priorities**.
2. Enter search criteria and click **Search**.
3. Select the service type priority, click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** and confirm the deletion.

# Configuring Service Request Codes

Prerequisites for Configuring Service Request Codes

### Adding Service Request Codes

1. From the **Administration** menu, select **Enterprise**, select **Chain and Property** and select **Service Request Codes**.
2. Click **New** and complete the following
    a. **Code**: The Service Request code.

b. **Description**: The description of the Service Request code.

c. **Department**: Select department from the list to associated with this Service Request.

d. **Restrict Changes**: Check to restrict changes.

3. Click **Save**.

### Editing Service Request Codes

1. From the **Administration** menu, select **Enterprise**, select **Chain and Property** and select **Service Request Codes**.
2. Enter search criteria and click **Search**.
3. Select the note type, click the vertical ellipsis **Actions** menu and select **Edit**.
4. Update the configuration.
5. **Inactive**: Use the Inactive check box to remove the service request code from use. Inactive codes will not be displayed in OPERA Cloud and will be treated as if they have been deleted.
6. Click **Save**.

### Deleting Service Request Codes

1. From the **Administration** menu, select **Enterprise**, select **Chain and Property** and select **Service Request Codes**.
2. Enter search criteria and click **Search**.
3. Select the note type, click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** and confirm the deletion.

## Configuring Communication Methods

OPERA Cloud supports a variety of communication methods for exchanging data with external systems using OXI (OPERA Xchange Interface). The following standard communication methods are preconfigured:

- **Email** - HTML or ASCII text email.
- **Printer** - Hardcopy printer.
- **VID** - Video conferencing.
- **Data** - Lead data exchange.
- **Fax** - Facsimile.

You can configure additional communication methods if required.

### Adding Communication Methods

1. From the **Administration** menu, select **Enterprise**, select **Chain and Property** and select **Communication Methods**.
2. Click **New** and complete the following

a. **Code**: Enter a code for the communication method.

b. **Description**: Enter a description of the communication method.

i. **Manage Translation**: Click link to configure localized descriptions. For more information, see Configuring Localized Code Descriptions. (Available when the **Multi-language** OPERA Control is active.).

c. **Sequence**: Enter a display sequence.

3. Click **Save** or **Save and Continue** to add another.

### Editing Communication Methods

1. From the **Administration** menu, select **Enterprise**, select **Chain and Property** and select **Communication Methods**.
2. Enter search criteria and click **Search**.
3. Select the communication method, in the search result, then click the vertical ellipsis **Actions** menu and select **Edit**.
4. Update the configuration.
5. Click **Save**.

### Deleting Communication Methods

1. From the **Administration** menu, select **Enterprise**, select **Chain and Property** and select **Communication Methods**.
2. Enter search criteria and click **Search**.
3. Select the communication method, in the search result, then click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm

## Configuring Delivery Status

### Prerequisites for Configuring Delivery Status

Delivery status codes are used while displaying the reservation delivery status in the Reservation Delivery History panel.

Codes 1 - 5 are populated by default and correspond to information returned from OPERA Cloud eXchange Interface; the descriptions can be edited as required.

### Adding Delivery Statuses

1. From the **Administration** menu, select **Enterprise** select **Chain and Property** and select **Delivery Status**.
2. Click **New** and enter the following details:
   a. **Code**: Enter a code for the delivery status.
   b. **Description**: Enter the description of the delivery status.
      i. **Manage Translation**: Click link to configure localized descriptions. For more information, see Configuring Localized Code Descriptions. (Available when the **Multi-language** OPERA Control is active.).
   c. **Sequence**: Enter a sequence number that determines the position of this delivery status in lists.
3. Click **Save**.

### Editing Delivery Statuses

1. From the **Administration** menu, select **Enterprise** select **Chain and Property** and select **Delivery Status**.
2. Enter search criteria, click **Search**.
3. Select a delivery status, click the vertical ellipsis **Actions** menu, and select **Edit**.
4. Update the configuration.
5. Click **Save**.

### Deleting Delivery Statuses

1. From the **Administration** menu, select **Enterprise** select **Chain and Property** and select **Delivery Status**.
2. Enter search criteria, click **Search**.
3. Select a delivery status, click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

# Configuring Corporate Information

Prerequisites for Configuring Corporate Information

Corporate Information details are specified in property configuration.

## Configuring Brand Codes

### Adding Brand Codes

1. Select the **Administration** menu, select **Enterprise**, select **Corporate Information**, and then select **Brand Codes**.
2. Click **New** and enter the following details:
   a. **Code**: Enter a code for the Brand Code.
   b. **Description**: Enter a description for the Brand Code.
   c. **Manage Translation**: Click link to configure localized descriptions. For more information, see Configuring Localized Code Descriptions. (Available when the **Multi-language** OPERA Control is active.).
   d. **Sequence**: Enter a display sequence.
3. Click **Save**.

### Editing Brand Codes

1. Select the **Administration** menu, select **Enterprise**, select **Corporate Information**, and then select **Brand Codes**.
2. Enter search criteria and click **Search**.
3. Select the brand code, click the vertical ellipsis **Actions** menu and select **Edit**.
4. Update details.

5. Click **Save**.

### Deleting Brand Codes

1. Select the **Administration** menu, select **Enterprise**, select **Corporate Information**, and then select **Brand Codes**.
2. Enter search criteria and click **Search**.
3. Select the brand code, click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

## Configuring Business Units

### Adding Business Units

1. From the **Administration** menu, select **Enterprise**, select **Corporate Information**, and then select **Business Units**.
2. Click **New** and enter the following details:
   a. **Code**: Enter a code for the Business Unit.
   b. **Description**: Enter a description for the Business Unit.
   c. **Manage Translation**: Click link to configure localized descriptions. For more information, see Configuring Localized Code Descriptions. (Available when the **Multi-language** OPERA Control is active.).
   d. **Sequence**: Enter a display sequence.
3. Click **Save**.

### Editing Business Units

1. From the **Administration** menu, select **Enterprise**, select **Corporate Information**, and then select **Business Units**.
2. Enter search criteria and click **Search**.
3. Select the business unit, click the vertical ellipsis **Actions** menu and select **Edit**.
4. Update details.
5. Click **Save**.

### Deleting Business Units

1. From the **Administration** menu, select **Enterprise**, select **Corporate Information**, and then select **Business Units**.
2. Enter search criteria and click **Search**.
3. Select the business unit, click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

## Configuring Department Codes

### Adding Department Codes

1. Select the **Administration** menu, select **Enterprise**, select **Corporate Information** and then select **Department Codes**.
2. Click **New** and enter the following details:
    a. **Code**: Enter a code for the Department Code.
    b. **Description**: Enter a description for the Department Code.
    c. **Manage Translation**: Click link to configure localized descriptions. For more information, see Configuring Localized Code Descriptions. (Available when the **Multi-language** OPERA Control is active.).
    d. **Sequence**: Enter a display sequence.
3. Click **Save**.

### Editing Department Codes

1. Select the **Administration** menu, select **Enterprise**, select **Corporate Information** and then select **Department Codes**.
2. Enter search criteria and click **Search**.
3. Select the department code, click the vertical ellipsis **Actions** menu and select **Edit**
4. Update the details.
5. Click **Save**.

### Deleting Department Codes

1. Select the **Administration** menu, select **Enterprise**, select **Corporate Information** and then select **Department Codes**.
2. Enter search criteria and click **Search**.
3. Select the department code, click the vertical ellipsis **Actions** menu and select **Delete**
4. Click **Delete** to confirm.

## Configuring Divisions

### Adding Divisions

1. Select the **Administration** menu, select **Enterprise**, select **Corporate Information**, and then select **Divisions**.
2. Click **New** and enter the following details:
    a. **Code**: Enter a code for the Division.
    b. **Description**: Enter a description for the Division.
    c. **Manage Translation**: Click link to configure localized descriptions. For more information, see Configuring Localized Code Descriptions. (Available when the **Multi-language** OPERA Control is active.).
    d. **Sequence**: Enter a display sequence.
3. Click **Save**.

### Editing Divisions

1. Select the **Administration** menu, select **Enterprise**, select **Corporate Information**, and then select **Divisions**.
2. Enter search criteria and click **Search**.
3. Select the division, click the vertical ellipsis **Actions** menu and select **Edit**.
4. Update the configuration.
5. Click **Save**.

### Deleting Divisions

1. Select the **Administration** menu, select **Enterprise**, select **Corporate Information**, and then select **Divisions**.
2. Enter search criteria and click **Search**.
3. Select the division, click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

## Configuring Hotel Categories

### Adding Hotel Categories

1. Select the **Administration** menu, select **Enterprise**, select **Corporate Information**, and then select **Hotel Categories**.
2. Click **New** and enter the following details:
   a. **Code**: Enter a code for the Hotel Category.
   b. **Description**: Enter a description for the Hotel Category.
   c. **Manage Translation**: Click link to configure localized descriptions. For more information, see Configuring Localized Code Descriptions. (Available when the Multi-language OPERA Control is active.).
   d. **Sequence**: Enter a display sequence.
3. Click **Save**.

### Editing Hotel Categories

1. Select the **Administration** menu, select **Enterprise**, select **Corporate Information**, and then select **Hotel Categories**.
2. Enter search criteria and click **Search**.
3. Select the hotel category, click the vertical ellipsis **Actions** menu and select **Edit**.
4. Update the configuration.
5. Click **Save**.

### Deleting Hotel Categories

1. Select the **Administration** menu, select **Enterprise**, select **Corporate Information**, and then select **Hotel Categories**.

2. Enter search criteria and click **Search**.
3. Select the hotel category, click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

## Configuring Operating Units

### Adding Operating Units

1. From the **Administration** menu, select **Enterprise**, select **Corporate Information**, and then select **Operating Units**.
2. Click **New** and enter the following details:
    a. **Code**: Enter a code for the Operating Unit.
    b. **Description**: Enter a description for the Operating Unit.
    c. **Manage Translation**: Click link to configure localized descriptions. For more information, see Configuring Localized Code Descriptions. (Available when the **Multi-language** OPERA Control is active.).
    d. **Sequence**: Enter a display sequence.
3. Click **Save**.

### Editing Operating Units

1. From the **Administration** menu, select **Enterprise**, select **Corporate Information**, and then select **Operating Units**.
2. Enter search criteria and click **Search**.
3. Select the operating unit, click the vertical ellipsis **Actions** menu and select **Edit**.
4. Update details.
5. Click **Save**.

### Deleting Operating Units

1. From the **Administration** menu, select **Enterprise**, select **Corporate Information**, and then select **Operating Units**.
2. Enter search criteria and click **Search**.
3. Select the operating unit, click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

# Configuring Images

### Prerequisites for Configuring Images

Use Image Management to configure images you'd like to display within various areas of OPERA Cloud, including a property logo image to output on stationery such as the guest registration card, folios and receipts.

You can either upload images from your device or workstation, or reference external images available on your website or content management system.

Using Image Management, you can configure images for the following configuration:

- **Attractions**: Images such as theme parks, historic sites, and so on. Attractions these to appear in the property brochure.
- **Floor Plan**: Layouts of each floor. You can configure areas for the rooms on these floor plan images. For more information, see Configuring Floor Plans . Floor plan images are used in Rooms Management and Front Desk. See Viewing Floor Plans for more information.
- **Function Space**: Function space images that can be viewed from the Function Diary. See Function Space Management for more information.
- **Item Inventory**: Images of equipment, products, supplies, or services that are sold in reservations or events.
- **Logo**: Images of your property's logo. See Configuring Property Brochure Master Data for more information. The property logo image also appears on stationery and reports.
- **Maps**: Add a locator or road map and directions to your property for the property brochure maps and directions. See Configuring Property Brochure Master Data for more information.
- **Nationality**: Images that symbolize different nationalities. See Managing Nationality Codes for more information.
- **Out Of Order / Service**: Images assigned to Out of Order and Out of Service codes as visual aides. Configure these for Room Management Floor Plan, Out of Order/Out of Service, EZ Task, or Task Companion. See Configuring Out of Order and Out of Service Reasons for more information.
- **Package**: Images representing packages and package components. Configure these for Reservations and Book Now enhancements. See Package Codes for more information.
- **Property**: Property images to appear in the property brochure. See Configuring Property Brochure Master Data for more information.
- **Room**: Images of specific rooms by room number/room name. See Configuring Room Codes for more information.
- **Room Condition**: Images that indicate room conditions. See Room Conditions for more information.
- **Room Maintenance**: Images for room maintenance requests. See Configuring Room Maintenance Codes for more information.
- **Room Type**: Images of types, such as king or deluxe. See Configuring Room Types for more information.
- **Site Plan**: Images of the property layout, buildings, pools, restaurants, and so on. See Configuring Property Brochure Master Data for more information.
- **Track It Type**: Images that symbolize the different types of Track It items. See Configuring Track It Types for more information.

### Adding Images

You can upload images in PNG, JPG, JPEG, and GIF file formats. Images larger than 300 KB are automatically scaled and compressed upon upload.

1. From the **Administration** menu, select **Enterprise**, select **Image Management**, then select **Image Type** .
2. Click **New** and complete the following:
   a. **Code**: Select a code from the list.

b. **Sequence**: Enter a sequence.
c. **Set Image as Primary**: Select check box to set as the primary image.
d. **Website**: Enter website URL.
e. **Description**: Enter a description.
f. Choose Image Source.
    i. Image from Device.
        i. Click **Choose Image** to upload image from your device or workstation.
        ii. Navigate to the folder, select an image and click **Open**.
    ii. External Image using URL. Select to reference an external web image.
        i. **URL**: Enter or paste the image URL.
g. Click **Save**.

### Editing Images

1. From the **Administration** menu, select **Enterprise**, select **Image Management**, then select **Image Type** .
2. Enter search criteria then click **Search**.
3. Select an image in the search result, click the vertical ellipsis **Actions** menu and select **Edit**.
4. Update details and image.
5. Click **Save**.

### Deleting Images

1. From the **Administration** menu, select **Enterprise**, select **Image Management**, then select **Image Type** .
2. Enter search criteria then click **Search**.
3. Select an image in the search result, click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

## Configuring Floor Plans

### Prerequisites for Configuring Floor Plans

Floor plan configuration enables you to upload floor plan images and then draw areas (for rooms) on the image and link those areas to rooms.

### Adding Floor Plans

1. From the **Administration** menu, select **Enterprise**, select **Image Management**, and then select **Floor Plan**.
2. Click **New** and complete the following fields:
    a. **Floor Plan**: Enter a floor number.
    b. **Description**: Enter a description of the floor plan.

3. Click **Choose Image** and select an image to upload. This can be a PNG, JPG, JPEG, or a GIF file.

> **Note:**
>
> External web images are not supported for floor plans.

4. Click **Save**.

### Editing Floor Plans

1. From the **Administration** menu, select **Enterprise**, select **Image Management**, and then select **Floor Plan**.
2. Enter search criteria and click **Search**.
3. In the search results, click the vertical ellipsis **Actions** menu for the floor plan and then select **Edit**.
4. Update the configuration
5. Click **Save**.

### Deleting Floor Plans

1. From the **Administration** menu, select **Enterprise**, select **Image Management**, and then select **Floor Plan**.
2. Enter search criteria and click **Search**.
3. In the search results, click the vertical ellipsis **Actions** menu for the floor plan then select **Delete**
4. Click **Delete** to confirm the deletion.

### Mapping Rooms to an Area Drawn on Floor Plans

1. From the **Administration** menu, select **Enterprise**, select **Image Management**, and then select **Floor Plan**.
2. Enter search criteria and click **Search**.
3. In the search results, click the **vertical ellipsis** for the floor plan and select **Map Rooms**.
4. In the Controls panel, activate the **Draw** control.
5. To begin drawing regions for each room on the image, click in the image, drag to draw the shape, and click again to finish.
    a. To draw rectangles or squares, activate the **Rectangle/Square** control in the Controls panel, click the first point / corner of the rectangle or square, and then move your cursor to the opposite corner and click again to complete it.
    b. To draw circles, activate the **Circle** control in the Controls panel, click where you want to draw the circle, drag to increase the size of the circle, and click again to complete it.
    c. To draw polygons, activate the **Polygon** control in the Controls panel, click each point of the polygon, and then click the first point (red point) again to complete the shape.
    d. To copy or paste onto the image, activate the **Copy/Paste** control in the Controls panel, click the shape you want to copy, and then click the area on the image where you want to paste it.

e. To move a shape, activate the **Move** control in the Controls panel, click the shape to pick it up, drag it to the new position, and then click again to drop it in place.

f. To delete a shape, active the **Delete** control in the Controls panel and then click the shape you want to delete.

g. To cancel a shape, move your cursor outside the drawing area.

6. Click **Clear All** to clear any shapes you have drawn.
7. Click **Edit/Update Selections** to link a selection (room region) from the floor plan to a respective room number.
   a. Search for and select the required room number for the selected room region.
8. Click **Save** when finished.

# Configuring Property Image for the Property Brochure

You can add an image PNG, JPG, JPEG, or GIF formats on the business card; the image selected as the primary image appears in the business card.

### Adding Property Brochure

1. From the **Administration** menu, select **Enterprise**, select **Image Management**, and then select **Property**.
2. Select or confirm the **Property** name.
3. Click **New** and enter the following details:
   a. Enter or select the Property name.
   b. Select Set Image as Primary and provide a description of the image.
   c. Select either the image or URL path to the image:
      i. Click **Choose Image** to upload an image from your local computer.
      ii. Or, enter the **URL** path of a secured website image in the External Image via URL field to display an image from the internet or from an internal content management system.
4. Click **Save**.

### Editing Property Brochure

1. From the **Administration** menu, select **Enterprise**, select **Image Management**, and then select **Property**.
2. Select or confirm the **Property** name and click **Search**.
3. Click the vertical ellipsis **Actions** menu on the image and select **Edit**.
4. Use **Choose an Image Source** to select the image from either your computer or from a secured website image or content management system.
5. Select **Set Image as Primary** checkbox.
6. Click **Save**.

### Deleting Property Brochure

1. From the **Administration** menu, select **Enterprise**, select **Image Management**, and then select **Property**.

2. Select or confirm the **Property** name and click **Search**.
3. Click the vertical ellipsis **Actions** menu on the image and select **Delete**.
4. Click **Delete** to confirm.

# OPERA Controls

OPERA Controls determine the functionality available to users and the associated business logic and defaults.

In multi-property operations, some OPERA Controls are global, indicated by and impact all properties. Your role must be granted the **Edit Global Controls** task to update global OPERA Controls. Other OPERA Controls are hub-level, indicated by affecting properties allocated to the hub. Your role must be granted to the **Edit Hub Controls** task to update hub-level OPERA Controls.

For OPERA Cloud Foundation or Oracle Hospitality OPERA Cloud Service, Property Management Standard Edition Add-On subscribers, the OPERA Control functions you choose to activate count towards the limits imposed for your subscription, with the exception of functions offered complimentary - indicated with

.

For the OPERA Cloud Sales and Event Management add-ons, additional OPERA Controls available are determined by your specific subscription. For more information, see Sales and Event Management Functionality Matrix .

For the OPERA Cloud Service, Loyalty add-on, additional OPERA Controls are available with the subscription. For more information, see Loyalty Functionality Matrix.

## OPERA Cloud Subscription Matrices

This topic outlines the feature matrices available for the various implementation scenarios in OPERA Cloud.

### Sales and Event Management Functionality Matrix

**Table 11-1 Sales and Event Management Functionality Matrix**

| Feature | Description | Reference | OPERA Cloud Foundation | OPERA Cloud Sales & Event Management Essentials Edition | OPERA Cloud Sales & Event Management Standard Edition | OPERA Cloud Sales & Event Management Premium Edition | Central Sales |
|---|---|---|---|---|---|---|---|
| **Sales** | | | | | | | |
| Activities | Sales activity management for Contacts and Sales Accounts | For more information, see Activities | ✗ | ✓ | ✓ | ✓ | ✓ |

**Table 11-1 (Cont.) Sales and Event Management Functionality Matrix**

| Feature | Description | Reference | OPERA Cloud Foundation | OPERA Cloud Sales & Event Management Essentials Edition | OPERA Cloud Sales & Event Management Standard Edition | OPERA Cloud Sales & Event Management Premium Edition | Central Sales |
|---|---|---|---|---|---|---|---|
| Activity Auto Traces | Rule-based activity generation for Contacts and Sales Accounts and Activities | For more information, see About Sales Activities Auto Traces | ✗ | ✗ | ✓ | ✓ | ✓ |
| Sales Manager Goals | Define Sales Manager Goals for Group Rooms & Catering, Transient Rooms, and Activities | For more information, see Configuring Sales Manager Goals | ✗ | ✗ | ✗ | ✓ | |
| Opportunities | Manage blocks and events opportunities and track the business lost and won. | For more information, see Managing Opportunities | ✗ | ✗ | ✗ | ✓ | |
| Leads | Create sales leads and send to selected properties. | For more information, see Managing Central Sales Leads | ✗ | ✗ | ✗ | ✗ | ✓ |
| Sales Account Forecast | Define the expected revenue and room nights on sales accounts for specific periods of time, | For more information, see Managing Sales Account Forecast | ✗ | ✗ | ✗ | ✓ | |
| Sales Accounts, Sales Information | Sales Account attributes such as Business Potential, Scope, Influence, Competition | For more information, see Sales Information | ✗ | ✗ | ✓ | ✓ | ✓ |

**Table 11-1 (Cont.) Sales and Event Management Functionality Matrix**

| Feature | Description | Reference | OPERA Cloud Foundation | OPERA Cloud Sales & Event Management Essentials Edition | OPERA Cloud Sales & Event Management Standard Edition | OPERA Cloud Sales & Event Management Premium Edition | Central Sales |
|---|---|---|---|---|---|---|---|
| Relationships | Define associations between individuals, companies, travel agents, sources and contacts.<br>Relationships can be used to facilitate the distribution of negotiated rates and supports roll up statistics. | Managing Profile Relationships | ✓ | ✓ | ✓ | ✓ | ✓ |
| Contacts | Manage Contact profiles, and associate to Sales Accounts. | Managing a Guest or Contact Profile | ✓ | ✓ | ✓ | ✓ | ✓ |
| Sales Owner | Track the assigned Sales Agent for Accounts and Contacts | Managing a Sales Account Profile | ✓ | ✓ | ✓ | ✓ | ✓ |
| **Block Management** | | | | | | | |
| Business Blocks | Business block management - multiple date and room type allocation. | For more information, see Blocks | ✓ | ✓ | ✓ | ✓ | |
| Block Traces | | For more information, see Managing Blocks Traces | ✓ | ✓ | ✓ | ✓ | |
| Block Restrictions | Set rate restrictions on blocks | For more information, see Managing Block Restrictions | ✓ | ✓ | ✓ | ✓ | |
| Rooming List / Import | Block reservation import functionality | For more information, see Group Rooming Lists | ✓ | ✓ | ✓ | ✓ | |
| Master/Sub Allocations | Sub Allocations pull inventory from a Master Allocation. | For more information, see Master and Sub-Allocations | ✓ | ✓ | ✓ | ✓ | |

**Table 11-1 (Cont.) Sales and Event Management Functionality Matrix**

| Feature | Description | Reference | OPERA Cloud Foundation | OPERA Cloud Sales & Event Management Essentials Edition | OPERA Cloud Sales & Event Management Standard Edition | OPERA Cloud Sales & Event Management Premium Edition | Central Sales |
|---|---|---|---|---|---|---|---|
| Master/Sub Blocks | Parent-sub hierarchy for group blocks, for single or multiple properties. | For more information, see About Master and Sub Blocks | ✓ | ✓ | ✓ | ✓ | |
| Elastic Blocks | Ability to book group reservations outside of the block dates, or for room types not included in the block | For more information, see Non-Elastic, Elastic, Sell Limits, and Shoulder Dates | ✓ | ✓ | ✓ | ✓ | |
| Tour Series | Reoccurring blocks on a define frequency | For more information, see Creating a Tour Series | ✓ | ✓ | ✓ | ✓ | |
| • Quick Room Grid<br>• Ranking<br>• Lowest Guaranteed Rate<br>• Non-Compete<br>• Conversion | Enables additional fields in Business Blocks | For more information, see OPERA Controls — Blocks | ✗ | ✗ | ✗ | ✓ | |
| Group Rooms Control | Group Rooms Control (GRC) availability page. | For more information, see Using Group Rooms Control | ✓ | ✓ | ✓ | ✓ | |
| Group Rooms Control | • Sell Messages<br>• Non Compete<br>• Rate Protect | | ✗ | ✗ | ✗ | ✓ | |

**Table 11-1 (Cont.) Sales and Event Management Functionality Matrix**

| Feature | Description | Reference | OPERA Cloud Foundation | OPERA Cloud Sales & Event Management Essentials Edition | OPERA Cloud Sales & Event Management Standard Edition | OPERA Cloud Sales & Event Management Premium Edition | Central Sales |
|---|---|---|---|---|---|---|---|
| Sales Allowance | Create blocks from inventory allowance allocated to sales agents. | For more information, see Configuring Sales Allowances | ✗ | ✗ | ✓ | ✓ | |
| **Event Management** | | | | | | | |
| Simple Events | Essential Event Management | For more information, see Simple Events | ✓ | ✗ | ✗ | ✗ | |
| Catering Events | Advanced Event Management | For more information, see Events | ✗ | ✓ | ✓ | ✓ | |
| Event Diary | Event Diary | For more information, see Using the Function Diary | ✓ | ✓ | ✓ | ✓ | |
| Sub Events | Linked events in either in the same function space or a different space. | For more information, see Managing Sub Events | ✗ | ✓ | ✓ | ✓ | |
| Alternate Space | Nominate an alternate event space as backup | For more information, see Managing Alternate Space Events | ✗ | ✗ | ✗ | ✓ | |
| Advanced Function Space Handling | Combo-rooms and shareable spaces | For more information, see Configuring Function Spaces | ✗ | ✗ | ✓ | ✓ | |
| Catering Packages | Collection of events and their associated menus, inventory items, and function space. | For more information, see Managing Catering Packages on Blocks | ✗ | ✗ | ✓ | ✓ | |
| Event Posting (Billing) | Post event charges directly to a posting master reservation account. | For more information, see Posting Charges for Events | ✗ | ✗ | ✓ | ✓ | |

**Table 11-1 (Cont.) Sales and Event Management Functionality Matrix**

| Feature | Description | Reference | OPERA Cloud Foundation | OPERA Cloud Sales & Event Management Essentials Edition | OPERA Cloud Sales & Event Management Standard Edition | OPERA Cloud Sales & Event Management Premium Edition | Central Sales |
|---|---|---|---|---|---|---|---|
| Event Templates | Collection of events and their associated menus, inventory items, and function space. These events are configured together to allow for quickly adding them to a block in one action. | For more information, see Creating Events from a Template | ✗ | ✗ | ✓ | ✓ | |
| Event Wait List | Place an event on wait list for a specific function space and date | For more information, see Managing Event Waitlist | ✗ | ✗ | ✓ | ✓ | |
| Forecast Event Revenue | Default revenue forecasts by date and revenue types. | For more information, see Managing Events Revenue Summary | ✗ | ✗ | ✓ | ✓ | |
| Advanced Event Forecast | Allows forecast to be done by date, revenue types, market code and/or booking type | For more information, see Configuring Event Forecasts | ✗ | ✗ | ✗ | ✓ | |
| Multi Edit Events | Select and edit multiple events in a single process. | For more information, see Editing Multiple Events | ✗ | ✗ | ✗ | ✓ | |
| Quick Event | Ability to create a new event via functions diary and auto-create the required block. | For more information, see Using Quick Events | ✗ | ✗ | ✗ | ✓ | |
| External URL | URL field in Event Overview, displayed as hyperlink in read state. | For more information, see Managing Events | ✗ | ✗ | ✗ | ✓ | |

**Table 11-1 (Cont.) Sales and Event Management Functionality Matrix**

| Feature | Description | Reference | OPERA Cloud Foundation | OPERA Cloud Sales & Event Management Essentials Edition | OPERA Cloud Sales & Event Management Standard Edition | OPERA Cloud Sales & Event Management Premium Edition | Central Sales |
|---|---|---|---|---|---|---|---|
| Inventory (Guest) Rooms as Meeting Rooms | Ability to setup inventory rooms as event space and select for events. | For more information, see Configuring Rooms | ✗ | ✗ | ✗ | ✓ | |
| **Event Resource Management** | | | | | | | |
| Event Resources | Event Resource Management - Menus, Items | For more information, see About Event Resources | ✗ | ✓ | ✓ | ✓ | |
| Item Templates | Groupings of items commonly sold together. When an item template is selected for an event, all items are added along with their respective pricing. | For more information, see Configuring Item Templates | ✗ | ✗ | ✗ | ✓ | |
| Multi Choice Menus | Offers the ability to choose from several options which menu items will be included in the menu. | For more information, see Creating a Menu | ✗ | ✗ | ✗ | ✓ | |
| Item Inventory Warning | Show inventory warnings for items | | ✗ | ✗ | ✓ | ✓ | |
| Custom Resources | Ability to create custom menu items and items | For more information, see<br>• Managing Custom Items<br>• Managing Custom Menu Items | ✗ | ✗ | ✗ | ✓ | |
| Menu Item Demand Factor | Setup demand factor on menu items when configuring menus | For more information, see Configuring Menus | ✗ | ✗ | ✓ | ✓ | |

**Table 11-1 (Cont.) Sales and Event Management Functionality Matrix**

| Feature | Description | Reference | OPERA Cloud Foundation | OPERA Cloud Sales & Event Management Essentials Edition | OPERA Cloud Sales & Event Management Standard Edition | OPERA Cloud Sales & Event Management Premium Edition | Central Sales |
|---|---|---|---|---|---|---|---|
| Quick Insert | Ability to add menus and items via a quick insert code. | For more information, see<br>• Configuring Menus<br>• Managing Event Resources | ✗ | ✗ | ✗ | ✓ | |
| Resource Cost | Enables a cost fields for catering resources. | For more information, see<br>• Configuring Item Inventory<br>• Configuring Catering Package Pricing<br>• Editing Event Menu Resources | ✗ | ✗ | ✓ | ✓ | |
| Resource Discount | Apply a discount to all menus and any items marked as discount-able. | For more information, see Applying Discounts to Event Resources | ✗ | ✗ | ✗ | ✓ | |
| **Stationery / Reports** | | | | | | | |
| Contract | Customisable contract document | For more information, see Contract Merge Report (Based on Sample_Cont_Merge.RTF with Rep_Cont_Merge.FMX) | ✓ | ✓ | ✓ | ✓ | |
| Quote | Customisable quote | For more information, see Quote Report (sample_sc_quote) | ✓ | ✓ | ✓ | ✓ | |

**Table 11-1 (Cont.) Sales and Event Management Functionality Matrix**

| Feature | Description | Reference | OPERA Cloud Foundation | OPERA Cloud Sales & Event Management Essentials Edition | OPERA Cloud Sales & Event Management Standard Edition | OPERA Cloud Sales & Event Management Premium Edition | Central Sales |
|---|---|---|---|---|---|---|---|
| Banquet Event Order | Customisable BEO | For more information, see<br>• Banquet Event Order – 1 Column(SAMPLE_BEO_1COLUMN.REP with REP_BEO_1COLUMN.FMX)<br>• Banquet Event Order – 2 Column (SAMPLE_BEO_2COLUMN.REP)<br>• Banquet Event Order – 2 Column FB (SAMPLE_BEO_2COLUMN_FB.REP) | ✗ | ✓ | ✓ | ✓ | |
| Activity Reports | Sales Activity Reports | For more information, see Activity Reports | ✗ | ✓ | ✓ | ✓ | ✓ |
| Block Reports | Block Reports | For more information, see Blocks and Groups Reports | ✓ | ✓ | ✓ | ✓ | |
| Event / Resource Reports | Event / Event Resource Reports | For more information, see Event Reports | ✗ | ✓ | ✓ | ✓ | |
| Account Reports | Account Production Reports | For more information, see Profiles Reports | ✓ | ✓ | ✓ | ✓ | |

## Loyalty Functionality Matrix

The following table outlines the functionality available for the various implementation scenarios:

- An Oracle Hospitality OPERA Cloud Foundation subscription only.
- An Oracle Hospitality OPERA Cloud Foundation subscription, with the Loyalty Membership Configuration OPERA Control active, and integrated with:

  - OPERA Customer Loyalty Tracking Cloud Service (OXI)
  - External loyalty solution (OHIP)
- An Oracle Hospitality OPERA Cloud Foundation and Oracle Hospitality OPERA Cloud Service, Loyalty subscription. For more information, see Guest Loyalty Programs.

**Table 11-2 Loyalty Functionality Matrix**

| Feature | Reference | Oracle Hospitality OPERA Cloud Foundation | Loyalty Membership Configuration OPERA Control (External Loyalty Solution) | Oracle Hospitality OPERA Cloud Service, Loyalty |
|---|---|---|---|---|
| **Application** | | | | |
| Profile Membership Details | For more information, see Managing Profile Memberships | ✓ | ✓ | ✓ |
| Reservation Membership Details | For more information, see Managing Reservation Memberships | ✓ | ✓ | ✓ |
| External Loyalty Enrollment | For more information, see<br>• Enrollment OPERA Control<br>• Enrolling Guests in External Loyalty Programs | ✓ | ✓ | ✗ |
| Loyalty Enrollment | For more information, see Managing Profile Membership (Loyalty Cloud Service) | ✗ | ✗ | ✓ |
| Enrollment / Welcome letter | For more information, see OPERA Reporting and Analytics to extract data for use with generating welcome letters (for example, mail merge in Word). | ✗ | ✗ | ✓ |
| Membership Point/Data Exports and Reports | For more information, see OPERA Reporting and Analytics for all Loyalty Reporting, Point Statements and Exports.<br>Existing airline exports | ✗ | ✗ | ✓ |
| Award Point Redemption<br>• Rate<br>• Package<br>• Upgrade<br>• Pay with Points<br>• Other | For more information, see<br>• Redeeming Loyalty Awards for Upgrade<br>• Enrolling Guests in External Loyalty Programs (Issue Other)<br>• Payment Award (Pay with Points) available with the Loyalty Payment Award OPERA Control | ✗ | ✓ | ✓ |
| eCertificate Redemption | For more information, see Redeeming Promotional e-Certificate | ✗ | ✓ | ✗ |

**Table 11-2 (Cont.) Loyalty Functionality Matrix**

| Feature | Reference | Oracle Hospitality OPERA Cloud Foundation | Loyalty Membership Configuration OPERA Control (External Loyalty Solution) | Oracle Hospitality OPERA Cloud Service, Loyalty |
|---|---|---|---|---|
| Tier Management | For more information, see Managing Membership Tiers | ✗ | ✗ | ✓ |
| Membership Tier Benefits | For more information, see Configuring Membership Type Benefits | ✗ | ✗ | ✓ |
| Point Calculation Routines<br>• Calculate Points<br>• Expire points<br>• Bulk award issue | For more information, see Calculating or Expiring Membership Points and Issuing Award | ✗ | ✗ | ✓ |
| Claim Management | For more information, see Managing Membership Claims | ✗ | ✗ | ✓ |
| **Configuration** | | | | |
| Membership Classes | For more information, see Configuring Membership Classes | ✓ | ✓ | ✓ |
| Membership Rates + Guaranteed Availability | For more information, see Configuring Membership Rate Rules | ✓ | ✓ | ✓ |
| Membership Types | For more information, see Configuring Membership Types | ✓ | ✓ | ✓ |
| Membership Levels | For more information, see Configuring Membership Type Levels | ✓ | ✓ | ✓ |
| Level Rules | For more information, see Configuring Membership Type Level Rules | ✗ | ✗ | ✓ |
| Card Number Validation | For more information, see Configuring Membership Type Card Number Details | ✓ | ✓ | ✓ |
| Card Number Generation | For more information, see Configuring Membership Type Card Number Details | ✗ | ✗ | ✓ |
| Awards | For more information, see Configuring Membership Type Awards | ✗ | ✗ | ✓ |
| Status Codes | For more information, see Configuring Membership Status Codes | ✗ | ✓ | ✓ |

**Table 11-2 (Cont.) Loyalty Functionality Matrix**

| Feature | Reference | Oracle Hospitality OPERA Cloud Foundation | Loyalty Membership Configuration OPERA Control (External Loyalty Solution) | Oracle Hospitality OPERA Cloud Service, Loyalty |
|---|---|---|---|---|
| Qualifying Rates | For more information, see Configuring Membership Qualifying Rates | ✗ | ✓ | ✓ |
| Point Calculation Rules<br>• Enrollment<br>• Stays/ Revenue | For more information, see Configuring Membership Type Rules (Point Calculation Rules) | ✗ | ✗ | ✓ |
| Claim Management | For more information, see<br>• Configuring Membership Claim Adjustment Limits<br>• Configuring Membership Claim Types<br>• Configuring Membership Claim Origins | ✗ | ✗ | ✓ |

# Configuring OPERA Controls

The OPERA Control descriptions indicate when a function is provided complimentary and does not affect your OPERA Cloud subscription.

> **Tip:**
>
> Use **View Options** to toggle display of internal control name and indicators. indicates global controls. Indicates Hub controls.

1. Select your location.
2. From the **Administration** menu, select **Enterprise**, then select **OPERA Controls**.
3. OPERA Control groups are listed down the left side panel; select a control group to display various OPERA Controls.
4. Select an **OPERA Controls** to update
5. Activate or update the OPERA Control to suit your requirements.

# OPERA Controls — Accounts Receivables

The following tables outline the functions, parameters, and settings that can be configured in the OPERA Controls Accounts Receivables group.

**Table 11-3 OPERA Controls — Accounts Receivables Functions**

| FUNCTION | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| **ACCOUNTS RECEIVABLE** [ACCOUNTS_RECEIVABLES] | | Activates functionality for management of all debtor accounts and invoices along with the associated collection processes such as generating statements and reminder letters. |
| **FINANCE CHARGES** [AR_FINANCE_CHARGES] | | Enables the ability to post a calculated percentage or fixed amount charge based on reminder cycle days – typically used for charging late payment fees |
| | **DEFAULT FINANCE CHARGES TRANSACTION CODE SETTING** [AR_FINANCE_CHARGES_TRN_CODE] | Identifies the transaction code used when automatically generating finance charges on an accounts receivables account. |
| **FIXED CHARGES** [AR_FIXED_CHARGES] | | Enables the ability to auto-post a charge to an Accounts Receivables (AR) account based on defined posting cycle – daily, weekly, monthly |
| **TRACES** [AR_TRACES] | | Enables the ability to record an actionable date-driven reminder on an Accounts Receivables (AR) account |

**Table 11-4 OPERA Controls — Accounts Receivables Parameters**

| PARAMETER | DESCRIPTION |
|---|---|
| **AUTOMATIC TRANSFER OF DIRECT BILL FOLIOS** [AUTO_TRANSFER_AR] | Activates the automatic transfer of direct bill settled folios from front office to their respective accounts receivables during End of Day routine. When inactive all front office folios settled to direct bill must be manually transferred to their AR Accounts via the Transfer Front Office option. |
| **CHARGES TRANSFER** [AR_POSTINGS_TRANSFER] | Enables you to transfer individual charges from one invoice to another invoice between different AR accounts. In order to enable, the **AR**>**No Modify**application parameter must be inactive and the **Cashiering**>**Folio No Reprint** application parameter must be inactive. |
| **CONSOLIDATE CREDIT CARDS** [CONSOLIDATE_CC] | Activates the automatic compression of credit card settlements to an invoice and transfer of the invoice to an AR account during the End of Day process. When inactive, all credit card settlements must be manually compressed into an invoice and the invoice manually transferred to their respective AR Accounts. |

**Table 11-4 (Cont.) OPERA Controls — Accounts Receivables Parameters**

| PARAMETER | DESCRIPTION |
|---|---|
| **CREATE INVOICES WITH NEGATIVE AMOUNTS** [CREATE_INVOICES_WITH_NEGATIVE_AMOUNTS] | Allow creation of invoices in AR with a total amount less than zero (that is, credit notes). |
| **CREDITS AGING** [AGE_CREDIT] | When active, unallocated payments will be included the respective aging buckets calculations. When inactive, unallocated payments always remain in the “Current” age bucket. |
| **DELAY DAYS REPORT** [DELAY_DAYS_REPORT] | Ability to create an **AR Unpaid Invoices** report with delay days defined on the account type. |
| **INVOICE FINALIZE DATE** [AR_CLOSE_INVOICE] | Enables functionality to finalize each invoice to prevent any further modifications. The invoice aging can then be based on the finalized date. Refer DATE FOR AGING setting. |
| **MARK INVOICES AS PRINTED** [AR_INVOICES_PRINTED_CHECK] | After generating a statement, mark the invoices listed on the statement as printed. This indicator appears in invoice management. |
| **NO MODIFY INVOICE** [AR_NOMODIFY_INVOICE] | Prevents an invoice from being modified (adjusted) after it is generated. Any adjustment must be made via a new invoice (that is, credit note). The **CREATE INVOICES WITH NEGATIVE AMOUNTS** parameter should be activated when this parameter is active. |
| **PAYMENT DUE DAYS** [PAYMENT_DUE_DAYS] | Ability to define on an Accounts Receivable Account, the number of days after which an invoice should be paid. If the Month End Calculation check box is also selected, the specified number of days will be added to the last day of the month when the invoice was generated, to determine the date the invoice should be paid. |
| **SIMPLE REMINDER** [SIMPLE_REMINDER] | When the parameter is active, the Reminder Details screen sorts reminder letters in the order in which they were set up, starting with the first letter configured. This is typically the order in which these letters are generated for reminder letter mailings. There may be more than one letter "queued" to be generated for the account depending on the age of the account balance and which letters have already been generated.<br>When the parameter is inactive, reminder letters are sorted based on the number of days in the reminder cycle, lowest to highest. For this parameter setting, reminder letters are generated depending on the age of the account balance, not on which letters have already been mailed. For example, assuming there are 30, 60, and 90-day cycles, if the account balance is 63 days old when letters are generated, the 60 day letter is sent, regardless of whether the 30 day letter was sent. |
| **STATEMENT NUMBERS** [STATEMENT_NUMBERING] | Assigns a number to all AR statements generated, enabling you to search and manage invoices by statement number reference. Note - You must customize an AR statement template, using the sample_statement_numbering template, and reference your custom template in all AR account types as the template to generate. |
| **UNALLOCATED PAYMENTS ON REMINDERS** [UNALLOCATED_PAYMENT_ON_REMINDER] | When the parameter is active, any unallocated payments in an AR account will be included on the AR reminder letter generated. |

**Table 11-5 OPERA Controls — Accounts Receivables Settings**

| SETTING | DESCRIPTION |
|---|---|
| **AR INVOICE ADJUSTMENT PERIOD** [ADJUSTMENT_ALLOWANCE] | Specifies allowance Period for Adjustments (DWMYU). This parameter is used to determine how long a charge can remain open to adjustment after it was posted in (or transferred to) Accounts Receivable. The possible entries here are:<br>• D = within 1 day<br>• W = up to one week<br>• M = up to one month<br>• Y = up to one year<br>• U = unlimited time (the transaction may be adjusted any length of time after its posting). |
| **ACCOUNT PICTURE** [ACCOUNT_PICTURE] | Defines the account number format mask used when creating new AR accounts.<br>• X represents alphanumeric characters.<br>• A represents letters.<br>• 9 represents numbers.<br>• Dash (-) is used to separate values by using double quotation marks "-". A dash cannot be at the end of the account number format.<br>For example, XA99"-"99 permits values such as ZD35-93, 2E76-12, and so on. |
| **AGING LEVEL DETAILS** [AGING_LEVEL_DETAILS] | Defines the aging periods for invoices. Set the ending number of days, and OPERA Cloud calculates the next beginning number. For example, if you enter 30 in the first field, aging period one (current) is 0 - 30 days. OPERA Cloud calculates that aging period two begins at day 31 and asks you to supply the end day for that period, such as 60. OPERA Cloud calculates the beginning of aging period three as day 61 and asks for the end of this aging period, and so on. This pattern continues until you have filled out all five fields. The last field calculates automatically as everything over the last number you entered. |
| **CREDIT CARD TRANSACTION CODE** [AR_CREDIT_TRX_CODE] | Identifies the transaction code to use when consolidating credit cards settlements as an invoice in AR. |
| **DATE FOR AGING** [DATE_FOR_AGING] | Ages invoices based on this date value.<br>• ART (AR Transfer from Front Office Date)<br>• INC (Invoice Finalized Date)<br>• COD (Check Out Date)<br>• ING (Invoice Generation Date) |
| **DEFAULT AR FOLIO STYLE** [AR_FOLIO_STYLE] | Identifies the folio style used when printing a folio from accounts receivables. |
| **DEFAULT MARKET CODE** [AR_MARKET_CODE] | Identifies the default market code for new postings and new invoices. |
| **DEFAULT ROOM CLASS** [AR_ROOM_CLASS] | Identifies the default room class for new postings, new invoices, and payments. |
| **DEFAULT SOURCE CODE** [AR_SOURCE_CODE] | Identifies the default source code for new postings and new invoices. |

**Table 11-5 (Cont.) OPERA Controls — Accounts Receivables Settings**

| SETTING | DESCRIPTION |
|---|---|
| **MANDATORY AR ACCOUNT FOR DIRECT BILL PAYMENT TYPE** [MANDATORY_AR_ACCOUNT_FOR_DIRECT_BILL_PAYMENT_TYPE] | Create Reservation or check-in is not possible with Direct Bill payment for a reservation with no AR Account. |
| **MINIMUM REMINDER DAYS** [MINIMUM_REMINDER_DAYS] | Identifies the number of minimum days between sending 2 reminder letters to the same account. |
| **OLD BALANCE TRANSACTION CODE** [AR_BAL_TRX_CODE] | Identifies the old balance transaction code. |
| **RESTRICT FOLIO TYPES FOR PARTIAL TRANSFER OF INVOICES** [RESTRICT_FOLIO_TYPES_TRANSFER_INVOICE] | Selected folio types restrict users from changing the invoice amount to be transferred between accounts. |
| **ZERO INVOICE PURGE DAYS** [ZERO_INVOICE_PURGE_DAYS] | Number of days to purge zero balance invoices. |

# OPERA Controls — Activity

The following tables outline the functions, parameters, and settings that can be configured in the OPERA Controls Activity group. You can configure these functions, parameters, and settings only if you have the Oracle Hospitality OPERA Cloud Service, Sales, and Event Management Standard Edition or Oracle Hospitality OPERA Cloud Service, Sales and Event Management Premium Edition subscription.

**Table 11-6 OPERA Controls — Activity Functions**

| FUNCTION | DESCRIPTION |
|---|---|
| Complimentary **ACTIVITIES** [ACTIVITIES] | Enables the ability to create and manage appointments and to-do tasks. Activities are assigned to users for completion and can be linked to Accounts, Contacts and Blocks. (Enabled on activation of OPERA Cloud Sales & Event Management Essentials, Standard or Premium subscription). |
| Complimentary **AUTO TRACES** [AUTO_TRACES] | Provides the ability to configure Trace Codes and Definitions rules to auto create activities based on specific conditions. Trace codes can be associated to Activities, Accounts, Contacts or Blocks. Trace codes are selected in Activities, Accounts, Contacts or Blocks. (Enabled on activation of OPERA Cloud Sales & Event Management Standard or Premium subscription). |

**Table 11-7 OPERA Controls — Activity Parameters**

| PARAMETER | DESCRIPTION |
|---|---|
| **ACTIVITY RESULTS** [ACTIVITY_RESULTS] | When active you can configure and select resolution values for a completed Activity. |

**Table 11-8 OPERA Controls — Activity Settings**

| SETTING | DESCRIPTION |
|---|---|
| **ACTIVITY PURGE DAYS** [ACTIVITY_PURGE_DAYS] | Activities with a Completed Date greater than these many days in the past are purged. It will also purge non Activity records (emails) that were created earlier than these many days in the past. If no value is entered, no records in the activity change log will be purged. |
| **DEFAULT DURATION** [DEFAULT_DURATION] | The default activity duration (in minutes). |
| **DEFAULT NUMBER OF DAYS TO KEEP TO DO ACTIVITIES ON ACTIVITY DASHBOARD TILE** [DAYS_TO_KEEP_TO_DO_ITEMS_ON_CALENDAR] | Default Number of Days To Do's should be shown on Activity Dashboard Tiles. |
| **DEFAULT START TIME** [DEFAULT_STARTTIME] | The default start time (HH24:MI) for activity creation. |

# OPERA Controls — Blocks

The following tables outline the functions, parameters, and settings that can be configured in the OPERA Cloud Controls Blocks group.

**Table 11-9 OPERA Controls — Blocks Functions**

| FUNCTION | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| Complimentary<br>**BUSINESS BLOCK** [BUSINESS_BLOCK] | | Enables the ability to reserve multiple rooms of various room types between a start and end date range. Rooms can be held in non-deduct or deduct status and the inventory held can be washed manually or automatically based on a wash cycle. Individual reservations are then input via rooming list to deduct rooms from the block inventory rather than house inventory. (Enabled on activation of OPERA Cloud Sales & Event Management Essentials, Standard or Premium subscription). |
| **BLOCK FORECAST GRID** [BLOCK_FORECAST_GRID] | | Enables the ability to enter Forecast Rooms Nights and Forecast Rate amounts. |

**Table 11-9 (Cont.) OPERA Controls — Blocks Functions**

| FUNCTION | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| | **AUTOLOAD FORECAST GRID** [AUTOLOAD_FORECAST_GRID] | Loads the Forecast grid with Original grid. |
| **BLOCK RESTRICTIONS** [SET_BLOCK_PICKUP_RESTRICTIONS] | | Enables the ability to set restrictions for specific block and specific room types by date. |
| Central **CENTRAL SALES** [CENTRAL_SALES] | | Enables the ability to create a Central Sales Hub where sales agents can manage central sales activities, manage sales accounts and create central sales leads to send to selected properties.. See About Central Sales. For more information, see About Central Sales. |
| **CUTOFF SCHEDULE** [CUTOFF_SCHEDULE] | | Enables an ability to configure a schedule for cutoff days for blocks. |
| Complimentary **GROUP ROOMS CONTROL** [GROUP_ROOMS_CONTROL] | | Enables the Group Rooms Control (GRC) availability screen. The screen displays a daily summary of block inventory by status and displays Contracted, Blocked, Pick Up and Available Rooms by block. (Enabled on activation of OPERA Cloud Sales & Event Management Essentials, Standard or Premium subscription). |
| **IMPORT ROOMING LIST** [GROUP_ROOMING_LIST_IMPORT] | | When enabled, Import Rooming List is available in the Rooming List. This allows the ability to utilize .xls or .xlsx files to be uploaded, formatted and submitted into the Rooming List for more efficient reservation creation for Block Reservations. |
| **MASTER SUB ALLOCATIONS** [MASTER_SUB_ALLOCATIONS] | | Master and Sub allocation for allows for more control over the number of rooms designated for wholesale reservations by allowing for all required inventory to be placed on the Master so that the Sub-Allocation can pull its inventory from the Master. The Master Allocation, in turn pulls the allotted inventory from house availability. |
| **MASTER SUB BLOCKS** [MASTER_SUB_BLOCKS] | | Enables a 'roll-up' parent/sub hierarchy for group blocks for single or multiple properties. Updates to master blocks can be automatically synchronized to all sub-blocks. |
| | **SYNCHRONIZE MASTER SUB BLOCKS PARAMETER** [SYNCHRONIZE_MASTER_SUB] | Enables the synchronization of data from the master block to the sub block. |

**Table 11-9 (Cont.) OPERA Controls — Blocks Functions**

| FUNCTION | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| Premium<br>Complimentary<br>**OPPORTUNITIES**<br>[OPPORTUNITIES] | | Allows to quickly capture blocks and events inquiries and to track the business lost and won. |
| | **CONVERT OPPORTUNITY TO BLOCK STATUS**<br>[CONVERT_OPP_TO_BLK_STATUS] | When converting an Opportunity to block, the new block will be created in the selected status. |
| | **RELEASE OPPORTUNITY STATUS**<br>[RELEASE_OPP_STATUS] | When Opportunity is released, it will turn into status set here. |
| | **DEFAULT MARKET CODE FOR OPPORTUNITY**<br>[DEFAULT_MARKET_CODE_OPP] | Allows to default the value for the Market Code for Opportunity.Market Code is hidden from Create Opportunity screen, but can be customized if needed. |
| | **DEFAULT SOURCE CODE FOR OPPORTUNITY**<br>[DEFAULT_SOURCE_CODE_OPP] | Allows to default the value for the Source Code for Opportunity.Source Code is hidden from Create Opportunity screen, but can be customized if needed. |
| Complimentary<br>**SALES ALLOWANCE**<br>[SALES_ALLOWANCE_ACTIVE] | | Sales Allowance Functionality allows you to set an availability ceiling for group block rooms on a daily basis; requiring sales agents to have the **Overbook Sales Allowance** user task granted to overbook the sales allowance. |
| | **BLOCK ORIGIN FOR SALES ALLOWANCE**<br>[BLOCK_ORIGIN_FOR_SALES_ALLOWANCE] | Block Origin Codes to deduct the block allocation against the Sales Allowance. Values:<br>• SC: Conference Sales Person At Property<br>• CS: Conference Sales Person At Central<br>• PMS: Reservation Sales Person At Property<br>• ORS: Reservation Sales Person At Central<br>• EXT: External System At Null |
| Premium<br>Complimentary<br>**SALES MANAGER GOALS**<br>[SALES_MANAGER_GOALS] | | Enables the ability to setup Sales Manager Goals for Group Rooms & Catering, Transient Rooms, and Activities |

**Table 11-9 (Cont.) OPERA Controls — Blocks Functions**

| FUNCTION | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| **TOUR SERIES** [TOUR_SERIES] | | The tour series functionality allows the setup of reoccurring blocks on a define frequency. |
| | **TOUR SERIES HANDLING** [TOUR_SERIES_HANDLING] | Determines if a Tour Series is created as a simple copy from original or as sub-blocks.<br>• Simple Copy.<br>• Master/Sub - allows for updates made to the master block to be applied to all or selected sub tour blocks. |
| **TRACES** [BLOCK_TRACES] | | Enables the ability to setup actionable date-driven reminders for specific blocks. |

**Table 11-10 OPERA Controls — Blocks Parameters**

| PARAMETER | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| **ALIAS** [BOOKING_ALIAS] | | Enables the entry of alias name that can be used instead of a Block name when searching for a block. |
| **ALLOW RATE EDITING WITH RATE CODE** [ALLOW_RATE_EDITING_WITH_RATE_CODE] | | Provides the ability to change the rate amounts on a block room grid even when a rate code has been linked to the block. |
| **AUTO ASSIGN SUB BLOCK CODE** [AUTO_SUB_BLOCK_CODES] | | Automatically generates sub block codes. Enables Periodic Tour Series in addition to custom tour series. When Inactive (N),Periodic Tour Series option is not available in Tour Series functionality. |
| **BLANK BUSINESS BLOCK START DATE** [DEFAULT_BLANK_BB_START_DATE] | | Sets the start date to blank for new block. If not active the Start Date is defaulted to the current business date. |
| **BLOCK CODE TEMPLATE** [BLOCK_CODE_TEMPLATE] | | Activates the block code template pattern used for Central Reservation Systems. |
| | **TEMPLATE PATTERN SETTING** [BUSINESS_BLOCK_TEMPLATE] | Specifies the block code format to be used when a new block is created. Allows the user to configure the naming convention used in automatically generating block codes for new blocks. MON can be used as a code to insert the first three letters of the current month. Many properties have specific block template requirements for Central Reservation Systems. Note: this pattern must match the BLOCK CODE GENERATION PATTERN. |

**Table 11-10 (Cont.) OPERA Controls — Blocks Parameters**

| PARAMETER | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| **BLOCK CONTRACT GRID** [BLOCK_CONTRACT] | | Shows the contract as a selectable option in the room rate grid. Contract grid is used to track the inventory commitments for a block. The Contact grid does not affect house inventory, it is only used for tracking purposes. |
| | **AUTOLOAD CONTRACT GRID PARAMETER** [AUTOLOAD_CONTRACT_GRID] | When active, the Original Grid is auto loaded into Contract grid. User has an option to 'Stop Auto Load Contract' on a block level. |
| **BLOCK OWNER LOCKING** [BLOCK_OWNER_LOCKING] | | Once activated, user can select from what block status forward a block owners field will be uneditable. |
| | **BLOCK OWNER LOCKING STATUS SETTING** [BLOCK_OWNER_LOCKING_STATUS] | Specifies the status at which the Owner field becomes locked within the block status flow. |
| Premium **BLOCK RANKING** [RANKING] | | Enables a Ranking field on blocks. The Ranking list field can be used to indicate the rank (or priority) of a block. This field will be editable on for blocks having a status configured as INQUIRY or NON DEDUCT. Ranking is displayed on the Group Rooms Control screen, Function Diary, and the Business Block Short List reports. |
| **BLOCK RATE CODE NO OVERLAP** [BLOCK_RATECODE_NO_OVERLAP] | | Disables blocks with overlapping dates from having the same rate code. |
| **BUSINESS BLOCK TYPE** [BUSINESS_BLOCK_TYPE] | | This feature allows users to attach a "category of business" designation to each booking. For example, they can identify the booking as a wedding, a tour, a conference, a meeting, a convention, and so on. This information can be used later for reporting purposes. |

**Table 11-10 (Cont.) OPERA Controls — Blocks Parameters**

| PARAMETER | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| **CATERING ONLY BLOCK**<br>[CATERING_ONLY] | | Controls the functionality of the Catering Only check box in the following manner:<br>• If the parameter is set to Y and the check box is checked on a block, the Room Details section on the Block Details is hidden. In addition, Room & Rate Grid is not available for this block. User will not be able to allocate inventory for 'Catering Only' block. However, block reservations are allowed for this type of blocks. 'Catering Only' check box is also used in reports.<br>• If the parameter is set to N and the check box is checked on a block, no changes applied to the block and the check box is ONLY used for reports. |
| Premium<br>**CONVERSION**<br>[CONVERSION] | | Enables Conversion field to be available on business blocks. Block conversion gives sales managers a way to assign a likelihood of conversion to blocks. |
| **COPY WITH DATE OPTION**<br>[COPY_WITH_DATE_OPTION] | | Copies blocks with the option to select a date range from the source block. |

**Table 11-10 (Cont.) OPERA Controls — Blocks Parameters**

| PARAMETER | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| **CUTOFF**<br>[CUTOFF] | | Do you want OPERA Cloud to automatically release non-picked up block rooms back to the house on a given date or do you wish to manual manage the release of allocations? Allotted rooms for a group that are not picked up by a certain date or number of days prior to the group's arrival can be released back to house inventory for pickup by other group or individual reservations. To release all unused allotments at one time, the cutoff function is used. Rooms can be cut off for an individual block or for all blocks at one time. If the cutoff functionality is not activated, then OPERA Cloud will internally see the cutoff values for each of the days of the block as the actual block date and as such internally the rooms will be cutoff on the night that they were due to be used. This function does not affect the manual Cutoff button. A block can still be cutoff manually through the Cutoff button.<br><br>**Note:**<br>The Allotment Cutoff night audit procedure must be activated in order for the guest room to be released on the cutoff date/days entered in the block. If this procedure is not active, the cutoff date can be used for reference in activities and included on proposals and contracts. For more information, see End of Day |

**Table 11-10 (Cont.) OPERA Controls — Blocks Parameters**

| PARAMETER | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| | | (Night Audit) Procedures |
| **ELASTIC BLOCK** [ELASTIC_BLOCK] | | Activates the elastic block functionality that gives ability to book group reservations outside of the block dates, or for room types not included in the block. |
| | Complimentary **SELL LIMITS** [SELL_LIMITS] | This function provides the ability to define a set number of rooms per room type that can be borrowed from house availability once the total rooms within the block have been picked up. Once the maximum number of rooms in the limit is reached, the user must have the appropriate permissions to continue pick up of reservation above the sell limit. Sell limits are not deducted from inventory and are based on house availability. |
| | **SHOULDER DATES** [SHOULDER_DATES] | If the block is marked as Elastic or Sell Limits in the Inventory Control section of the Block Details, shoulder dates can be added to the block prior to the start date and/or following the end date of the block. These dates are marked with red corner on the Rooms Grid. These 2 fields can be used to define a shoulder period start date and shoulder period end date. The start shoulder period will run from the Shoulder Start date until the start date of the block. The shoulder end period will run from the end date of the block to the Shoulder End date. |
| | **MAXIMUM SHOULDER DAYS** [MAX_SHOULDER_DAYS] | Some guests may arrive earlier or depart later than the start or end date for a block. This parameter controls the maximum number of days that the start or end date can exceed the group's dates. |
| **INCLUDE INQUIRY IN NONDEDUCT INVENTORY CALCULATIONS** [INCLUDE_INQUIRY_IN_NONDEDUCT] | | Include Inquiry figures in the non-deduct total calculation in the Group Rooms Control and Function Diary screens. |
| **ENFORCE BLOCK CODE PATTERN LENGTH** [ENFORCE_BLOCKCODE_TEMPLATE_LENGTH] | | Enforces the maximum length based on the block code pattern for manual entry when the block code template is not defined. This control is only visible when the control fpr Block Code Template is not active. |

**Table 11-10 (Cont.) OPERA Controls — Blocks Parameters**

| PARAMETER | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| Premium<br>**LOWEST GUARANTEED RATE**<br>[RATE_PROTECT] | | Enabled a Rate Protect checkbox on blocks. This is an indicator that no other groups should be booked using rates lower than those assigned to the block that is indicated as rate protect. The rate protect flag can be applied to all or selected dates of the identified block. (OPERA Cloud does not enforce this restriction.) An indicator is displayed on the Group Rooms Control screen for any date that has a rate protect booking. |
| **MULTI BLOCK RATES**<br>[MULTI_BLOCK_RATES] | | When the parameter is active, users can select the Rate Codes for the block from a multi-select Rate Code LOV on the Create Block and Block Details screen. The multiple selected rates display on the Rooming List Pickup screen. If the parameter is not active, the Rate Code LOV only provides a single rate code selection. |
| | **MAXIMUM BLOCK RATES**<br>[MAXIMUM_BLOCK_RATES] | If multiple rate codes are selected for a block, the Rate Code field will display a total count of them as a special indiator. If you select more than one rate code, one rate code must be selected as the primary rate code. The primary rate you select will be displayed in Rate Code field and carried over to the Room Grid. If the Elastic check box is selected, or if the Inventory Control value is Elastic or Sell Limits, you may select rate codes to apply to Allotments, Begin and End Shoulder periods, as applicable. |
| **NAME VALIDATION IN ROOMING LIST**<br>[NAME_VALIDATION_ROOMING_LIST] | | When enabled, first and last name entries in Rooming List rooming list will require a minimum number of alpha-numeric characters. Last name requires 2 characters and first name requires 1 character. When disabled name field entries will not be validated |
| Premium<br>**NON_COMPETE**<br>[NON_COMPETE] | | Makes Non-Compete flag available on business blocks. The Non Compete flag on a block can be used to indicate that no competing accounts (accounts having the designated NC Industry code) should be booked at the same time as this block. The non compete flag may be applied to all or selected dates of the identified block. (OPERA Cloud does not enforce this restriction.) An indicator is displayed on the Group Rooms Control screen and Function Diary for any date that has a non compete booking. |

**Table 11-10 (Cont.) OPERA Controls — Blocks Parameters**

| PARAMETER | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| **OCCUPANCY SPLIT PER ROOM TYPE** [USE_OCCUPANCY_FOR_ROOMBLOCK] | | Determines whether rates for blocks can be split by occupancy or not. When the parameter is Y, room grids will be built based on room type and occupancy. The number of rooms for each occupancy level must be entered separately. This will result in a more accurate forecasting of the number of persons arriving with a group as well as the total revenue if rooms are priced differently based on the number of people in the room. When the parameter is set to N, room grids are built using only the total number of rooms of each room type and forecasted revenues are based on single occupancy of all rooms. |
| Premium **QUICK ROOM GRID** [QUICK_ROOM_GRID] | | When activated, you can select Room Type, Number of Rooms and Rate Amount to be populated into the grid upon saving the block. |
| **RATE CODE MANDATORY BLOCK HEADER** [MANDATORY_RATE_CODE_BLOCKS] | | Determines whether or not a rate code is a mandatory field for blocks. If rate code is not mandatory, blocks can be made without a rate code. |
| **RETURN BLOCK TO HOUSE** [BLK_TO_HOUSE] | | After a block has been cutoff, this parameter can either return the unused rooms ( cancelled block reservations or no shows from a block) to house availability or maintain them for the group. If this is not active, the rooms for cancelled reservations will always be returned to the block first, even after the cutoff date. However, the next night audit will cut the rooms off again. |
| **ROOM TRANSACTION CODE ON BLOCK** [ROOM_TRX_CODE_ON_BLOCK] | | When active, the field Room Revenue Transaction Code is available on the block, Room Details section of the Block Details screen. It identifies the Transaction Code to be used when posting the room charge for reservations linked to the block. If the code entered is a valid Lodging Transaction Code, that Transaction Code is used when posting Room Revenue for Reservations linked to the current block. If the Transaction Code is not valid, or the field is left blank, then the Transaction Code linked to the Rate Code will be used. Or, if no Rate Code is attached to the Block, the Default Transaction Code will be used. |

**Table 11-10 (Cont.) OPERA Controls — Blocks Parameters**

| PARAMETER | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| **SHIFT DATE**<br>[SHIFT_DATE] | | Enables the ability to move a block to a new arrival and departure dates when a block grid already exists. If there are any reservations (beside PM reservations) attached to the block, you will not be able to shift dates for the booking. |
| **UNIQUE BLOCK CODE**<br>[UNIQUE_BLOCKCODE] | | This parameter controls whether or not each block must have a unique block code. If the control is set to "N", the same block code can be used for several blocks. In the user interface, this will change certain features such as selecting a block code on a reservation, as the user will in the case of duplicate codes need to select the block they want to use based on and assuming that a different block name has been entered. Internally, OPERA Cloud stores the block ID so it know exactly which block the reservation is associated to for the purposes of availability, statistics, etc. |
| **USE SINGLE BLOCK STATUS FOR ROOMS AND CATERING**<br>[USE_SINGLE_BLOCK_STATUS] | | This parameter is only available when OPERA Cloud Controls Catering Eventsis active. It controls the visibility of the Block Catering Status the Block. When this parameter is active, the Catering Status is hidden. Instead, the rooms, catering, and event statuses are controlled by the Block Status. When this parameter is set to N, the Catering Status and Room Status are visible on a block. |
| **USE QUOTE REFERENCE NUMBER**<br>[USE_QUOTE_REFERENCE_NUMBER] | | Displays a Quote Reference Number field in Block Presentation and made available in the SC Quote report. For more information, see Quote Report (sample_sc_quote) |
| **WASH SCHEDULE**<br>[WASH_SCHEDULE] | | Enables you to configure the wash schedule. |
| **WEB FUNCTION SPACE CONFIG**<br>[WEB_FUNCTION_SPACE_CONFIG] | | When active, users can configure a function space with the meeting rooms on the web options even though the property does not have the license code active. |

**Table 11-11 OPERA Controls — Blocks Settings**

| SETTING | DESCRIPTION |
|---|---|
| **BLOCK CODE GENERATION PATTERN**<br>[DEFAULT_BLOCK_CODE_TEMPLATE] | Defines the block code pattern to auto generate the block code. Allows the user to configure the naming convention used in automatically generating block codes for new blocks. If BLOCK CODE TEMPLATE is active, the BLOCK CODE GENERATION PATTERN must match the **TEMPLATE PATTERN SETTING** OPERA Control.<br>Valid values:<br>• 'Y', 'YY', 'YYYY' for year<br>• 'M', 'MM', for month number<br>• 'MON' for the month name<br>• 'D', 'DD' for the day number<br>• 'A' for any alpha |
| **BLOCK CODE VALIDATION RULE**<br>[BLOCK_CODE_VALIDATION_RULE] | Controls the validation of when a specific block code can be reused.<br>**Note:**<br>This setting is only available when the Unique Block Code parameter is inactive.<br>Valid values:<br>• NON_OVERLAPPING_DATES<br>• START_OF_INVENTORY_WEEK<br>For example, if the parameter value is set to 90 and the block is 91 nights, the block room nights and revenue will not be calculated when you access the Block presentation until you select the Calculate link. |
| **CALCULATE BLOCK STATISTICS**<br>[CALCULATE_BLOCK_STATISTICS] | To improve performance, specify a nights value determining when Room and Revenue totals are not automatically calculated in the Block Overview panel. Blocks with nights exceeding this setting display a Calculate action for the totals to be calculated and displayed on-demand. |
| **CATERING STATUS WHEN COPYING AN EVENT**<br>[COPY_CATERING_STATUS] | Identifies the catering status when copying an event.<br>Valid values:<br>• All status codes where the catering deduct inventory = N and starting status = Y. |
| **COPY BOOKING NOTES**<br>[COPY_BOOKING_NOTES] | Copies booking notes by default.<br>Valid values:<br>• Yes<br>• No |
| **COPY BOOKING STATUS**<br>[COPY_BOOKING_STATUS] | Identifies the booking status while copying a booking.<br>Valid values:<br>• All status codes where the starting status = Y. |
| **DEFAULT VALUE FOR INVENTORY CONTROL**<br>[DEFAULT_VALUE_FOR_INVENTORY_CONTROL] | Defaults the value for inventory control for new blocks.<br>Values: Elastic / Non-Elastic / Sell-Limit (Available when the Sell Limit OPERA Control is active). |
| **DATE DEFINITE**<br>[DATE_DEFINITE] | Status that will be used to track the date the business block turned Definite. This date will be used in OPERA Reporting & Analytics. |

**Table 11-11 (Cont.) OPERA Controls — Blocks Settings**

| SETTING | DESCRIPTION |
|---|---|
| **DATE PROSPECT** [DATE_PROSPECT] | Status that will be used to track the date the business block turned Prospect. This date will be used in OPERA Reporting & Analytics. |
| **DATE TENTATIVE** [DATE_TENTATIVE] | Status that will be used to track the date the business block turned Tentative. This date will be used in OPERA Reporting & Analytics. |
| **DEFAULT CATERING STATUS** [DEFAULT_BLOCK_CATERING_STATUS] | This is the default catering status assigned to a block when new blocks are created. Valid values: All status codes where the catering deduct inventory = N and starting status = Y. |
| **DEFAULT NEW BLOCK STATUS** [DEFAULT_NEW_BLOCK_STATUS] | Identifies the default block status for new blocks.<br>Valid values:<br>• All status codes where the starting status = Y. |
| **MAXIMUM BLOCK AVAILABLE DAYS** [MAXIMUM_BLOCK_AVAILABLE_DAYS] | Defines the maximum number of days from the current business date, for which a block can be created. |
| **MAXIMUM BLOCK ADVANCED BOOKING DAYS** [MAX_BLOCK_ADV_BOOKING_DAYS] | Defines how far into the future from the current business date a group block can be created. |
| **MAXIMUM NUMBER OF NIGHTS FOR BLOCK RESERVATION** [MAXIMUM_NIGHTS_FOR_BLOCK_RESERVATIONS] | Defines the maximum number of nights a block reservation can be booked. |
| **MAXIMUM NUMBER OF BLOCK DAYS** [MAX_BLOCK_DAYS] | Defines the maximum number of nights allowed for a block. |
| **PROFILE PROMPT FOR BLOCKS** [PROMPT_PROFILE_BB] | This control determines if the user will be prompted to associate a profile to a block if one has not been attached. The control can be set to N (None), P (Prompt) or R (Require a profile for all blocks). |
| **PROPERTY LEAD BLOCK OWNER** [PROPERTY_LEAD_BLOCK_OWNER] | Defines the owner to assign to property leads received from Central Sales. This owner is also assigned to the "CSL" activity created for property leads received. For more information, see Sales Activities. |
| **PROPERTY LEAD NEW BLOCK STATUS** [PROPERTY_LEAD_NEW_BLOCK_STATUS] | Defines the (non-deduct) block status for property leads received when the Opportunities OPERA Control is not active. |
| **REPORTING PERIOD** [REPORTING_PERIOD] | Default the reports to Calendar or Fiscal definitions. |
| **ROOMING LIST RESERVATION METHODS** [RESV_METHOD_TYPE] | Identifies the reservation methods that enable entry of the rooming list due date.<br>Valid values:<br>• All booking methods. |

**Table 11-11 (Cont.) OPERA Controls — Blocks Settings**

| SETTING | DESCRIPTION |
|---|---|
| **REPORTING PERIOD**<br>[REPORTING_PERIOD] | Default the reports to Calendar or Fiscal periods. |
| **TURN BOOKING INTO ACTUAL UPON**<br>[TURN_BOOKING_INTO_ACTUAL_UPON] | Turns a booking into status ACTUAL upon booking arrival / booking departure.<br>Valid values:<br>• ARRIVAL (bookings turn to ACTUAL on the booking arrival date)<br>• DEPARTURE (bookings turn to ACTUAL on the booking departure date)<br>• NOTUSED (bookings do not turn to ACTUAL)<br>When Not Used is selected, the booking will NOT be automatically updated to ACTUAL status, users will have to change the booking status manually. |

# OPERA Controls — Cashiering

The following tables outline the functions, parameters, and settings that can be configured in the OPERA Controls Cashiering group.

**Table 11-12 OPERA Controls — Cashiering Functions**

| FUNCTION | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| **ADVANCED GENERATES**<br>[ADVANCED_GENERATES] | | Stops posting generates after specified days, adjustment of generates after a certain number of days. |
| **ARTICLES**<br>[ARTICLES] | | Articles allows the posting of individual items linked back to a single transaction code – mini bar items for example. Each article has a default price so users do not need to recall amount to post. |
| **AUTO SETTLEMENT RULES**<br>[AUTO_FOLIO_SETTLEMENT] | | This functions allows for folios to be automatically settled every X number of days during the end of day routine or manually settled via the batch folio option. Useful for extended-stay properties with guests who require their balance to be settled every X days for expense claiming purposes. |

**Table 11-12 (Cont.) OPERA Controls — Cashiering Functions**

| FUNCTION | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| | **AUTO SETTLEMENT TO BE PERFORMED DURING END OF DAY** [AUTO_FOLIO_SETTLE_EOD] | Activate to perform Auto Folio Settlement during the End of Day process.<br>Enables or disables automatic settlement for end of day activities. |
| | **TRANSFER CHARGES TO WINDOW 8** [AUTO_FOLIO_MOVE_TO_WIN] | Activates the transferring of settled charges to billing window 8. |
| | **END OF DAY AUTO FOLIO SETTLEMENT TYPES** [AUTO_FOLIO_SETTLE_TYPE] | Select Auto Folio Settlement Types to be settled automatically during the End of Day routine |
| | **BILLING WINDOWS TO PROCESS DURING END OF DAY** [AUTO_FOLIO_SETTLE_WIN] | Select windows (1-8) that would be selected by default for Auto Settlement during the End of Day process. |
| | **DEFAULT AUTO SETTLEMENT ON RESERVATION** [AUTO_FOLIO_DEF_RSV] | Specifies whether or not auto settlement is the default setting for reservations during creation.<br>Enables or disables Auto Folio Settlement as the default value for reservation creation. |

**Table 11-12 (Cont.) OPERA Controls — Cashiering Functions**

| FUNCTION | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| | **AUTO FOLIO SETTLEMENT PREFERENCE**<br>[AUTO FOLIO SETTLEMENT PREFERENCE] | Specifies the order of operations: to settle the charges and then transfer the folio, or transfer the charges and then settle the folio.<br>Valid values:<br>• Transfer and Settle — The charges on the selected billing windows are first transferred to window 8 and then settled to the payment method on window 8. If none of the billing windows are selected for transfer, then OPERA Cloud settles those billing windows that are associated with the selected Payment Types. The check box for Window 1 is checked by default.<br>• Settle and Transfer — The charges on the selected billing windows are first settled based on the selected Payment Types and then transferred to window 8 if any of the windows are selected for transfer; if none of the billing windows are settled, then transfer of unsettled charges does not occur either. |
| | **DEFAULT FOLIO STYLE**<br>[AUTO_FOLIO_DEF_STYLE] | Enables you to select the default folio style to use when printing the settled folios. |
| | **PAYMENT METHODS**<br>[AUTO_FOLIO_PAY_TYPE] | Enables you to select the payment methods that qualify for automatic settlement. Cash and check are not eligible payment methods for automatic settlement.<br>Valid values:<br>• AX (American Express)<br>• MC (Master Card)<br>• VA (Visa)<br>• DB (Direct Bill) |

**Table 11-12 (Cont.) OPERA Controls — Cashiering Functions**

| FUNCTION | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| | **SETTLE EVERY X DAYS SINCE LAST AUTO SETTLEMENT DAYS** [AUTO_FOLIO_SETTLE_DAYS] | Enables you to configure the number of days to automatically settle the folio since the last automatic settlement was completed. |
| **BATCH POSTING** [BATCH_POSTING] | | Enables the ability to post same transaction to selectable, multiple rooms in single batch transaction; the amount posted can be per room or per person. |
| **BUDGET FORECAST** [BUDGETS] | | Activates the Budget Forecast functionality. |
| **CANCELLATION HANDLING** [CANCELLATION_HANDLING] | | Enabled the ability to define cancellation rules and scheduled for rates and enforce deposit retention when applicable. |
| | **CANCEL WITH DEPOSIT** [CANCEL_WITH_DEPOSIT] | Allow Reservations with Deposits to be Cancelled. |
| **CREDIT BILL** [CREDIT_BILL] | | Enables you to generate credit bills for folios. For more information, see Credit Bills for Folios. |

**Table 11-12 (Cont.) OPERA Controls — Cashiering Functions**

| FUNCTION | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| | **AUTO GENERATE CREDIT BILL FOR DEPOSIT UPON CHECK IN** [AUTO_GENERATE_CREDIT_BILL_FOR DEPOSIT_UPON_CHECK_IN] | If a reservation has a deposit folio, upon check-in, an automatic credit bill is generated, and the payment is posted to the guest account using the payment transaction code as defined in the setting.<br><br>**Note:** Not available when the **Advanced Deposit Maturity and Allocation** OPERA Control is active. |

**Table 11-12 (Cont.) OPERA Controls — Cashiering Functions**

| FUNCTION | RELATED FUNCTION / PARAMETER / SETTING | | DESCRIPTION |
|---|---|---|---|
| | | **PAYMENT TRANSACTION CODE FOR AUTO CREDIT BILL** [PAYMENT_TRANSACTION_CODE_FOR AUTO_GENERATE_CREDIT_BILL] | Payment transaction code used for auto generate credit bill and deposit posting upon check-in. |
| | | **REASON FOR AUTO GENERATE CREDIT BILL** [REASON_FOR_AUTO_GENERATE_CREDIT_ BILL] | Update the reason for Auto Credit Bill Generation against the Deposit folio during the Check in process. |
| | | **DEFAULT DEPOSIT TAX ROOM** [DEFAULT_DEPOSIT_TAX_ROOM] | Room to which Deposit Tax Postings are posted. |
| | **ALLOW POSITIVE POSTINGS FOR CREDIT BILL** [ALLOW_POSITIVE_POSTINGS_FOR_CREDIT_BILL] | | Allow positive amount revenue and non-revenue charges to be posted when generating a Credit Bill. |
| | **ALLOW CREDIT BILL FOR CREDIT BILL FOLIOS** [CB_ALLOW_ON_CREDIT_FOLIOS] | | Credit Bills can be created for Credit Bill Folios. |
| | **AUTO GENERATE CREDIT BILL FOR DEPOSIT UPON CHECK IN** [AUTO GENERATE CREDIT BILL FOR DEPOSIT UPON CHECK IN] | | If a reservation has a deposit folio, upon check in an automatic credit bill will be generated and the payment will be posted to the guest account using the payment transaction code as defined in the setting. |
| | **CHECK ALLOW CREDIT FLAG ON FOLIO TYPES** [CB_ALLOW_CREDIT_FLAG] | | The Allow Credit Flag on the Folio Type will be checked to determine if a Credit Bill can be generated for that Folio Type (Country Specific functionality). |

**Table 11-12 (Cont.) OPERA Controls — Cashiering Functions**

| FUNCTION | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| | **CHECK ALREADY GENERATED** [CB_ALREADY_GENERATED_CHECK] | Do not allow Credit Bill on a Folio for which a Credit Bill was already generated for a Folio. |
| | **CHECK FOR CREDIT BILL FOLIO ON SETTLEMENT** [CB_CHECK_ON_SETTLEMENT] | Check for Credit Bill Folio on Settlement for windows with negative revenue amount. |
| | **CREDIT BILL REASONS** [CREDIT_BILL_REASONS] | When active, the user will be prompted to select a reason when generating a Credit Bill. |
| | **CREDIT BILLS CAN ONLY BE CREATED FROM FOLIO HISTORY** [ALLOW CREDIT BILL ONLY FROM FOLIO HISTORY] | Credit Bills can only be created from Folio History. |
| | **DO NOT CHECK ON DB AMOUNT** [CB_DO_NOT_CHECK_ON_DB] | Credit bills can be made for folios with DB amounts. |
| | **DO NOT CHECK ON ORIGINAL FOLIO AMOUNT** [CB_DO_NOT_CHECK_ON_GROSS] | Check will not be done on the gross amount of the original folio. |
| | **MAX CREDIT DAYS BASED ON PROFILE TYPE** [CB_CHECK_ON_PROFILE_TYPE_MAX_CREDIT_DAYS] [ | The number of maximum credit days to be used for Credit Bills will be based on the profile type(Individuals or Others). |
| | **NO CREDIT BILL ON CONVERSION FOLIO TYPES** [CB_CHECK_CONVERT_FLAG] | Credit Bill cannot be created for Conversion Folio Types (Country Specific functionality). |

**Table 11-12 (Cont.) OPERA Controls — Cashiering Functions**

| FUNCTION | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| | **RESTRICT TRANSACTION CODES AND AMOUNTS** [CB_RESTRICT_TRX_CODES_AND_AMOUNTS] | Credit bill can have transactions and the amounts which were posted on the original folio. |
| | **DEFAULT DEPOSIT TAX ROOM** [DEFAULT_DEPOSIT_TAX_ROOM] | Room Number to which Deposit Tax Postings will be sent. |
| | **SAME DAY CREDIT BILLS** [CB_ALLOW_SAMEDAY_CREDIT] | Credit bills can be created on folios on the same date the folio was generated. |
| | **MAXIMUM CREDIT DAYS** [MAX_CREDIT_DAYS] | Defines the period in which a credit bill can be issued. |
| | **MAXIMUM CREDIT DAYS FOR INDIVIDUALS** [MAX_CREDIT_DAYS_INDIVIDUALS] | Period Definition in which a Credit Bill can be issued for Individual Guests |
| | **MAXIMUM CREDIT DAYS FOR NON-INDIVIDUALS** [MAX_CREDIT_DAYS_OTHERS] | Period Definition in which a Credit Bill can be issued for Others(Non-Individual) Guests. |
| | **PAYMENT TRANSACTION CODE FOR AUTO GENERATE CREDIT BILL** [PAYMENT TRN CODE FOR AUTO CREDIT BILL] | Payment transaction code used for Auto Generate Credit Bill for Deposit upon Check In. |
| | **REASON FOR AUTO GENERATE CREDIT BILL** [REASON FOR AUTO GENERATE CREDIT BILL] | Update the reason for Auto Credit Bill Generation against the Deposit folio during the Check-in process. |

**Table 11-12 (Cont.) OPERA Controls — Cashiering Functions**

| FUNCTION | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| | **SAME DAY CREDIT BILLS** [CB_ALLOW_SAMEDAY_CREDIT] | Credit Bills can be created on Folios on the same date the Folio was generated. |
| **DEPOSIT HANDLING** [DEPOSIT_HANDLING] | | Activate the Deposit and Cancellation Rules/Schedule Functionality. |
| | **ADVANCED DEPOSIT MATURITY AND ALLOCATION** [ADVANCED_DEPOSIT_MATURITY_AND_ALLOCATION] | Applies the deposit maturity preference on the selected rate code to reservations. In addition, this gives more flexibility for managing deposits when modifications are done to reservations that impact deposits. |
| | **USE FOLIO NUMBER FOR DEPOSIT RECEIPT** [DEPOSIT_FOLNO] | Prints a folio number on the deposit receipt. If On, the next available folio number is assigned to each deposit receipt generated. If Off, a unique sequential number is assigned to each deposit receipt generated. |
| | **DEPOSIT REFUND RECEIPT** [DEPOSIT REFUND RECEIPT] | Enables a Reverse (refund) action within Reservation Dep/CXL and generates a Deposit Refund Receipt. |
| | **ADVANCED TAX HANDLING FOR DEPOSITS** [ADVANCED_TAX_HANDLING_FOR_DEPOSITS] | Enables you to set transaction codes exclusively for deposit postings. |
| | **ADVANCED DEPOSIT HANDLING** [EXT_DEPOSIT_HANDLING] | Specifies the advanced deposit handling setting.<br>For more information, see About Reservation Advanced Deposit Handling |
| | **DEFAULT DEPOSIT TAX ROOM** [DEFAULT_DEPOSIT_TAX_ROOM] | Room Number to which Deposit Tax Postings will be sent. (Available when the **Advanced Tax Handling for Deposits** OPERA Control is active, and **Advanced Deposit Handling** OPERA Control is set to 4 or 9. |

**Table 11-12 (Cont.) OPERA Controls — Cashiering Functions**

| FUNCTION | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| | **DEFAULT RESERVATION TYPE FOR DEPOSIT PAYMENTS** [DEPOSIT_RESERVATION_TYPE] | Specifies the default reservation type for deposit payments setting. |
| | **DEPOSIT LEDGER TRANSACTION CODE** [DEPOSIT_LED_TRX_CODE] | Specifies the internal transaction code used to transfer deposit balances from the deposit ledger to the guest ledger at the time of check in. |
| | **DEPOSIT MATURITY PREFERENCE** [DEPOSIT_MATURITY_PREFERENCE] | Sets the preference for when deposits are transferred to the reservation folio. |
| | **DEPOSIT LEDGER TAX TRANSACTION CODE** [DEPOSIT_LED_TAX_TRX_CODE] | Specifies the tax transaction code used to transfer deposit tax amounts from the deposit ledger to the guest ledger at the time of deposit creation. |
| | **PSEUDO ROOM TO KEEP DEPOSITS** [PSEUDO_ROOM_TO_KEEP_DEPOSITS] | Specifies the pseudo room where all deposits forfeited by guests are transferred. |
| | **PSEUDO ROOM TO RETURN DEPOSITS** [PSEUDO_ROOM_TO_RETURN_DEPOSITS] | Specifies the pseudo room where all deposits to be refunded are transferred. |
| | **DEPOSIT MATURITY PREFERENCE** [DEPOSIT_MATURITY_PREFERENCE] | Sets the preference for when deposits are transferred to the reservation folio. |
| | **RESTRICT DEPOSIT FOLIO** [RESTRICT_DEPOSIT_FOLIO] | Restrict Deposit Folio Setting. |

**Table 11-12 (Cont.) OPERA Controls — Cashiering Functions**

| FUNCTION | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| **EARLY DEPARTURE PENALTY** [EARLY_DEPARTURE_PENALTY] | | Enforces the posting of an early departure penalty if a guest reduces nights to less than min length of stay for the rate code. |
| | **CALCULATION RULE FOR THE EARLY DEPARTURE PENALTY AMOUNT** [CALCULATION_OF_EARLY_DEPARTURE_AMOUNT] | Specifies the calculation rule for the early departure penalty amount. |
| | **EARLY DEPARTURE PENALTY FUNCTIONALITY TRANSACTION CODE** [EARLY_DEPARTURE_PENALTY_TRANSACTION_CODE] | Specifies the early departure penalty functionality transaction code. |

**Table 11-12 (Cont.) OPERA Controls — Cashiering Functions**

| FUNCTION | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| **EFOLIO EXPORT** [EFOLIO_EXPORT] | | Activate Efolio Export Functionality. |
| | | **Note:** Adding this complimentary feature will not affect the subscription-based function count. |
| | **DELIVERY METHODS** [DELIVERY_METHODS] | Specify the Delivery Methods for which Efolio Export should be initiated. |
| | **PAYMENT METHODS** [PAYMENT_METHODS] | Specify the Payment Types for which Efolio Export should be initiated. |

**Table 11-12 (Cont.) OPERA Controls — Cashiering Functions**

| FUNCTION | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| **FIXED CHARGES** [FIXED_CHARGES] | | Enables recurring charges to be automatically posted to guest account during the end of day routine or whenever an advanced bill is generated. The Fixed Charges feature also offers a convenient way to automatically post a fixed charge once, on a specific date of the guest's stay. |
| **FOLIO ARRANGEMENTS** [FOLIO_ARRANGEMENTS] | | Folio arrangements are a way in which to group similar transactions together and print the folio using this 'cosmetic' summarized style. For example: transaction codes for breakfast food and breakfast beverage can be linked to an arrangement code for Breakfast Charge. When the guest folio is printed in arrangement code style the individual postings for food and beverage are consolidated and printed as a single line item "Breakfast Charge". |
| **FOREIGN CURRENCY CODES** [FOREIGN_CURRENCY_HANDLING] | | Enables handling foreign currency payments, performing currency exchanges, configuring foreign currencies, and using the currency calculator. |
| | **EXCHANGE SERVICE TAX** [INDIA_EXCHANGE_SERVICE_TAX] | Activates the Service Tax functionality for currency exchange. |
| | **CURRENCY EXCHANGE TAXABLE TRANSACTION CODE** [CURRENCY_EXCHANGE_TAX] | Transaction code to post taxable value determined based on the calculated local amount during Foreign Currency Exchange. |

**Table 11-12 (Cont.) OPERA Controls — Cashiering Functions**

| FUNCTION | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| | **SERVICE TAX BASED ON TRANSACTION CODE GENERATES** [SERVICE_TAX_BASED_ON_TRX_GENERATES] | Service tax calculated based on Transaction Code Generates attached to the Transaction Code defined in the 'Currency Exchange Taxable Transaction Code' setting. When active, the option to set up a Base Amount for the calculation will be available. The folio and receipt will be generated for currency exchanges. |
| | **CURRENCY EXCHANGE TAXABLE OFFSET TRANSACTION CODE** [CURRENCY_EXCHANGE_TAX_OFFSET] | Transaction code to post offset of taxable value determined based on the calculated local amount during Foreign Currency Exchange. |
| | **FOREIGN CURRENCY LIMITS** [FOREIGN_CURRENCY_LIMITS] | Ability to configure Per Transaction Limits, Daily Limits and Monthly Limits for foreign and local currency transactions. When active in order to post a currency exchange or cash transaction, an Individual Profile is required with Nationality and any documentation selected in the Cashiering Setting for Mandatory Documents for Foreign Currency Limits. |
| | **SELL CURRENCY** [SELL_FOREIGN_CURRENCY] | Enables selling foreign currency. |
| | **CURRENCY EXCHANGE PAID OUT TRANSACTION CODE** [CURRENCY_EXG_PAIDOUT] | Specifies the transaction code to record a currency exchange paid out. |
| | **REFERENCE CURRENCY CODE** [SUMMARY_CURRENCY_CODE] | Specifies the currency code used when printing folios. |

**Table 11-12 (Cont.) OPERA Controls — Cashiering Functions**

| FUNCTION | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| | **SERVICE TAX BASED ON TRANSACTION CODE GENERATES** [SERVICE_TAX_BASED_ON_TRX_GENERATES] | Service tax calculated based on Transaction Code Generates attached to the Transaction Code defined in the 'Currency Exchange Taxable Transaction Code' setting. When active, the option to set up a Base Amount for the calculation will be available. The folio and receipt will be generated for currency exchanges. |
| | **DAILY CURRENCY EXCHANGE LIMIT AMOUNT** [DAILY_CURRENCY_EXCHANGE_LIMIT_AMOUNT] | Allowing the user to set a daily limit amount, for example 250. If left blank, no limit is set and the currency exchange functionality will behave as previously existing. If a daily limit amount is set, then a currency exchange can only be performed for an in house reservation. |
| | **DAILY CURRENCY EXCHANGE LIMIT CODE** [DAILY_CURRENCY_EXCHANGE_LIMIT_CODE] | Allowing the user to select a currency code. If left blank, local currency is assumed. |
| | **MANDATORY DOCUMENTS FOR FOREIGN CURRENCY LIMITS** [MANDATORY_DOCS_FOREIGN_CURR_LMTS] | Select the documents which are mandatory on a guest profile for Foreign Currency Limits functionality. |
| **FOLIO QR CODE** [FOLIO_QR_CODE] | | When a folio is generated, OPERA Cloud generates a QR Code comprising of multiple details. Some details vary according to region of the property. |

**Table 11-12 (Cont.) OPERA Controls — Cashiering Functions**

| FUNCTION | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| **NO SHOW AND CANCELLATION POSTINGS** [NOSHOW_AND_CANCELLATION_POSTINGS] | | This functionality enables a property to post revenue or deposit refund against a no-show or cancelled reservation in order to recognize the revenue and clear the deposit from deposit ledger. The reservation remains in no-show status for historical and statistical purposes. When the billing screen is accessed for a canceled or no show reservation with a deposit balance a prompt asks the users if they would like to post the deposit amount to the folio. |
| | **POST REVENUE TO NO SHOWS** [POST_REVENUE_TO_NO_SHOWS] | Posts No Show charges to reservations based on No Show Posting rules and matures the deposit during the End of Day process. |
| | **NO SHOW POSTING TRANSACTION CODE** [NOSHOW_POSTING_TRN_CODE] | Specifies which transaction code to use during the End of Day no show posting process. |
| **PERIOD DEFINITION** [FISCAL_PERIOD_REPORTING] | | Allows a property to setup fiscal periods and years, and have key reports give information based on Fiscal and/or Calendar periods. |

**Table 11-12 (Cont.) OPERA Controls — Cashiering Functions**

| FUNCTION | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| Complimentary<br>**POST IT**<br>[POSTIT_O9] | | Activates the Post It functionality which allows users to access Post It and Fast Postings.<br><br>**Note:** Adding this complimentary feature will not affect the subscription-based function count. |
| | **RESTRICT NEGATIVE SALE IN POST IT**<br>[RESTRICT_NEGATIVE_SETTLEMENTS] | In Post It, cannot complete a Sale with a negative balance. |
| | **DEFAULT MARKET CODE FOR POST IT**<br>[PASSERBY_MARKET_CODE] | Default Market Code when using the Post It screen. |

**Table 11-12 (Cont.) OPERA Controls — Cashiering Functions**

| FUNCTION | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| | **DEFAULT SOURCE CODE FOR POST IT** [PASSERBY_SOURCE_CODE] | Default Source Code when using the Post It screen. |
| **POST STAY CHARGES** [POST_STAY_CHARGES] | | Allows sales charges to be posted to reservation with specific payment methods after departure of the reservation. |
| | **AUTO OPEN FOLIO DURING EOD** [AUTO_OPEN_FOLIO_DURING_ EOD] | Checked-out reservations with Post Stay Charges privileges and an open balance (payment due) are automatically converted to an open folio during end of day. (Available when the **Open Folio** OPERA Control is active). |
| | **DEFAULT POST STAY CHARGES ON RESERVATION** [POST_STAY_CHG_RSV] | Selects the check box for Post Stay Charging on the reservation Payment Instructions screen by default and reservations are enabled for posting charges after check out regardless of the payment type associated with the reservation. |

**Table 11-12 (Cont.) OPERA Controls — Cashiering Functions**

| FUNCTION | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| | **OPEN FOLIO**<br>[OPEN_FOLIO] | Enables the ability to check out a reservation account and allow further charges to be posted. When the reservation is checked out with open folio status, the reservation is checked out with a payment due for an open balance; charges can continue to be manually posted to the reservation account until such time as final settlement of the account is posted and folio reservation account is closed. The **Open Folio Closing Preference** OPERA Control determines when a open folio reservation account must be closed. The **Zero Balance Open Folio Close Days** OPERA Control determines the number of days after checkout that an open folio with zero balance is automatically closed during End of Day. The Guest Ledger report lists reservations with an open folio balance. For more information, see Checking Out Reservations with Open Folio |
| | **OPEN FOLIO CLOSING PREFERENCES**<br>[OPEN_FOLIO_CLOSING_LIMIT] | Determines when an open folio needs to be closed.<br>Valid values:<br>• SAMEDAY — The user cannot leave the billing screen with an open folio.<br>• UNRESTRICTED — The user is allowed to leave the billing screen with a folio in an open status. |
| | **RESERVATION PAYMENT TYPES**<br>[POST_RSV_PAYMENT_TYPE] | Defines the payment types that can be associated to a reservation to enable post stay charging. |
| | **ZERO BALANCE OPEN FOLIO CLOSE DAYS**<br>[ZERO_BALANCE_OPEN_FOLIO_CLOSE_DAYS] | Specifies the number of days after checkout that an open folio with a zero balance will be automatically closed during end of day. |

**Table 11-12 (Cont.) OPERA Controls — Cashiering Functions**

| FUNCTION | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| **PRE STAY CHARGES** [PRE_STAY_CHARGES] | | Allows sales charges to be posted to reservation with specific payment methods prior to check in of a reservation. |
| | **DEFAULT PRE STAY CHARGES ON RESERVATION** [PRE_STAY_CHRG_RSV] | Enables the Pre Stay Charging option by default on the guests Privileges screen. |
| | **ONLY POST IF RESERVATION IS ON QUEUE** [POST_RSV_QUEUE] | Specifies that the reservation will be available for pre-stay charges only if the reservation is on queue and waiting to be checked in. |
| | **DAYS PRIOR TO ARRIVAL** [DAYS_PRIOR_TO_ARRIVAL] | Limits the number of days before the guests arrival that charges can be posted to their account. |
| | **RESERVATION PAYMENT TYPES** [PRE_RSV_PAYMENT_TYPE] | Defines the payment types that can be associated to a reservation to enable pre stay charging. |
| | **RESERVATION TYPES** [RSV_TYPE] | Defines the reservation types that can be associated to a reservation to enable pre stay charging. |
| **ROUTING** [ROUTING] | | Activate Routing Functionality. |
| | **ALLOW ROUTING OF TAX TRANSACTIONS** [TAXROUTING_YN] | Enables the selection of tax transaction codes when setting room routing or window routing. |
| | **EXCLUDE DEPOSIT FROM AUTHORIZATION BASED ON ROUTING PARAMETER** [EXCLUDE_DEPOSIT_FROM_AUTH_BASED_ON_ROUTING] | Excludes deposits paid from the authorization amount when the deposit ledger transaction code is either routed to a window where the payee in the routing instructions is not the same as the guest, or it is routed to another reservation. |

**Table 11-12 (Cont.) OPERA Controls — Cashiering Functions**

| FUNCTION | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| | **EXCLUDE RATE FROM AUTHORIZATION BASED ON ROUTING** [EXCLUDE_RATE_FROM_AUTH_BASED_ON_ROUTING] | Excludes the rate from authorization if the source payee name in the routing instruction is not the same as the target, and the transaction code for the accommodation exists in the routing instruction code. Also, with the Oracle Hospitality OPERA Cloud Service, Casino and Gaming Management Add-on and the comp routing is being set up to an authorizer with the Accommodation Transaction code for window 101-108, the rate is excluded from the authorization amount. |
| | **REFRESH ROOM ROUTING** [REFRESH ROOM ROUTING] | Enables transferring the transactions using the Refresh Room Routing screen whenever a room routing instruction is created, edited or deleted, so that the latest room routing instructions are applied to the existing charges. |
| **ROUTING LIMITS** [ROUTING_LIMITS] | | Routing Limits imposes a limit on the total value of a transaction that can be routed to a sub-account; the overage remaining in the default account. |
| **SCHEDULED CHECK OUT** [SCHEDULED_CHECKOUT] | | This feature allows for automatic checkout of reservations at a specified time. Only reservations with a zero balance can be scheduled for check out. The reservation status remains due out and be will automatically updated to checked out at the specified time, provided the account balance remains at zero. |
| | **ROOM STATUS FOR SCHEDULED CHECK OUTS** [SCHEDULED_CHECKOUT_ROOM_STATUS] | Specifies the status of the room after a scheduled check out. |

**Table 11-12 (Cont.) OPERA Controls — Cashiering Functions**

| FUNCTION | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| Complimentary<br>**SERVICE TYPES**<br>[SERVICE_TYPES] | | Associate a service type value with Revenue and Wrapper type transaction codes. |
| **TRANSACTION CODE BY USER ROLE**<br>[TRANSACTION_USER_GROUPS] | | Enables the ability to link transaction codes to users roles; limiting the types of charges users of specific role can post. |
| **TRANSACTION DIVERSIONS**<br>[TRANSACTION_DIVERSIONS] | | This feature enables the automatic diversion (routing) of charges for specific transaction codes to a specified pseudo room, based on a membership type and level or VIP code. |
| **VOUCHERS**<br>[VOUCHERS] | | Enables the ability to configure voucher rules for reservations. Vouchers are auto generated during reservation check in and can be manually generated and printed prior to check in on the day of arrival. A `sample_voucher.rtf` template is available for customization in the Vouchers report group. For more information, see Configuring Voucher Rules |

**Table 11-13 OPERA Controls — Cashiering Parameters**

| PARAMETER | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| **ACCOUNTS RECEIVABLES SETTLEMENTS VISIBLE ON FOLIO**<br>[SHOW_AR_SETTLEMENT] | | Prints the account receivables settlement payment on the folio. |
| **ADDITIONAL FOLIO TEXT**<br>[ADDITIONAL_FOLIO_TEXT] | | Shows additional fields on the folio when entered on a guest reservation. |
| **ALLOW NEGATIVE POSTINGS**<br>[ALLOW_NEGATIVE_POSTINGS] (Charges) | | Allows the posting of negative sales charges (revenue and non-revenue) to Reservation Accounts (Billing). |

**Table 11-13 (Cont.) OPERA Controls — Cashiering Parameters**

| PARAMETER | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| **ALLOW CREDIT BILL ONLY FROM FOLIO HISTORY** [ALLOW_CREDIT_BILL_ONLY_FROM_FOLIO_HISTORY] | | When active credit bills can only be created from Folio History. |
| **APPEND PREFIX FOR FOLIO NUMBER** [APPEND_PREFIX_FOR_FOLIO_NUMBER] | | A static numeric or alphanumeric prefix value of 4 characters can be associated with each bill number assigned in OPERA Cloud. This 4 character prefix is unique per property. |
| | **FOLIO NUMBER PREFIX VALUE** [FOLIO_NUMBER_PREFIX_VALUE] | A static numeric or alphanumeric prefix value of 4 characters that will be associated with each bill number. This value must be between 0001 to 9999 if it is entered as numeric. |
| | **FOLIO NUMBER PREFIX VALUE VALIDATION** [FOLIO_NUMBER_PREFIX_VALUE_VALIDATION] | Select the type of value that can be entered in the Folio Number Prefix Value application setting. |
| **ALLOW DUPLICATE ACCOUNT NUMBERS** [ALLOW_DUPLICATE_AR_NUMBERS] | | Enables using the same accounts receivable account number on multiple accounts. |
| **ALLOW DEFERRED TAXES** [ALLOW_DEFERRED_TAXES] | | Defers the calculating of VAT tax amounts until the time of reservation check out and folio generation. |
| **ALLOW NEGATIVE POSTINGS** [ALLOW_NEGATIVE_POSTINGS] | | Allows the posting of negative sales charges (revenue and non-revenue) to Reservation Accounts in Billing, Fast Post (Post It), and Batch Charges. |
| **AUTOMATICALLY ASSIGN ACCOUNT NUMBER** [AUTOMATIC_ASSIGN_AR_NUMBER] | | Assigns an accounts receivable account number automatically while creating a new account. |
| | **DEFINE ACCOUNT SEQUENCE** [DEFINE_ACCOUNT_SEQUENCE] | Uses the account sequence defined by the Start Account Number and End Account Number setting. |
| | **START ACCOUNT NUMBER** [START_ACCOUNT_NUMBER] | Specifies the start account number automatically assigned. |
| | **END ACCOUNT NUMBER** [END_ACCOUNT_NUMBER] | Specifies the end account number automatically assigned. |

**Table 11-13 (Cont.) OPERA Controls — Cashiering Parameters**

| PARAMETER | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| **AUTOMATICALLY CHECK OUT ZERO BALANCE SHARED RESERVATIONS** [AUTO_OPEN_SHARE_WITHS] | | On check out of a shared reservation, automatically checks out share reservations with a zero balance. |
| **AUTOMATICALLY TRANSFER GENERATES WITH MAIN TRANSACTION** [TRANSFER_GENERATED_TRX] | | Transfers any generates attached to a transaction code automatically if the main or parent transaction code is transferred or routed. |
| **AUTO GENERATE CREDIT BILL FOR DEPOSIT UPON CHECK IN** [AUTO_GENERATE_CREDIT_BILL_FOR DEPOSIT_UPON_CHECK_IN] | | If a reservation has a deposit folio, upon check-in, an automatic credit bill is generated, and the payment is posted to the guest account using the payment transaction code as defined in the setting. |
| **BLIND CASHIER DROP** [BLIND_CASH_DROP_YN] | | Activates the Blind Drop Cashier Closure functionality, which hides all cash transactions from reports and cashier closure. |
| | **ENTER SHIFT DROP AMOUNTS** [ENTER_SHIFT_DROP_AMOUNTS] | Determines if the user must enter the Actual Shift drop amounts during cashier shift closure. |
| **CALCULATE CHANGE DUE** [CALCULATE CHANGE DUE] | | Activates the Change Due functionality when performing a settlement with cash payment method. The payment screen shows an additional field for Amount Received and a prompt shows for change due if the cash amount received is greater than the amount due. |
| **CREDIT CARD REBATE VALIDATION** [CREDIT_CARD_REBATE_VALIDATION] | | Enables making a rebate by credit card and verifies that the rebate amount does not exceed the previously charged amount to the credit card. |
| **CREDIT CARD TRANSACTION SURCHARGE** [CC_SURCHARGE] | | Enables posting a surcharge amount for a credit card transaction. |
| | **DEFAULT SURCHARGE TRANSACTION CODE** [DEFAULT_CC_SURCHARGE_TRX_CODE] | Default Transaction Code to use for Posting the Surcharge Amount. |

**Table 11-13 (Cont.) OPERA Controls — Cashiering Parameters**

| PARAMETER | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| **CUSTOM CHARGES** [CUSTOM_CHARGES] | | Custom Charges functionality allows you to configure a charge (ie Tax) to be posted during the End of Day Posting Room & Tax procedure and other scenarios where the room & tax charges are posted. Custom Charge posts per person, per night. In addition, you can configure exemptions to the Custom Charge, which can be setup on reservations for the entire stay or for specific dates of the stay. |
| | **CUSTOM CHARGES TRANSACTION CODE** [CUSTOM_CHARGES_TRX_CODE] | Transaction Code to be used when posting Custom Charges. |
| **CUSTOM NUMBERS** [CUSTOM_NUMBERS] | | Ability to configure formulas to define the generation and printing of Custom Numbers in folios for tracking of invoices. |
| | **CUSTOM NUMBERS IN AR ACCOUNT INVOICES** [CUSTOM_NUMBERS_IN_AR] | Enables filtering of invoices based on a Custom Number in Manage Account Invoices within Accounts Receivables. |
| **DAILY PLANS** [FOLIO_PLANS] | | Configures daily plan arrangements. |
| **DEBIT BILL** [SUPPLEMENTAL_FOLIO] | | Ability to generate Debit Bill/ Supplemental Folio for existing Folios. Used when additional charges are required to be posted and linked to the original folio. |
| **DELAYED FISCAL RESPONSE** [DELAYED FISCAL RESPONSE] | | |
| **DO NOT ROUTE EXCLUSIVE TAX TO COMP WINDOW** [DO NOT ROUTE EXCLUSIVE TAX TO COMP WINDOW] | | Exclusive generates will remain on the guest window when the main posting is moved to a comp window. Available when the Automatically Transfer Generates with Main Transaction OPERA Control is active. |
| **EFOLIO EXPORT** [EFOLIO_EXPORT] | | Activate Efolio Export Functionality. |
| | **PAYMENT METHODS** [PAYMENT_METHODS] | Specify the Payment Types for which Efolio Export should be initiated. |

**Table 11-13 (Cont.) OPERA Controls — Cashiering Parameters**

| PARAMETER | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| | **DELIVERY METHODS** [DELIVERY_METHODS] | Specify the Delivery Methods for which eFolio Export should be initiated:<br>1. **Electronic**: Sent automatically to the recipients bank.<br>2. **Email**: Sent as an email to the recipient.<br>3. **Printing**: Printed and sent by regular postal mail to the recipient. |
| **EXCLUSIVE CASHIER ID** [EXCLUSIVE_CASHIER_ID] | | When active, a cashier ID can only be assigned to one user. You cannot activate this OPERA Control if any cashier ID is already assigned to multiple users. |
| **ENFORCE FULL CREDIT PER LINE ITEM** [ENFORCE_FULL_CREDIT_PER_LINE_ITEM] | | When active, you cannot post charges or credits for partial amounts of tax inclusive transactions when you perform Generate Credit Bill from Folio History. |
| **FISCAL BUSINESS EVENTS** [FISCAL_BUSINESS_EVENTS] | | Activates Fiscal Business Events Functionality. |
| | **RESERVATION EVENT WITH PROFILE ELEMENTS** [RESERVATION_EVENT_WITH_PROFILE ELEMENTS] | When active, the UPDATE PROFILE Fiscal Business Event, when configured, then the NEW RESERVATION and UPDATE RESERVATION fiscal business events will also contain the configured Profile elements. The parameter is inactive by Default. |
| | **ASSOCIATED FOLIO DETAILS REQUIRED FOR A CREDIT BILL** [ASSOCIATED_FOLIO_DETAILS_REQUIRED] | As Before generating a Credit Bill, information regarding the original bill for which the Credit Bill is being created is required. This will be sent to the Fiscal System. |
| | **DELAYED FISCAL RESPONSE** [DELAYED_FISCAL_RESPONSE] | When active, the ability to handle delayed fiscal response is available in Folio History. |
| | **POSTING BUSINESS EVENTS FOR FISCAL** [BILLING AND AR BUSINESS EVENTS] | Generate business events for Postings on billing windows 1 to 8 for Fiscal. |
| | **PRINT FISCAL INFORMATION FOLIO** [PRINT_FISCAL_INFO_FOLIO] | Prints a fiscal folio when generating an information folio. |

**Table 11-13 (Cont.) OPERA Controls — Cashiering Parameters**

| PARAMETER | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| | **PRINT FISCAL RESPONSE ON FOLIO** [PRINT FISCAL RESPONSE ON FOLIO] | When active, fiscal responses will display at the bottom of the folio. |
| | **RESEND FISCAL FOLIO** [RESEND_FISCAL_FOLIO] | Re-sends the fiscal folio to the fiscal service for past generated folios. |
| | **FISCAL SERVICE TERMINALS** [FISCAL_SERVICE_TERMINALS] | When active, Fiscal Terminals can be configured for selection during folio generation. |
| | **OFFLINE FOLIO** [OFFLINE_FOLIO] | When active, the ability to generate a Folio in Folio History is available when the Fiscal Service is Offline and the Payment Method is not Direct Bill. |
| | **FISCAL EXECUTABLE** [FISCAL_EXECUTABLE] | Specifies the Fiscal Executable path and defines the location of the executable. |
| | **FISCAL PARTNER** [FISCAL_PARTNER] | Generates Business Events and partner specific payloads based on the selected setting value. |
| | **USE FISCAL SERVICE INVOICE CURRENCY** [INVOICING_CURRENCIES] | Enables a fiscal invoice currency to be selected prior to calling the fiscal system. |
| | **SUPPORTING DOCUMENTS** [SUPPORTING_DOCUMENTS] | Activate to generate information folios. pro-forma folios and confirmation letters as supporting documents via fiscal payloads. |
| **FISCAL FOLIO PRINTING** [FISCAL_FOLIO_PRINTING] | | Fiscal Folio Printing Functionality. |

**Table 11-13 (Cont.) OPERA Controls — Cashiering Parameters**

| PARAMETER | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| **FIX BILL RESERVATION**<br>[FIX_BILL_RESERVATION] | | Fixed Bill Number per Guest per Stay.<br>When a folio number is generated, use the same number for each subsequent checkout/interim bill/advanced bill generated for the reservation regardless of the window. This bill number can be used to pull up all folio window totals in history. The folio that is settled to the Accounts Receivable account, when viewing from an Accounts Receivable account, shows the details for the respective transactions belonging to the invoice number that they were applied to.<br>When the **Use Accounts Receivables Folio for Direct Bill Settlements** parameter is On and you are settling a Billing window that already has transactions settled to Direct Bill and has a bill number assigned, new charges without a bill number settled to a payment method other than Direct Bill use the Accounts Receivable Folio layout defined in Account Receivable Folios Report Group. This is because the folio already includes the direct bill transaction from the earlier settlement.<br>If any one of the following parameters are set to **On**, the other parameters must be set to **Off**: **Fix Bill Reservation**, **Fix Bill Window**, **Folio No Reprint**, and **Folio Revision Number**. Therefore, only one of these parameters can be set to **On** at any given time. In addition, all in-house guests must be checked out before one of these parameters can be set to **On**. |

**Table 11-13 (Cont.) OPERA Controls — Cashiering Parameters**

| PARAMETER | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| **FIX BILL WINDOW**<br>[FIX_BILL_WINDOW] | | Fixed Bill Number per Folio Window per Guest per Stay.<br>When a folio number is generated use a separate bill number for each window. Each window is located in history using a separate bill number. When the **Cashiering —Permanent Folio Storage** parameter is On, the last folio created for the Window for that day will be stored. When **Fix Bill Window** parameter is On and **Generate Zero Bill** is Off, if a payment transaction from a settled window 1 is moved to another window (for example, window 2) and the reservation is checked out again by making a payment against window 1, the folio correctly prints if the Print Folio check box is selected on the Payment screen.<br>When the **Use Accounts Receivables Folio for Direct Bill Settlements** parameter is On and you are settling a Billing window that already has transactions settled to Direct Bill and has a bill number assigned, new charges without a bill number settled to a payment method other than Direct Bill use the Accounts Receivable Folio layout defined in Account Receivable Folios Report Group. This is because the folio already includes the direct bill transaction from the earlier settlement.<br>If any one of the following parameters are set to **On**, the other parameters must be set to **Off**: **Fix Bill Reservation**, **Fix Bill Window**, **Folio No Reprint**, and **Folio Revision Number**. Therefore, only one of these parameters can be set to **On** at any given time. In addition, all in-house guests must be checked out before one of these parameters can be set to **On**. |

**Table 11-13 (Cont.) OPERA Controls — Cashiering Parameters**

| PARAMETER | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| **FOLIO NO REPRINT**<br>[FOLIO_NO_REPRINT] | | Do not allow Folio Reprint, Split, Transfer, Adjustments or Edits of postings with Bill Numbers. Once active, this OPERA Control cannot be deactivated while there are in-house reservations.<br>When printing a bill, those postings that have been previously printed (have a bill number) will not show on the folio. Charges that have been invoiced cannot be altered unless you first void the folio. When Voiding a Folio, the invoice is cancelled and the user can then make the necessary changes and re-issue the folio. If you void a Direct Bill invoice, the Accounts Receivable charge will also be removed. You cannot void an invoice that has already been transferred to Accounts Receivable. You cannot drag and drop transactions if the parameter is On and a folio has already been printed.<br>If any one of the following parameters are set to **On**, the other parameters must be set to **Off**: **Fix Bill Reservation**, **Fix Bill Window**, **Folio No Reprint**, and **Folio Revision Number**. Therefore, only one of these parameters can be set to **On** at any given time. In addition, all in-house guests must be checked out before one of these parameters can be set to **On**. |
| **FOLIO QR CODE**<br>[FOLIO_QR_CODE] | | When a folio is generated, OPERA Cloud generates a QR Code that is comprised of multiple details. Some of these details are different based on the region of the property. |
| **FOLIO REVISION NUMBER**<br>[FOLIO_REVISION_NUMBER] | | Enables correcting a folio with a revision number attached. |
| **FOLIO STYLES**<br>[FOLIO_STYLES] | | Uses folio style options to select a folio style when printing folios. |
| **FOLIO TYPE UNIQUE ID**<br>[FOLIO_TYPE_UNIQUE_CODE] | | Ability to configure a numeric or alphanumeric value in the field for Unique ID on each Folio Type in the property. |
| **FORCE CASHIER LOGIN**<br>[FORCE_CASHIER_LOGIN] | | Prompts users with the cashier login screen every time cashiering functions are accessed. |

**Table 11-13 (Cont.) OPERA Controls — Cashiering Parameters**

| PARAMETER | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| **GENERATE PROFORMA INVOICE**<br>[PROFORMA_INVOICE] | | Creates Pro Forma invoices for reservations. |
| **GENERATE TAX REGISTRATION NUMBER**<br>[GENERATE_TAX_REGISTRATION_NO] | | A registration number will be assigned to each arrival reservation during the End of Day procedure and displayed in the Tax Registration Number field in Reservation Stay Details. A registration number will not be assigned to Pseudo Room reservations. |
| **GENERATE ZERO BILL**<br>[GENERATE_ZERO_BILL] | | Enables printing an invoice that has a zero balance. |
| **GENERATE ADVANCE BILL/ FOLIO FOR DEPOSIT**<br>[GENERATE_ADVANCE_BILL/ FOLIO_FOR_DEPOSIT] | | When active, an Advance Bill/Folio is generated for the reservation when selecting to make a Deposit Payment.<br>**Note:**<br>Charges and payment are posted to the guest ledger as pre-billing charges. |
| **INCLUDE LINKED PROFILES**<br>[INCLUDE_LINKED_PROFILES] | | Include all profiles linked to a reservation in the universal payload when you generate a fiscal folio. |
| **INCLUDE ACCOMPANYING GUEST PROFILES**<br>[INCLUDE_ACCOMPANYING_GUEST_PROFILES] | | The accompanying guest profiles linked to a reservation are included in the universal payload when generating a fiscal folio.<br>The parameter can be activated when the **Fiscal Folio Printing** and **Accompanying Guest** OPERA Controls are active. |
| **MANDATORY REFERENCE NEGATIVE PAYMENTS**<br>[MANDATORY_REF_NEGATIVE_PAYMENTS] | | Makes the Reference field on the Cashiering, Deposit and Accounts Receivable Payment screens mandatory when posting a negative payment using a payment method of any type. |
| **NEGATIVE CASH SHIFT DROP**<br>[NEGATIVE_CASH_SHIFT_DROP] | | Enables cashiers to enter a negative cash shift drop when performing their shift cashier closure. |

**Table 11-13 (Cont.) OPERA Controls — Cashiering Parameters**

| PARAMETER | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| **PACKAGE ALLOWANCE CONSUMPTION WHEN NOPOST OR POST STAY FLAG** [CONSUME ALLOWANCE WHEN NOPOST OR POST STAY FLAG] | | Activates package allowance consumption for in-house reservations overriding No Post flag up to the allowance balance only when consumption posting via an interface, overage will not be generated. In case of manual postings against allowance, overage will be generated. Package Allowance consumption for Checked out Reservations on the day of departure until End of Day if Post Stay Privilege assigned. If No Post is checked then consumption posting only up to the Allowance balance will be accepted from an interface, Overage will not be generated however in case of manual postings against allowance overage will be generated. If No Post is not checked then after allowance consumption, Overage will be generated as applicable for interface as well as manual postings. |
| **PACKAGE ALLOWANCE LINKING** [PACKAGE_ALLOWANCE_LINKING] | | Enables linking package allowances with other rooms. |
| **PACKAGE ARRANGEMENT CODES** [PACKAGE_ARRANGEMENT_CODES] | | Ability to configure package arrangement folio grouping codes and select a package arrangement in packages; which will change folio styles 1,9,14,15,16,18 to print by package arrangement codes. |
| **PERIODIC FOLIOS** [PERIODIC_FOLIOS] | | Enables generating folios on a periodic basis (weekly, monthly, etc.). |
| **PERMANENT FOLIO STORAGE** [PERMANENT_FOLIO_STORAGE] | | Enables a property to store printed folios to be viewed/printed without re-generation. |

**Table 11-13 (Cont.) OPERA Controls — Cashiering Parameters**

| PARAMETER | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| | **PERMANENT FOLIO STORAGE FILE NAME FORMAT**<br>[PERMANENT_FOLIO_STORAGE_FILE_NAME_FORMAT] | Permanent Folio Storage will refer to this setting to determine the filename for the folio. Available values can be concatenated to each other to form a format string. Possible values are:<br><BILL_NO><br><BILL_GENERATION_TIME><br><BILL_GENERATION_DAY><br><BILL_GENERATION_MONTH><br><BILL_GENERATION_YEAR><br><FOLIO_VIEW><br><FOLIO_TYPE><br><FISCAL_BILL_NO><br>Use this only when FISCAL_FOLIO_PRINTING or CREDIT_BILL parameter is on.<br><REVISION_NO><br>Use this only when FOLIO FOLIO_REVISION_NUMBER parameter is on. <QUEUE_NAME><br>Use this only when PRINT_QUEUE_HANDLING, FISCAL_FOLIO_PRINTING and FISCAL_XML_PAYMENTS parameters are on. <NAME_TAX_TYPE><br>Use this only when TAX_TYPES parameter is on. |
| **PORTUGAL SAFT PAYMENT TYPES**<br>[PORTUGAL_SAFT_PAYMENT_TYPES] | | Once active, the Export Mapping Types would get populated with the Payment Codes, which can further be mapped to their respective payment transaction codes for the Portugal SAF-T export. |
| **POSITIVE CASHIER DROP**<br>[POSITIVE_CASHIER_DROP] | | Enables cashiers to be closed with a negative shift drop. |

**Note:**

Do not allow cashier to be closed with a negative shift drop.

**Table 11-13 (Cont.) OPERA Controls — Cashiering Parameters**

| PARAMETER | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| **POST COVERS**<br>[MANUAL_POST_COVERS] | | Enables the ability to manually post and adjust covers and export covers data. |
| **PREPAID CARDS**<br>PREPAID_CARDS | | Enables the ability to manage prepaid / gift cards - issue, reload, balance inquiry, redeem and close/ cash out actions, with the integration with a stored value solution (SVS) partner. |
| | **PREPAID CARD PURCHASE TRANSACTION CODE**<br>[STORED_VALUE_PURCHASE_TRN] | Non-revenue sales charge transaction code used to post a charge for the purchase of prepaid card to reservation account. Enabled when a Stored Value System Interface (SVS) integration service is active. |
| **PRINT POS CHECK WITH FOLIO**<br>[PRINT_POS_CHECK_WITH_FOLIO] | | If this parameter is set to Y, when a folio is printed / stored/ generated for any billing window that has a POS check posted to it, the POS check details i.e. the check image will be included immediately after the line items that are displayed in the folio details section.<br><br>**Note:**<br>Your customized folio template must have the POS_CHECK_IMAGE element added. |
| **PURPOSE OF STAY FOR CITY TAX CALCULATION**<br>[PURPOSE_OF_STAY_FOR_CITY_TAX_CALCULATION] | | Defines the default Purpose of Stay to be used by city tax package functions when no Purpose of Stay value is selected in reservation. |
| **RESTRICT CASH/CHECK PAYMENT REVERSAL**<br>[NEGATIVE_CASH] | | When Active, users will not be allowed to make negative cash or check payments. |

**Table 11-13 (Cont.) OPERA Controls — Cashiering Parameters**

| PARAMETER | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| **RESTRICT FOLIOS WITH DEPOSIT FOR FULL CREDIT BILL**<br>[RESTRICT_FOLIOS_WITH_DEPOSIT_FOR_FULL_CREDIT_BILL] | | When activated the user can only credit individual transactions if the folio for which a credit bill is going to be generated includes a deposit folio. |
| **RESTRICT NO SHOW AND CANCELLATION FOLIOS DURING END OF DAY**<br>RESTRICT_NO_SHOW_AND_CANCELLATION_FOLIOS_DURING_END_OF_DAY | | When active, End of Day **Create Guest Ledger** procedure will not automatically generate folios for No Show or Cancelled reservations when a folio has not been generated for existing transactions and a deposit balance exists or the balance of the window is zero. (Available when the **No Show and Cancellation Postings** and **Advanced Tax Handling for Deposits** OPERA Controls are active). |
| **RESTRICT POSTING WITH QUANTITY**<br>[RESTRICT_POSTING_WITH_QUANTITY] | | When active, you are unable to modify the field/column for Quantity when posting charges. All charges are posted with an internal Quantity of 1. |
| **RESERVATION EVENT WITH ACCOMPANYING GUEST PROFILE ELEMENTS**<br>[RESERVATION_EVENT_WITH_ACCOMPANYING_GUEST_PROFILE ELEMENTS] | | When active, and if the Update Profile fiscal business event is configured, the New Reservation, Update Reservation, Check In, Check Out, and Cancel fiscal business events also contain the configured accompanying guest profile elements. |

**Note:**

The parameter can be activated when the **Accompanying Guest** and the **Fiscal Business Events** OPERA Controls are active.

**Table 11-13 (Cont.) OPERA Controls — Cashiering Parameters**

| PARAMETER | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| **ROLLUP TRANSACTIONS** [ROLLUP_YN] | | Displays same-day charges with matching check number as a single collapsed charge in Billing. Select **[+]** to expand and display the separate charges. |
| **ROUNDING FACTOR** [ROUNDING_FACTOR] | | Activates the Currency Rounding functionality for properties in countries that require monetary amounts to be rounded by a legal standard factor because certain coin denominations are discontinued. |
| | **ROUNDING MULTIPLE** [ROUNDING_MULTIPLE] | Determines the rounding multiple used. Rounding options are provided for rounding to the nearest multiple of the selected rounding multiple. |
| | **ROUNDING MULTIPLE CODE** [ROUNDING_MULTIPLE_CODE] | Determines the rounding multiple transaction code used for posting a rounding difference. |
| **SERVICE RECOVERY ADJUSTMENT** [SERVICE_RECOVERY_ADJUSTMENT] | | Enables posting a service recovery adjustment. |
| **SHIFT DROP LOCATION AND BAG NUMBERS** [SHIFT_DROP_LOCATION_AND_BAG_NUMBERS] | | Ability to associate shift drop location and bag number for Cash and Others payment types during cashier shift closure. |
| **TAX BRACKET CALCULATION** [TAX_BRACKET_CALCULATION] | | Enables calculation of discretionary taxes based on tax brackets when the property is in US country mode. |
| **TAX TYPES** [TAX_TYPES] | | Activates the tax type functionality to calculate and post tax generates based on tax type calculation rules.<br>Configuring Generates |
| | **DEFAULT TAX TYPE** [DFLT_NAME_TAX_TYPE] | Defines the default tax type for new reservations or new profiles; according to the Tax Type Calculation setting. |
| | **TAX TYPE CALCULATION** [TAX_TYPE_CALCULATION] | Calculate tax generates, per tax type, based on the tax type value selected in the:<br>• Profile<br>• Reservation |
| **TRANSACTION CODE OWNERSHIP** [CORPORATE_PROTECTION] | | Enables flagging a transaction code as owned by Central or Property and controls the ability to edit based on this flag. |

**Table 11-13 (Cont.) OPERA Controls — Cashiering Parameters**

| PARAMETER | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| **TRANSACTION CODE PER ADJUSTMENT CODE** [TRANSACTION_CODE_PER_ADJUSTMENT_CODE] | | Ability to associate specific transaction code for each Adjustment code. |
| **TRANSACTION DISCOUNT** [TRANSACTION_DISCOUNT] | | When enabled discounts can be configured for Transaction codes/ Article Codes based on the Membership Types and Levels. |
| **TRANSACTION STATUS** [TRANSACTION_STATUS] | | Enables adding an approval status to transactions in the posting journal and makes additional approval codes and status columns available in the posting journal. |
| **USE ACCOUNTS RECEIVABLES FOLIO FOR DIRECT BILL SETTLEMENTS** [AR_SETTLEMENT_PRINT_TASK] | | Specifies direct bill folios to use the accounts receivables folio layout defined in the Account Receivable Folios Report group. |
| **USE PREFIX FOR FOLIO TYPE** [FOLIO_TYPE_PREFIX] | | Allows you to configure a prefix for Folio Types. (Available when the **Fiscal Folio Printing** or the **Credit Bill** OPERA Control is active). |
| **USE SUFFIX FOR FOLIO TYPE** [FOLIO_TYPE_SUFFIX] | | Allows you to configure a suffix for Folio Types. (Available when the **Fiscal Folio Printing** or the **Credit Bill** OPERA Control is active). |
| **VOID FOLIO** [VOID_BILL] | | Voids guest folios. |
| | **DO NOT NULLIFY THE VOID FOLIO'S INFORMATION** [DO_NOT_NULLIFY_VOID_BILL] | Retains the folio's information when voiding the folio. |
| | **CREDIT BILL FOR VOID** [CREDIT_BILL_FOR_VOID] | When active, a Credit Bill is sent via the fiscal service before voiding the folio. |
| | **SEND FISCAL FOLIO PRIOR TO VOIDING** [FISCAL_FOLIO_PRIOR_TO_VOIDING] | When active, a Void Folio is sent via the fiscal service before voiding the folio. |

**Table 11-14 OPERA Controls — Cashiering Settings**

| SETTING | DESCRIPTION |
|---|---|
| **ADDRESS CHECK FOR FOLIO GENERATION** [ADDRESS_CHECK_FOR_FOLIO_GENERATION] | List of mandatory payee address elements that will be validated at the time of folio generation. |
| **ADDRESS CHECK PAYMENT METHODS** [ADDRESS_CHECK_PAYMENT_METHODS] | In conjunction with the Setting 'Address Check For Folio Generation', this setting allows the user to select the payment methods that would require the address check validation prior to folio generation. |
| **BANK CODE** [BANK_CODE] | The identification code of the financial institution associated with the property. For example: SWIFT Code. . |
| **BANK ID CODE** [BANK_ID_CODE] | The identification code/number of the account held by the property with the financial institution. For example: IBAN Number. |
| **BANK ID TYPE** [BANK_ID_TYPE] | The type of designation used to identify an account with a financial institution. For example: IBAN. |
| **BANK NAME** [BANK_NAME] | The name of the financial institution associated with the property. |
| **CASH SHIFT DROP** [CASH_SHIFT_DROP] | Specifies the transaction code used to record a shift cash drop. |
| **CASH TRANSACTION CODE** [CASH_TRXCODE] | Specifies the cash exchange transaction code. |
| **CHECK SHIFT DROP** [CHECK_SHIFT_DROP] | Specifies the transaction code used to record a shift check drop. |
| **CHECK TRANSACTION CODE** [CHECK_TRXCODE] | Specifies the check transaction code. |
| **CREDIT CARD WALLET** [CREDIT_CARD_WALLET] | Enables you to store credit card token details on profiles and have these tokens available for the payments and add/update the credit card payment method details. (Not available when the **Payment Services Directive** (PSD2) OPERA Control is active). |
| **DECIMAL CALCULATION** [DECIMAL_CALCULATION] | Specifies the number of decimals to maintain in the database for the calculated amount such as net amount, etc., pertaining to inclusive taxes/generates. |

**Table 11-14 (Cont.) OPERA Controls — Cashiering Settings**

| SETTING | DESCRIPTION |
|---|---|
| **DELIVERY METHODS**<br>[DELIVER_ METHODS] | Specify the Delivery Methods for which eFolio Export should be initiated.<br>• **Electronic**: Sent automatically to the recipients bank.<br>• **Email**: Sent as an email to the recipient.<br>• **Printing**: Printed and sent by regular postal mail to the recipient. |
| **DEPOSIT LEDGER BALANCE FORWARD TRANSACTION CODE**<br>[DEPOSIT_LEDGER_BALANCE_ FORWARD_TRANSACTION_COD E] | Defines the (other) payment transaction code used for deposit ledger System Setup - Importing Data. |
| **DIRECT BILL SETTLEMENT CODE**<br>[AR_SETTLE_CODE] | Specifies the Transaction Code used for folios settled to Accounts Receivables. |
| **EXCLUDE FOLIO STYLES**<br>[CONCEALED_FOLIO_STYLES] | Specifies that a folio cannot be generated using the folio styles selected. The Folio Styles screen will exclude these folio style options. These will also not be available for selection as default Accounts Receivables or Cashiering Folio Styles. |
| **FISCAL COMMANDS**<br>[FISCAL_COMMANDS] | Send fiscal commands via the generic fiscal payload |
| **FISCAL PARTNER**<br>[FISCAL_PARTNER] | Generates Business Events and partner specific payloads based on the selected setting value. |

**Table 11-14 (Cont.) OPERA Controls — Cashiering Settings**

| SETTING | | DESCRIPTION |
|---|---|---|
| **FOLIO COPY LEGEND**<br>[FOLIO_COPY_LEGEND] | | When generating multiple copies of folios during settlement or checkout in Billing, the associated legend (for example, Original, First Copy of Invoice, etc.) will generate on the folio. When set to Watermark, the watermark folio copy legend is available only for **Folios**, **AR Folios**, **Post It / Passerby Folios** report groups.<br><br>**Note:**<br>Activating this setting will increase folio generation time per copy to the folio generation process.<br><br>Values are:<br>• FOLIO_COPY_NO (No folio copy indicator)<br>• FOLIO_COPY_YES (Original merge code folio indicator)<br>• FOLIO_COPY_WATERMARK (Watermark folio copy indicator |
| | **FONT SIZE OF FOLIO LEGEND TEXT**<br>[FOLIO_COPY_LEGEND_FONT_SIZE] [ | Font size of folio legend text on folios. |
| | **HORIZONTAL POSITION OF FOLIO LEGEND TEXT**<br>[FOLIO_COPY_LEGEND_XPOS] | The number of pixels from left corner of page to put the folio legend text on folios. |
| | **VERTICAL POSITION OF FOLIO LEGEND TEXT**<br>[FOLIO_COPY_LEGEND_YPOS] | The number of pixels from the bottom of page to put the folio legend text on folios. |
| **FONT SIZE OF FOLIO LEGEND TEXT**<br>[FOLIO_COPY_LEGEND_FONT_SIZE] | | Specifies the font size of the folio legend text on folios. |

**Table 11-14 (Cont.) OPERA Controls — Cashiering Settings**

| SETTING | DESCRIPTION |
|---|---|
| **GUEST LEDGER BALANCE FORWARD TRANSACTION CODE** [GL_BAL_FORWARD_TRX_CODE] | Defines the sales (non-revenue) transaction code for guest ledger System Setup - Importing Data.<br><br>**Note:** Transaction code must not be linked to a sub-group / group with tax generates configured. Transaction code must not be enabled for manual posting. |
| **HORIZONTAL POSITION OF FOLIO LEGEND TEXT** [FOLIO_COPY_LEGEND_XPOS] | Specifies the number of pixels from the left corner of the page to put the folio legend text on folios. |
| **VERTICAL POSITION OF FOLIO LEGEND TEXT** [FOLIO_COPY_LEGEND_YPOS] | Specifies the number of pixels from the bottom of the page to put the folio legend text on folios. |
| **FISCAL BUSINESS EVENT RESEND/REGENERATE DAYS** [FISCAL_BE_RESEND_DAYS] | Enter a number ranging from 1 to 9 days for a Fiscal Business Event with a status of FAILURE will be available for Resend to the Fiscal partner. Fiscal Business Events with other statuses will also be displayed for the same specified number of days. If no value is entered, a default value of 3 days will be used. |
| **MAXIMUM FISCAL BUSINESS EVENTS TO RESEND** [MAXIMUM_FISCAL_BUSINESS_EVENTS_TO_RESEND] | Enter the number from 1 to 100 for the number of Fiscal Business Events to be resent at one time. If no value is entered, a default value of 50 will be used. |
| **FOLIO STYLE** [FOLIO_STYLE] | Specifies the folio style used when printing a folio. |
| **FOLIO TYPE METHOD** [FOLIO_TYPE_METHOD] | Method used for Folio Type Setup. |
| **PAYMENT METHODS** [PAYMENT_METHODS] | Specifies the Payment Types for which eFolio Export should be initiated. |

**Table 11-14 (Cont.) OPERA Controls — Cashiering Settings**

| SETTING | DESCRIPTION |
|---|---|
| **LOGICAL WEIGHT** [LOGICAL_WEIGHT] | Logical Weight value used in validation of a Tax ID. |
| **POS ACCOUNTS** [POS_ACCOUNTS] | Folios for selected Pseudo Rooms will be generated using an internal folio sequence. |
| **PRINT CASHIER CLOSURE REPORTS** [O9_CASHIER_CLOSURE_REPORTS] | Activates the Automatically Print Cashier Closure Reports functionality, which stores the printer selected for closure reports and uses it without displaying the report configuration screen. |
| **PRINT DEPOSIT REQUEST RECEIPTS** [O9_PRINT_DEPOSIT_REQUEST_RECEIPT] | Activates the Automatically Print Deposit Request Receipts functionality. |
| **PRINT FOLIO** [O9_PRINT_FOLIO] | Activates the Automatically Print Folio functionality, which stores the printer selected for folios and uses it without displaying the report configuration screen. |
| **PRINT PAYMENT RECEIPTS** [O9_PRINT_PAYMENT_RECEIPT] | Activates the Automatically Print Payment Receipts functionality, which stores the printer selected for receipts and uses it without displaying the report configuration screen. |
| **PURPOSE OF STAY FOR CITY TAX CALCULATION** [PURPOSE_OF_STAY_FOR_CITY_TAX_CALCULATION] | Defines the default Purpose of Stay value to be used by city tax package function when no Purpose of Stay value is selected in the reservation. |
| **REPORTS TAX BUCKETS** [REPORTS_TAX_BUCKETS] | Enables identification of 10 tax buckets, which will be included on all reports that display a breakdown of up to 10 net and tax amounts. |
| **ROOM STATUS FOR ZERO BALANCE AND AUTO CHECK OUTS** [ROOM_STATUS_FOR_ZERO_BALANCE_AND_AUTO_CHECK_OUTS] | Defines the room status for quick check outs processed as either Zero Balance or Auto check outs and the current room status is Inspected or Clean. If left null the room status is updated to Dirty . |
| **TAX FOLIO TRANSACTION CODES** [TAX_FOLIO_TRX_CODES] | Define the Tax Transaction Code(s) to be grouped into a separate Tax Folio during settlement. |

# OPERA Controls — Channel Management

The following tables outline the functions, parameters, and settings that can be configured in the OPERA Controls Channel Management group.

**Table 11-15 OPERA Controls — Channel Management Functions**

| FUNCTION | DESCRIPTION |
|---|---|
| Complimentary<br>**CHANNEL RESTRICTIONS**<br>[CHANNEL_RESTRICTIONS] | Chain level global function that enables setting rate and room restrictions on the channel level. |
| Complimentary<br>**ENHANCED ROOM RATE DESCRIPTION**<br>[ENHANCED_ROOM_RATE_DESCRIPTION] | Activates enhanced room and rate descriptions in channel conversion screens. |

**Table 11-16 OPERA Controls — Channel Management Parameters**

| PARAMETER | DESCRIPTION |
|---|---|
| **ADVANCED OWS PRODUCTS**<br>[ADVANCED_OWS_PRODUCTS] | Chain Level global parameter that provides ability to control enables separately sold packages to be configured as web bookable. If the parameter is on, only packages that meet the requirement of being both separately sold and web bookable are available for web booking. If the parameter is off, all separately sold packages are available for web booking. |
| **ALLOW MODIFY INHOUSE RESERVATION**<br>[ALLOW_MODIFY_INHOUSE_RESERVATION] | Enables modifying in-house reservation dates. |
| **ALWAYS USE MEMBERSHIP FROM REQUEST MESSAGE**<br>[ALWAYS_USE_MEMBERSHIP_FROM_REQUEST_MESSAGE] | Chain level global parameter that, when this parameter is on, only the memberships sent in create booking request messages are attached to the reservation. When this parameter is off, all memberships of the profile are attached to the reservation. |
| **APPEND BLOCK NAME BEFORE RATE DESCRIPTION**<br>[APPEND_BLOCK_NAME_BEFORE_RATE_DESCRIPTION] | Enables OWS to append a block name with a rate description. |
| **AUDIT DETAILS**<br>[AUDIT_DETAILS] | Records logs of OEDS processes in audit details. |
| **CONVERT OWS AND GDS COMMENTS AS TRACES**<br>[ADD_COMMENTS_GDS_SINREM_TRACE] | Converts OWS comments and GDS Service information (SIN) messages to traces in ORS. The trace date is created with the insert date of the booking instead of the arrival date. Traces are created using the trace department configured under the OEDS parameter setting OEDS Trace Department. When the parameter is set to N, the OWS comments and GDS Service information (SIN) and Remark (REM) texts will not be converted to traces but will be inserted as Reservation Comments in OPERA Cloud. The parameter setting OEDS Trace Department will not be displayed. |

**Table 11-16 (Cont.) OPERA Controls — Channel Management Parameters**

| PARAMETER | DESCRIPTION |
|---|---|
| **MODIFY CANCEL GDS BOOKING FROM WEB** [MODIFY_CANCEL_GDSBOOKING_FROMWEB] | Chain level global parameter that enables guests to make changes that do not impact inventory or cancellations to their GDS/ADS/ODS bookings using OWS, regardless of the source of the reservation. |
| **SEND CONFIRMATION LETTER AT BOOKING** [SEND_CONFIRMATION_LETTER_AT_BOOKING] | Sends a confirmation letter at booking. |
| **SHOW PRICE FOR WEB VIEWABLE SPACE** SHOW_PRICE_FOR_WEB_VIEWABLE_SPACE | When active the price displays for function spaces that are available to view on the web but are not bookable (applies to the OPERA Web Self-Service (OWS) APIs). |

**Table 11-17 OPERA Controls — Channel Management Settings**

| SETTING | DESCRIPTION |
|---|---|
| **CANCEL WINDOW** [CANCEL_WINDOW] | Chain level global setting that specifies the number of minutes after booking when the reservation can be canceled without penalty. |
| **CHANNEL CONSUMER NAME** [CHANNEL_CONSUMER_NAME] | This setting appears when the Global parameter MULTI CONSUMER SETUP is enabled and allows the property to configure Channel Consumers for each resort. Based on this configuration, the GWIZ Business Event Service will utilize multiple threads to de-queue business events for each Channel Consumer. Also, Micros ADS Hurdle Processor service will utilize multiple threads to process hurdles for each Channel Consumer. |
| **DEFAULT WEB BLOCK MARKET** [DEFAULT_WEB_BLOCK_MARKET] | Default Market Segment for blocks created using the OPERA Web Self-Service (OWS) APIs. |
| **DEFAULT WEB BLOCK SOURCE** [DEFAULT_WEB_BLOCK_SOURCE] | Default Source Code for blocks created using the OPERA Web Self-Service (OWS) APIs. |
| **DEFAULT WEB BLOCK RATE CODE** [DEFAULT_WEB_BLOCK RATE_CODE] | Default Rate Code for catering only blocks created using the OPERA Web Self-Service (OWS) APIs. |
| **DEFAULT WEB BLOCK STATUS** [DEFAULT_WEB_BLOCK_STATUS] | Default Booking Block status for blocks created using the OPERA Web Self-Service (OWS) APIs. |
| **DEFAULT WEB BLOCK TYPE** [DEFAULT_WEB_BLOCK_TYPE] | Default Booking Type for blocks created using the OPERA Web Self-Service (OWS) APIs. |

**Table 11-17 (Cont.) OPERA Controls — Channel Management Settings**

| SETTING | DESCRIPTION |
|---|---|
| **DEFAULT WEB EVENT STATUS** [DEFAULT_WEB_EVENT_STATUS] | Default Event Status for events created using the OPERA Web Self-Service (OWS) APIs. |
| **DEFAULT WEB INQUIRY STATUS** [DEFAULT_WEB_INQUIRY_STATUS] | Default block, catering and event status for blocks created as inquiry, using the OPERA Web Self-Service (OWS) APIs. |
| **FETCH RESERVATION** [FETCH_RESERVATION] | Enables the OPERA Cloud Web Suite Engine to retrieve reservations for either all reservations (regardless of entry point) or for only created through OWS. |
| **SEARCH FOR MEMBERSHIP NO.** [SEARCH_FOR_MEMBERSHIP_NO] | Chain level global setting that enables the match of a profile based on any one of the criteria selected in addition to the profile membership number. |

# OPERA Controls — Commissions

The following tables outline the parameters and settings that can be configured in the OPERA Controls Commissions group.

**Table 11-18 OPERA Controls — Commissions Functions**

| Functions | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| Complimentary **COMMISSIONS HANDLING** [COMM_HANDLING] | | Enables the ability to calculate, manage and remit reservation commission payments by check or EFT export to travel agents and booking sources. |

**Table 11-19 OPERA Controls — Commissions Parameters**

| PARAMETER | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| **AUTOMATIC CALCULATION OF VALUE ADDED TAX OVER THE COMMISSION PAID** [CALC_VAT_ON_COMMISSIONS] | | Automatically calculates the value added tax over the commission paid automatically. |
| **POSITIVE PAY CHECK EXPORT** [POSITIVE_PAY_CHECK_EXPORT] | | Enables positive pay checks to be exported. |

**Table 11-19 (Cont.) OPERA Controls — Commissions Parameters**

| PARAMETER | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| **SEND ZERO COMMISSIONS RECORDS TO PAYMENT PROCESSING** [ZERO_COMMISSION_YN] | | Sends zero commissions records to payment processing. Upon processing of commissions, the zero commissions records are sent to payment history with Paid = On. If set to Off, the zero commission records are sent directly to payment history with Paid = Off. |
| **STOP PROCESSING REASON CODES** [ENTER_HOLD_REASON_CODES] | | Enables the use of commission processing reasons for holding and detaching commissions. |
| **TRANSFER NO SHOWS AND CANCELS** [TRANS_COMM_NOSHOW_CANC] | | Transfers no show and cancelled reservations to the commission module. |
| **USE PRE-PRINTED CHECKS FOR COMMISSIONS** [FIXED_PRE_PRINTED_CHECK_NUMBERS] | | Enables the use of pre-printed checks for commissions. This internally voids a check/stub number if a check number was used due to another check exceeding one page. |

**Table 11-20 OPERA Controls — Commissions Settings**

| SETTING | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| **COMMISSION CODES NOT TO PROCESS** [NO_PROCESS_COMMISSION_CODES] | | Specify the commission codes to not process for commission calculation. |
| **DEFAULT COMMISSION** [DEFAULT_COMMISSION] | | Specify the default commission code used if the travel agent / source has no commission code associated defined. |
| **DEFAULT REASON CODE** [DEFAULT_REASON_CODE] | | Select the default hold reason code. |
| **DEFAULT TRANSACTION CODE FOR PREPAID COMMISSIONS** [DEFAULT_PREPAID_COMM] | | Select the default transaction code for prepaid commissions. |

**Table 11-20 (Cont.) OPERA Controls — Commissions Settings**

| SETTING | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| **EXPORT TYPE** [EFT_EXPORT_FORMAT] | | Select an export format for commission bank accounts setup with EFT payment method.<br>• **HCC** : EFT Export format for Pegasus<br>• **WTP** : EFT Export format for World Travel Payment / TACS /GCMS<br>• **EGS**: EFT Export format for Eruca Global Services<br>• **NPC**: EFT Export format for National Processing Company<br>• **INF**: EFT Export format for Infinium<br>For more information, see About Commission EFT Export File Formats |
| | **ADDRESS** [EFT_EXPORT_ADDRESS] | Address of the clearinghouse. |
| | **COMPANY** [EFT_EXPORT_COMPANY] | Clearinghouse company name. |
| | **DELIVERY METHOD** [EFT_EXPORT_SFTP_SETUP] | Set the delivery method to be used for EFT Export. |
| | **FAX** [EFT_EXPORT_FAX] | Fax number of the clearinghouse. |
| | **FILE NAME FORMAT** [EFT_EXPORT_FILE_NAME_FORMAT] | Select the file name format to be used for EFT Export file. If OPP_NPC cloud service is activated, following are the values available for this settings.<br>XF_PROPERTY (Default value)<br>XF_PROPERTY_DDMMYYYY<br>XF_PROPERTY_MMDDYYYY<br>XF_PROPERTY_DDMMYYYYHH24MI<br>XF_PROPERTY_MMDDYYYYHH24MI<br>** PROPERTY :- First 6 digits of the Property ID configured in EFT Exports settings of OPERA Controls* |
| | **HOTEL NUMBER** [EFT_EXPORT_PROPERTYID_NPC] | Property ID,maximum 10 characters |
| | **PROPERTY NAME** [EFT_EXPORT_PROPERTY_NAME] | Name of the property/chain. |
| | **TAX IDENTIFIER** [EFT_EXPORT_TAX_IDENTIFIER] | Select the Tax Type required. |
| | **TELEPHONE** [EFT_EXPORT_TELEPHONE] | Telephone number of the clearinghouse. |

**Table 11-20 (Cont.) OPERA Controls — Commissions Settings**

| SETTING | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| **PROFILE UPDATE RESTRICTED COMMISSION PAYMENT TYPE** [PROFILE_UPDATE_RESTRICTED_PAYMENT_TYPES] | | Select the Commission Payment type(s) to be considered for the Profile Update Restriction. When a Payment Type is selected here, users cannot modify the name of a profile or remove the profile from a reservation, if that profile is linked with a Commission Bank Account using the selected Payment Type. |
| **PROFILE UPDATE RESTRICTED RESERVATION STATUS** [PROFILE_UPDATE_RESTRICTED_RESV_STATUS] | | Select the Reservation Status(es) to be considered for the Profile Update Restriction. |

# OPERA Controls — Comp Accounting

Gaming

**Table 11-21 Functions**

| FUNCTION | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| Complimentary **AUTO SETTLE COMP FOLIO** [AUTO_SETTLE_COMP_FOLIO] | | Allows for the Comp Folios to be auto settled during Check-Out. Comp Folios with an Authorizer that has an associated AR Account are settled to Direct Bill. Comp Folios with an Authorizer that does not have an associated AR Account are settled to the Transaction Code in the 'Default Comp Payment Method' setting. When the 'Default Comp Payment Method' setting is left blank, the Comp Folio will be presented for manual settlement. |
| Complimentary **COMP REQUEST** [COMP_REQUESTS] | | Allows users who may not be comp authorizers, to create comp routing requests on reservations. The request can be declined or approved by an authorizer. |

**Table 11-21 (Cont.) Functions**

| FUNCTION | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| Complimentary<br>**COMP TYPES**<br>[COMP_TYPES] | | Allows configuration and association of a comp type code with a guest profile and reservation that assists you to identify guests according to their gaming expertise. |

**Table 11-22 Parameters**

| PARAMETERS | RELATED PARAMETER/ SETTING | DESCRIPTION |
|---|---|---|
| **AUTHORIZER PIN REQUIRED**<br>[AUTHORIZER_PIN_REQUIRED] | | Ask for Authorizer PIN on manual comp transfer to comp windows and when setting up comp routing. |
| **COMP ACCOUNTING INTEGRATION SERVICE**<br>[COMP_ACCOUNTING_INTEGRATION_SERVICE] | | Enables integration with an external Patron Tracking System for purpose of manage Comp Accounting. |
| **COMP POSTING MULTI RECORD PROCESSING**<br>[COMP_POSTING_MULTI_RECORD_PROCESSING] | | When active, you are able to select multiple comp postings to be sent for approval to the Patron Track System (PTS) . When inactive, you can select one record at a time to be sent for approval to the PTS.<br>Activation is based on the capabilities of the integrated PTS. |
| **COMP REDEMPTION**<br>[BUCKET_REDEMPTION] | | Enables Comp Redemption functionality to allow redemption of local currency amounts to reservations where the guest profile has a PTS (Patron Tracking System) membership. Properties interfaced with an external gaming system receive redemption amounts from the external vendor. |
| **COMP TRANSACTION STATUS**<br>[COMP_TRANSACTION_STATUS] | | Enables the ability to manually add and update the status of transactions in the Comp Posting Journal. |

**Table 11-22 (Cont.) Parameters**

| PARAMETERS | RELATED PARAMETER/ SETTING | DESCRIPTION |
|---|---|---|
| **DEDUCT INCLUSIVE TAX FROM COMP WINDOW** [DEDUCT_INCLUSIVE_TAX_FROM_COMP_WINDOW ] | | When parameter is active, the transaction(s) transferred to comp window do not include the associated inclusive tax(s). If the same transaction(s) is transferred back to guest billing window, the inclusive tax(s) is reposted. If the Comp transaction code has a generate associated, then this behavior will not take place. |
| **GENERIC COMP MEMBERSHIP NUMBER** [GENERIC_COMP_MEMBER_NO ] | **DEFAULT MEMBERSHIP TYPE FOR PTS** | Allows the entry of a generic membership number for comp postings. |
| **INCLUDE EXCLUSIVE TAX IN THE COMP POSTING APPROVAL** [COMP_APPROVALS_INCLUDE_GENERATES] | | Enables you to include the Exclusive tax transactions in the Comp posting Approval. |
| **PTS MEMBERSHIP TYPE BASED COMP ROUTING** [COMP_ROUTING_PTS_MEMBERSHIP_TYPES_ONLY] | | Allow setup of Comp Routings only on reservations that have a PTS (Patron Tracking System) membership type that matches the value in the 'Default PTS Membership Type' setting. |
| **PLAYER STATISTICS** [PLAYER_STATS] | | Enables the Player statistics screen which provides an up-to-the-minute display of gaming information for a guest with a player ID. |
| **RESTRICT NEW PROFILE** [RESTRICT_NEW_PROFILE] | | When enabled, you are restricted from amending the primary profile linked to the reservation when comp charges exist on any of the comp windows. |

**Table 11-23 Settings**

| SETTING | RELATED PARAMETER/ SETTING | DESCRIPTION |
|---|---|---|
| **AUTHORIZER AR TYPE** [AUTHORIZER_AR_TYPE] | | AR Account Type for Authorizers. |
| **DEFAULT COMP PAYMENT METHOD** [AUTO_SETTLE_COMP_FOLIO_DEFAULT_PAYMENT_METHOD] | | Defines the Payment Method that will be used to settle Comp Folios that are not associated to an Authorizer's AR Account. |

**Table 11-23 (Cont.) Settings**

| SETTING | RELATED PARAMETER/ SETTING | DESCRIPTION |
|---|---|---|
| **DEFAULT PTS MEMBERSHIP TYPE** [PTS_MEMBERSHIP_TYPE] | | The Default Membership Type for Gaming (Patron tracking system) used for Gaming Functionalities. |
| **PRINT COMP FOLIO** [PRINT_COMP_FOLIO ] | | Controls the available print options when settling comp folios (101-108). |
| **STAGED TRANSACTIONS DURING FOLIO GENERATION** [STAGED_TRX_DURING_CHECK OUT] | | Determines the handling of staged transactions on comp windows during check out and interim folio process. |

# OPERA Controls — Country Specific

The following tables outline the settings that can be configured in the OPERA Controls Country Specific group.

**Table 11-24 OPERA Controls — Country Specific Parameters**

| PARAMETERS | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| **AUTO POST STAMP DUTY** [AUTO POST STAMP DUTY] | | Upon entering billing Stamp Duty will be automatically posted if the threshold is exceeded. [Italy]. |
| **CITY TAX CALCULATED AFTER CI DATE** [CITY TAX CALCULATED AFTER CI DATE] | | If Set to Y, the City Tax will be calculated only for the date after Check In, otherwise it will return the value for all dates [Italy]. |
| **CITY TAX VARIANCE CALCULATION BASED ON NUMBER OF NIGHTS** [CITY TAX VARIANCE CALCULATION BASED ON NUMBER OF NIGHTS] | | If Set to Y, the City Tax will be applied using the Night-Based Variance Model. This model uses the values specified in settings CITY TAX VARIANCE AMOUNT and CITY TAX VARIANCE AFTER NIGHTS. |
| **CITY TAX VARIANCE CALCULATION BASED ON RATE** [CITY TAX VARIANCE CALCULATION BASED ON RATE] | | If Set to Y, the City Tax will be applied using the Rate-Based Variance Model. This model uses the values specified in settings FIRST through FIFTH THRESHOLD AMOUNT FOR VARIANT CITY TAX. |
| **GENERATE AR OFFICIAL RECEIPT** [GENERATE_AR_OFFICIAL_REC EIPT] | | Ability to create an official receipt when a payment is applied to one or more AR Invoices [PHILIPPINES]. |

**Table 11-24 (Cont.) OPERA Controls — Country Specific Parameters**

| PARAMETERS | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| **USE NET RATE FOR VARIANT CITY TAX** [USE NET RATE FOR VARIANT CITY TAX] | | If Set to Y, the City Tax will be applied the Rate-Based Variance Model, using the NET package rate (F&B included, VAT excluded), otherwise only the NET room rate will be considered [Italy]. |

**Table 11-25 OPERA Controls — Country Specific Settings**

| SETTING | DESCRIPTION |
|---|---|
| **BLACKLIST REPORT THRESHOLD** [BLACK_LIST_THRESHOLD] | Only documents above this value will be included in the Blacklist Report Export [Italy] |
| **BLACKLIST REPORT THRESHOLD EVALUATION MODE** [BLACK_LIST_USENET] | If set to NET, the threshold will be applied to the net amount of the document, otherwise the gross amount will be used for the blacklist report export [Italy]. |
| **BLACKLIST REPORT THRESHOLD TYPE** [BLACK_LIST_THRESHOLD_TYPE] | Specifies if the threshold value should be applied to all documents of the payee (C = Cumulative) or individual documents (D = Document) [Italy]. |
| **CITY TAX 2ND INCREMENT AMOUNT** [CITY_TAX_2ND_INCREMENT_AMOUNT] | Value of the increment to apply if the rate amount is above parameter THRESHOLD AMOUNT FOR VARIANT CITY TAX 2 [Italy]. |
| **CITY TAX 3RD INCREMENT AMOUNT** [CITY_TAX_3RD_INCREMENT_AMOUNT] | Value of the increment to apply if the rate amount is above parameter THRESHOLD AMOUNT FOR VARIANT CITY TAX 3 [Italy]. |
| **CITY TAX 4TH INCREMENT AMOUNT** [CITY_TAX_4TH_INCREMENT_AMOUNT] | Value of the increment to apply if the rate amount is above parameter THRESHOLD AMOUNT FOR VARIANT CITY TAX 4 [Italy]. |
| **CITY TAX 5TH INCREMENT AMOUNT** [CITY_TAX_5TH_INCREMENT_AMOUNT] | Value of the increment to apply if the rate amount is above parameter THRESHOLD AMOUNT FOR VARIANT CITY TAX 5 [Italy]. |
| **CITY TAX APPLICABLE ROOM NIGHTS** [CITY_TAX_APPLICABLE_ROOM_NIGHTS] | Number of nights to be considered for City Tax calculation [Italy]. |
| **CITY TAX BUCKET NUMBER** [CITY_TAX_BUCKET_NUMBER] | Number of the tax column holding City Tax postings [Italy]. |

**Table 11-25 (Cont.) OPERA Controls — Country Specific Settings**

| SETTING | DESCRIPTION |
|---|---|
| **CITY TAX CALCULATION START DATE** [CITY_TAX_CALCULATION_START_DATE] | Date from which the City Tax will be calculated (DD-MON-YYYY) [Italy]. |
| **CITY TAX CORRECTIONS TRANSACTION CODE** [CITY_TAX_CORRECTIONS_TRANSACTION_CODE] | Transaction code to be used by operators when doing Correction/Rebate/Adjustment Postings for the City Tax [Italy]. |
| **CITY TAX EXEMPTION DESCRIPTION 1** [CITY_TAX_EXEMPTION_DESCRIPTION1] | Description of exemption nr. 1. Only used in Reports [Italy]. |
| **CITY TAX EXEMPTION DESCRIPTION 10** [CITY_TAX_EXEMPTION_DESCRIPTION10] | Description of exemption nr. 10. Only used in Reports [Italy]. |
| **CITY TAX EXEMPTION DESCRIPTION 2** [CITY_TAX_EXEMPTION_DESCRIPTION2] | Description of exemption nr. 2. Only used in Reports [Italy]. |
| **CITY TAX EXEMPTION DESCRIPTION 3** [CITY_TAX_EXEMPTION_DESCRIPTION3] | Description of exemption nr. 3. Only used in Reports [Italy]. |
| **CITY TAX EXEMPTION DESCRIPTION 4** [CITY_TAX_EXEMPTION_DESCRIPTION4] | Description of exemption nr. 4. Only used in Reports [Italy]. |
| **CITY TAX EXEMPTION DESCRIPTION 5** [CITY_TAX_EXEMPTION_DESCRIPTION5] | Description of exemption nr. 5. Only used in Reports [Italy]. |
| **CITY TAX EXEMPTION DESCRIPTION 6** [CITY_TAX_EXEMPTION_DESCRIPTION6] | Description of exemption nr. 6. Only used in Reports [Italy]. |
| **CITY TAX EXEMPTION DESCRIPTION 7** [CITY_TAX_EXEMPTION_DESCRIPTION7] | Description of exemption nr. 7. Only used in Reports [Italy]. |
| **CITY TAX EXEMPTION DESCRIPTION 8** [CITY_TAX_EXEMPTION_DESCRIPTION8] | Description of exemption nr. 8. Only used in Reports [Italy]. |
| **CITY TAX EXEMPTION DESCRIPTION 9** [CITY_TAX_EXEMPTION_DESCRIPTION9] | Description of exemption nr. 9. Only used in Reports [Italy]. |

**Table 11-25 (Cont.) OPERA Controls — Country Specific Settings**

| SETTING | DESCRIPTION |
|---|---|
| **CITY TAX EXEMPTION PERCENTAGE 1** [CITY_TAX_EXEMPTION_PERCENTAGE1] | Percentage of exemption for exemption nr. 1. Defines the percentage applicable to exemption 1: 100 means full exemption, 0 means no exemption, Negative values are interpreted as absolute, instead of percentages [Italy]. |
| **CITY TAX EXEMPTION PERCENTAGE 10** [CITY_TAX_EXEMPTION_PERCENTAGE10] | Percentage of exemption for exemption nr. 10. Defines the percentage applicable to exemption 10: 100 means full exemption, 0 means no exemption, NEGATIVE values are interpreted as absolute, instead of percentages [Italy]. |
| **CITY TAX EXEMPTION PERCENTAGE 2** [CITY_TAX_EXEMPTION_PERCENTAGE2] | Percentage of exemption for exemption nr. 2. Defines the percentage applicable to exemption 2: 100 means full exemption, 0 means no exemption, NEGATIVE values are interpreted as absolute, instead of percentages [Italy]. |
| **CITY TAX EXEMPTION PERCENTAGE 3** [CITY_TAX_EXEMPTION_PERCENTAGE3] | Percentage of exemption for exemption nr. 3. Defines the percentage applicable to exemption 3: 100 means full exemption, 0 means no exemption, Negative values are interpreted as absolute, instead of percentages [Italy]. |
| **CITY TAX EXEMPTION PERCENTAGE 4** [CITY_TAX_EXEMPTION_PERCENTAGE4] | Percentage of exemption for exemption nr. 4. Defines the percentage applicable to exemption 4: 100 means full exemption, 0 means no exemption, Negative values are interpreted as absolute, instead of percentages [Italy]. |
| **CITY TAX EXEMPTION PERCENTAGE 5** [CITY_TAX_EXEMPTION_PERCENTAGE5] | Percentage of exemption for exemption nr. 5. Defines the percentage applicable to exemption 5: 100 means full exemption, 0 means no exemption, Negative values are interpreted as absolute, instead of percentages [Italy]. |
| **CITY TAX EXEMPTION PERCENTAGE 6** [CITY_TAX_EXEMPTION_PERCENTAGE6] | Percentage of exemption for exemption nr. 6. Defines the percentage applicable to exemption 6: 100 means full exemption, 0 means no exemption, Negative values are interpreted as absolute, instead of percentages [Italy]. |
| **CITY TAX EXEMPTION PERCENTAGE 7** [CITY_TAX_EXEMPTION_PERCENTAGE7] | Percentage of exemption for exemption nr. 7. Defines the percentage applicable to exemption 7: 100 means full exemption, 0 means no exemption, Negative values are interpreted as absolute, instead of percentages [Italy]. |
| **CITY TAX EXEMPTION PERCENTAGE 8** [CITY_TAX_EXEMPTION_PERCENTAGE8] | Percentage of exemption for exemption nr. 8. Defines the percentage applicable to exemption 8: 100 means full exemption, 0 means no exemption, Negative values are interpreted as absolute, instead of percentages [Italy]. |
| **CITY TAX EXEMPTION PERCENTAGE 9** [CITY_TAX_EXEMPTION_PERCENTAGE9] | Percentage of exemption for exemption nr. 9. Defines the percentage applicable to exemption 9: 100 means full exemption, 0 means no exemption, Negative values are interpreted as absolute, instead of percentages [Italy]. |
| **CITY TAX EXEMPTION UDF 1** [CITY_TAX_EXEMPTION_UDF1] | Ordinal number of the UDFN field where the number of persons to be exempted due to reason 1 is stored [Italy]. |
| **CITY TAX EXEMPTION UDF 10** [CITY_TAX_EXEMPTION_UDF10] | Ordinal number of the UDFN field where the number of persons to be exempted due to reason 10 is stored [Italy]. |
| **CITY TAX EXEMPTION UDF 2** [CITY_TAX_EXEMPTION_UDF2] | Ordinal number of the UDFN field where the number of persons to be exempted due to reason 2 is stored [Italy. |

**Table 11-25 (Cont.) OPERA Controls — Country Specific Settings**

| SETTING | DESCRIPTION |
|---|---|
| **CITY TAX EXEMPTION UDF 3** [CITY_TAX_EXEMPTION_UDF3] | Ordinal number of the UDFN field where the number of persons to be exempted due to reason 3 is stored [Italy]. |
| **CITY TAX EXEMPTION UDF 4** [CITY_TAX_EXEMPTION_UDF4] | Ordinal number of the UDFN field where the number of persons to be exempted due to reason 4 is stored [Italy]. |
| **CITY TAX EXEMPTION UDF 5** [CITY_TAX_EXEMPTION_UDF5] | Ordinal number of the UDFN field where the number of persons to be exempted due to reason 5 is stored [Italy]. |
| **CITY TAX EXEMPTION UDF 6** [CITY_TAX_EXEMPTION_UDF6] | Ordinal number of the UDFN field where the number of persons to be exempted due to reason 6 is stored [Italy]. |
| **CITY TAX EXEMPTION UDF 7** [CITY_TAX_EXEMPTION_UDF7] | Ordinal number of the UDFN field where the number of persons to be exempted due to reason 7 is stored [Italy]. |
| **CITY TAX EXEMPTION UDF 8** [CITY_TAX_EXEMPTION_UDF8] | Ordinal number of the UDFN field where the number of persons to be exempted due to reason 8 is stored [Italy]. |
| **CITY TAX EXEMPTION UDF 9** [CITY_TAX_EXEMPTION_UDF9] | Ordinal number of the UDFN field where the number of persons to be exempted due to reason 9 is stored [Italy]. |
| **CITY TAX INCREMENT AMOUNT 1** [CITY_TAX_1ST_INCREMENT_AMOUNT] | Value of the increment to apply if the rate amount is above parameter THRESHOLD AMOUNT FOR VARIANT CITY TAX 1 [Italy]. |
| **CITY TAX POSTINGS TRANSACTION CODE** [CITY_TAX_POSTINGS_TRANSACTION_CODE] | Transaction code used to perform Postings for the City Tax [Italy]. |
| **CITY TAX PRICE PER PERSON CALCULATION** [CITY_TAX_PRICE_PER_PERSON_CALCULATION] | Price to be applied to each person eligible for City Tax calculation [Italy]. |
| **CITY TAX THRESHOLD AMOUNT FOR VARIANT 1** [FIRST_THRESHOLD_AMOUNT_FOR_VARIANT_CITY_TAX] | If the rate amount is below this threshold, the value specified by parameter CITY TAX INCREMENT AMOUNT 1 will be added to the city tax amount [Italy]. |
| **CITY TAX THRESHOLD AMOUNT FOR VARIANT 2** [SECOND_THRESHOLD_AMOUNT_FOR_VARIANT_CITY_TAX] | If the rate amount is below this threshold, the value specified by parameter CITY TAX INCREMENT AMOUNT 2 will be added to the city tax amount [Italy]. |
| **CITY TAX THRESHOLD AMOUNT FOR VARIANT 3** [THIRD_THRESHOLD_AMOUNT_FOR_VARIANT_CITY_TAX] | If the rate amount is below this threshold, the value specified by parameter CITY TAX INCREMENT AMOUNT 3 will be added to the city tax amount [Italy]. |
| **CITY TAX THRESHOLD AMOUNT FOR VARIANT 4** [FOURTH_THRESHOLD_AMOUNT_FOR_VARIANT_CITY_TAX] | If the rate amount is below this threshold, the value specified by parameter CITY TAX INCREMENT AMOUNT 4 will be added to the city tax amount [Italy]. |
| **CITY TAX THRESHOLD AMOUNT FOR VARIANT 5** [FIFTH_THRESHOLD_AMOUNT_FOR_VARIANT_CITY_TAX] | If the rate amount is below this threshold, the value specified by parameter CITY TAX INCREMENT AMOUNT 5 will be added to the city tax amount [Italy]. |

**Table 11-25 (Cont.) OPERA Controls — Country Specific Settings**

| SETTING | DESCRIPTION |
|---|---|
| **CITY TAX VARIANCE AFTER NIGHTS** [CITY_TAX_VARIANCE_AFTER_NIGHTS] | Number of nights after which the City Tax amount will be varied based on the setting CITY TAX VARIANCE VALUE [Italy]. |
| **CITY TAX VARIANCE AMOUNT** [CITY_TAX_VARIANCE AMOUNT] | Amount used to change City Tax after the number of nights specified in setting CITY TAX TO VARY AFTER NIGHTS [Italy] |
| **COUNTRIES FOR BLACKLIST REPORT** [BLACK_LIST_COUNTRIES] | Comma separated list of countries to be included in the Blacklist report (it_fiscal_blist) [Italy] |
| **STAMP DUTY TRANSACTION CODE** [STAMP_DUTY_TRANSACTION_CODE] | The transaction code that will be used for posting Stamp Duty tax. |
| **STAMP DUTY THRESHOLD** [STAMP_DUTY_THRESHOLD] | When the gross amount of exempt transactions exceeds this threshold the stamp duty tax will be automatically posted. |
| **STAMP DUTY VALUE** [STAMP_DUTY_VALUE] | The amount of tax that will be posted once the Stamp Duty threshold is exceeded. |

# OPERA Controls — Credit Card

The following tables outline the parameters and settings that can be configured in the OPERA Controls Credit Card group.

**Table 11-26 OPERA Controls — Credit Card Functions**

| PARAMETER | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|

**Table 11-26 (Cont.) OPERA Controls — Credit Card Functions**

| | | |
|---|---|---|
| Complimentary<br>**CHIP AND PIN**<br>[CHIP_AND_PIN] | Activates the Chip and PIN functionality.<br><br>**Note:**<br>Either the Online Settlement parameter must be On or the Authorization Settlement at Checkout setting must be configured. The Batch Settlement parameter can not | |

**Table 11-26 (Cont.) OPERA Controls — Credit Card Functions**

| | | |
|---|---|---|
| | | be On. |
| | **CHIP AND PIN PAYMENT METHOD** [CHIP_AND_PIN_PAY_LOV] | Specifies the credit card types that should exhibit Chip and PIN functionality when using a Chip and PIN enabled terminal. |

**Table 11-27 OPERA Controls — Credit Card Parameters**

| PARAMETER | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| **ADVANCED AUTHORIZATION RULES** [ADVANCED_AUTHORIZATION_RULES] | | The ability to define authorization rules based on Room Type, Room Class, Rate Code, Rate Category, Reservation Type and Source Code or a combination of the same. |
| **AUTOMATIC AUTHORIZATION** [AUTO_AUTH_ACTIVE_YN] | | Turns on the Automatic Credit Card Authorization Scheduling functionality.<br>The **Automatic Authorization Interval Time** setting and the **Automatic Authorization Failure No Post Flag** and **Exclude No Post Reservations From Automatic Authorization** parameters are visible when the Automatic Authorization parameter is On and a credit card interface is configured in the property. |
| | **AUTOMATIC AUTHORIZATION INTERVAL TIME** [AUTO_AUTH_INTERVAL] | Specifies the interval in minutes after completion of an automatic credit card authorization and the start of the next instance.<br>The minimum value is 30 minutes.<br>When a time is set in the Automatic Authorization Interval Time setting, the automatic credit card authorization will start on the set interval of time after a previous instance of the automatic credit card authorization process has been completed. |
| | **USE FOLIO BALANCE FOR AUTOMATIC CREDIT CARD AUTHORIZATION** [USE_FOLIO_BALANCE_FOR AUTOMATIC_CREDIT_CARD AUTHORIZATION] | Automatic Credit Card Authorization will process the full folio balance authorization only if the balance of the folio exceeds already authorized amount. |

**Table 11-27 (Cont.) OPERA Controls — Credit Card Parameters**

| PARAMETER | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| | **AUTOMATIC AUTHORIZATION FAILURE NO POST FLAG**<br>[AUTOMATIC_AUTH_FAILURE_NO_POST_FLAG] | When this parameter is On, the No Post checkbox on a reservation is automatically selected when the Credit Card Authorization fails during any automatic processes for Credit Card Authorizations.<br>When the Automatic Authorization Failure No Post Flag parameter is On, a reservation where the credit card has been declined or a non-approved authorization message is received during the credit card authorization process, the No Post checkbox for that reservation will be selected, setting the reservation to No Post. |
| | **EXCLUDE NO POST RESERVATIONS FROM AUTOMATIC AUTHORIZATION**<br>[EXCLUDE_NO_POST_RESERVATIONS_FROM_AUTOMATIC_CC_AUTH] | When this parameter is On, reservations is indicated as No Post are not included in any automatic processes for Credit Card Authorizations.<br>When the “Exclude No Post Reservations From Automatic Authorization” parameter is Off, reservations indicated as “No Post” will be included in the credit card authorization process.<br>When the “Exclude No Post Reservations From Automatic Authorization” parameter is On, reservations indicated as “No Post” will be excluded from the credit card authorization process. |
| **BATCH SETTLEMENT**<br>[CC_BATCH_SETTLEMENT] | | Activates Batch Settlements functionality for supported systems, where payments/ settlements posted in OPERA Cloud are kept for later processing in batch as part of the end-of-day routine or manually initiated . This parameter and Online Settlement parameter are mutually exclusive. |
| **CREDIT CARD TYPE CHECK/USAGES**<br>[CC_USAGE_CHOICES] | | Enables a cross check between the credit card type and usages for that card type. This is used for any credit card types where a separate transaction code is applied to each specific usage of the card. |
| | **BLACKLIST CARD CHECK**<br>[BONUS_CHECK_VALIDATION] | Flag to specify if the system should perform Bonus Check Validations. |

**Table 11-27 (Cont.) OPERA Controls — Credit Card Parameters**

| PARAMETER | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| **CREDIT LIMIT OVERAGE PAYMENTS** [CREDIT_LIMIT_OVERAGE_PAYMENTS] | | Enables the processing of automatic payments for the total balance of a folio when the balance is equal or higher than the credit limit set for that credit card payment method. Automatic Credit Limit Overage payments are processed based on the Credit Limit Overage Payments Interval Time setting.<br>Provides additional controls to automatically make credit card payments in folios when the credit limit is equal or exceeds, as well allows users to access the Credit Limit Overages screen and process payments on demand.<br>Note: the Online Settlement parameter must be On for the property. |
| | **DEFAULT CREDIT LIMIT OVERAGE PAYMENTS AUTO PAY** [DEFAULT_OVERAGE_PAYMENTS_AUTO_PAY] | When this parameter is On, the Credit Limit Auto Pay check box on new reservations is selected by default. |
| | **CREDIT LIMIT OVERAGE PAYMENT FAILURE NO POST FLAG** [OVERAGE_PAYMENT_FAILURE_NO_POST_FLAG] | When this parameter is On, the No Post check box is automatically selected when a Credit Limit Overage payment fails in a reservation.<br>When the Credit Limit Overage Payment Failure No Post Flag parameter is Off, a reservation that has failed to apply a payment to any folio window during the Credit Limit Overage process, the No Post check box for that reservation will remain unchanged from its current status.<br>When the Credit Limit Overage Payment Failure No Post Flag parameter is On, a reservation that has failed to apply a payment to any folio window during the Credit Limit Overage process, the “No Post” check box for that reservation will be selected setting it to No Post. |
| | **EXCLUDE NO POST RESERVATIONS FOR CREDIT LIMIT OVERAGE PAYMENTS PARAMETER** [EXCLUDE_NO_POST_RESERVATIONS_FOR_OVERAGE_PAYMENTS] | When this parameter is On, reservations is indicated as No Post are not processed in Credit Limit Overages.<br>When the Exclude No Post Reservations For Credit Limit Overage Payments parameter is Off, reservations that have been indicated as No Post are included in the Credit Limit Overage process.<br>When the Exclude No Post Reservations For Credit Limit Overage Payments parameter is On, reservations that have been indicated as No Post are excluded from the Credit Limit Overage process. |

**Table 11-27 (Cont.) OPERA Controls — Credit Card Parameters**

| PARAMETER | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| | **CREDIT LIMIT OVERAGE PAYMENTS INTERVAL TIME** [OVERAGE_PAYMENTS_INTERVAL_TIME] | Specifies the interval in minutes after completion of an automatic Credit Limit Overage processing of Payments and the start of the next instance. The minimum value is 30 minutes. When set to 0 minutes, the automatic Credit Limit Overage processing of payments will not be executed.<br>When a time interval is set in the Credit Limit Overage Payments Interval Time setting, the Automatic Credit Limit Overage process will start on the set interval of time after a previous instance of the process has been completed. |
| | **CREDIT LIMIT OVERAGE PAYMENT METHODS** [CREDIT_LIMIT_OVERAGE_PAYMENT_METHODS] | Set the Credit Card Payment Methods to qualify for automatic Credit Limit Overage processing of payments.<br>The processing of automatic payments cannot begin unless at least one credit card payment method is selected for the Credit Limit Overage Payment Methods setting. Only cards of the selected payment method are processed. |
| **MANUAL AUTHORIZATION NOTIFICATION** [MANUAL_AUTH] | | Delivers an authorization message to the credit card processing vendor when a manual credit card authorization code is obtained and entered in the reservation. This is available if the credit card interface uses web-enabled transaction processing via VPN or secure HTTP. |
| **OPI CLOUD CREDIT CARD PROCESSING** [OPI_CLOUD_CREDIT_CARD_PROCESSING] | | Activates OPI credit card delivery, and disables IFC Controller for credit card processing. |
| **ONLINE SETTLEMENT** [CC_ONLINE_SETTLEMENT] | | Activates Online Settlements functionality for supported systems, to allow sending to the bank payments/settlements upon processing in OPERA Cloud, This parameter and Batch Settlement parameter are mutually exclusive. |
| | **TEMPORARILY STORE OFFLINE SETTLEMENTS** [CC_OFFLINE_SETTLEMENT] | Stores failed online settlements (due to the credit card interface not running) and processes them offline at the end of the day. |

**Table 11-27 (Cont.) OPERA Controls — Credit Card Parameters**

| PARAMETER | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| **PAYMENT SERVICES DIRECTIVE**<br>[PAYMENT_SERVICES_DIRECTIVE] | | Enables Payment Services Directive (PSD2) specifications for processing of credit card payments and settlements when an EFT interface is configured at the property.<br>A Card Present checkbox is displayed in the following screens:<br>• Look to Book Sales<br>• Deposit Payment<br>• Check-In Verify Payment<br>• Payment Instructions<br>• Authorization and History<br>• Billing Payment<br>• House Posting Account<br>• Post It Payment<br>• Passer By Payment<br>• Accounts Receivable Payment<br>• By default, the **Card Present** checkbox is unchecked. It remains unchecked if the credit card is manually entered and is automatically checked if the credit card is not manually input or received through an interface. The CIT (Customer Initiated Transaction) value is available in the Viewing Changes Log Details |
| **PRE-AUTHORIZE CREDIT CARDS PRIOR TO CHECK IN**<br>[CC_PRE_CHECK_IN_AUTHORIZATION] | | Enables the ability to pre-authorize credit cards for reservations up to 10-days prior to arrival; using the authorization rule selected in the reservation. |
| **PROMPT FOR TERMINAL**<br>[PROMPT_FOR_TERMINAL] | | Allows a terminal to be selected for credit card transactions. |
| **SEND TOTAL TAX IN SETTLEMENTS**<br>[SEND_TOTAL_TAX] | | Specifies if the system is required to send Total Tax amounts in settlement requests to the interface. |

**Table 11-28 OPERA Controls — Credit Card Settings**

| SETTING | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| **AUTHORIZATION REVERSAL ALLOWED** [AUTH_REVERSAL_ALLOWED_LOV] | | Specifies the credit card types that have authorization reversal permitted by the credit card vendor. Existing authorizations for selected credit card types are reversed if a different credit card or method of payment is used at check out. |
| **AUTHORIZATION AT CHECK IN** [AUTH_AT_CHECKIN_LOV] | | Specifies the credit card types that require an automatic authorization at check in. |
| **AUTHORIZATION DURING STAY/DEPOSIT** [AUTH_DURING_STAY_LOV] | | Specifies the credit card types that permit manual and automatic authorization checks for deposits, and following check in and prior to check out and settlement. This setting must be enabled to permit authorizations by the End of Day routine. |
| **AUTHORIZATION SETTLEMENT AT CHECK OUT** [AUTH_STLMT_AT_CHECK_OUT_LOV] | | Specifies the credit card types for authorization and settlement during check out. |
| **DAYS TO PURGE CREDIT CARD AUTHORIZATION LOG** [PURGE_CC_AUTH_LOG_DAYS] | | Specifies the number of days when the credit card authorization log is removed.<br>Valid values:<br>• Any number of days can be entered. If left blank, then the purge occurs every 30 days. |
| **DAYS TO PURGE CREDIT CARDS** [DAYS_TO_PURGE_CREDIT_CARDS] | | Global setting that specifies the number of days when the credit card information is removed when no transactions or reservations are active. |
| **DEPOSIT ADDRESS VERIFICATION** [ADDRESS_VERIFICATION_LOV] | | Specifies the credit card types that require the billing address during payment. |
| **DEPOSIT CVV2 CHECK** [CVV2_CHECK_LOV] | | Specifies the credit card types for which the Credit Card Security Code (CVV2) is required when making a payment. |
| **HOTEL ID** [CC_HOTEL_ID] | | Specifies the hotel ID. |
| **SETTLEMENT AUTHORIZATION CODE** [SETTLEMENT_AUTHORIZATION_CODE] | | Specifies the authorization code used at settlement if multiple authorization codes exist. |

# OPERA Controls — End of Day

The following tables outline the functions, parameters, and settings that can be configured in the OPERA Controls End of Day group.

**Table 11-29 OPERA Controls — End of Day Functions**

| FUNCTION | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| **INCOME AUDIT** [INCOME_AUDIT] | | Enables Income Audit functionality - enabling you to advance the business date during end of day, but not close the business date. Final reports and procedures are not run when business date is not closed. You can perform audit tasks on the open business date during regular business hours and then close the business date once final revenue adjustments are made. Income audit allows for five business dates to remain open. Final reports are generated once business date is closed. For more information, see Income Audit |
| | **INCOME AUDIT CASHIER SETTING** [INCOME_AUDIT_CASHIER_ID] | Specifies the cashier ID for income audit postings. This setting is only available when the Income Audit OPERA Control is active. |

**Table 11-30 OPERA Controls — End of Day Parameters**

| PARAMETER | DESCRIPTION |
|---|---|
| **ARRIVALS WITH DEPOSIT BALANCE** [ARRIVALS WITH DEPOSIT BALANCE CHECK] | Activates an additional check for arrivals with a deposit balance is added to the End of Day procedures. During this check, the End of Day processing will halt if there are any arrival reservation identified and cannot be continued until all of these reservations are checked in or their deposit balance is zero (refunded or retained). This parameter is available when the Deposit Handling OPERA Control is active. |
| **AUDIT** [AUDIT] | Forces the validation of transaction code totals during the night audit. |
| **AUTO ASSIGN CHECK NUMBER** [AUTO_CHKNO] | Assigns an internal check number to accommodation and generated tax charges, as well as fixed charges. This is useful when the **Rollup Transactions** (by check number) OPERA Control is active. For more information, see OPERA Controls — Cashiering. |
| **AUTO CLOSE CASHIERS** [AUTO_CLOSE_CASHIERS] | Closes all cashiers automatically that have not been closed. |
| **AUTO CONTINUE** [AUTO_CONTINUE] | Continues the night audit automatically without asking the user to continue after every process. |

**Table 11-30 (Cont.) OPERA Controls — End of Day Parameters**

| PARAMETER | DESCRIPTION |
|---|---|
| **AUTO NO SHOW ARRIVALS** [AUTO_NOSHOW_ARRIVALS] | Updates due in reservations to no show status. |
| **EXCLUDE CHECKED-IN RESERVATION FROM STAY PROJECTIONS** [EXCL_CI_RES_STAY] | When active, checked in reservations are not considered for stay projections. (Available when the External Loyalty Program OPERA Control is active). |
| **MULTIPLE END OF DAYS** [MULTIPLE_END_OF_DAYS] | Enables the user to automatically run the End of Day multiple times. |
| **STATE CHECK** [STATE_CHECK] | Warns users and provides a way to update the state of a reservation's profile while running the End of Day. |
| **WEATHER OR NOTES** [WEATHER_NOTES] | Warns users and provides a way to add weather or notes. |

**Table 11-31 OPERA Controls — End of Day Settings**

| SETTING | DESCRIPTION |
|---|---|
| **AUTO UPDATE BUSINESS DATE MINUTES** [AUTO_ROLL_DATE_MINUTES] | Minutes to wait before OPERA Cloud updates the Business Date. |
| **COUNTRY CHECK** [COUNTRY_CHECK] | Warns users and provides a way to update the country of a reservation's profile while running the End of Day.<br>Valid values:<br>• CHECK IN / END OF DAY<br>• END OF DAY<br>• NO COUNTRY CHECK |
| **END OF DAY EMAIL ADDRESS** [EOD_EMAIL_ADDRESS] | Specifies the recipient email address for EOD reports configured to be delivered by emailed; as well for delivery the of the EOD completion email. Enter multiple email addresses using a comma to separate addresses. |
| **MAXIMUM NUMBER OF OPEN BUSINESS DATES** [MAXIMUM NUMBER OF OPEN BUSINESS DATES] | Specifies the number of business dates that can remain open without completing the Print Final Reports process of End of Day.<br>Valid values:<br>• 1-365 |
| **NIGHT AUDIT CASHIER** [NIGHT_AUDIT_CASHIER_ID] | Specifies the cashier ID for End of Day postings. |

**Table 11-31 (Cont.) OPERA Controls — End of Day Settings**

| SETTING | | DESCRIPTION |
|---|---|---|
| **ROLLING NO SHOW** [OWNER_NOSHOW] | | Reservations with reservation type selected in the parameter will not be automatically no showed during End of Day. Instead the arrival date will be extended to the next day. |
| | **ROLLING NO SHOW PREFERENCE** [ROLLING_NOSHOW_PREFERENCE] | Determines whether the arrival date will be automatically rolled until the departure day (default) or the last night of the reservation. |

# OPERA Controls — Events

**Table 11-32 OPERA Controls — Events Functions**

| FUNCTION | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| Premium<br>Complimentary<br>**ALTERNATE SPACE** [ALTERNATE_SPACE] | | When enabled, a function space can be configured to require an alternate space as a back-up, whenever the function space is selected for an Event. A typical use case for this functionality is for outside function space that requires a back-up in the event of inclement weather. When the space requiring an alternate space is selected for an event, you are prompted and required to select an additional space(s). When an alternate space(s) is assigned, an additional event(s) is automatically created to reserve the alternate space(s) for the same date and times as the original event. |
| | **UPDATE ALTERNATE MASTER EVENT STATUS** [ACTUALIZE_ALTERNATE_MASTER] | When active, the status for the primary event will be changed to Actual when the process to update event status is activated via the Scheduled Time to Update Event Status to Actual setting. This will release the Alternate Space being held as a backup. |
| | **ALTERNATE SPACE EVENT NAME SETTING** [ALTERNATE_SPACE_EVENT_NAME] | Default name for an event in an Alternate Space. |

**Table 11-32 (Cont.) OPERA Controls — Events Functions**

| FUNCTION | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| Complimentary<br>**CATERING PACKAGES**<br>[EVENT_PACKAGES] | | Activate Catering Packages Functionality.<br>**Note:**<br>Adding this complimentary feature will not affect the subscription-based function count. |
| | **COMBINE PACKAGE EVENTS IN BEO**<br>[COMBINE_PACKAGE_EVENTS_IN_BEO] | When active, a Print Package Events Combined check box is enabled in BEO report parameters. When the check box is selected the attendee count for package events with the same Block ID, Event Name, Event Type, Event Dates, Event Status, Event Times and Function Space are summed to output a total number of attendees. |
| | **EXCLUDE SPACE FROM PACKAGE**<br>[EXCLUDE_SPACE_FROM_EVENT_PACKAGES] | When active, the checkbox for Include Space in Package will be unchecked by default allowing the space to be charged separately from the package price. |
| Complimentary<br>**CATERING EVENTS**<br>[CATERING_EVENTS] | | Enables the ability to schedule an event and block a function space for a specific date and time. Events can be reserved in non-deduct or deduct status. (Enabled on activation of OPERA Cloud Sales & Event Management Essentials, Standard or Premium subscription). |
| Complimentary<br>**EVENT POSTING**<br>EVENT_POSTING] | | Enables the ability to post the actual charges for an event directly to the posting master account for the related block. |
| | **DEFAULT CATERING FOLIO STYLE**<br>[DEFAULT_CATERING_FOLIO_STYLE] | The Folio Style is automatically used when generating a Folio for Catering. |
| | **UPDATE CHECK NUMBER WITH EVENT ID**<br>[UPDATE_CHECK_NUMBER_WITH_EVENT_ID] | Populate the Check Number field with the Event ID in Event Posting. |

**Table 11-32 (Cont.) OPERA Controls — Events Functions**

| FUNCTION | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| Complimentary<br>**EVENT RESOURCES**<br>[EVENT_RESOURCES] | | Enables the ability configure menus and inventory items and attach them to catering events. These event resources are used to build the details of the event and produce the Banquet Event Order. (Enabled on activation of OPERA Cloud Sales & Event Management Essentials, Standard or Premium subscription). |
| | **EVENT REVENUE ACTUALIZATION**<br>[EVENT_EDIT_ACTUALS] | Setting determines whether catering revenue is tracked at the event or resource level. |
| | Premium<br>**CUSTOM RESOURCES**<br>[CUSTOM_RESOURCES] | Provides the ability to create custom menu items and items from the Manage Resource screen. |
| | Premium<br>**QUICK INSERT**<br>[QUICK_INSERT] | Enables the ability to add Menus and Items via a configured code. |
| | Premium<br>**RESOURCE DISCOUNT**<br>[RESOURCE_DISCOUNT] | When active, from the block a discount percentage can be applied to all menus and any items marked as discountable. |
| Complimentary<br>**EVENT TEMPLATES**<br>[EVENT_TEMPLATES] | | Enables the ability to create a collection of events and their associated menus, inventory items, and function space. These events are configured together to allow for quickly adding them to a block in one action. Once added to a block, they function as independent events with their own individual pricing. |
| Complimentary<br>**EVENT WAITLIST**<br>[EVENT_WAITLIST] | | Enables the ability to reserve function space already reserved for another block in a deduct from inventory status. These events are put on a waitlist in the order they have been created, but that order can be manually updated. If the function space becomes available, the waitlisted event with the first priority will automatically come off the waitlist and be moved to a deduct from inventory status. |
| | **WAITLIST ACTIVITY TYPE**<br>[WAITLIST_ACTIVITY_TYPE] | This activity type is used to notify a user that an event, which was waitlisted, has been assigned to a function space. |

**Table 11-32 (Cont.) OPERA Controls — Events Functions**

| FUNCTION | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| Complimentary<br>**FORECAST EVENT REVENUE**<br>[FORECAST_EVENT_REVENUE] | | Enables you to configure default revenue forecasts by date and revenue types. |
| | Premium<br>**ADVANCED EVENT FORECAST HANDLING**<br>[ENHANCED_EVENT_FORECAST_HANDLING] | When enabled, the revenue forecast can also include Market Code. If the control for Booking Type is active, Booking Type will also be available. |
| | **CONSUMPTION MENU FORECASTING**<br>[CONSUMPTION_MENU_FORECASTING] | Allows for a Menu Price to be added to a Consumption Menu in Menu Configuration and when editing a Menu that has been attached to an Event. |
| | **COPY FORECAST FIGURES**<br>[COPY_FORECAST_FIGURES] | Copy Event Forecast Figures when copying an Event. |
| | **USE FORECAST REVENUE**<br>[USE_FORECAST_VALUE_ONLY] | The On the Books Revenue calculation will use the forecasted revenue until "Use Forecast Revenue" checkbox is unchecked. |
| Premium<br>Complimentary<br>**GUEST ROOM AS MEETING ROOM**<br>[GUESTROOM_AS_MEETINGROOM] | | When active, catering events can be booked in guest rooms that are configured for events. The Meeting checkbox will be available for room types configured as physical rooms, allowing a property to identify the room types that can be utilized for catering events. In Room configuration, when the room is associated to a Room Type marked for meetings, a new checkbox for Events will be available for selection. When this checkbox is selected, the user will be able to configure the room to be used for events by adding setup styles, rental codes, and additional information. When an event is booked in a guest room, a reservation will automatically be created to ensure that the room cannot be booked by another guest. The arrival and departure dates will be determined by the start and end time of the event and the values in the setting for Event Start Time Rooms and Event End Time Rooms. |
| | **EVENT START TIME ROOMS**<br>[EVENT_START_TIME_ROOMS] | Rooms will be deducted from inventory the previous day for Events starting prior to this time |

**Table 11-32 (Cont.) OPERA Controls — Events Functions**

| FUNCTION | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| | **EVENT END TIME ROOMS** [EVENT_END_TIME_ROOMS] | Rooms will be deducted from inventory the following day for Events ending after this time. |
| Premium Complimentary **ITEM TEMPLATES** [ITEM_TEMPLATES] | | Enables the ability to configure groupings of items commonly sold together, regardless of their item class. When an item template is selected for an event, all items are added along with their respective pricing. |
| Premium Complimentary **MULTI CHOICE MENUS** [MULTI_CHOICE_MENUS] | | Enables the ability to configure a menu where the guest has the ability to choose from several options which menu items will be included in the menu. |
| Premium Complimentary **MULTI EDIT EVENTS** [MULTI_EDIT_EVENTS] | | Enables the ability to select and edit multiple events in a single process. |
| Complimentary **QUICK EVENT** [QUICK_EVENT] | | Enables the ability to create a new event and auto-create a block simultaneously |
| | **QUICK EVENT BOOKING TYPE** [QUICK_EVENT_BOOKING_TYPE] | Default Business Block Type for Quick Event Creation |
| | **QUICK EVENT MARKET CODE** [QUICK_EVENT_MARKET] | Default Business Block Market Code for Quick Event Creation |
| | **QUICK EVENT RATE CODE** [QUICK_EVENT_RATE_CODE] | Default Business Block Rate Code for Quick Event Creation |
| | **QUICK EVENT SOURCE CODE** [QUICK_EVENT_SOURCE] | Default Business Block Source Code for Quick Event Creation |
| | **QUICK EVENT DEFAULT RES TYPE** [DEFAULT_RESTYPE_DEDUCT] | Default Reservation Type for Quick Event Creation. The values listed here are based on the status selected in the parameter setting 'Default New Block Status'. |

**Table 11-32 (Cont.) OPERA Controls — Events Functions**

| FUNCTION | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| Complimentary<br>**SIMPLE EVENTS**<br>[DIARY] | | Activates Simple Catering Events and Function Diary functionality in OPERA Cloud PMS. With Simple Events, you can schedule events for a specific date and time, specify the number of attendees, event type , setup style and assign a function space. Event notes can be added to track the various resource requirements for the event. Simple Events then appear in the Function Diary. For more information, see Simple Events.<br><br>**Note:**<br>The Simple Events function is not available when the Oracle Hospitality OPERA Cloud Service, Sales and Event Management Standard Edition or Oracle Hospitality OPERA Cloud Service, Sales and Event Management Premium Edition is active. |
| Complimentary<br>**SUB EVENTS**<br>[SUB_EVENTS_ACTIVE] | | Enables the ability to create events that are linked to other events, either in the same function space or a different space. These events can then be printed together on Banquet Event Orders to illustrate their connected nature. |
| | **DEFAULT SUB EVENT RATE CODE**<br>[DEFAULT_SUB_EVENT_RATE_CODE] | Default Sub Event Rate Code. |

**Table 11-33 OPERA Controls — Events Parameters**

| PARAMETER | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| **ADVANCED FUNCTION SPACE HANDLING** [ENHANCED_FUNCTION_SPACE_HANDLING] | | When active, function space can be configured as a Combo room or mark as a Shareable Space. Additionally, rental codes can be configured and associated to function space to set a default prices for room rental. |
| | **BOOK SHAREABLE SPACE AS EXCLUSIVE** [SHARED_FUNCTION_SPACE] | When enabled, users are able to override the shareable functionality and reserve the space for a single event. |
| | **EXCLUDE EVENT FROM FORECAST BASED ON FUNCTION SPACE** [EXCLUDE_EVENT_FROM_FORECAST] | When active, enables the ability to identify function spaces for which booked events should be excluded from forecast reporting by default. |
| | **DEFAULT SPACE REVENUE TYPE** [DEFAULT_SPACE_REVENUETYPE] | Defines the default revenue type that will populate when configuring rental amounts for function space. |
| **CATERING MEAL PERIODS** [CATERING_MEALTYPES] | | Provides the ability to configure meal periods and link event types to a specific meal period for reporting purposes. |
| **COPY EVENT NOTES** [COPY_EVENT_NOTES] | | Copy Event Notes when copying an Event. |
| **COPY FORECAST FIGURES** [COPY_FORECAST_FIGURES] | | Copy Event Forecast Figures when copying an Event. |
| **COPY RESOURCE NOTES** [COPY_RESOURCE_NOTES] | | Copy Resource Notes when copying a Resource. |
| Premium **EXTERNAL URL** [EXTERNAL_URL] | | Enable an updatable URL field in Event Overview. Once saved, a hyperlink displays to open the link in a browser tab. |
| **ITEM INVENTORY WARNING** [ITEM_INVENTORY_WARNING] | | Show Inventory Warnings for Items. |
| **KEEP EVENT DETAILS ON TYPE CHANGE** [KEEP_EVENT_DETAILS_ON_TYPE_CHANGE] | | Keep Event Details as they are when the event type is changed. |

**Table 11-33 (Cont.) OPERA Controls — Events Parameters**

| PARAMETER | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| **MENU ITEM DEMAND** [MENU_ITEM_DEMAND_FACTOR] | | Expose demand factor on menu items when configuring menus. |
| **RESOURCE COST** [RESOURCE_COST] | | Expose cost fields for catering resources. |
| **WARN WHEN SPACE BOOKED** [WARN_WHEN_SPACE_BOOKED_NONDEDUCT] | | User will receive a warning message indicating the space is booked by another event. |

**Table 11-34 OPERA Controls — Events Settings**

| SETTING | DESCRIPTION |
|---|---|
| **CATERING REVENUE PRICE TYPE** [CATERING_REVENUE_PRICE_TYPE] | Defines whether Catering Revenue Prices are entered as Gross or Net Values. The setting is referenced when generating the Daily Forecast Report. |
| **MEASUREMENT** [MEASUREMENT] | Specifies the measurement system used for the function space.<br>Valid values:<br>• METRIC<br>• IMPERIAL |
| **NO SPACE WARNING IN EVENT SEARCH** [WARN_NO_SPACE_EVENT_SEARCH] | Status for which users will be warned that one or more events exist that do not have space assigned. The message will only appear when the search criteria includes Block ID.<br>Valid values: Multi-select from the configured status codes. |
| **SCHEDULED TIME TO UPDATE EVENT STATUS TO ACTUAL** [SCHEDULED_TIME_UPDATE_EVENT_STATUS] | Activates a background process to run within 30 minutes of the specified time to automatically change the event status to Actual for qualifying events. Events which are in a status that can be updated to Actual and are on the current date will be updated. |

# OPERA Controls — Exports

The following tables outline the functions, parameters and settings that can be configured in the OPERA Controls Exports group.

**Table 11-35 OPERA Controls — Exports Functions**

| FUNCTION | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| Complimentary **GENERAL EXPORTS** [GENERAL_EXPORTS] | | Activates the ability to configure and generate General, Membership, and Back Office export files. |

**Table 11-36 OPERA Controls — Exports Parameters**

| PARAMETER | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| **USE BACK OFFICE EXPORT MAPPING** [BACKOFFICE_EXPORT_MAPPING] | | Activates export mapping for back office exports. |
| **USE COUNTRY SPECIFIC EXPORTS** [COUNTRY_EXPORTS] | | Activates the Export functionality for country specific requirements. |
| | **GROUP MASTER UDF FIELD** [GROUP_MASTER_UDF] | Specifies the two digit numeric value of the reservation UDFC field for the group master flag (IT-Alloggiati).<br>Valid values:<br>• 01–40 |
| | **CMFLEX PROPERTY KEY** [CMFLEX_KEY] | Specifies the property key for CMFlex export [Brazil]. |
| | **CMFLEX FISCAL QUEUE NAME** [CMFLEX_QUEUE_NAME] | Specifies the fiscal queue name for CMFlex export [Brazil]. |
| | **CMFLEX PROFILE UDF FIELD CORRESPONDING TO CNPJ** [CMFLEX_UDF_CNPJ] | Specifies the profile UDF field corresponding to CNPJ for CMFlex export [Brazil]. |
| | **CMFLEX PROFILE UDF FIELD CORRESPONDING TO INSC EST** [CMFLEX_UDF_INSC_EST] | Specifies the profile UDF field corresponding to Insc. Est. for CMFlex export [Brazil]. |
| | **CMFLEX PROFILE UDF FIELD CORRESPONDING TO INSC MUN** [CMFLEX_UDF_INSC_MUN] | Specifies the profile UDF field corresponding to Insc. Mun. for CMFlex export [Brazil]. |
| | **CMFLEX PROFILE UDF FIELD CORRESPONDING TO CPF** [CMFLEX_UDF_CPF] | Specifies the profile UDF field corresponding to CPF for CMFlex export [Brazil]. |

**Table 11-37 OPERA Controls — Exports Settings**

| SETTING | DESCRIPTION |
|---|---|
| **ISTAT HOTEL ID** [ISTAT_HOTEL_ID] | Hotel ID for Istat Reports/Exports [ITALY] |
| **ISTAT HOTEL KEY** [ISTAT_HOTEL_KEY] | Hotel KEY for Istat Export, Lazio Region only [ITALY] |
| **ISTAT NUMBER OF BEDS** [ISTAT_NUMBER_OF_BEDS] | Number of Beds for Istat Reports/Exports [ITALY] |

**Table 11-37 (Cont.) OPERA Controls — Exports Settings**

| | |
|---|---|
| **ISTAT NUMBER OF RESTROOMS** [ISTAT_NUMBER_OF_RESTROOMS] | Number of Restrooms for Istat Reports/Exports [ITALY] |
| **ISTAT NUMBER OF ROOMS** [ISTAT_NUMBER_OF_ROOMS] | Number of Rooms for Istat Reports/ Exports [ITALY] |

# OPERA Controls — Front Desk

The following tables outline the functions, parameters, and settings that can be configured in the OPERA Controls Front Desk group.

**Table 11-38 OPERA Controls — Front Desk Functions**

| FUNCTION | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| **ADVANCE CHECK IN** [ADVANCE_CHECK_IN] | | Master control that activates the Advance Check In functionality, which provides the option of flagging one or multiple arrival reservations as Advance Checked In reservations with the option to also record the estimated time of return to the property. Housekeeping is alerted of the ETR when performing their tasks. |

**Note:**

Pseudo room reservations cannot be identified for Advance Check In.

**Note:**

To flag a reservation for Advance Check In the reservation must have a valid payment method.

**Table 11-38 (Cont.) OPERA Controls — Front Desk Functions**

| FUNCTION | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| | **AUTO CHECK IN OF ADVANCED CHECKED IN RESERVATIONS** [AUTO_CHECK_IN_ADVANCE_CHECK_IN_RES] | Automatically checks in Advance Checked In reservations when the room housekeeping status of the reservation's room number matches the room housekeeping status set in the Room Status for Auto Check In of Advance Checked In Reservations.<br>Available when Advance Check In function is Active.<br>When turned On makes the following available:<br>• Room Status for Auto Check In of Advance Checked In Reservations setting<br>Enables the Auto Check In Processor in the Toolbox Utilities - Processors |
| | **AUTO CHECK IN END TIME** [AUTO_CHECK_IN_END_TIME] | When a time (HH24:MI) has been defined in this setting, the Auto Check In processor will stop processing advanced checked in reservations at that time each day. (Available when the **Advance Check In** OPERA Control is active and the **Auto Check In of Advance Checked In Reservations** OPERA Control is active). |
| | **AUTO CHECK IN MINUTES BEFORE** [AUTO_CHECK_IN_MINUTES_BEFORE_ETA] | When a minute value is defined in this setting, the Auto Check In processor will process advanced checked in reservations that have reached the defined Room Status and have an Estimated Time of Arrival (ETA) that many minutes before the ETA. (Available when the **Advance Check In** OPERA Control is active and the **Auto Check In of Advance Checked In Reservations** OPERA Control is active.) |
| | **AUTO CHECK IN START TIME** [AUTO_CHECK_IN_START_TIME] | When a time (HH24:MI) has been defined in this setting, the Auto Check In processor will start processing advanced checked in reservations that have reached the configured room status at that time each day. (Available when the **Advance Check In** OPERA Control is active and the **Auto Check In of Advance Checked In Reservations** OPERA Control is active). |
| | **EXCLUDE ROOM CONDITIONS** [AUTO_CHECK_IN_EXCL_ROOM_CONDITIONS] | Rooms with the Room Condition(s) configured in this setting will be excluded from the Auto Check In process. (Available when the **Advance Check In** and **Room Conditions** OPERA Controls are active and the **Auto Check In of Advance Checked In Reservations** OPERA Control is active). |

**Table 11-38 (Cont.) OPERA Controls — Front Desk Functions**

| FUNCTION | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| | **EXPECTED TIME OF RETURN (ETR)** [EXPECTED_TIME_OF_RETURN] | Enables the option to provide an Expected Time of Return (ETR) and/or an Expected Time of Return Comment on reservations, and adds ETR search capabilities for arrival reservations when an ETR is provided.<br>Available when the Advance Check In function is Active.<br>Expected Time of Return value is in property time format.<br>Expected Time of Return comment allows up to 200 characters. |
| | **ROOM STATUS FOR AUTO CHECK IN OF ADVANCE CHECKED IN RESERVATIONS** [ROOM_STATUS_FOR_AUTO_CHECK_IN_ADVANCE_CHECK_IN_RES] | Defines the room housekeeping status (or multiple statuses) that triggers the Auto Check in for Advance Checked In reservations.<br>Available when Auto Check In of Advance Checked In Reservations parameter is turned On.<br>Values for the room housekeeping status are multi–select from all room housekeeping statuses available at the property.<br>Default list values are Clean and Dirty room status.<br>This list can also show values for Inspected, Pickup and Out of Service when their respective OPERA Control functions for “Inspected Status”, “Pickup Status” and “Out of Service” in Room Management are active.<br>Note: If a value is not set in the Room Status for Auto Check In of Advance Checked In Reservations setting, Advance Checked In reservations will not be automatically checked in even though the Auto Check In Advance Checked In Reservations parameter is On. |
| **DO NOT MOVE ROOM** [DO_NOT_MOVE_ROOM] | | Enables a Do Not Move flag on the reservation once a room is assigned. Only users with elevated privilege can remove the do not move flag and modify the room number value. |

**Table 11-38 (Cont.) OPERA Controls — Front Desk Functions**

| FUNCTION | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| **ENHANCED ROOM ASSIGNMENT** [ENHANCED_ROOM_ASSIGNMENT] | | When active, users will have the ability to define the Rating/Points for specific Reservation attributes. OPERA Cloud will then use this logic when conducting a Room Assignment during Pre-Arrival planning or at the time of arrival.<br><br>**Note:**<br>Cannot be used in conjunction with AI ROOM ASSIGNMENT function or ROOM TYPE AUTO ROOM ASSIGN parameter. |
| **GUEST LOCATORS** [LOCATORS] | | Enables the ability to set a temporary location for a particular guest in order to inform other users, such as telephone operators, of the guests¿ current whereabouts on or off premises. |
| **LOG IT** [LOGBOOK] | | Enables the ability to create log book entries for various departments. |
| **PRE-REGISTRATION CHECK IN** [INTERNET_CHECK_IN] | | Activates the pre registration functionality, flagging the reservation as pre-registered for check-in through third-party mobile app or hotel website. |
| | **PRE-REGISTRATION EXTERNAL SYSTEM ALERT** [INTERNET_CHECK_IN_ALERT_CODE] | Stores the external system alert code used for alerts created for internet checked-in reservations. |
| | **PRE-REGISTRATION EXTERNAL SYSTEM TRACE** [INTERNET_CHECK_IN_TRACE_DEPT] | Stores the external system trace department code used for traces created for internet checked-in reservations. |
| **SERVICE REQUESTS** [SERVICE_REQUESTS] | | The ability to add a service request to guest and/or reservation for follow-up at a future date. Service Recovery is used to report incidents that occur and require actionable follow-up and subsequent closure by other staff members. |
| **WAKE UP CALLS** [WAKEUP] | | Enables the ability to setup PBX wakeup calls for reservations. |

**Table 11-38 (Cont.) OPERA Controls — Front Desk Functions**

| FUNCTION | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| Complimentary<br>**ESIGN REGISTRATION CARD**<br>[ESIGN_REGISTRATION_CARD] | | Enable eSign Registration Card functionality on reservations for getting electronic Signature and Initials. |
| | **DAYS TO PURGE E-SIGNED REGISTRATION CARDS**<br>[ESIGN_REGISTRATION_CARD] | Number of days for e-Signed Registration Cards to be purged after a reservation is checked out. |

**Table 11-39 OPERA Controls — Front Desk Parameters**

| PARAMETER | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| **AUTO CHECK IN ARRIVAL PSEUDO ROOMS**<br>[AUTO_CHECKIN_ARRIVAL_PSEUDO_ROOM] | | Pseudo room arrival reservations are automatically checked in during End of Day via two additional steps.<br>• "Pseudo Rooms Not Checked In" executes prior to update of the business date.<br>• "Pseudo Room Arrivals Next Day" executes after update of the business date. |
| **AUTO CHECK IN PSEUDO ROOMS AFTER CHECK OUT**<br>[AUTO_CHECKIN_PSEUDO_ROOM] | | Pseudo room type reservations indicated as "Always Checked In" in Reservation Payment Instructions are automatically copied and checked in after they are checked out. Only applies to pseudo room types setup for Always Checked In. |

**Note:**

Pseudo room types are not identified for Housekeeping to skip the check for Clean/ Inspected status.

**Table 11-39 (Cont.) OPERA Controls — Front Desk Parameters**

| PARAMETER | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| **AUTO CHECK OUT**<br>[AUTO_CHECK_OUT] | | Auto Check Out provides the ability to initiate a process that will automatically post payments and settle billing windows for departing reservations and then proceed with checking them out. Folios or receipts will not be printed or emailed during this process. |
| **AUTO DEPOSIT COLLECTION**<br>[AUTO DEPOSIT SCREEN] | | The deposit screen on reservations with existing deposit schedules will automatically appear when the user saves the reservation and it may also take the user one step further and automatically open the deposit payment form with deposit amount pre-populated based on configuration. |
| **BLANK OUT METHOD OF PAYMENT FOR ARRIVAL RESERVATIONS**<br>[BLANK_OUT_METHOD_OF_PAYMENT_FOR_ARRIVALS] | | Blank out (remove) the method of payment during the check in process for arrival reservations without an existing credit card authorization. |
| **GENERATE KEY PACKETS**<br>[CUSTOMIZED_KEY_PACKET_LABELS] | | Activates the key packets functionality which allows the Property to generate Key Packet labels for individual or block reservations. |
| **MANDATORY ROOM MOVE REASONS**<br>[MANDATORY_ROOM_MOVE_REASONS] | | Activating this Parameter will make the Reason field mandatory on the Room Move screen. |
| **REGISTRATION CARDS**<br>[REGISTRATION_CARDS] | | Activates registration card functionality. |
| | **DEFAULT REGISTRATION CARD**<br>[DEFAULT_REGISTRATION_CARD] | Sets the registration card used by default for all check ins. |
| | **GENERATE REGISTRATION CARDS AT CHECK IN**<br>[PRINT_REGCARD_AT_CI] | Generates registration cards at check in.<br>Valid values:<br>• NEVER GENERATE<br>• PROMPT TO GENERATE<br>• SELECT DESTINATION |
| | **PRINT REGISTRATION CARDS FOR ACCOMPANYING GUESTS**<br>[PRINT_REGISTRATION_CARDS_FOR_ACCOMPANYING_GUESTS] | Enables the printing of individual registration cards for each accompanying guest from a reservation.<br>The Registration Cards parameter and the Accompanying Guest function must be On for this parameter to be available. |

**Table 11-39 (Cont.) OPERA Controls — Front Desk Parameters**

| PARAMETER | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| | **AGE THRESHOLD TO PRINT REGISTRATION CARD**<br>[AGE_THRESHOLD_TO_PRINT_REGISTRATION_CARD] | Guests for this age or older are eligible for an individual registration card when their profile is used as an accompanying guest.<br>Select a numeric value to represent the minimum age required for a guest to have an individual registration card.<br>The Print Registration Cards for Accompanying Guests parameter must be active for this setting to be available |
| **RESERVATION ROOM FEATURES AND FLOORS**<br>[RESERVATION_ROOM_FEATURES] | | This parameter is used in conjunction with Room Feature and Floor preferences associated with reservations and profiles. When active, Room Feature and Floor preferences associated with the reservation are displayed in Room Assignment. When inactive, Room Feature and Floor preferences associated with the profile are displayed in Room Assignment. |
| **RESERVATIONS SMOKING PREFERENCE**<br>[RESERVATION_SMOKING_PREFERENCE] | | If active when Assigning a room number for a reservation, populates the Smoking Preference filter based on the Reservation Smoking Preference, not the Profile Smoking Preference. |
| **ROOM FEATURE VALIDATION**<br>[ROOM_FEATURE_VALIDATION] | | Enables an information message when the Room Features that are requested on a reservation/profile are not present in the configuration of the room that is being assigned (including Auto Assign), re-assigned or selected during a room move. |

**Table 11-39 (Cont.) OPERA Controls — Front Desk Parameters**

| PARAMETER | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| **ROOM TYPE AUTO ROOM ASSIGN** [ROOM_TYPE_AUTO_ROOM_ASSIGN] | | Enables an **Auto Room Assign** check box at property level in Room Type configuration. By selecting the Auto Room Assign check box, OPERA Cloud will auto-assign a room number to new reservations when a reservation is made for the room type and a room has not been manually assigned for the reservation. This functionality will occur only for newly created reservations should this parameter be active.<br><br>**Note:**<br>Cannot be used in conjunction with **AI Room Assignment** or **Enhanced Room Assignment** function. |
| **SWAP/SHIFT ROOMS** [SWAP/SHIFT_ROOMS] | | Allows the assigned room on two reservations, with matching room type and arrival date, to be swapped or shifted. A room can be shifted from one reservation to another, leaving one of the reservations unassigned. |
| **TELEPHONE BOOK / OPERATOR** [TEL_BOOK_OPERATOR] | | The telephone book is available to maintain contact information for local theaters, restaurants, taxi stands, airlines, churches, employee directory, other properties, etc. Use the Telephone Operator to perform reservation searches and to quickly manage guest messages, traces, wake up calls, and guest locators from a single screen. |

**Table 11-40 OPERA Controls — Front Desk Settings**

| SETTING | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| **AUTO ASSIGN ETD - ETA BUFFER** [AUTO_ASSIGN_ETD_ETA_BUFFER] | | Defaults the time in minutes as a buffer between the ETD of the departing reservation and the ETA of the Arriving reservation when processing the Auto Room Assignment. |

**Table 11-40 (Cont.) OPERA Controls — Front Desk Settings**

| SETTING | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| **CHECK IN PREPAY RULES**<br>[CHECK_IN_PREPAY_RULES] | | Ability to post in advance anticipated accommodation charges and collect payment of reservation:<br>• **Advanced Folio Payment**: Ability to manually post Advance bill charges and collect advanced payment for total cost of stay.<br>• **Advanced Folio Posting** : Ability to auto-post Advance Bill Charges and collect advanced payment for total cost of stay. |
| | **ADVANCE FOLIO PAYMENT TYPE**<br>[ADVANCE_FOLIO_PAYMENT_TYPE] | Reservation prepay rules apply to the selected payment methods.<br>**Note:**<br>Direct Bill (AR transfer) is not eligible for selection. |
| | **AUTO ADVANCED BILL PAYMENT METHOD**<br>[AUTO_ADVANCED_BILL_PAYMENT_METHOD] | Defines the payment methods for the prepayment of the Advanced Bill. (Available when the **Check In Prepay Rules** OPERA Control is set to **Advanced Folio Posting**). |
| | **MINIMUM NUMBER OF NIGHTS**<br>[ADVANCE_PAYMENT_MIN_NIGHTS] | Minimum Number of nights to enforce Reservation Prepay Rules |
| | **PREPAY FOLIO**<br>[PREPAY_FOLIO] | Enables credit card auto-settlement for reservation updates resulting in additional total cost of stay charges payable by the guest. Auto payment processing executes hourly and is based on the credit card details in Window 1. Payment activity is recorded in the changes log with Advance Payments action type. |
| **CUSTOM CHECK IN STEPS**<br>[EXPOSE_ADDITIONAL_CHECKIN_TRAIN_STOPS] | | Allows adding steps to the Check In, and provides the option to set the order in which these steps show. The Room Selection and Review Payment steps are required and selected by default. |

**Table 11-40 (Cont.) OPERA Controls — Front Desk Settings**

| SETTING | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| | **DEFAULT CHECK IN STEP** [DEFAULT_CHECK_IN_STEP] | When the parameter is on, the Check In defaults to the first step selected in the Custom Check In Steps setting. When the parameter is off, the Check In defaults to the first step that requires attention. When no step requires attention, the Check In defaults to the Verify Payment step. |
| **ROOM DISPLAY ORDER** [ROOM_DISPLAY_ORDER] | | In the room lookup screens, the order of the rooms displayed can be least used ascending, least used descending, back to back ascending, back to back descending, ascending, descending or by display sequence based on the parameter set here. |
| **ROOM MOVE ROOM STATUS** ROOM_MOVE_ROOM_STATUS | | During a Room Move, this is the default status of the departing room |

# OPERA Controls — General

The following tables outline the functions, parameters, and settings that can be configured in the OPERA Controls General group.

**Table 11-41 OPERA Controls — General Functions**

| FUNCTION | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| Complimentary Central **CENTRAL SALES** [CENTRAL_SALES] | | Enables the ability to create a Central Sales Hub where sales agents can manage central sales activities, manage sales accounts and create central sales leads to send to selected properties. |
| Complimentary Central **CLOUD HUB INTEGRATION** [ACTIVATE_PMS_INTEGRATION] | | Activates Cloud Hub Integration functionality by auto-creating OXI-OPERA central interface configurations for the property. |
| | **INTERFACE** [CENTRAL_INTERFACE_ID] | Interface Id to be used for creating central interface configurations. |

**Table 11-41 (Cont.) OPERA Controls — General Functions**

| FUNCTION | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| Complimentary<br>Central<br>**CLOUD HUB INTEGRATION FOR ALL PROPERTIES**<br>[ACTIVATE_PMS_INTEGRATION_GLOBAL] | | Activates Cloud Hub Integration functionality by auto-creating OXI-OPERA central interface configurations for all properties in the chain. |
| Complimentary<br>**FILE ATTACHMENTS**<br>[ATTACHMENTS] | | Enables the ability to attach files (<10MB) to Profiles, Reservations, Blocks and Activities.<br>• Reservation and Block attachments are retained for the life of the reservation or block and purged after departure.<br>• Activity attachments are purged along with the purge of an Activity.<br>• Profile attachments are purged along with the purge of a Profile. |
| Complimentary<br>**MULTI LANGUAGE**<br>[GUEST_LANGUAGE] | | Enables multi-language functionality for translation of values on guest stationery. This function also actives alternate name functionality which allows CRS integrated properties to record guest names in the national character set for searching and output on guest stationery. |
| Complimentary<br>**OPERA CLOUD DIGITAL ASSISTANT**<br>[ORACLE_DIGITAL_ASSISTANT] | | Activates a chatbot for an alternate way to accomplish tasks through natural language conversations via a keyboard or microphone (speech to text). |
| Complimentary<br>**OWNER**<br>[OWNER] | | Provides the ability to define and associate a sales owner code for each account (company/agent) profile and business block. The owner code can be referenced for filter criteria within reporting and searching within the application. (Enabled on activation of OPERA Cloud Sales & Event Management Essentials, Standard or Premium subscription). |
| **SCHEDULED REPORTS**<br>[REPORT_SCHEDULER] | | Activates Scheduled Reports Functionality. |

**Table 11-41 (Cont.) OPERA Controls — General Functions**

| FUNCTION | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| **TEXT MESSAGE HANDLING** [SMS_CONFIRMATIONS] | | Activates integration to SMS service providers for SMS text message delivery of confirmations, guest messages and queue room ready notifications to guests plus queue rush rooms alerts to housekeeping room attendants.<br>Requires a subscription with local SMS service provider that supports email-to-sms or HTTP POST. |
| **TRACK IT** [TRACK_IT] | | Track-It enables the management of tasks for the delivery and collection of guest luggage, vehicles, parcels, and other items which need to be tracked.<br>Track-It also supports tracking of lost and found items.<br>Track-It functionality is also available on a smartphone via the OPERA Cloud /mobile web application. |
| | **DEFAULT PARCEL LOCATION** [DEFAULT_PARCEL_LOCATION] | Specifies the default location for Parcel type. |
| | **DEFAULT PARCEL ACTION** [DEFAULT_PARCEL_ACTION] | Specifies the default action for Parcel type. |
| | **DEFAULT PARCEL TYPE** [DEFAULT_PARCEL_TYPE] | Specifies the default type for Parcel type. |
| | **DEFAULT VALET LOCATION** [DEFAULT_VALET_LOCATION] | Specifies the default location for Valet type. |
| | **DEFAULT VALET ACTION** [DEFAULT_VALET_ACTION] | Specifies the default action for Valet type. |
| | **DEFAULT VALET TYPE** [DEFAULT_VALET_TYPE] | Specifies the default type for Valet type. |
| | **DEFAULT BAGGAGE LOCATION** [DEFAULT_BAGGAGE_LOCATION] | Specifies the default location for Baggage type. |
| | **DEFAULT BAGGAGE ACTION** [DEFAULT_BAGGAGE_ACTION] | Specifies the default action for Baggage type. |

**Table 11-41 (Cont.) OPERA Controls — General Functions**

| FUNCTION | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| | **DEFAULT BAGGAGE TYPE** [DEFAULT_BAGGAGE_TYPE] | Specifies the default type for Baggage type. |
| | **DEFAULT LOST LOCATION** [DEFAULT_LOST_LOCATION] | Specifies the default location for Lost type. |
| | **DEFAULT LOST ACTION** [DEFAULT_LOST_ACTION] | Specifies the default action for Lost type. |
| | **DEFAULT LOST TYPE** [DEFAULT_LOST_TYPE] | Specifies the default type for Lost type. |

**Table 11-42 OPERA Controls — General Parameters**

| PARAMETER | SETTING | DESCRIPTION |
|---|---|---|
| **ACCESS EXCLUSION** [ACCESS_EXCLUSION] | | Enables access exclusion for the block. When a block access exclusion is configured for a business block, specific central reservation offices (CROs) cannot edit the block (i.e., add a new reservation or modify an existing reservation in the block; cancel a reservation in the block, or both). |
| **ACTIVATE TEMPLATE TASKS ON ALL DEPENDENT PROPERTY ROLES** [TEMPLATE_TASK_ACTIVATION_ON_PROPERTY_ROLES] | | Activates newly selected or deselected template tasks for all dependent property roles. |
| **DEVICE SELECTION FOR CHANGES LOG TRACKING** [DEVICE_SELECTION_FOR_CHANGES_LOG_TRACKING] | | Enables display of device (client workstation) selection during user login for user activity tracking in the changes log. (Available with **South Korea Country** mode). |
| **ENABLE WATERMARK FOR REPORTS** [REPORT_WATERMARK] | | Enables adding a watermark to all reports created in PDF format. |
| | **CONFIGURE WATERMARK SETTINGS** [REPORT_WATERMARK_MODE] | Specifies the watermark settings to be applied to all reports in all properties where watermark functionality is active. This setting can be overridden by customizing watermarks on the report group or individual report level. |

**Table 11-42 (Cont.) OPERA Controls — General Parameters**

| PARAMETER | SETTING | DESCRIPTION |
|---|---|---|
| **GUIDED LEARNING** [GUIDED_LEARNING] | | Enables in-application guided learning. |
| **INFORMATION COLLECTION** [INFORMATION_COLLECTION] | | Activate Information Collection functionality to allow for the collection of information at specific locations in OPERA Cloud. This includes the ability to configure which type of information collection functionality is active in the property. |

**Table 11-42 (Cont.) OPERA Controls — General Parameters**

| PARAMETER | SETTING | DESCRIPTION |
|---|---|---|
| | **INFORMATION COLLECTION METHODS** [INFORMATION_COLLECTION_METHODS] | Select the method(s) which will be used for Information Collection functionality.<br>• BR_PROFILE_INFO — Profile Information with Universal Payload tags (Brazil) (PROFILE_OPTIONS, Global Level)<br>• BR_RESERVATION_INFO — Reservation Information with Universal Payload tags (Brazil) (RESERVATION_OPTIONS, Global Level)<br>• EFOLIO_EXPORT — EfolioExport (BEFORE_SETTLEMENT, Global Level)<br>• IT_FATTURA_E_INVOICE — Italy Fattura e-Invoice (RESERVATION_OPTIONS, Global Level)<br>• IT_LOTTERY_NO — Lottery Number (BEFORE_SETTLEMENT, Global Level)<br>• PROFILE_EINVOICE_ADDRESS — Profile eInvoice Address field with Universal Payload tag (PROFILE_OPTIONS, Global Level)<br>• PURCHASE_ORDER_DETAILS — Reservation Purchase Order information.<br>• SA_CUSTOMER_TYPE — Custom Type for Profile (PROFILE_OPTIONS, Global Level)<br>• TW_E_INVOICE — Taiwan e-Invoice (BEFORE_SETTLEMENT, Global Level)<br>• ONLINE_OFFLINE_RESERVATION: You can set each reservation as an Online or Offline as required for country specific exports BH_DAILY_SUMMARY and BH_DAILY_SUMMARY_DAY.<br>• DECLARATION_OF_INTENT: Declaration of Intent Number and Receipt Date (PROFILE_OPTIONS, Global Level).<br>• FOLIO_PROFILE_VALIDATION:<br>– If Payee Profile is an Individual Profile, ID Type, ID Number and UDFC10 fields are validated and user is prompted if values are empty.<br>– If Payee profile is a Company profile, TAX1_NO and UDFC10 fields are validated and user is prompted if values are empty.<br>• VAT_NO_TAX_ID : VAT Number validation for Tax ID field (BEFORE_SETTLEMENT, Global Level)<br>• VAT_NO_ID_TYPE: VAT Number validation for a selected ID Type. For |

**Table 11-42 (Cont.) OPERA Controls — General Parameters**

| PARAMETER | SETTING | DESCRIPTION |
|---|---|---|
| | | example, ID or PASSPORT (BEFORE_SETTLEMENT, Global Level) |
| | **PAYEE COUNTRY VAT NUMBER VALIDATION** [PAYEE_COUNTRY_VAT_VALIDATION] | Country from the payee profile primary address used for validation with Information Collection Methods VAT_NO_ID_TYPE and VAT_NO_TAX_ID. |
| | **PROFILE ID TYPES FOR VAT NUMBER VALIDATION** [PROFILE_ID_VAT_VALIDATION] | Profile ID types used for validation with Information Collection Method VAT_NO_ID_TYPE. |
| | **PROFILE TYPE FOR VAT NUMBER VALIDATION USING ID TYPE** [PROFILE_VAT_VALIDATION_ID_TYPE] | Payee profile type used for validation with Information Collection Method VAT_NO_ID_TYPE |
| | **THRESHOLD AMOUNT FOR VAT NUMBER VALIDATION** [THRESHOLD_AMT_VAT_VALIDATION] | Payee profile type used for validation with Information Collection Method VAT_NO_TAX_ID. |
| | **PROFILE TYPE FOR VAT NUMBER VALIDATION USING TAX ID** [PROFILE_VAT_VALIDATION_TAX_ID] | The threshold amount (net amount) to be reached for validation with Information Collection Methods VAT_NO_ID_TYPE and VAT_NO_TAX_ID. |
| **MULTI PROPERTY** [MULTI_PROPERTY] | | Activates template configuration and/or property-to-property copying of configuration. |
| **NUMERIC KEYBOARD FOR ROOM NUMBER** [DEVICE_NUMERIC_KEYBOARD] | | Activates the mobile device keyboard to default to the numeric keyboard on selection of the Room Number field. |
| **PROPERTY BROCHURE** [PROPERTY_BROCHURE] | | The Property Brochure is a resource that central sales, reservations, and on-property staff can use to obtain detailed information about services, facilities, accommodation at your property, and details on transportation options and local attractions in surrounding areas of your property. The Property Brochure can include high-quality photographs of your property accommodations and facilities and information on popular local attractions, dining and retail, local airports, transportation services, and other facilities. |

**Table 11-42 (Cont.) OPERA Controls — General Parameters**

| PARAMETER | SETTING | DESCRIPTION |
|---|---|---|
| **PROPERTY ROLES WITHOUT TEMPLATE** [PROPERTY_ROLES_WITHOUT_TEMPLATE] | | Enables you to create property roles and assign tasks to the roles without needing to copy roles from template. |
| **REPORTS GLOBAL ONLY** [REPORTS_GLOBAL_ONLY] | | Only display global reports for CRO access. |
| **RESTRICT CREDIT CARD MANUAL ENTRY** [RESTRICT_CC_MANUAL_ENTRY] | | Prohibits manual inputting of credit card details in payment windows. |
| **SITE PLAN** [SITE_PLAN] | | The Site Plan is available to display images of the property, facilities, amenities or other subject matter such as diagrams that are useful to staff. |
| **STORE IP ADDRESS IN CHANGES LOG** [STORE_IP_ADDRESS_USER_ACTIVITY_LOG] | | When active the IP Address will be displayed in the Changes Log. |
| **VIEW RECENTLY USED RECORDS** [RECENT_USED_RECORDS_MENU] | | Enables the View Recently Viewed Records list within the I Want To menu for Profile, Reservation, Event, Sales Activities and Block search screens. |

**Table 11-43 OPERA Controls — General Settings**

| SETTING | DESCRIPTION |
|---|---|
| **BACKGROUND** [OPERA9_BACKGROUND] | The color of the strip displayed at the top of the application. |
| **CENTRAL CURRENCY CODE** [CENTRAL_CURRENCY_CODE] | Defines the currency code used for Membership Calculation Rules and Redemption when applying exchange rates to Membership revenue. |
| **CUSTOM TRANSLATION TYPE** [CUSTOM_TRANSLATION_TYPE] | Specifies the chain specific custom translation. |
| **DEFAULT SEARCH MODE** [DEFAULT_SEARCH_MODE] | Specifies the default search type used in Manage Profiles, Blocks, and Reservations. |
| **EXPORT CHARACTER SET** [EXPORT_CHARACTER_SET] | Specifies the character set used to write the export files. |

**Table 11-43 (Cont.) OPERA Controls — General Settings**

| SETTING | DESCRIPTION |
|---|---|
| **GAMING ID** [GAMING_ID] | Determines where the Gaming ID is stored. |
| **GOVERNMENT ID** [GOVERNMENT_ID] | The government identification associated with the property. |
| **PROPERTY TAX ID** [PROPERTY_TAX_ID] | Specifies the tax identification number for the property. |
| **PROXY CREDENTIALS** [PROXY_CREDENTIALS] | Specifies the proxy server's username and password (e.g., username:password). |
| **PROXY SERVER** [PROXY_SERVER] | Specifies the proxy server for HTTP calls from within the database server. |
| **PROXY SERVER BYPASS** [PROXY_SERVER_BYPASS] | Specifies the bypass proxy server for the configured local addresses. Addresses are entered separated with , (comma). Whole domains can be entered in the format *.<DOMAIN.NAME> |
| **WEEKEND DAYS** [WEEKEND_DAYS] | Specifies the weekend days. |

# OPERA Controls — IFC

The following tables outline the parameters and settings that can be configured in the OPERA Controls IFC group.

**Table 11-44 OPERA Controls — IFC Functions**

| FUNCTION | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| Complimentary **PROPERTY INTERFACES** [PROPERTY_INTERFACES] | | Enables property interface configuration and management options. |
| | Complimentary **VIDEO CHECKOUT** [VIDEO_CHECKOUT] | Activate Video Check Out Functionality. Allows the guest to view their folio and check out from their room via the in-room television. |
| | **DISPLAY KEY PIN** [DISPLAY_KEY_PIN] | Enables display of Key PIN on the Create Key page and in Reservation. |
| | **EXCLUSIVE TAXES WILL BE POSTED AS ITEMIZERS BY THE POS INTERFACE** [EXCL_TAX_BY_IFC] | Posts exclusive taxes as Itemizers by the POS interface. |

**Table 11-44 (Cont.) OPERA Controls — IFC Functions**

| FUNCTION | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| | **MULTIPLE GUEST ROOM KEY** [MULTIPLE_GUEST_ROOM_KEY] | Enables a Guest Details for Multiple Keys section in Property interface Control, to create multiple keys for a reservation with accompanying guests. You can define credit limits for these keys and guests can charge to the reservation account prior to or after check-in. |
| | **DEFAULT KEY SELECTION** [DEFAULT_KEY_SELECTION] | Sets the default room key option for all reservations in Create Keys<br>• Per Adult: This selection will appear by default for all the reservations in 'Create Keys' screen.<br>• Per Reservation: Sets the default number of keys to encode per reservation from Create Keys (1-10). |
| | **DEFAULT KEYS EXPIRY TIME** [DEFAULT_KEYS_EXPIRY_TIME] | For room key card use: The setting to use as the default value for the **Valid Until Time** field in the Create Key screen.<br>Values are reservation Expected Time of Departure (ETD) or the OPERA Controls setting Key Expiry Time as the default on the Valid Until Time field in Create Key screen.<br>The Valid Until Time value sets the time of the day after which the room key card expires.<br>If creating a duplicate key, the previous key Valid Until Time is the default value.<br>Rules: If left blank, the Valid Until Time field in the Create Key screen defaults to the reservation ETD (Expected Time of Departure).<br>If there is no ETD set, then the OPERA Controls setting for Key Expiry Time is used. If the Key Expiry Time setting is not set, then the default is set at 12:00 PM. |

**Table 11-44 (Cont.) OPERA Controls — IFC Functions**

| FUNCTION | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| | **IFC CLOUD LOG LEVEL**<br>[IFC_CLOUD_LOG_LEVEL] | Overrides the log level of the requests received by OPERA CLOUD from IFC interface. The default is WARNING. This can be set to FINE or FINEST only while troubleshooting an issue with Property Interfaces. |
| | **KEY EXPIRY DAYS**<br>[KEYS_EXPIRY_DAYS] | Specifies the number of days after the check out date for the key card to expire. |
| | **KEY EXPIRY TIME**<br>[KEYS_EXPIRY_TIME] | Specifies the time of the day when the key card expires. |
| | **KEY RESPONSE**<br>[KEY_RESPONSE] | Specifies the key response.<br>Valid values:<br>• NONE<br>• WAIT (select to display the Door Locking System's response to the UI)<br>• BROADCAST (broadcast the key response when it is available) |
| | **KEY VALID START TIME**<br>[KEY_VALID_START_TIME] | For room key card use: The time of day default value for the Valid Start Time field in the Create Key screen.<br>Value is in 24 hour time format.<br>The Valid Start Time value sets the time that the room key card is enabled for use.<br>When left blank the Valid Start Time (when available on the Create Key Screen) populates with the current property system time.<br>If creating a duplicate key, the previous key Valid Start Time is the default value.<br>Note: The Valid Start Time field is available on the Create Key screen when the Property Interface Control **Send Valid Start Date/Time** check box is checked. |
| | **PURGE IFC LOG DAYS**<br>[PURGE_IFC_LOG_DAYS] | Specifies number of days to purge IFC Errors, Failed Messages & Transaction Log Tables. If left blank the data will be purged after 180 days. |

**Table 11-44 (Cont.) OPERA Controls — IFC Functions**

| FUNCTION | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| | **ROOM NUMBER TO WHICH ANY LOST INTERFACE POSTINGS WILL BE SENT** [DEFAULT_POSTING_ROOM] | Specifies the room number to which any lost posting (that is, when the reservation information is not valid) is sent. |
| | **VIDEO CHECK OUT EMAIL** [VIDEO_CO_EMAIL] | Address used to receive Video Check Out folios. When this setting is configured and when a Video Checkout of a reservation is done, copy of folios are emailed based on this configured email. |
| | **VIDEO CHECK OUT START TIME** [VIDEO_CO_START] | Time of Day the Video Check Out is to start. |
| | **VIDEO CHECK OUT STOP TIME** [VIDEO_CO_STOP] | Time of Day the Video Check Out is to stop. |

# OPERA Controls — Inventory Management

The following tables outline the functions, parameters, and settings that can be configured in the OPERA Controls Inventory Management group.

**Table 11-45 OPERA Controls — Inventory Management Functions**

| FUNCTION | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| **RESTRICTIONS** [ADVANCE_RATE_RESTRICTION] | | Ability to set restrictions on rates and room types for specific dates. Rate strategies rules can be configured to automate restrictions being applied to rates. |
| | **RATE CATEGORY RESTRICTIONS** [RESTRICTION_RATECATEGORY] | Enables setting restrictions at the rate category level. |
| | **RESTRICTION TYPE** [RESTRICTION_TYPES] | Specifies the restriction types available at the property.<br>Valid values:<br>• Arrival<br>• Departure<br>• Stay Through<br>• Length of Stay<br>• Advance Booking<br>• Length of Stay Not Available |

**Table 11-45 (Cont.) OPERA Controls — Inventory Management Functions**

| FUNCTION | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| **ROOM CLASS** [ROOMCLASS_YN] | | Room class functionality enables the allocation of room types to a room class hierarchy. Within OPERA Cloud Services all search panels and reports can be filtered by room class. This is useful for properties with a club floor(s) or different styles of accommodation that operationally need to exclude other rooms types for daily processing. |
| **ROOM POOL** [ROOM_POOLS] | | Enables the ability to group multiple room types together into a generic room type for the purpose of blocking generic room types in block room grids (summary room types). |
| **ROOM ROTATION** [ROOM_ROTATION] | | Activates functionality to manage room ownership and to rotate the assignment of rooms (with exception of pseudo rooms) based on configurable rotation point rules, ensuring a balanced assignment of rooms to reservations. Note: Room Rotation can not be active when the AI Room Assignment OPERA Control function is active. |
| | **COMPONENT ROOMS ROTATION POINTS** [COMPONENT_ROOMS_ROTATION_POINTS] | When active, rotation points are calculated for all rooms comprising an occupied component suite and rotation points are calculated for a component suite when a room comprising the component suite is occupied. (Available when the Component Suites OPERA Control is active). |
| | **OWNER ROOM GRADE** [UNIT_GRADE] | When active, a Grade must be associated with all inventory rooms that are marked as "Owner Room". A Grade associated with an owner room is used to determine the room display order in the Room Assignment and Room Diary screens in conjunction with the value selected in the Room Order Preference for Owner Rooms OPERA Control. |

**Table 11-45 (Cont.) OPERA Controls — Inventory Management Functions**

| FUNCTION | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| | **ROOM OWNER PREFERENCE FOR OWNER ROOMS**<br>[ROOM_ORDER_PREFERENCE] | This setting works in conjunction with the Room Display Order OPERA Control to determine if owner rooms are displayed before or after non-owner rooms when performing a search for multiple room types in Room Diary and Room Assignment.<br>• With the Owner Room Grade OPERA Control active:<br>– If ROOMS WITH GRADE FIRST is selected, OPERA Cloud will first display rooms with a grade assigned for the selected room types. These will be followed by those rooms without grade assigned in the order set in the ROOM DISPLAY ORDER OPERA Control.<br>– If ROOMS WITH GRADE LAST is selected, OPERA Cloud will first display rooms without a grade assigned in the order set in the ROOM DISPLAY ORDER OPERA Control followed then by those rooms with grade assigned.<br>• With the Owner Room Grade OPERA Control inactive:<br>– If ROOMS WITH POINTS FIRST is selected, OPERA Cloud will first display room types with Rotation Points Setup first. These will be followed by those rooms without Rotation Points Setup defined in the order set in the ROOM DISPLAY ORDER OPERA Control.<br>– IF ROOMS WITH POINTS LAST is selected, OPERA Cloud will first display rooms without Rotation Setup/Points in the order set in the ROOM DISPLAY ORDER OPERA Control followed then by those room types with Rotation Points Setup. |

**Table 11-45 (Cont.) OPERA Controls — Inventory Management Functions**

| FUNCTION | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| | **FORECAST ROTATION POINTS** [FORECAST_ROTATION_POINTS] | Determines if future stays (based on check-out date) are considered in rotation points overview.<br>• When inactive, only past reservations (and Out of Order / Service days) are considered in the calculation of rotation points used to determine the order in which rooms are available for assignment on the Room Assignment screen.<br>• When active, future reservations within the rotation period (or until a fixed length number of days past the period end date as defined by the Number of Days to Forecast OPERA Control) are considered in this calculation. |
| | **NUMBER OF DAYS TO FORECAST** [FORECAST_X_DAYS] | Defines the number of days beyond the period end date to forecast rotation points. Changes to this setting will result in a recalculation of all rooms. |
| **SELL LIMITS** [SELL LIMITS] | | Enables overbooking functionality to control the number of rooms that can be booked per room type beyond the physical inventory. Sell limits could also be an under-booking value to prevent the full room inventory from being sold. |

# OPERA Controls — Look To Book Sales Screen

The following tables outline the functions, parameters, and settings that can be configured in the OPERA Controls Look To Book Sales Screen group.

**Table 11-46 OPERA Controls — Look To Book Sales Screen Functions**

| FUNCTION | DESCRIPTION |
|---|---|
| **TURNAWAY FUNCTIONALITY** [TURNAWAYS] | Enables the tracking of denied or refused reservations and the associated reason for the turnaway of the reservation for statistical purposes. |

**Table 11-47 OPERA Controls — Look To Book Sales Screen Parameters**

| PARAMETER | DESCRIPTION |
|---|---|
| **AUTOMATIC CREATION OF PROFILE** [AUTO_CREATE_PROFILE] | Automatically creates a profile when no records match the name entered in the search area. |

**Table 11-47 (Cont.) OPERA Controls — Look To Book Sales Screen Parameters**

| PARAMETER | DESCRIPTION |
|---|---|
| **DEFAULT BLANK ARRIVAL DATE** [DEFAULT_BLANK_ARRIVAL_DATE] | Sets the arrival date to blank for new reservations in Look To Book Sales screen. |
| **DISPLAY RATE DESCRIPTION** [LTB_DISPLAY_RATE_DESC] | Shows the rate description on the Look To Book Sales screen. |
| **DISPLAY RATE LONG INFORMATION** [LTB_DISPLAY_RATE_LONG_INFO] | Shows the rate long information on the Look To Book Sales screen. |
| **DISPLAY RATE SHORT INFORMATION** [LTB_DISPLAY_RATE_SHORT_INFO] | Shows the rate short information on the Look To Book Sales screen. |
| **DISPLAY ROOM DESCRIPTION** [LTB_DISPLAY_ROOM_DESC] | Shows the room description on the Look To Book Sales screen. |
| **DISPLAY ROOM LONG DESCRIPTION** [LTB_DISPLAY_ROOM_LONG_DESC] | Shows the room long description on the Look To Book Sales screen. |
| **SHOW ALTERNATE PROPERTIES** [DEFAULT_ALTERNATE_PROPERTIES] | Shows alternate properties while checking availability in Look To Book Sales screen. |
| **SHOW PROFILE DISCOUNTED RATES** [SHOW_PROFILE_DISCOUNTS_IN_RATE_AVAILABLITY] | Apply profile discounts to the negotiated rates displayed in Look to Book Sales screen. |

**Table 11-48 OPERA Controls — Look To Book Sales Screen Settings**

| SETTING | DESCRIPTION |
|---|---|
| **AUTO EXPAND AVAILABILITY FOR PROPERTIES** [AUTO_FETCH_PROP_AVAIL_COUNT] | Shows the property availability for this number of properties when searching in Look To Book Sales screen. |
| **BLOCK CREATION PROMPT THRESHOLD ROOMS** [BLOCK_CREATION_THRESHOLD_ROOMS] | Specifies the number of rooms threshold to prompt for block creation in the Look to Book Sales screen at the time of Book Now. |

**Table 11-48 (Cont.) OPERA Controls — Look To Book Sales Screen Settings**

| SETTING | DESCRIPTION |
|---|---|
| **DEFAULT AVAILABILITY OPTION** [DEFAULT_AVAILABILITY_OPTION] | Includes closed rates for rate availability according to this selection.<br>Valid values:<br>• Only Available Rates — When the Closed check box is not selected, any closed rates are not shown.<br>• Include Closed Occupancy — When the Closed check box is not selected, closed rates due to occupancy restrictions are still included in the result.<br>• Include Closed Rates — When the Closed check box is not selected, any closed rates are not shown. |
| **DEFAULT AVAILABILITY VIEW** [DEFAULT_AVAILABILITY_VIEW] | Specifies the display set view in the Look to Book screen.<br>Valid values:<br>• Initial Display Set<br>• All Display Sets |
| **DEFAULT DISPLAY SET** [O9_DEFAULT_DISPLAY_SET] | Specifies the display set for the Availability grid.<br>Valid values:<br>• All active display sets. |
| **DEFAULT RESERVATION TYPE FOR A NEW RESERVATION** [RESERVATION_TYPE] | Specifies the reservation type for a new reservation.<br>Valid values:<br>• All configured reservation types that are active for the property. |
| **LTB ARRIVAL DATE HANDLING** [DEFAULT_BLANK_ARRIVAL_DATE] | Specifies the LTB Arrival Date Handling. |
| **LTB ARRIVAL DATE HANDLING FOR HUB** [DEFAULT_BLANK_ARRIVAL_DATE_HUB] | Specifies the LTB Arrival Date Handling for Hub. |
| **PROPERTY ORDER** [PROPERTY_ORDER] | Specifies the property order pattern on the Look to Book screen.<br>• MOSTAVAIL : Most available rooms in descending order<br>• LEASTAVAIL : Least available rooms in ascending order<br>• MOSTPERCAVAIL : Highest percentage of available rooms in descending order<br>• LISTPERCAVAIL : Percentage of available rooms in ascending order<br>• SHORTESTDISTANCE : Shortest distance<br>• DEFAULT : property configuration and search criteria (e.g. distance from city.) |
| **RESERVATION ORIGIN CODE** [DEFAULT_ORIGIN_CODE] | Specifies the origin code for new reservations. |

# OPERA Controls — Membership

The following tables outline the functions, parameters, and settings that can be configured in the OPERA Controls Membership group.

**Table 11-49 OPERA Controls — Membership Functions**

| FUNCTION | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| Complimentary<br>**AWARD POINTS REDEMPTION**<br>[AWARD_REDEMPTION] | | Activates the redemption of Loyalty Membership Awards. Including: Rate, Upgrade, Package, Payment and Other Awards. |
| | Complimentary<br>**LOYALTY PAYMENT AWARD**<br>(MEM_AW_PAY) | Provides the ability to offer Loyalty Payment Awards which allow qualified members to use their Award points to pay a portion or all of their bill. |
| | Complimentary **LOYALTY PAYMENT AWARD WITH ELIGIBLE TRANSACTIONS**<br>[MEM_AW_PAY_ELIGIBLE] | Provides the ability to offer Loyalty Payment Awards which allow qualified members to use their Award points to pay a portion or all of their reservation account balance.<br>A Point Redemption check box is enabled in Configure Transaction Codes, allowing you to identify transaction codes as Eligible for Loyalty Payment Awards. Only transaction codes that are identified as eligible, and posted onto the reservation account, are considered for Payment Award "Payment with Points." |
| | **LOYALTY PACKAGE AWARD**<br>[MEM_AW_PKG] | Provides the ability to offer Loyalty Package Awards which allow qualified members to use their Award points to book sell separate award packages as part of their reservation. |
| | **MEMBER UPGRADE AWARD PROMPT ALL DATES**<br>(AUTO_UPGRADE_PROMPT_ALL_DATES) | Activates the display of an Upgrade Award prompt on qualified reservations regardless of arrival date. When inactive, the prompt will only display for qualified reservations arriving on the current date and will not display for ones arriving on future dates. |
| **DISPLAY RESERVATION AWARDS**<br>[AWARDS_MODULE] | | When active, **Eligibility Code, Award Code, Award Number** fields can be added using Page Composer and displayed on reservation Daily Details. This information can be populated by integrated loyalty or central reservation solutions as indication and tracking of Awards applied or Earning eligibility. |

**Table 11-49 (Cont.) OPERA Controls — Membership Functions**

| FUNCTION | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| | **FOLIO MESSAGE ELIGIBILITY CODE(S)** [FOLIO_MESSAGE_ELIGIBILITY_CODES] | Enter comma separated eligibility codes that indicate a reservation night is eligible for earning award/tier points. Eligibility Codes can be sent with the reservation from a third-party central reservation system or from OPERA Customer Loyalty Tracking Cloud Service. |
| Complimentary **ENROLLMENT** [ENROLLMENT] | | Activates the ability to enroll guests and contacts in a membership program managed in an external loyalty solution. |
| | **ENROLLMENT SYSTEMS INTEGRATED WITH OPERA CLOUD (TYPES) THAT ARE ACTIVE TO OPERA CLOUD** (ENROLLMENT_TYPE) | Determines the Enrollment Types available when performing an enrollment for a guests or contacts.<br>• Loyalty<br>• Gaming |

**Table 11-50 OPERA Controls — Membership Parameters**

| PARAMETER | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| **CROSS BRAND RECOGNITION** [CROSS_BRAND_RECOGNITION] | | Activates the ability to recognize Loyalty Members (of a central loyalty membership program) with a pop up message when accessing their reservation. This will help the user identify where this guest originally enrolled and treat accordingly. |
| | **DEFAULT ENROLLMENT SOURCE** (DEFAULT_MEMBERSHIP_SOURCE) | Determines the default Enrollment Source which identifies where the Guest was enrolled and will be added to the membership number for Cross Brand Recognition. Either populate the setting using free form text to use as the Enrollment Source, or leave it empty and the Chain Code where the user is logged in will be used. |
| **DEFAULT MEMBERSHIP FLAG** [DEFAULT_MEMBERSHIP_FLAG_ON_RATE_HEADER] | | When active, the rate code Membership checkbox in Financial Details is automatically selected for new rate codes; ensuring the rate code is eligible for point calculation rule configuration. |

**Table 11-50 (Cont.) OPERA Controls — Membership Parameters**

| PARAMETER | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| Loyalty<br>**LEVEL BENEFITS**<br>[LEVEL_BENEFITS] | | Level benefits are used to control the level associated to a primary membership. When a level benefit is associated to a membership, the member level will maintain the associated level, unless the member level is higher than the level associated to the level benefit. |
| **ECERTIFICATE REDEMPTION**<br>[ECERTIFICATE_REDEMPTION] | | Activates the ability for e-certificates issued to the guest profile in OPERA Loyalty to be redeemed in OPERA Cloud PMS as part of a reservation. |
| **LOYALTY MEMBERSHIP CONFIGURATION**<br>[OCIS_MEM_CONF] | | Activates the ability to configure Membership Class, Membership Types, Status Codes and Qualifying Rates for your primary loyalty membership type when integrated with an external loyalty solution. |
| **MEMBER PROFILE UPDATE RESTRICTION**<br>[MEMBER_PROFILE_UPDATE_RESTRICTION] | | When enabled, once a reservation exists for a member profile, updates to the profile last name, first name, middle name are disabled. Additionally, profile merge is disabled. Users will also be unable to change the profile linked to the reservation. |
| **MEMBERSHIP LINK**<br>[MEMBERSHIP_LINK] | | Activates the ability to link a Profile Membership, of the property Default Membership Type, to a reservation with a different profile for informational purposes only. No Loyalty points will be generated by OPERA Cloud Loyalty or OPERA 5 Loyalty. |
| **MEMBERSHIP RATE RULES**<br>[MEMBERSHIP_RATES] | | Activates membership rate rules that allows to link a rate code to a membership type/membership level. |
| | **GUARANTEED AVAILABILITY FOR MEMBERS**<br>[MEMBER_GUARANTEED_AVL] | Activates guaranteed availability functionality for members. |
| **MEMBERSHIP PROMOTIONS**<br>[MEMBERSHIP_PROMOTIONS] | | Enables the configuration of promotions codes for memberships. (Available when the Promotions Module OPERA Control is active). |

**Table 11-50 (Cont.) OPERA Controls — Membership Parameters**

| PARAMETER | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| **PREFERRED CARD** [MEM_PREF_CARD] | | Activates the Preferred Card checkbox in the profile Membership panel; allowing the guest to determine which Membership type will generate points for their stay. |
| **LOYALTY MEMBERSHIP CONFIGURATION** OCIS_MEM_CONF | | Activates the ability to configure Membership Class, Membership Types, Status Codes and Qualifying Rates for your primary loyalty membership type, and redeem awards in OPERA Cloud when integrated with an external loyalty solution. |

**Table 11-51 OPERA Controls — Membership Settings**

| SETTING | DESCRIPTION |
|---|---|
| **DEFAULT MEMBERSHIP TYPE** [DEFAULT_MEMBERSHIP_TYPE] | Determines the Membership Type that will automatically populate in the Memberships panel when adding membership details to a profile, enrolling a profile or when linking a profile membership to a reservation. |

# OPERA Controls — Profile

The following tables outline the functions, parameters, and settings that can be configured in the OPERA Controls Profile group.

**Table 11-52 OPERA Controls — Profile Functions**

| FUNCTION | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| Complimentary **ADVANCED TITLE** [ADVANCED_TITLE] | | Allows you to define multi-word salutations for the same title and language using suffix designations. |
| Complimentary **CONTACTS** [CONTACTS] | | Enables the creation of contact profiles linked to company or agent profiles. A guest profile can be identified as a contact profile also. Contacts can be linked to reservations as the reservation contact. (Enabled on activation of OPERA Cloud Sales & Event Management Essentials, Standard or Premium subscription). |

**Table 11-52 (Cont.) OPERA Controls — Profile Functions**

| FUNCTION | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| | **ADDRESS TYPE TO COPY WHEN CREATING LINKED PROFILE**<br>[COPY_ACC_CON_ADDRESSTYPE_COPY] | Specifies the address information copied automatically when creating a linked profile based on the address type.<br>Valid values:<br>• All configured address types |
| | **DEFAULT CONTACT ADDRESS TYPE**<br>[DEFAULT_CONTACT_ADDRESSTYPE] | Specifies the default contact address type.<br>Valid values:<br>• All configured address types |
| | **DEFAULT PHONE TYPE FOR A CONTACT**<br>[DEFAULT_CONTACT_PHONETYPE] | Specifies the default phone type for a contact.<br>Valid values:<br>• All configured communication types |
| | **PHONE TYPE TO COPY WHEN CREATING LINKED PROFILE**<br>[COPY_ACC_CON_PHONETYPE_COPY] | Specifies the phone information copied automatically when creating a linked profile based on the phone type.<br>Valid values:<br>• Indicates the profile types for which the profile lookup can be conducted<br>Valid values:<br>– D - Guest<br>– C - Company<br>– T- Travel Agent<br>– S - Source<br>– G - Group<br>All configured communication types |
| Complimentary<br>**FUTURE & PAST STAYS**<br>[FUTURE_AND_PAST_STAYS] | | Enables viewing information from existing future and past reservations connected to a profile. |
| Complimentary<br>**IATA COMPANY TYPE**<br>[IATA_COMP_TYPE_ACTIVE] | | Provides the ability to define a Travel Agent or Company Type on the profile. |
| Complimentary<br>**INCOGNITO**<br>[INCOGNITO] | | Enables the ability to identify specific guests as incognito and use a pseudonym (celebrities, for example). |
| Complimentary<br>**KEYWORD**<br>[KEYWORD] | | Allows any number of keywords to be attached to a profile in order to associate a variety of identifying information with the profile. This information can be entered in the Keyword field when searching for profiles and as a filter for reporting. |

**Table 11-52 (Cont.) OPERA Controls — Profile Functions**

| FUNCTION | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| Complimentary<br>**PROFILE LOOKUP**<br>[LOOKUP] | | Enables the ability to perform profile lookup in integrated systems and download profiles to OPERA Cloud. |
| | **PROFILE TYPES FOR LOOKUP**<br>[PROFILE_LOOKUP_TYPES] | Indicates the profile types for which the profile lookup can be conducted Valid values:<br>• D - Guest<br>• C - Company<br>• T- Travel Agent<br>• S - Source<br>• G - Group |
| | **EXTERNAL LOOKUP BEHAVIOR SETTING**<br>[EXTERNAL_LOOKUP_BEHAVIOR] | This setting controls how the Profile Look Up results will be displayed. There are three options available.<br>• When set to **Force**, External Lookup will be done when no matches are found in OPERA Cloud. Results tab for default external interface will be displayed if no local matches are found.<br>• When set to **Simultaneous**, external profile lookup will be done regardless of matches found in OPERA Cloud. Tabs for the OPERA Cloud local results and external system results will be populated.<br>• When set to **Manual**, external profile lookup will not be automatically performed. User will have the ability to select a tab for the external system they would like to see results from. |
| | **DEFAULT EXTERNAL SYSTEM FOR LOOKUP**<br>[DEFAULT_EXTERNAL_SYSTEM_FOR_LOOKUP] | The Default External System for Lookup. Applicable when External Lookup Behavior setting = Simultaneous or Force. A value can only be selected when Outbound configuration is setup at Global (Chain ) level. |
| Complimentary<br>**PROFILE MAILING PRIVACY**<br>[PRIVACY] | | Enables the privacy tab in the Correspondence panel, displaying fields related to guest to opt-in or opt-out of receiving promotional mailings. |

**Table 11-52 (Cont.) OPERA Controls — Profile Functions**

| FUNCTION | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| | **PRIVACY DEFAULT**<br>[PRIVACY_DEFAULT_OPTED_IN] | Defaults the following options in the Correspondence panel for new Guest and Contact profiles:<br>• Include in Promotional Mailings / Email<br>• Allow contact via phone<br>• Allow contact via SMS / Text Message<br>• Send information from Third Parties<br>• Participate in Market Research<br>• Allow Contact via Email. |
| Complimentary<br>**PROFILE PROTECT**<br>[PROFILE_PROTECT] | | Enables the ability to lock a profile subscribed with an external system, to prevent updates in OPERA Cloud. Users with the Override Profile Protection tasks assigned to the role(s) may override the protection. |
| | **PROFILE PROTECTION TYPE**<br>[PROFILE_PROTECTION_TYPE] | Enables specifying the type of profile protection. By Profile Type, allows you to configure profile protection rules per profile type. By Profile, enables a protection flag in the profile overview panel of each profile; when active the profile protection rules are then applied.<br>Valid values:<br>• By Profile Type: Configure profile protection rules per profile type.<br>• By Profile: Enables a protection flag in the profile overview panel of each profile; when active the profile protection rules are then applied. See Configuring Profile Protection. |
| Complimentary<br>**PROFILE REVENUE STATISTICS**<br>[PROFILE_REVENUE_STATISTICS] | | Displays revenue bucket summary information in Profile Stay Statistics, Revenue Statistics tab. |
| Complimentary<br>**RELATIONSHIPS**<br>[RELATIONSHIPS] | | When enabled, various relationships between the profiles can be established. Family relationship such as mother-daughter or corporate relationship such as parent-company and subsidiary are configurable. Rate entitlements (negotiated rates) can also be inherited to related profiles using relationships. (Enabled on activation of OPERA Cloud Sales & Event Management Essentials, Standard or Premium subscription). |

**Table 11-52 (Cont.) OPERA Controls — Profile Functions**

| FUNCTION | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| | **RELATIONSHIPS RATE INHERIT**<br>[RELATIONSHIPS_RATE_INHERIT] | Enables profiles to inherit negotiated rates from associated profile relationships. |
| **SCHEDULED ACTIVITIES**<br>[PROFILE_ACTIVITIES] | | Provides the ability to view and manage scheduled leisure activities when integrated with a leisure activity management solution. For more information, see Configuring Scheduled (Leisure) Activities |
| Complimentary<br>**STAY RECORDS**<br>[STAY_RECORDS] | | Enables the ability to create, import, and view Stay Records in profile Stay Statistics. Stay Records are yearly statistics of guest stays generated during Night Audit with the "Process Guest Stay Data" procedure, summarized by Revenue Groups, and are the basis for the creation of Membership Transactions, used to calculate member Awards and Tier points.<br>**Note:**<br>The configuration of Membership Revenue Groups and Membership Revenue Types is required to display revenue summary in Stay Records. With an OPERA Cloud Service, Loyalty subscription, Stay Records can automatically create Membership Transactions. |
| Complimentary<br>**VIP**<br>[VIP_STATUS] | | Provides the ability to track VIP level on guest profiles and filter reservation searches and reports based on VIP value. Global Alerts and Auto Attach can also reference VIP status. |

**Table 11-53 OPERA Controls — Profile Parameters**

| PARAMETER | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| **ACCOUNT FORECAST** [ACCOUNT_FORECAST] | | Enables the ability to setup room night and revenue forecast on sales account profiles. Forecast is setup per property and by calendar month or fiscal period according to the Reporting Period OPERA Control |
| **ADDRESS VALIDATION** [ADDRESS_VALIDATION] | | Enables real-time postal address validation via Oracle partner solutions. Requires an account with a supported address validation partner.<br><br>**Note:**<br>Profile sharing must be active. |
| | **ADDRESS VALIDATION SYSTEM** [ADDRESS_VALIDATION_SYSTEM] | Defines the integrated address validation solution. |
| | **ADDRESS VALIDATION PROFILE TYPES** [ADDRESS_VALIDATION_PROFILE_TYPES] | Defines the profile types for address validation. |
| | **ADDRESS VALIDATION COUNTRY CODES** [ADDRESS_VALIDATION_COUNTRY_CODES] | Defines the address countries for address validation. |
| **ALLOW DUPLICATE IDS** [ALLOW_DUPLICATE_IATA] | | Allows duplicate IDs (CorpID, IATA, SourceID) for Company, Travel Agent, and Source profile types. |
| **AUTO GENERATE CLIENT ID** [AUTO_GENERATE_CLIENT_ID] | | Automatically generates an ID for newly created Profiles. This ID is referred to as Client ID for Guest/Group, Corporate ID for Company, and IATA for Travel Agent /Source. |
| | **GENERATE ID FOR PROFILE TYPES** [AUTO_GENERATE_ID_TYPES] | Indicates the profile types where the ID should be generated automatically. |
| **BYPASS CORP ID VALIDATION** [BYPASS_CORP_ID_VALIDATION] | | When enabled, if the value in the **Corp ID** field is prefixed with ZZ , OPERA Cloud does not validate the Corp ID. |

**Table 11-53 (Cont.) OPERA Controls — Profile Parameters**

| PARAMETER | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| **EXTENDED ACCOUNT NAME SEARCH** [EXTENDED_ACCOUNT_NAME_SEARCH] | | Account Name search to include Name 2 and Name 3 for Company, Travel Agent and Source profiles. Using this search may increase the search time. |
| **E-CERTIFICATE REDEMPTION** [ ECERTIFICATE_REDEMPTION] | | Activates the e-Certificate functionality. |
| **EXCLUDE RESTRICTED PROFILES FROM PURGE** [PURGE_EXCLUDE_CASH_BL_IND] | | Exclude Restricted Profiles from purge routine. |
| **IATA VALIDATION** [IATA_YN] | | Enables real time validation of IATA numbers entered in Travel Agent profiles using an Outbound request to the IATA (CheckACode) Webservice.<br><br>**Note:**<br>A subscription to the IATA CheckACode service is required. |
| | **IATA OVERRIDE** [IATA_OVERRIDE] | When this parameter is enabled, you can override IATA validation and enter an invalid IATA number after the system gives a warning. This parameter is dependent on the IATA VALIDATION parameter. |
| **PERSONAL INFORMATION PROTECTION** [PERSONAL_INFORMATION_PROTECTION] | | Activates additional security procedures which include anonymization of profile data. |
| | **NUMBER OF DAYS UNTIL ANONYMIZATION** [NUMBER_OF_DAYS_FOR_ANONYMIZATION] | Defines the number of days after the last activity occurs in which the requested profile can be anonymized. |
| **PROFILE DISCOUNTS** [PROFILE_DISCOUNTS] | | Enables configuring discounts for negotiated rates. |

**Table 11-53 (Cont.) OPERA Controls — Profile Parameters**

| PARAMETER | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| | **DEFAULT PROFILE DISCOUNT REASON SETTING**<br>[DEFAULT_PROFILE_DISCOUNT_REASON] | Specifies the default discount reason in the Discount Reason field of the reservation when a profile with a discount is attached.<br>Valid values:<br>• All configured reservation discount reasons. |
| | **PROFILE DISCOUNTS PRIORITY SETTING**<br>[PROFILE_DISCOUNTS_PRIORITY] | Specifies the priority when applying profile discounts on a reservation when multiple eligible profiles exist.<br>Valid values:<br>• Profile Type (Company, Travel, Guest, Group, Contact)<br>• Lowest |
| **PROFILE NAME VALIDATIONS**<br>[PROFILE_NAME_STRING] | | Enables the configuration of Profile Name Validation and performs a match and validation based on the Profile Type and Name String configured for Company, Travel Agent, and Source profiles. |
| **PROPERTY ACTION CODES**<br>[PROPERTY_ACTIONCODES] | | Determines if profile action codes are property specific [Y] or centrally administered [N]. |
| **RESTRICT PROFILE MERGE WITH CURRENT AND FUTURE RESERVATIONS**<br>[DISALLOW_PROF_MERGE_CURR_FUT_RESV] | | Enables merging source and travel agent profiles with current or future reservations. |
| **RESTRICTION / FLAGGED REASONS**<br>[RESTRICTION_FLAGGED_REASONS] | | Enables specifying a list of values for profile flagged and AR identied reasons. |
| **SALES INFORMATION**<br>[SALES_INFORMATION] | | Enables the Sales Information panel for Company, Travel Agent, Source, and Contact profiles. Sales information is used to track sales related details such as account type, territory and business potential. Accounts and contacts can also be added to mailing lists and reports.<br>For more information, see Managing Sales Information. |
| | **PROPERTY COMPETITION CODES**<br>[PROPERTY_COMPETITION_CODES] | Determines if property competition codes are property specific [Y] or centrally administered [N]. |

**Table 11-53 (Cont.) OPERA Controls — Profile Parameters**

| PARAMETER | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| | **PROPERTY PRIORITY**<br>[PROPERTY_PRIORITY] | Determines if profile priority codes are property specific [Y] or centrally administered [N]. |
| | **PROPERTY ROOMS POTENTIAL CODES**<br>[PROPERTY_ROOMS_POTENTIALS] | Determines if property rooms potential codes are property specific [Y] or centrally administered [N]. |
| **STORE EXTERNAL EMAILS**<br>[STORE_EXTERNAL_EMAILS] | | Activates the ability to view and save emails received from partner systems through the Oracle Hospitality Integration Cloud Service. When the Contact OPERA Control is active for Contact profiles it is available with:<br>• Oracle Hospitality OPERA Cloud Service, Sales and Event Management Standard Edition<br>OR<br>• Oracle Hospitality OPERA Cloud Service, Sales and Event Management Premium Edition |
| **SUBSCRIPTION MANAGEMENT**<br>[SUBSCRIPTION_MGMT] | | Activates profile subscription management functionality. When OPERA Cloud is integrated to a system that manages profiles, profiles can be subscribed to that system. When a profile is updated, the changes can be automatically updated to all subscribed systems. |
| | **EXTERNAL SYSTEM TO AUTO SUBSCRIBE PROFILES**<br>[EXTERNAL_SYSTEM_TO_AUTO_SUSCRIBE_PROFILES] | Select the external database(s) to auto create subscriptions when creating a new profile. |
| **TAX ID VALIDATION**<br>[TAX_ID_VALIDATION] | | Ability to validate the Tax ID number entered on the profile.<br>**Code**: INDIA_TAX_ID_GSTIN_UIN<br>**Description**: India Tax ID validation for GSTIN/UIN number. |
| | **TAX1 NO FIELD**<br>[TAX1_NO_FIELD] | Select the Tax ID validation function that will be associated with the TAX1_NO field |
| | **TAX2 NO FIELD**<br>[TAX2_NO_FIELD] | Select the Tax ID validation function that will be associated with the TAX2_NO field |

**Table 11-54 OPERA Controls — Profile Settings**

| SETTING | DESCRIPTION |
|---|---|
| **COMPANY ADDRESS TYPE** [COMPANY_ADDRESS_TYPE] | The Default Address Type for new non-guest profiles. |
| **DATA RESIDENCY PROFILE NATIONALITY** [DATA_RESIDENCY_PROFILE_NATIONALITY] | For selected nationalities, redirect the creation and update of profile actions using Service Locator. This functionality requires Service Locator configuration in addition to this control being defined. |
| **NON GUEST PHONE TYPE** [NON_GUEST_PHONE_TYPE] | Select the Phone Type that is mandatory when creating Sales Accounts or Group profiles. |
| **DEFAULT MEMBERSHIP TYPE** [DEFAULT_MEMBERSHIP_TYPE] | Populates the selected membership type automatically when adding a new membership to a profile and the membership used for linking a profile membership to a reservation.<br>Valid values:<br>• All active membership types. |
| **GUEST ADDRESS TYPE** [INDIVIDUAL_ADDRESS_TYPE] | Specifies the default address type for a guest profile.<br>Valid values:<br>• All configured address types, except for the Protected address type. |
| **GUEST EMAIL TYPE** [GUEST_EMAIL_TYPE] | Select the Email Type that is mandatory when creating guest profiles or enrolling guests. |
| **GUEST PHONE TYPE** [INDIVIDUAL_PHONE_TYPE] | Select the Phone Type that is mandatory when creating guest profiles or enrolling guests. |
| **HOUSEKEEPING PROFILE NOTE TYPE** [HOUSEKEEPING_PROFILE_NOTE_TYPE] | Select the Note Type within the Individual/Contact Note Group to auto populate to the reservation housekeeping Room Instructions; displayed in the Task Sheet Companion and output on several Task Sheet Report styles. |
| **PURGE ADDRESS COUNTRY** [PURGE_ADDRESS_COUNTRY] | Purges guest profiles only from the selected country codes.<br>Valid values:<br>• All country codes. |
| **PURGE DAYS** [INACTIVE_DAYS_FOR_GUEST_PURGE] | Purges guest profiles with no activity after the specified number of days<br>Valid values:<br>• 90 — 3650 |
| **PURGE DAYS FOR INCOMPLETE PROFILES** [PURGE_INCOMPLETE_PROFILE_DAYS] | Purges guest profiles after this number of days of no activity and without Address1, Address2, and a defined Communication Method (for example, phone, fax, or email).<br>Valid values:<br>• Any number of days. |
| **PURGE LAST STAY DAYS** [PURGE_LAST_STAY_DAYS] | Purges guest profiles after this number of days of no stay activity.<br>Valid values:<br>• Must be greater than the number of the Purge Days setting. |

**Table 11-54 (Cont.) OPERA Controls — Profile Settings**

| SETTING | DESCRIPTION |
|---|---|
| **PURGE MINIMUM STAYS** [PURGE_MIN_STAYS] | Purges guest profiles whose number of stays is less than this number.<br>Valid values:<br>• 1 — 20, or null. |
| **RESTRICT PROFILE FIELDS CHANGES AFTER FOLIO CREATION** [O9_RESTRICT_FOLIO_PROFILE_CHANGES] | Restrict users from updating selected profile details once a folio is created for a Payee and/or Guest profile.<br>Valid values:<br>• Name: Changes are not allowed to Name, First Name or Title of the Guest Profile<br>• TAX ID: Changes are not allowed to TAX ID or TAX ID2 fields of the Payee profile |
| **STORED ID DOCUMENT IMAGE TYPE** [OPERA9_ID_DOCUMENT_STORED_IMAGE_TYPE] | Type of image to be stored from scanned ID documents:<br>• NO IMAGE<br>• FULL IMAGE<br>• FACE IMAGE |

# OPERA Controls — Rate Management

The following tables outline the functions, parameters, and settings that can be configured in the OPERA Controls Rate Management group.

> **Note:**
>
> The following Yield Management OPERA Controls are available with either an Oracle Hospitality OPERA Cloud Foundation or Oracle Hospitality OPERA Cloud Central Management Services subscription.
>
> - Yield Management
> - Yield Market Types
> - Multiple Yield Market Types

**Table 11-55 OPERA Controls — Rate Management Functions**

| FUNCTION | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| **ADVANCED DYNAMIC BASE RATES** [ADVANCED_DYNAMIC_BASE_RATES] | | Advanced Dynamic Base Rates Functionality. Dependent rates can be configured in which they are dynamically based off of other rate codes by rate set. |
| | **BAR APPLIED TO RATE DETAIL** [BAR_APPLIED_TO_RATE_DETAIL] | When the Advanced Dynamic Base Rates application function is active, BAR will be applied to the selected Pricing schedule. |

**Table 11-55 (Cont.) OPERA Controls — Rate Management Functions**

| FUNCTION | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| | **BAR DETAILS DISPLAY OPTION**<br>[BAR_DETAILS_DISPLAY_OPTION] | When active and in conjunction with the application parameter BAR APPLIED TO RATE DETAIL is active, BAR Amount, BAR Type and Rounding can be set on the Pricing schedule level. |
| **ADVANCED PACKAGES**<br>[ADVANCED_PACKAGES] | | Enables allowance based package items to be configured . Allowances defines a maximum spend only with the actual revenue for the package item posted via an external system such as point of sale or video system . OPERA Cloud accurately tracks allowances and revenue offset and handles any under-consumption or overage. |
| **BASE RATES**<br>[BASE_RATES] | | Enables a rate code pricing schedule to be derived from pricing schedule of another rate code, adjusted by a flat amount of percentage. When the pricing schedule is updated from the parent rate all derived rates are adjusted accordingly. |
| | **BASE RATE EXTRA PERSON CALCULATION**<br>[BASE_CALC_EXTRA_PERSON] | Applies base rate calculations to extra adult and extra child amounts. |
| **BEST AVAILABLE RATES**<br>[BEST_AVAILABLE_RATES] | | Enables logic to determine and display the best available rate per room type in the Look to Book sales screen for new reservations. |
| | **BEST AVAILABLE RATE TYPE**<br>[BEST_AVAILABLE_RATE_TYPE] | Valid values:<br>• **BAR BY DAY** — up to 25 rate codes per day may be scheduled for consideration of the Best Available Rate. Look to Book will return up to 4 rate amounts per room type for the Best Available Rate.<br>• **BAR BY LOS** — the Best Available Rate will be determined based on the Length of Stay. Only one rate code per Length of Stay per day may be scheduled as the Best Available Rate. Look to Book will only display 1 rate amount per room type as the Best Available Rate.<br>• **BEST BAR BY DAY** — out of all Best Available Rates only the best rate code (lowest price) will display in Look to Book. You can also setup BAR based rate codes to derive the rate amount from the Best BAR rate code's amount. |

**Table 11-55 (Cont.) OPERA Controls — Rate Management Functions**

| FUNCTION | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| | **DEFAULT TO HIGHEST BAR** [DEFAULT_TO_HIGHEST_BAR] | This parameter enables a flag on the rate code definition to force BAR dependent rates to calculate its rate amount based on the highest BAR rate instead of defaulting to its own rate detail when all BAR Rates are closed. |
| | **RATE GROUPS** [RATE_GROUPS] | When enabled, out of all Best Available Rates, only the 'best' rate code for each rate group is displayed. Users can also setup BAR Based rate codes to calculate the rate amount based on the Best BAR rate code's amount of a particular rate group. |
| **CHILD RATES BY DEFINED BUCKETS** [CHILD_RATES] | | Controls display of child rate fields in rate configuration and Look to Book Sales screen - the rate amount for stay is calculated based on child age range buckets. |
| | **FREE CHILD RATES BY DEFINED BUCKETS** [FREE_CHILD_RATES] | Controls whether child rate bucket fields (0 - 2, etc.) appear; Enables free stay for one child when x-number of children are booked per room. |
| | **MIN AGE RATE BUCKET 1 SETTING** [MIN_CHILD_AGE_BUCKET1] | Defines the lower number of bucket 1 (i.e., the 0 of 0 - 2). |
| | **MAX AGE RATE BUCKET 1** [MAX_CHILD_AGE_BUCKET1] | Defines the upper number of bucket 1 (i.e., the 2 of 0 - 2). |
| | **MIN AGE RATE BUCKET 2** [MIN_CHILD_AGE_BUCKET2] | Defines the lower number of bucket 2 (i.e., the 4 of 4 - 6). |
| | **MAX AGE RATE BUCKET 2** [MAX_CHILD_AGE_BUCKET2] | Defines the upper number of bucket 2 (i.e., the 6 of 4 - 6). |
| | **MIN AGE RATE BUCKET 3** [MIN_CHILD_AGE_BUCKET3] | Defines the lower number of bucket 3. That is 8 of 8 - 10). |
| | **MAX AGE RATE BUCKET 3** [MAX_CHILD_AGE_BUCKET3] | Defines the upper number of bucket 3 That is 8 of 8 - 10). |
| | **RATE BUCKET 4** [CHILD4_LABEL] | Specifies the label for the fourth rate bucket. Rate amounts cannot be defined for this bucket in rate code configuration. The field and label only show in reservations. |

**Table 11-55 (Cont.) OPERA Controls — Rate Management Functions**

| FUNCTION | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| | **RATE BUCKET 5**<br>[CHILD5_LABEL] | Specifies the label for the fifth rate bucket. Rate amounts cannot be defined for this bucket in rate code configuration. The field and label only show in reservations. |
| **DAILY RATES**<br>[DAILY_RATES] | | When active the price for a rate can be defined on a daily basis rather than date range. A maximum of 10 daily rate codes can be configured for per property. |
| | **ADVANCED DAILY RATES**<br>[ADVANCED_DAILY_RATES] | An Advanced Daily Rate behaves like a regular Daily Rate with the exception that the pricing schedule is derived from a source "Advanced Daily Base Rate", instead of manually entering a pricing schedule. |
| | **DAILY RATES MAX DAYS SETTING**<br>[DAILY_RATES_MAX_DAYS] | Specifies the maximum number of days that can be configured for the daily rates functionality. |
| **DAY TYPES**<br>[DAY_TYPES] | | Day type codes can be configured to either increased or decreased the rate for eligible rate codes on selected dates on a calendar.<br>Without having to create new pricing schedules rates can be adjusted on specific days throughout a year for event such as a public holiday or Easter.<br>**Note:**<br>OTA's and other external systems do not support day type rate adjustments. |
| **DYNAMIC BASE RATES**<br>[DYNAMIC_BASE_RATES] | | Enables you to setup derived rate codes which dynamically calculates price based on daily or regular rate code, with option to compare with a static pricing schedule on derived rate to offer the lowest rate of the two. |

**Table 11-55 (Cont.) OPERA Controls — Rate Management Functions**

| FUNCTION | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| **NEGOTIATED RATES**<br>[NEGOTIATED_RATES] | | Ability to save one or more rate codes on a profile. When creating new reservation for existing profile in Look to Book sales screen OPERA Cloud will display the negotiated rate for profile to ensure the correct rate is quoted to the caller. |
| **OCCUPANT THRESHOLD PRICING METHOD**<br>[OCCUPANT_THRESHOLD_PRICING_METHOD] | | Enables the pricing method that calculates an extra charge based on the occupants. |
| Complimentary<br>**PROMOTIONS MODULE**<br>[PROMOTIONS_MODULE] | | Promotions enables rates codes to linked to a promotion code and sold via query for promotion from Look to Book sales screen; limited used coupons can also be generated for promotions. |
| | **HIDE PROMOTION RATES**<br>[HIDE_PROMOTION_RATES] | Hides rate codes attached to promotions in the Look to Book Sales screen unless selecting the specific promotion code. |
| **RATE CODE APPROVAL**<br>[RATE_CODE_APPROVAL] | | Allows to set a layer of approval for all Rates prior to them being activated for use across the Enterprise. |
| **RATE CODE UPLOAD TO ORACLE DISTRIBUTION**<br>[MYFIDELIO_RATE_UPLOAD] | | When active, a new component checkbox will be displayed in rate code configuration allowing users to select which rate codes should be uploaded to the Oracle Distribution. This should only be enabled if your OPERA Cloud ORS has an Oracle Distribution central connector. |
| **RATE SEASONS**<br>[RATE_SEASONS] | | Rate seasons enable season codes to be configured with start and end dates. When configuring pricing schedules the season code can be selected. |
| **RATE TIERS**<br>[RATE TIERS] | | Activates rate tier functionality to configure length of stay tiers and rate schedules by defined lengths of stay. |
| | **RATE TIER DETAILS**<br>[RATE_TIER_DETAILS] | Defines the length of stay tiers that rate schedules can be created under.<br>Valid values:<br>• 1-2<br>• 3-7<br>• 8-20<br>• 21+ |

**Table 11-55 (Cont.) OPERA Controls — Rate Management Functions**

| FUNCTION | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| **REVENUE POSTING BY ROOM TYPE/ROOM CLASS** [RATE_HEADER_MULTIPLE_ROOM TRN_CODE_LINKAGE] | | Enables linking multiple transaction codes by Room Class / Room Type on the Financial Details.<br>**Note:** If the Revenue Posting by Market Code control is active, this function is used as a secondary posting method. |
| **SUPPRESS RATE** [SUPPRESS_RATE] | | Enables functionality to support confidential rates - rate pricing is displayed with strike-through text in Look to Book sales screen and the reservation stay details. Only users with the View Suppressed Rate Details task granted are able to view the rate amount details. For more information, see Configuring Rate Code Financial Details |
| Complimentary<br>**YIELD MANAGEMENT** [YIELD_ MANAGEMENT] | | Activates Yield Management functionality. |
| | **MULTIPLE YIELD MARKET TYPES** [MULTIPLE_YIELD_MARKET TYPES] | When active, you can add multiple Yield Market Types on a Rate Code and select a single Yield Market during the Look To Book availability search. |
| | **YIELD MARKET LOOKUP** [YIELD_MARKET_LOOKUP] | Perform a lookup of yield market type and guest value in an integrated Yield Management solution. |
| | **YIELD MARKET TYPES** [YIELD_MARKET_TYPES] | Activates Yield Market Type Hurdle Functionality. |
| | **CUSTOMER VALUE** [CUSTOMER_VALUE] | The UDF selected defines the flex field that the Customer Value returned from the Yield Management solution is temporarily stored when a yield market lookup is performed. |

**Table 11-55 (Cont.) OPERA Controls — Rate Management Functions**

| FUNCTION | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| | **DEFAULT YIELD MARKET TYPE** [DEFAULT_YIELD_MARKET_TYPE] | Defines the Default Yield Market type for Rate Codes and in Look to Book search. |
| | **YIELD MARKET LOOKUP MEMBERSHIP TYPE** [YIELD_MARKET_LOOKUP_MEMBERSHIP_TYPE] | When the defined Membership is entered on the Look to Book , a Yield Market Lookup will be performed. For all other Membership Types, the Yield Market Lookup will not be performed. |
| | **EXTERNAL SYSTEM FOR HURDLE RATE** [EXT_SYS_FOR_HDL_RATE] | Select the external system for Hurdle Rate calculation. |

**Table 11-56 OPERA Controls — Rate Management Parameters**

| PARAMETER | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| **ABILITY TO QUOTE RATES IN FOREIGN CURRENCIES** [MULTI_CURRENCY] | | Enables the ability to configure rate and package pricing in a foreign currency and post the associated charges in your properties local currency, based on a daily exchange rate. The Foreign Currency Handling OPERA Control to be must be active. For more information, see OPERA Controls — Cashiering |
| | **REFERENCE CURRENCY CALCULATION** [REFERENCE_CURRENCY_CALCULATION] | Determines how the reference currency appears on the folio.<br>Valid values:<br>• CURRENT — The reference currency amounts are based on the exchange rate calculation for the date the folio is printed/previewed.<br>• ACTUAL — The reference currency amounts are based on the exchange rate calculation for the date the transaction was posted. |
| **ADVANCED RATE CODE POSTING RHYTHM** [ADVANCED_RATE_CODE_POSTING_RHYTHM] | | When activated you can define posting rhythms for specific date ranges. You can indicate if the posting rhythm can be repeated within the Stay or Sell segment within the Stay. |
| **DEFAULT MEMBERSHIP FLAG** [DEFAULT_MEMBERSHIP_FLAG_ON_RATE_HEADER] | | Selects the Membership check box automatically for all newly created rate codes. |

**Table 11-56 (Cont.) OPERA Controls — Rate Management Parameters**

| PARAMETER | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| **IDENTIFY OWNER RATE CODE** [IDENTIFY_OWNER_RATE_CODE] | | Enables the ability to identify rate codes as an owner rate code. No Show reservations with an owner rate code are not updated to No Show status during End of Day; instead, the Arrival Date is automatically updated to the next business day. The Rolling No Show Preference OPERA Control determines whether the Arrival Date is updated until the departure day (default) or updated up to the day prior to the departure day. |
| **MAXIMUM RATE ALLOWED** [MAXIMUM_RATE_ALLOWED] | | Enables entry of a maximum rate amount for single and double rate amounts on the Rate Schedules screen. This amount is evaluated at the time of booking and substituted for any night where the discount calculated for the rate exceeds the maximum rate amount. |
| **MINIMUM RATE ALLOWED** [MINIMUM_RATE_ALLOWED] | | Enables entry of a minimum rate amount for single and double rate amounts on the Rate Schedules screen. This amount is evaluated at the time of booking and substituted for any night where the discount calculated for the rate is lower than the minimum rate amount. |
| **PACKAGE PRICING AND AVAILABILITY ATTRIBUTES** [PACKAGE PRICING AND AVAILABILITY ATTRIBUTES] | | Enables specifying begin and end sell dates on a package and specifying min/max nights and min/max persons for each date range on a package. |
| **PACKAGES SOLD SEPARATELY** [PACKAGES_SOLD_SEPARATELY] | | Enables flagging packages as Sell Separate in configuration. |
| **PRIVILEGED RATES** [PRIVILEGED_RATES] | | Exposes Privileged Rate Code and Privileged Rate Restriction check boxes in the rate code definition panel. |
| **RATE CODE POSTING RHYTHM** [DISCOUNT_FREE_NTS] | | When active you can define if the rate code amount posts every night or every X nights. |
| **RATE CODE RESTRICTIONS** [RESTRICTION_RATECODE] | | Enables setting restrictions at the rate code level. |
| **RATE FLOOR** [RATE_FLOOR] | | Activates rate floors functionality to set a minimum rate amount for rate schedules. |

**Table 11-56 (Cont.) OPERA Controls — Rate Management Parameters**

| PARAMETER | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| | **RATE FLOOR LEVEL OF CONTROL**<br>[RATE_FLOOR_LEVEL_OF_CONTROL] | Determines the level that rate floors are set.<br>Valid values:<br>• RATE LEVEL<br>• ROOM TYPE LEVEL |
| **RATE OWNERSHIP HANDLING**<br>[RATE_OWNERSHIP] | | Exposes additional columns on the rate code protection screen for property and central. Also enables flagging rate codes as property or centrally owned. |
| **REFRESH MANUALLY ADDED PACKAGES**<br>[REFRESH MANUAL PACKAGES] | | Refreshes the attributes of manually added packages on a reservation based on the existing package configuration. |
| **REVENUE POSTING BY MARKET CODE**<br>[REVENUE_POSTING_BY_MARKET_CODE] | | Determines if revenue posts based on Rate Code Configuration or Market Code Mappings. |
| **SHOW ADD SEPARATE LINE PACKAGES TO RATES IN THE LTB**<br>[INCL_PRINT_SEP_PKGS_IN_RATE_QUERY] | | Includes packages that are 'Add Rate Separate Line' in the rate amount in the Look To Book Sales screen. |
| **TICKET PACKAGES**<br>[TICKET_PACKAGES] | | Enables packages to be identified as a ticket and for tickets to be associated to a reservation and show in a ticket panel for action. |

**Table 11-57 OPERA Controls — Rate Management Settings**

| SETTING | DESCRIPTION |
|---|---|
| **DEFAULT PACKAGE TRANSACTION CODE**<br>[DFLT_PKG_TRAN_CODE] | Defines the default transaction code for packages on rate codes. |
| **DEFAULT TRANSACTION CODE**<br>[DFLT_TRAN_CODE] | Defines the default transaction code for rate codes.<br>Valid values:<br>• All transaction codes associated with a Revenue group and In House Sales = N, In House Payment = N, and In House Deposit = N. This excludes comp transaction codes. |
| **PACKAGE ATTRIBUTES FOR EXTERNAL RATES**<br>[PACKAGE_ATTRIBUTES_FOR_EXTERNAL_RATES] | Enables selecting attributes so that the packages with selected attributes can be attached to externally controlled rate codes.<br>Valid values:<br>• Included in Rate<br>• Add Rate Separate Line<br>• Add Rate Combined Line |
| **PACKAGE LOSS**<br>[PACKAGE_LOSS] | Defines the package loss transaction code.<br>Valid values:<br>• All transaction codes except those marked as internal only. |

**Table 11-57 (Cont.) OPERA Controls — Rate Management Settings**

| SETTING | DESCRIPTION |
|---|---|
| **PACKAGE PROFIT**<br>[PACKAGE_PROFIT] | Defines the package profit transaction code.<br>Valid values:<br>• All transaction codes except those marked as internal only. |
| **RATE INFORMATION TEMPLATE**<br>[RATE_INFO_TEMPLATE] | Defines the rate information template to configure generic text that is common for most rate codes. When configuring rate plans, the rate information template for the property can be populated in the rate code's long information field and further modified to suit the individual rate code as needed. |

# OPERA Controls — Reservations

The following tables outline the functions, parameters, and settings that can be configured in the OPERA Controls Reservations group.

**Table 11-58 OPERA Controls — Reservations Functions**

| FUNCTION | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| Complimentary<br>**ACCOMPANYING GUEST**<br>[ACCOMPANYING_GUEST] | | Allows for additional guest profiles to be associated with a reservation to identify multiple guests occupying one room. Eliminates needing to create share reservations. |
| Complimentary<br>**ADVANCED DISCOUNT**<br>[ADVANCED_DISCOUNT_REASONS] | | The Advanced Discount functionality will enable calculation rules on the discount reasons that can be attached to reservation with the auto attach functionality. |
| **ALERTS**<br>[ALERTS] | | Alerts can be manually entered for a specific reservation and set to display on screen or print. Global alerts rules can also be configured with conditions as to when the alert should trigger. When the condition is met the alert appears on screen or is printed.. |
| | **POPUP ALERTS**<br>[FULLSCREEN_ALERTS] | Shows alerts in a pop-up. |
| | **WELCOME OFFER**<br>[WELCOME_OFFER_ALERT] | Activates the welcome offer alert functionality to offer certain predefined choices for the guest to select upon check in. |
| | **WELCOME OFFER PAYMENT TRANSACTION CODE**<br>[WELCOME_OFFER_PAYMENT_TRANSACTION_CODE] | Defines the transaction code used to settle the Post It transaction selected during the welcome offer process so that it is posted to the PM room specified in the Reservations: Welcome Offer Posting Master application setting. |

**Table 11-58 (Cont.) OPERA Controls — Reservations Functions**

| FUNCTION | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| | **WELCOME OFFER OPTIONS**<br>[WELCOME_OFFER_OPTIONS] | Specifies the options available for the guest to select as a welcome offer.<br>Valid values:<br>• eCoupons: Select eCoupon codes to attach to a reservation.<br>• Items: Select and associate a value from item inventory to the reservation.<br>• Post It: Select an article from the Post It screen, post and settle to a PM room. |
| | **WELCOME OFFER POSTING MASTER**<br>[WELCOME_OFFER_PM_ROOM] | Defines the Posting Master that the Post It transaction is settled to during the welcome offer process. |
| Complimentary<br>**CALLER INFORMATION**<br>[CALLER_INFORMATION] | | Caller information can be entered and tracked for all new and updates to reservation. Caller history details is then available. |
| Complimentary<br>**CONFIRMATION LETTERS**<br>[CONFIRMATION_LETTERS] | | Enables the ability to setup one or more confirmation (and cancellation) letters on reservations then generate the letter for a selected reservation or for multiple reservations in a batch process. You can also customise confirmation letters using a rich text editor. |
| | **CONFIRMATION LETTER TO PARTNER SOLUTION**<br>[CONFIRMATION_EMAIL_TO_PARTNER] | When enabled, all confirmation letters will be emailed to a partner solution. |
| | **CONFIRMATION LETTER FOR CANCEL RESERVATION**<br>[CONFIRMATION_LETTER_CANCEL_RESERVATION] | Confirmation Letter to be generated when a Reservation is Cancelled. |
| | **DEFAULT PROPERTY COMPANY CONFIRMATION LETTER**<br>[DEFAULT_PROPERTY_COMPANY_CONF_LETTER] | Default Property Confirmation Letter to be used for Company Profiles. |
| | **DEFAULT PROPERTY CONTACT CONFIRMATION LETTER**<br>[DEFAULT_PROPERTY_CONTACT_CONF_LETTER] | Default Property Confirmation Letter to be used for Contact Profiles. |

**Table 11-58 (Cont.) OPERA Controls — Reservations Functions**

| FUNCTION | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| | **DEFAULT PROPERTY GROUP CONFIRMATION LETTER** [DEFAULT_PROPERTY_GROUP_CONF_LETTER] | Default Property Confirmation Letter to be used for Group Profiles. |
| | **DEFAULT PROPERTY GUEST CONFIRMATION LETTER** [DEFAULT_PROPERTY_GUEST_CONF_LETTER] | Default Property Confirmation Letter used for Guest Profiles. |
| | **DEFAULT PROPERTY SOURCE CONFIRMATION LETTER** [DEFAULT_PROPERTY_SOURCE_CONF_LETTER] | Default Property Confirmation Letter used for Source Profiles. |
| | **DEFAULT PROPERTY TRAVEL AGENT CONFIRMATION LETTER** [DEFAULT_PROPERTY_TR_AGENT_CONF_LETTER] | Default Property Confirmation Letter used for Travel Agent Profiles. |
| | **PARTNER EMAIL ID FOR CONFIRMATION LETTER** [PARTNER_EMAIL_ADDRESS] | This setting stores the recipient email address of the partner, to override the Confirmation letter send operation. If this setting is left blank, the confirmation letter email is sent to the (guest/caller) recipient email address designated by the user. |
| **COPY RESERVATION** [ADD_ON] | | Enables the ability to copy (clone) a reservation and make further modifications as needed. |
| **CREDIT RATINGS** [ADVANCED_POLICIES] | | Credit ratings are profile-based and can be referenced in deposit and cancellation rule configuration. When creating a new reservation or block the credit rating for the linked profile is considered in the calculation of the deposit and cancellation schedule. |
| Complimentary **FIXED RATES** [USE_FIXED_RATE_FUNCTIONALITY] | | Enables the ability to manually override the rate amount based on rate code pricing schedule and fix the amount for date(s). |
| | **ALWAYS USE FIXED RATES** [ALWAYS_FIXED_RATES] | Stores all reservations created or modified in the system as fixed rate reservations. |

**Table 11-58 (Cont.) OPERA Controls — Reservations Functions**

| FUNCTION | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| | **DISCOUNT FOR FIXED RATE** [USE_DISCOUNT_FOR_FIXED_RATE] | Calculates the discount for the fixed rate. |
| | **SHARE RATE SPLITTING FOR FIXED RESERVATIONS** [SHARE_RATE_SPLITTING_FOR_FIXED_RESERVATIONS] | Enables share rate splitting on reservations marked as fixed with the same rate code. |
| **ITEM INVENTORY** [ITEM_INVENTORY] | | Enables functionality to track items that can be added to a reservation or sold via a package code; the stock inventory levels are then tracked as items are sold. The availability of inventory items can then be viewed for each date. |
| | **ITEM INVENTORY POOL** [ITEM_INVENTORY_POOL] | Activates the item inventory pool functionality, which enables items to be sold with a maximum pool ceiling quantity. |
| | **ALLOW INVENTORY ITEMS OUTSIDE OF STAY DATES** [ALLOW_INV_ITMS_OUTSIDE_STAY] | When activated, Inventory Items can be configured as Outside of Stay Dates which enable you to attach the item beginning before and/or ending after the stay dates of the Reservation. |
| | **SELL CONTROL ITEMS** [SELL_CONTROL_ITEMS] | When active, the sale of the item will be restricted if there is no inventory available for the selected dates. Users with the task for Override Item Sell Control will be able to book items when there is no inventory available for the selected dates. |
| Complimentary **MERGE RESERVATIONS** [MERGE_RESERVATIONS] | | Enables the option to merge one or more reservations to a main reservation if stay nights are sequential. |
| | **ALLOW MERGE RESERVATIONS FOR FUTURE ARRIVALS** [ALLOW_MERGE_FUTURE_ARRIVALS] | When active,the merge reservation option is available for current and future arrivals.If inactive,the merge reservation option is available only for today's arrivals. |
| | **CANCEL REASON CODE FOR MERGE RESERVATIONS** [CANCEL_REASON_MERGE_RESERVATIONS] | Choose the Cancel Reason code to be used while reservations(s) are cancelled due to Reservation Merge. |

**Table 11-58 (Cont.) OPERA Controls — Reservations Functions**

| FUNCTION | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| **MESSAGES**<br>[MESSAGES] | | Enables the ability to enter, notify, and print messages for a guest. Messages can be sent to all guests, individually, by group block and other filter criteria. Messages can be indicated received or not received and printed a user-configurable format. With the appropriate interfaces active the messages will trigger the message-waiting lamp on the telephone in guest room or will send the message directly to the video system. |
| Complimentary<br>**PROFILES BY DAY**<br>[PROFILES_PER_DAY] | | Enables the ability to define profiles linked to a reservation on a daily basis. Available when the **Loyalty Membership Configuration** OPERA Control is inactive. |
| **RESERVATION AUTO-ATTACH ELEMENTS**<br>[RESV_AUTO_ATTACH] | | When enabled it is possible to configure rules to auto-update new reservations created in OPERA Cloud or received from integration system and populate values to fields and details based on a defined condition. For example – a reservation for a VIP may be auto-updated with a package item for fruit platter or a trace to housekeeping for special amenities to be placed in the room. |
| **RESERVATION CONTACT**<br>[RESERVATION_CONTACT] | | Specifies whether contact profiles functionality is used/shown on the Reservation screen. |
| **RESERVATION DISCOUNTS**<br>[RESERVATION_DISCOUNTS] | | When enabled discount fields for flat amount, percentage and reason are enabled on reservation details. The rate amount for eligible rate code can then be adjusted for a reservation by the specified discount amount or percentage. |
| **RESERVATION PREFERENCE SOURCES**<br>[CONSOLIDATED_PREFERENCES] | | Displays the source system that added the reservation preference. |
| Complimentary<br>**RESERVATION TRACES**<br>[RESERVATION_TRACES] | | Enables the ability to setup actionable date-driven reminders for specific department on a reservation. |
| **RESERVATION UPGRADE**<br>[RESERVATION_UPSELL] | | Activates the upgrade functionality to control the price of the upgrade and when it is offered. A reservation upgrade option, based on user tasks, is available while booking a new reservation, changing the stay details of an existing reservation, and to offer to arriving guests during the check in process, for reservations that match the upgrade rules and settings. |

**Table 11-58 (Cont.) OPERA Controls — Reservations Functions**

| FUNCTION | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| | **ALLOW FIXED RATE RESERVATIONS** [ALLOW_FIXED_RATE] | Enables upgrading reservations that have a fixed rate code attached. |
| | **ALLOW RESERVATION DISCOUNTS** [ALLOW_RESERVATION_DISCOUNTS] | Enables reservations that have discounts already attached to be available for upgrade. |
| | **ROOM STATUS** [ROOM_TYPE_ROOM_STATUS] | Determines the minimum housekeeping status of a room to be offered for upgrade during check-in. |
| | **MAXIMUM LENGTH OF STAY** [MAXIMUM_LENGTH_OF_STAY] | Determines the maximum length of stay for a reservation to be considered for an upgrade. |
| | **MAXIMUM NUMBER OF OFFERS DISPLAYED** [MAXIMUM_NUMBER_OF_OFFERS] | Specifies the maximum number of upgrade offers available. |
| | **TRANSACTION CODE SETTING** [TRANSACTION_CODE] | Specifies the transaction code where the upgrade revenue posts. |
| | **OCCUPANCY LEVEL DETAILS** [UPSELL_OCCUP_LEVELS] | Defines the number and ranges for the occupancy levels. |
| Complimentary **ROOM DIARY** [ROOM_DIARY] | | The Room Diary provides a chart view of Inventory rooms and the reservations assigned for a selected date range in the past or future. The Room Diary also indicates rooms scheduled for Out of Order or Out of Service status. |
| **SHARES** [SHARES] | | Enables the ability to create a share reservations; with more than one reservation allocated to a room for the same stay dates, with the option to split the rate between each reservation and posting charges to each reservation account. |
| | **AUTOMATICALLY CHECK IN SHARE RESERVATIONS** [AUTO_CHECKIN_SHARE_WITH_RESERVATION] | Share reservations will be presented for Check In one after the other. |
| | **CUSTOM SPLIT FOR SHARES** [CUSTOM_SPLIT_SHARE] | Activate the ability to create sharing reservations with custom split rate amounts. |

**Table 11-58 (Cont.) OPERA Controls — Reservations Functions**

| FUNCTION | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| | **ENFORCE SAME STAY DATES FOR SHARING GUESTS** [FORCE_SAME_STAY_AMONG_SHARES] | Activate the ability to maintain the same stay dates among sharing reservations. |
| | **ENFORCE SAME RATE CODE FOR SHARING GUESTS** [FORCE_SAME_RATE_CODE_AMONG_SHARES] | • When inactive, share reservations have different rate codes. A pop-up is presented for users to choose and apply changes to all shares when rate code is updated.<br>• When active, OPERA Cloud will force the same rate code for all sharing reservations. |
| | **ENFORCE CREDIT CARD ENTRY FOR CREDIT CARD GUARANTEED DURING BREAK SHARE** [CC_REQUIRED_ON_BREAK_SHARE] | During separate share, a list of credit card guaranteed reservations which does not have credit card details will be presented in addition to the payment screen to enter new credit card details to be attached to those reservations. |
| **WAITLIST** [WAITLIST_RESERVATION] | | Enables the ability to create reservation in waitlist status and confirm the reservation at a future date when the room type or rate availability is open. |
| | **SHOW WAITLIST FOR OPEN RATES** [SHOW_WAITLIST_FOR_OPEN_RATES] | Shows the waitlist for open rates on the Look To Book Sales screen. Enables the ability to create reservation in waitlist status and confirm the reservation at a future date when the room type or rate availability is open. |

**Table 11-59 OPERA Controls — Reservations Parameters**

| PARAMETER | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| **ACTIVATE THE SELL MESSAGE FUNCTIONALITY** [SELL_MESSAGE] | | Activates the setup and display of date-driven sell messages to reservation and sales agents in Look to Book, Reservation, GRC, Business Block and Function Diary. |
| | **ALWAYS SHOW SELL MESSAGES** [ALWAYS_SHOW_SELL_MESSAGES] | When inactive, users will not see sell messages in the reservation presentation. Unless, it is a new reservation. |
| **ATTACH TRAVEL AGENT / SOURCE PROFILES TO RESERVATIONS** [ALLOW_TA_AND_SOURCE_ON_RESV] | | Allow attachment of Travel Agent and Source profiles to reservations. |

**Table 11-59 (Cont.) OPERA Controls — Reservations Parameters**

| PARAMETER | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| **AUTO DEPOSIT COLLECTION** [AUTO DEPOSIT SCREEN] | | For reservations with existing deposit schedules, the deposit panel will automatically display when user saves the reservation and it may also take the user one step further and automatically open the deposit payment form with deposit amount pre-populated based on configuration. |
| **CLOSING SCRIPT NEW AND UPDATE RESERVATION** [ENDSCRIPT] | | Display the Closing Script while creating or updating a reservation on the Look To Book Sales Screen |
| **COMPONENT VERIFICATION** [COMPONENT_VERIFICATION] | | Component suite availability is deducted when a room comprising a component suite is assigned to a reservation. When inactive, component suite available is tracked at the room type level. (Available when the **Component Suites** OPERA Control is active). |
| **COPY PROFILE RESERVATION NOTES TO RESERVATION** [RESERVATION_COMMENTS] | | Reservation Notes on profile will be automatically copied to new reservations |
| **CREATE INTERNAL CHARGE NUMBER** [CREATE_INTERNAL_CHARGE_NUMBER] | | Controls the automatic creation of an internal charge number for each reservation.<br>When this parameter is set to Off, no internal charge number will be automatically created for any reservation.<br>When this parameter is set to On, OPERA Cloud will automatically create an internal charge number for each new reservation. The charge number is created at the time that a reservation is created in the property management system. The system will also create an internal charge number when a new reservation is inserted from a third party system. In other words, when this parameter is set to On, the system will create an internal charge number when a confirmation number is generated. Note that when a reservation is moved from one property to another, a new charge card number will be created as the moved to property may support a different format. |

**Table 11-59 (Cont.) OPERA Controls — Reservations Parameters**

| PARAMETER | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| | **CHARGE NUMBER PATTERN PREFIX**<br>[CHARGE_NUMBER_PATTERN_PREFIX] | Enables you to define a specific alpha or numeric code with which the hotel charge card number should begin.<br>Adds a prefix to all newly generated hotel charge card numbers. For example, enter DL in this field if you want all hotel charge card numbers to begin with the letters DL. |
| | **CHARGE NUMBER PATTERN**<br>[CHARGE_NUMBER_PATTERN] | Defines the pattern to be used when generating hotel charge card numbers.<br>Multiple selections can be defined for the pattern.<br>For example, you can press Ctrl and click to select PROPERTY and NAME ID from the multi-selection pane. This will tell the system to use the property code and the guest's name ID when creating new hotel charge card numbers. Leave this field blank to use the default Oracle Sequence Number. |
| | **CHARGE NUMBER PATTERN SUFFIX**<br>[CHARGE_NUMBER_PATTERN_SUFFIX] | Enables you to define a specific alpha or numeric code with which the hotel charge card number should end. For example, enter ORL in this field if you want all hotel charge card numbers to end with the letters ORL. |
| | **CHARGE NUMBER MAXIMUM SIZE**<br>[CHARGE_NUMBER_MAXIMUM_SIZE] | Enables you to define any size limitations to the hotel charge card number.<br>The resulting charge number must contain between five and 60 characters. This is dependent on any restrictions for the 3rd party system. |
| **CROSS BRAND RECOGNITION**<br>[CROSS_BRAND_RECOGNITION] | | When this parameter is turned ON, Guest members (of a central loyalty membership program) will be recognized by a pop up message when accessing their reservation, this will help the user identify where this guest originally enrolled and treat accordingly. |
| **CREDIT RATINGS**<br>[ADVANCED_POLICIES] | | Credit ratings are profile-based and can be referenced in deposit and cancellation rule configuration. When creating a new reservation or block, the credit rating for the linked profile is considered in the calculation of the deposit and cancellation schedule. |

**Table 11-59 (Cont.) OPERA Controls — Reservations Parameters**

| PARAMETER | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| **ENFORCE THE MINIMUM OCCUPANCY SET ON THE ROOM TYPE**<br>[ENFORCE_ROOM_TYPE_MIN_OCCUPANCY] | | When enabled, the Minimum Occupancy value set in room type configuration is considered for availability search at the time of booking. When disabled, the Default Occupancy value set in room type configuration is considered for availability search booking reservations. |
| **EXTERNAL NOTIFICATIONS**<br>[RESERVATION_EXTERNAL_NOTIFICATIONS] | | Ability to flag a reservation for guest opt-in to receive external notifications related to their stay.<br>Note: Business event configuration and subscription are required to receive notification when this flag is updated on a reservation. |
| **FLOOR PLAN**<br>[FLOOR_PLAN] | | Floor Plans provide a graphical layout of floors, rooms, and other physical features such as stairways, air conditioning closet, elevators, and so on. Floor plans can use color coding for room status and provide room-specific information, including the property name, room number, front office status, room status, room type, and reservation status. (Available with an OPERA Cloud Foundation or OPERA Cloud Central Management Services subscription). |
| **GUEST PAY ONLY FILTER WITHIN THE RATE INFO SCREEN**<br>[GUEST_PAY_FILTER_IN_RATE_INFO] | | Ability to see the Guest Pay Only Filter within the Rate Info screen. |
| **MANDATORY METHOD OF PAYMENT**<br>[MANDATORY_MOP] | | Method of Payment is Mandatory at the Time of Reservation. |
| **MANDATORY ROOM MOVE REASONS**<br>[MANDATORY_ROOM_MOVE_REASONS] | | Activating this Parameter will make the Reason field mandatory on the Room Move screen. |
| **POPULATE PRIMARY PROFILES FOR RESERVATIONS**<br>[POPULATE_PRIMARY_PROFILES_FOR_NEW_RESV] | | Populate Primary Company, Travel Agent, and Source profiles for the Guest for New Availability searches. |
| **PROPERTY CALENDAR**<br>[PROPERTY_CALENDAR] | | Activates the property calendar functionality. |

**Table 11-59 (Cont.) OPERA Controls — Reservations Parameters**

| PARAMETER | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| **RATE CODE MANDATORY FOR BLOCK PICKUP** [RATE_CODE_MANDATORY_BLOCK] | | Rate Code Mandatory for Reservations picked up from block. |
| **REFRESH RATES FOR EXTENSION DATES ONLY** [REFRESH_RATES_FOR_EXTENSION_DATES_ONLY] | | Refresh rates for extension dates only when extending the stay period on an existing reservation. |
| **REINSTATE EARLY DEPARTURE TO LAST DEPARTURE DATE** [REINSTATE_TO_LAST_DEPARTURE_DATE] | | When reinstating an Early Departure, the departure date to default to the departure date prior to checkout. |
| **ROOM TYPE AUTO POPULATE** [ROOM_TYPE_AUTO_POPULATE] | | Enables Auto Populate check box at Property Level for Room Type Configuration. By selecting this Auto Populate check box, this room type will automatically default for all new Rate Codes in the Room Type field on the Rate Code Header screen. |
| **ROOM TYPE TO CHARGE** [ROOM_TYPE_CHARGE] | | Exposes the Room Type to Charge field for reservations. With this Room Type to Charge field, it is possible to have a reservation be inventoried on one room type and charged as if it was of another differing room type. |
| **TA RECORD LOCATOR** [TA_RECORD_LOCATOR] | | Allow Travel Agent Record Locator entry and search on Reservation Screen |
| **TAX FREE GUESTS** [TAX_FREE_GUESTS] | | Allows the User to make a distinction between Taxable and Tax Free Guests (by Adults & Children) that will be reported on the statistical report for stat_countrybyday as indicated on each reservation. |
| **TRANSPORTATION** [TRANSPORTATION] | | Enables the Transportation panel in reservation; for entry of arrival and departure transportation requirements. Reservation transport requirements can be listed on the Transport Requirements report. |
| **UNIQUE CONFIRMATION NUMBER FOR LINKED RESERVATION** [UNIQUE_LINKED_RES_CONF_NO] | | Unique Confirmation Number for Linked Reservation. |

**Table 11-59 (Cont.) OPERA Controls — Reservations Parameters**

| PARAMETER | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| **ECOUPONS** [ECOUPONS] | | Activates the eCoupons functionality which allows a property to configure eCoupon code specific for items that can be redeemed in outlets via the Point of Sales system by a guest which will be posted automatically to the specific posting master room. |
| | **ATTACH ECOUPON PRIOR TO THE ARRIVAL DATE** [ATTACH_ECOUPONS_PRIOR_ARRIVAL] | When active, eCoupons can be attached to a reservation as soon as the reservation is created. When inactive, the eCoupon panel will be displayed under a reservation only from its arrival date and the user can attach eCoupons only when the reservation arrival date is reached. |

**Table 11-60 OPERA Controls — Reservations Settings**

| SETTING | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| **AUTOMATICALLY REFRESH RATES ON RESERVATION** [AUTO RATE REFRESH CRITERIA] | | Automatically refresh rates on reservation based on the selected values. |
| **COMMISSION PAY** [COMMISSION_PAY] | | Select to Pay Commission to the Travel Agent only, Source only or both the Travel Agent and Source attached to the Reservation. |
| **DEFAULT CHAIN COMPANY CONFIRMATION LETTER** [DEFAULT_CHAIN_COMPANY_CONF_LETTER] | | Default Chain Confirmation Letter used for Company Profiles. |
| **DEFAULT CHAIN CONTACT CONFIRMATION LETTER** [DEFAULT_CHAIN_CONTACT_CONF_LETTER] | | Default Chain Confirmation Letter to be used for Contact Profiles. |
| **DEFAULT CHAIN GROUP CONFIRMATION LETTER** [DEFAULT_CHAIN_GROUP_CONF_LETTER] | | Default Chain Confirmation Letter to be used for Group Profiles. |

**Table 11-60 (Cont.) OPERA Controls — Reservations Settings**

| SETTING | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| **DEFAULT CHAIN GUEST CONFIRMATION LETTER** [DEFAULT_CHAIN_GUEST_CONF_LETTER] | | Default Chain Confirmation Letter used for Guest Profiles. |
| **DEFAULT CHAIN SOURCE CONFIRMATION LETTER** [DEFAULT_CHAIN_SOURCE_CONF_LETTER] | | Default Chain Confirmation Letter to be used for Source Profiles. |
| **DEFAULT CHAIN TRAVEL AGENT CONFIRMATION LETTER** [DEFAULT_CHAIN_TR_AGENT_CONF_LETTER] | | Default Chain Confirmation Letter to be used for Travel Agent Profiles. |
| **EXTERNAL REFERENCE TO DISPLAY** [EXTERNAL_REF_NUMBER_TO_DISPLAY] | | External Reference to display in Reservations Additional Details. |
| **GUEST STAY INDICATION** [GUESTSTAY_INDICATION] | | Controls how the Guest Stay Indicator will show in each Reservation. |
| **MANDATORY AR ACCOUNT FOR DIRECT BILL PAYMENT TYPE** [MANDATORY_AR_ACCOUNT_FOR_DIRECT_BILL_PAYMENT_TYPE] | | Create Reservation or check-in is not possible with Direct Bill payment for a reservation with no AR Account. |
| **MAXIMUM NUMBER OF NIGHTS PER RESERVATION** [RESV_MAX_NIGHTS] | | The Maximum Number of Nights a Reservation can be booked. If a user has the Max Rooms Upper Limit task granted, effective max rooms will be the higher setting between this and Hub level Room Limit Per Reservation setting otherwise lower setting will be effective. |
| **MAXIMUM NUMBER OF NIGHTS — HUB LEVEL** [MAX_NO_OF_NIGHTS] | | The Maximum Number of Nights a Reservation can be Booked and the maximum length on a business block header. This value is also used to determine In House Bookings that display within the Business Block screen. |

**Table 11-60 (Cont.) OPERA Controls — Reservations Settings**

| SETTING | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| **MAXIMUM NUMBER OF ROOMS PER RESERVATION** [RESV_MAX_ROOMS] | | The Maximum Number of Rooms a Reservation can be booked. If user have a Max Rooms Upper Limit task, effective max rooms will be the higher setting between this and Hub level Room Limit Per Reservation setting otherwise lower setting will be effective. |
| **MAXIMUM RESERVATION ADVANCED BOOKING DAYS** [MAX_RESV_ADV_BOOKING_DAYS] | | Controls how far into the future from the current business date a reservation can be created. |
| **RESERVATION COLOR DEFINITION** [RESERVATION_COLOR_DEFINITION] | | A color indicator can be applied to either a reservation or to a guest as a quick reference to users when performing searches. The description for the colors can be anything that is required to uniquely identify specific reservations or guests<br>• MARKET_CODE- Use color of the market code selected in the reservation<br>• MEMBERSHIP_LEVEL-Use color of the Levels for Default Membership Type (only visible when a value is defined for Profiles > Default Membership Type)<br>• VIP_LEVEL- Use color of the VIP Level of the Guest (visible when the VIP function is active)<br>• RESERVATION- Use a color selected in the Reservation (Stay Details - Display Color field )<br>• NONE- No Colors |
| **ROOM LIMIT PER RESERVATION — HUB LEVEL** [PER_RESERVATION_ROOM_LIMIT] | | Maximum Number of Rooms Sold per Reservation. |

# OPERA Controls — Room Management

The following tables outline the functions, parameters, and settings that can be configured in the OPERA Controls Room Management group.

**Table 11-61 OPERA Controls — Room Management Functions**

| FUNCTION | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| Complimentary<br>**ADVANCE TASK SHEETS**<br>[TASK_ASSIGNMENT] | | Activates Task Sheet Assignment functionality. Allows creation of Task Sheets using the Generation of Task Sheets which provides customizable assignments based on the property needs. Task Sheets can be assigned using multiple codes to complete specific tasks for the rooms in the Task Sheet. Task Codes can be created in the Task Sheets jump within Accommodation Management. For more information, see Task Sheets |
| | **TASK COMPANION TIMER**<br>[TASK_COMPANION_TIMER] | Enables you to set the timer on the Task Companion and define if it should count up or down.<br>Valid values:<br>• **DEC**— Displays time decreasing.<br>• **INC**— Displays time increasing.<br>• **OFF**— Does not display time. |
| | **ADDITIONAL TASK SHEETS**<br>[ADDITIONAL_TASK_ASSIGNMENTS] | Additional task sheets to be created during the 'Generate Automatic Task Assignment' process. Leaving this setting blank keeps the original task assignment functionality.<br>Valid values:<br>• DND (Do Not Disturb task sheet) — All rooms that are set to do not disturb on the Guest Service Status screen are assigned to a separate task sheet. This setting is only available when Guest Service Status is active.<br>• NSR (No Service task sheet) — An additional task sheet is created that contains all rooms that are not scheduled for service. |
| **BUILDING MANAGEMENT**<br>[BUILDINGS] | | Provides the ability to configure Buildings and Building Groups and associate Rooms to the Buildings. This configuration can be used with the Task Sheet Work flow functionality to breakout task sheets by buildings. For more information, see<br>• Configuring Building Groups<br>• Configuring Buildings |
| **COMPONENT SUITES**<br>[COMPONENT_SUITES] | | Ability to configure component suites that are comprised of two or more existing room types/rooms that can then be sold and managed as their own room type/ rooms. For more information, see Configuring Room Types. |

**Table 11-61 (Cont.) OPERA Controls — Room Management Functions**

| FUNCTION | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| **DISCREPANT ROOMS** [DISCREPANT_ROOMS] | | Ability to track discrepancies between the status of a room according to the Front Office, and the status of a room according to Housekeeping. For more information, see Managing Room Discrepancies |
| **GUEST SERVICE STATUS** [GUEST_SERVICE_STATUS] | | Ability to set and manage the Do Not Disturb and Make Up Room guest service status for in house reservations. |
| **HOLD ROOMS** [HOLD_ROOMS] | | Ability to place rooms into a hold status for a specified duration of time, preventing them from being available for room assignment by other users. For more information, see Configuring Hold Room Conditions |
| Complimentary **HOUSEKEEPING BOARD** [HSK_BOARD] | | The Housekeeping Board provides you with room and room status information plus reservation and profiles details for each room, if applicable. Using the Housekeeping Board you can search and update the status of a room or a range of rooms. |
| **HOUSEKEEPING TASK SCHEDULING** [FACILITY_MANAGEMENT] | | Task scheduling functionality allows for configuration of housekeeping tasks such as Full Service, Light touch, and so on, and facility codes for the items associated with the facility task (such as Hand towel, Bath Amenities, Pillowcase). Task schedules are then configured for each room type with OPERA Cloud determining which task to schedule per day per room. Users with rights can override the computed schedule to customize according to guests unique requirements. Task forecast reports are also available to assist with labor forecasting. |
| | **ADVANCED CREDIT RULES** [TASK_ASSIGNMENT_WORKFLOW] | When active a new option will be available in the setting for Housekeeping Credit for Room Task Rules which will allow a property to allocate credits based on configured rules. |
| | **ADVANCED TASK SCHEDULING** [ADVANCED_FACILITY_TASKS] | Ability to schedule tasks based on the Rate Codes, Specials, Market Codes and VIP codes on the reservation. |

**Table 11-61 (Cont.) OPERA Controls — Room Management Functions**

| FUNCTION | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| **INSPECTED STATUS**<br>[USE_INSPECTED_STATUS] | | Activates the additional room status called inspected.<br>• When the **Inspected Status** OPERA Control is active, inspected status rooms display a green icon to indicate that a room is in a status ready for check in, clean status rooms display a blue icon. <br>• When the **Inspected Status** OPERA Control is inactive, clean status rooms display a green icon , to indicate that a room is in a status ready for check in. |
| **MAINTENANCE**<br>[MAINTENANCE] | | Ability to manage and track room maintenance requests. For more information, see Room Maintenance . |
| Complimentary<br>**OUT OF ORDER**<br>[OUT_OF_ORDER] | | Ability to set rooms Out of Order for a certain amount of time, which will prevent the assignment of these rooms to reservations. An Out of Order room is taken out of inventory and cannot be sold. For more information, see Managing Out of Order Rooms |
| | **OUT OF ORDER DEFAULT REASON CODE**<br>[OUT_OF_ORDER_DEFAULT_REASON_CODE] | Default Reason Code to be used for new Out of Order records. |
| Complimentary<br>**OUT OF SERVICE**<br>[OUT_OF_SERVICE] | | Ability to set rooms Out of Service for a certain amount of time. Out of Service rooms can still be assigned to reservations and do not affect inventory. For more information, see Managing Out of Service Rooms |
| | **OUT OF SERVICE DEFAULT REASON CODE**<br>[OUT_OF_SERVICE_DEFAULT_REASON_CODE] | Default Reason Code to be used for new Out of Service records. |
| **PICKUP STATUS**<br>[PICKUP_STATUS] | | Activates the additional room status called pickup. |

**Table 11-61 (Cont.) OPERA Controls — Room Management Functions**

| FUNCTION | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| **QUEUE ROOMS** [QUEUE_ROOMS] | | Ability to place reservations on queue, which denotes priority rooms for hotel operations. Queue rooms affect the cleaning order within the task sheet companion. For more information, see Managing Reservation Queue Status. |
| | **QUEUE RUSH TEXT DEFAULT NUMBER** [QRUSH_TEXT_DEFAULT_NUMBER] | Defines the default mobile number to which queue rush messages will be sent. |
| **ROOM CONDITIONS** [HOUSE_ASSIGNMENT] | | Ability to hold specific rooms aside from being blocked by the front office without affecting inventory. For more information, see Managing Room Conditions. |
| Complimentary **TASK SHEET** [SIMPLE_TASK_SHEET] | | When active, you will be able to create task sheets with fixed options. When Housekeeping Task Scheduling is active, you will be able to run task sheets for multiple tasks. When **Housekeeping Task Scheduling** OPERA Control is inactive, tasks are not considered and instead rooms with the selected room status(es) will be placed on the task sheets. For more information, see Task Sheets. |
| **TURNDOWN** [TURNDOWN] | | Allows for rooms to be marked for Turndown and the creation of Turndown Task Sheets, using the Generation of Task Sheets process. |

**Table 11-62 OPERA Controls — Room Management Parameters**

| PARAMETER | DESCRIPTION |
|---|---|
| **ATTENDANT CONSOLE** [ATTENDANT_CONSOLE] | Activates the Attendant Console screen, which enables you to evaluate the time taken to service a room, view task completion percentage, total and completed number of credits, and relative location of a housekeeping attendant. The information is gathered from the Mobile Task Sheet Companion or Task Sheet Companion, which attendants use to manage the rooms assigned to their task sheet. |
| **ATTENDANT SCHEDULE** [ATTENDANT_SCHEDULE] | Activates housekeeping attendant scheduling functionality. This parameter can only be activated if Housekeeping Task Scheduling is active and Housekeeping Credits is set to Facility. |
| **CONNECTING ROOMS** [CONNECTING_ROOMS] | Ability to denote rooms that are connected to each other. When active, this will affect how the rooms are presented on the Room Diary and the Room Assignment screens. |
| **HOUSEKEEPING SECTIONS** [HOUSEKEEPING_SECTIONS] | Ability to configure Sections and Section Groups and associate Rooms to those Sections. This configuration can be used when auto generating task sheets. |

**Table 11-62 (Cont.) OPERA Controls — Room Management Parameters**

| PARAMETER | DESCRIPTION |
|---|---|
| **ROOM NUMBER PARITY** [HOUSEKEEPING_ROOM_PARITY] | Ability to filter the Housekeeping Board results by even and odd Rooms. |
| **TASK COMPANION ASSISTANCE** [TASK_COMP_ASSIST_NOTIF] | Activates the ability to send Notifications from the Task Companion. |
| **TASK SHEET TEMPLATE** [TASK_SHEET_TEMPLATE] | Allows the creation of task sheet templates, to be used when auto generating task sheets. |

**Table 11-63 OPERA Controls — Room Management Settings**

| SETTING | DESCRIPTION |
|---|---|
| **DEFAULT DAY USE ROOM STATUS** [DEFAULT_DAY_USE_ROOM_STATUS] | Define the default Room Status of a Day Use Reservation which is automatically assigned at check out. The room status hierarchy is either **Dirty** -> **Clean** -> **Pickup** -> **Inspected** (when the **Inspected Status** OPERA Control is active) or **Dirty** -> **Pickup** -> **Clean** (when the **Inspected Status** OPERA Control is not active). Rooms with a current room status that is higher in the hierarchy than the room status in this setting will not be changed. If no room status is selected here, you will be presented with the Room Status screen during the check out process.<br>Valid values:<br>• CLEAN<br>• DIRTY<br>• INSPECTED (available when Inspected Status is active)<br>• PICKUP (available when Pickup Status is active) |
| **DEFAULT ROOM STATUS FOR ROOM ASSIGNMENT SCREENS** [DEFAULT_ROOM_STATUS] | Defaults the selected Room Status check boxes in the Room Assignment screens. |
| **DEFAULT LINEN CHANGE FREQUENCY** [DEFAULT_LINEN_CHANGE_FREQUENCY] | Sets the default change frequency for linens, which is indicated on task sheets. The number provided indicates the number of days in between linen changes. For example, if the value is 2, linens will be added to the task sheet to be changed every second day that the reservation is in-house.<br>Valid values:<br>• 1+<br>This setting is available when the **Task Sheets** OPERA Control is active and the **Housekeeping Task Scheduling** OPERA Control is inactive. |

**Table 11-63 (Cont.) OPERA Controls — Room Management Settings**

| SETTING | DESCRIPTION |
|---|---|
| **HOUSEKEEPING CREDITS**<br>[HOUSEKEEPING_CREDITS] | Defines how Housekeeping Credits will be configured and calculated.<br>Valid values:<br>• NONE<br>• ROOM NUMBER<br>• FACILITY TASK (available when **Housekeeping Task Scheduling** OPERA Control is active).<br>• ROOM_TASK_RULE (calculated based on room number, task weight, and assignment credit rules; available when **Housekeeping Task Scheduling** and **Advanced Credit Rules** OPERA Controls are active). For more information, see Configuring Scheduled Task Credit Rules |
| **MAX CREDITS PER ATTENDANT**<br>[HK_MAX_CREDITS_PER_ATTENDANT] | Defines the maximum number of credits per attendant. |
| **TASK COMPANION TRACES**<br>[HK_TRACE_DEPT] | Select department(s) associated to Housekeeping Traces for displaying current business date traces within the Task Companion. |
| **TRAVELING TASK CREDITS**<br>[TRAVELING_TASK_CREDITS] | Defines the number of credits that are being added to a task sheet with rooms from multiple floors. The number of credits entered here will be added for each additional floor. |
| **UPDATE OCCUPIED ROOM STATUS**<br>[UPDATE_OCCUPIED_ROOM_STATUS] | The night audit procedure `hkpgk.update_room_status_proc` will update all occupied rooms to the room status selected here. If no status is selected then the room status of the occupied rooms will not be changed.<br>Valid values:<br>• DI (dirty)<br>• CL (clean)<br>• PU (pickup; available when Pickup Status is active)<br>• IP (inspected; available when Inspected Status is active) |
| **UPDATE VACANT ROOM STATUS**<br>[UPDATE_VACANT_ROOM_STATUS] | The **Updating Room Statuses** end of day procedure will update all vacant rooms with a higher room status in the hierarchy to the status selected here. If no status is selected then the room status of vacant rooms will not be changed. The room status hierarchy is either **Dirty** -> **Clean**-> **Pickup** -> **Inspected** (when **Inspected Status** OPERA Control is active) or **Dirty** -> **Pickup** -> **Clean** (when **Inspected Status** OPERA Control is inactive).<br>The **Custom** option enables the ability to configure date ranges and a number of days value by room type for vacant rooms to be updated. For more information, see Configuring Vacant Room Status Update Rules.<br>Valid values:<br>• DI (dirty)<br>• CL (clean)<br>• PU (pickup; available when Pickup Status is active)<br>• IP (inspected; available when Inspected Status is active)<br>• Custom |

**Table 11-63 (Cont.) OPERA Controls — Room Management Settings**

| SETTING | DESCRIPTION |
|---|---|
| **UPDATE THE ROOM STATUS FOR NO SHOW AND CANCELED RESERVATIONS** [UPDATE_NO_SHOW_ASSIGNED_ROOM_STATUS] | The **Updating Room Statuses** end of day procedure will update all rooms assigned to No Show reservations to the room status selected here. If no status is selected, the "no show assigned rooms" room status will not change. If a reservation with an assigned room number gets canceled on the expected day of arrival, the reservation shall adhere to this set room status at the time of cancellation. |

# Configuring Track It

Prerequisites for Track It

Track It is used to manage the storage and delivery of guest luggage and parcels; parking of vehicles (valet), and tracking of lost items.

Prior to using Track It, the Track It Types, Track It Locations, and Track It Actions must be configured.

You can then setup defaults for new Track It tickets in General OPERA Controls.

You can also configure images (icons) for Track it Types. Refer to Configuring Images.

### Track It Types

Track It types are typically items, vehicles, and other valuables belonging to guests. OPERA Cloud lets you organize Track It Types into four pre-defined Track It groups: Baggage, Parcel, Valet, and Lost. Properties configure the Track It types and the groups into which the types belong. The following is an example:

**Table 11-64 Track It Type Examples**

| Group | Track It Type Examples |
|---|---|
| Baggage | Golf Bag, Laptop Bag, Suitcase, Suit-bag |
| Parcel | Package, Envelope, Flowers |
| Lost | Eyeglasses, Jewelry, Clothing, Shoes, Watch |
| Valet | Pickup Truck, Sedan, SUV, Minivan |

You can assign Track It types to multiple Track It groups, for example, Suitcase, Laptop, and Golf Clubs might belong to both the Baggage group and the Lost group.

### Track It Locations

Track It locations identify the whereabouts of Parcel, Baggage, Lost, or Valet tickets. For example:

- Parcel, Baggage, or Lost locations might include Storage Room, Guest Room, Front Desk, Building A, Conference Services Desk, Purser, and so on.
- Valet locations might be Carpark L1/Zone1, Carpark L1/Zone2, Car Wash Bay, Driveway, or Porte Cochère.

A location can be defined for multiple Track It groups, and you can configure an unlimited number of locations for each Track It group (for example, Parcel, Baggage, Lost, and Valet).

### Track It Actions

Track It actions are the tasks for a Track It ticket in each Track It group for which you can take action. For example:

- For Parcel or Baggage tickets, actions might be Store in Hold, Deliver to Room, and so on.
- For Lost group, actions might be Hold for Guest or Deliver to Room.
- For Valet group, actions might include Park Vehicle, Retrieve Vehicle, Refuel, Wash, and so on.

Actions have a status which indicates whether the Track It ticket is unresolved/open or resolved/closed .

An Action type 'Deliver' would be marked as Open status, whereas an Action type 'Delivered,' 'Done,' or 'Completed' would be marked as closed (resolved).

For example, you could configure and make available in all Track It groups an Action type 'DONE' with a closed status.

You can configure an unlimited number of actions for each Track It group (that is, Parcel, Baggage, Lost, and Valet).

## Configuring Track It Types

### Adding Track It Type

1. From the **Administration** menu, select **Enterprise**, select **Track It,** and then select **Track It Types**.
2. Click **New** and enter the following details:
    a. **Code**: Enter a code that uniquely identifies the Track It type.
    b. **Description**: Enter a description of the Track It type.
    c. Enter an optional **Website URL** for this type. For example, for FedEx or UPS Parcel types, you might want to provide the URL of the tracking site. For immediate access to the tracking site, the web link appears on the Track It ticket details when this type is assigned to the ticket.
    d. Select the check boxes for the **Track It Group** to which this **Track it type** applies.
    e. **Sequence**: Enter an optional sequence number indicating the type and order of appearance in a list.
    f. Select the **Send Message** check box to be prompted to add a message to the reservation when tickets of this type are attached to the guest's reservation (Available when the **Guest Messages** OPERA Control is active).
        i. Select a **Message Code** template to be sent to the reservation, for example, **Please contact concierge to arrange delivery or collection of a parcel received**.
3. Click **Save**.

### Editing Track It Type

1. From the **Administration** menu, select **Enterprise**, select **Track It**, and then select **Track It Types**.
2. Enter search criteria and click **Search**.
3. Select the track it type in the search result, then click the vertical ellipsis **Actions** menu and select **Edit**.
4. **Inactive**: Select the check box to make the **Type** inactive. Inactive types are unavailable when creating or editing ticket records (you cannot delete Types if they have been associated with a ticket number, but you can make them inactive).
5. Update the details.
6. Click **Save**.

### Deleting Track It Type

1. From the **Administration** menu, select **Enterprise**, select **Track It,** and then select **Track It Types**.
2. Enter search criteria and click **Search**.
3. Select the track it type in the search result, then click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

## Configuring Track It Locations

### Adding Track it Location

1. From the **Administration** menu, select **Enterprise**, select **Track It**, and then select **Track It Locations**.
2. Click **New** and enter the following details:.
   a. **Code**: Enter a unique code that identifies the location.
   b. **Description**: Enter a description of the location.
   c. **Track It Group**: Select the Track It groups to which the location is available.
   d. **Sequence**: Select the sequence number that determines the position of the location in lists.
3. Click **Save**.

### Editing Track It Location

1. From the **Administration** menu, select **Enterprise**, select **Track It**, and then select **Track It Locations**.
2. Enter search criteria and then click **Search**.
3. Select the code then click the vertical ellipsis **Actions** menu and select **Edit**.
   a. Update the configuration.
   b. **Inactive**: Select to make the location inactive. Inactive locations are unavailable when creating or editing ticket records.
4. Click **Save**.

### Deleting Track It Location

1. From the **Administration** menu, select **Enterprise**, select **Track It**, and then select **Track It Locations**.
2. Enter search criteria and then click **Search**.
3. Select the code then click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

## Configuring Track It Actions

### Adding Track it Action

1. From the **Administration** menu, select **Enterprise**, select **Track It**, and then select **Track It Actions**.
2. Click **New** and enter the following details:.
    a. **Code**: Enter a unique code that identifies the Action.
    b. **Description**: Enter a description of the action.
    c. **Status**: Select Open or Closed for the action's status. Open actions are open / unresolved. Closed actions are completed / resolved.
        i. **Track It Group**: Select the Track It groups to which the action is available.
        ii. **Sequence**: Select the sequence number that determines the position of the action in lists.
3. Click **Save**.

### Editing Track It Action

1. From the **Administration** menu, select **Enterprise**, select **Track It**, and then select **Track It Actions**.
2. Enter search criteria and then click **Search**.
3. Select the code then click the vertical ellipsis **Actions** menu and select **Edit**.
    a. Update the configuration.
    b. **Inactive**: Select to make the Track it Action inactive. Inactive Track it Actions are unavailable when creating or editing ticket records.
    c. Click **Save**.

### Deleting Track It Action

1. From the **Administration** menu, select **Enterprise**, select **Track It**, and then select **Track It Actions**.
2. Enter search criteria and then click **Search**.
3. Select the code then click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

# Configuring Localized Code Descriptions

1. When the **Multi-Language** OPERA Control is active you can add localized code descriptions to output on stationery, based on the **Language** selected in the profile linked to a block, reservation, AR Account etc. When no localized description is configured for a language, the primary description is used.
2. Adding Translations
    a. Click **Add Translation**.
    b. **Language**: Select a language from the list
    c. **Translation**: Enter the translation for the description in the language selected.
    d. Click **OK**.
3. Editing Translations
4. Click **Manage Translation**.
    a. Update **Translation** for any language listed.
    b. Click **OK**
5. Deleting Translations
6. Click **Manage Translation**.
    a. Click **Remove** for any language listed.

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# Inventory Administration

## Prerequisites for Inventory Administration

This chapter of the OPERA Cloud User Guide lists the prerequisites for Inventory Administration menu.

### Prerequisites for Out of Order and Out of Service Reasons

**OPERA Controls**

**Group**: Room Management

**Functions**:

- Out of Order
- Out of Service

**OPERA Cloud Tasks**

**Group**: Inventory Admin

**Tasks**: Manage Accommodations

Out of Order/Service Reasons

- New/Edit Out of Order/Service Reasons
- Delete Out of Order/Service Reasons

### Prerequisites for Rooms Conditions

**OPERA Controls**

**Group**: Room Management

**Functions**:

- Room Condition
- Hold Rooms (optional)

**OPERA Cloud Tasks**

**Group**: Inventory Admin

**Tasks**: Manage Accommodations

Room Conditions

- New/Edit Room Conditions

- Delete Room Conditions

## Prerequisites for Room Classes

**OPERA Controls**

**Group**: General

**Functions**: Room Class

**OPERA Cloud Tasks**

**Group**: Manage Accommodations

Room Class

- New/Edit Room Classes
- Delete Room Classes

## Prerequisites for Configuring Room Hierarchy (Room) Classes

**OPERA Controls**

**Group**: Reservations

**Functions**: Reservation Upgrade

**OPERA Cloud Tasks**

**Group**: Inventory Admin

**Tasks**: Manage Accommodations

Room Hierarchy

- New/Edit Room Hierarchy
- Delete Room Hierarchy

## Prerequisites for Configuring Room Hierarchy (Room) Types

**OPERA Controls**

**Group**: Reservations

**Functions**: Reservation Upgrade

- AI Room Assignment (optional)
  - Allow Automatic Room Upgrades

**OPERA Cloud Tasks**

**Group**: Inventory Admin

**Tasks**: Manage Accommodations

Room Hierarchy

- New/Edit Room Hierarchy
- Delete Room Hierarchy

## Prerequisites for Room Maintenance

**OPERA Controls**

**Group**: Room Management

**Functions**: Maintenance

**OPERA Cloud Tasks**

**Group**: Inventory Admin

**Tasks**: Manage Accommodations

- Room Maintenance
  - New/Edit Room Maintenance
  - Delete Room Maintenance

## Prerequisites for Configuring Room Pool Mapping

**OPERA Controls**

**Group**: Inventory Management

**Functions**: Room Pool

**OPERA Cloud Tasks**

**Group**: Inventory Admin

**Tasks**: Room Pool

- New/Edit Room Pool
- Delete Room Pool

## Prerequisites for Configuring Buildings

**OPERA Controls**

**Group**: Room Management

**Functions**: Building Management

**OPERA Cloud Tasks**

Manage Accommodations

- Buildings
  - New/Edit Buildings
  - Delete Buildings

# Prerequisites for Configuring Floor Mapping

**OPERA Controls**

**Group**: Rooms Management

**Functions**: Building Management

# Prerequisites for Configuring Floors

**OPERA Cloud Tasks**

Manage Accommodations

- Floors
  - New/Edit Floors
  - Delete Floors

# Prerequisites for Configuring Bed Types

**OPERA Cloud Tasks**

Manage Accommodations

- Bed Types
  - New/Edit Bed Types
  - Delete Bed Types

# Prerequisites for Function Space Management

**Licenses / Subscriptions**

Oracle Hospitality OPERA Cloud Service, Sales and Event Management Essentials Edition

Or

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

Or

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

**OPERA Controls**

**Group**: Events

**Functions**: Catering Events

**OPERA Cloud Tasks**

**Group**: Inventory Admin

**Table 12-1 Function Space Management**

| Function Space Management | | Tasks |
|---|---|---|
| | Function Space Types | • New/Edit Function Space Types<br>• Delete Function Space Types |
| | Function Space Locations | • New/Edit Function Space Locations<br>• Delete Function Space Locations |
| | Setup Styles | • New/Edit Setup Styles<br>• Delete Setup Styles |
| | Function Spaces | • New/Edit Function Spaces<br>• Delete Function Spaces |
| | Event Types | • New/Edit Event Types<br>• Delete Event Types |

# Prerequisites for Rental Codes

**Licenses/Subscriptions**

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

Or

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

**OPERA Controls**

**Group**: Events

**Parameter**: Advanced Function Space Handling

**OPERA Cloud Tasks**

Manage Accommodations

**Group**: Inventory Admin

**Tasks**: Function Space Management

- New/Edit Rental Codes
- Delete Rental Codes

# Prerequisites for Housekeeping Task Scheduling

**OPERA Controls**

**Group**: Room Management

**Functions**: Housekeeping Task Scheduling

**OPERA Cloud Tasks**

**Group**: Inventory Admin

**Tasks**: Manage Accommodations

Tasks

- New/Edit Tasks
- Delete Tasks

## Prerequisites for Housekeeping Tasks

**OPERA Controls**

**Group**: Room Management

**Functions**: Task Sheets

**OPERA Cloud Tasks**

**Group**: Inventory Admin

**Tasks**: Manage Accommodations

Tasks:

- New/Edit Tasks
- Delete Tasks

## Prerequisites for Room Rotation

**OPERA Cloud Tasks**

**Group**: Inventory Management

**Function**: Room Rotation

**Parameter**:

- Component Rooms Rotation Points
- Owner Room Grade
  - Setting: Room Order Preference for Owner Rooms
- Forecast Rotation Points
- Number of Days to Forecast

**OPERA Cloud Tasks**

**Group**: Inventory Administration

**Tasks**: Room Rotation Configuration

- Owner Room Grade Codes
  - New/Edit Owner Room Grade Codes
  - Delete Owner Room Grade Codes

- Room type Rotation Groups
  - New/Edit Room Type Rotation Groups
  - Delete Room Type Rotation Groups
- Rotation Adjustment Reasons
  - New/Edit Rotation Adjustment Reasons
  - Delete Rotation Adjustment Reason
- Rotation Override Reasons
  - New/Edit Rotation Override Reasons
  - Delete Rotation Override Reasons
- Rotation Revenue Transaction Codes
  - Edit Rotation Revenue Transaction Codes
- Rotation Setup
  - Edit Rotation Period
  - New/Edit Rotation Point Rules
  - Delete Rotation Point Rules
  - New/Edit Owner Multipliers
  - Delete Owner Multipliers
  - New/Edit Out of Order/Service Multipliers
  - Delete Out of Order/Service Multipliers

## Prerequisites for Configuring Scheduled Task Credit Rules

**OPERA Controls**

**Group**: Room Management

**Functions**:

- Housekeeping Task Scheduling
- Advanced Credit Rules
- Housekeeping Credits = ROOM_TASK_RULE.

**OPERA Cloud Tasks**

**Group**: Inventory Admin

**Tasks**: Manage Accommodations

- Tasks
- New/Edit Tasks
- Delete Tasks

# Prerequisites for Configuring Housekeeping Attendant Information

**OPERA Controls**

**Group**: Room Management

**Function**: Task Sheets or Advanced Task Sheets

**OPERA Cloud Tasks**

**Group**: Inventory Admin

**Tasks**: Manage Accommodations

- Housekeeping Attendants
  - New/Edit Housekeeping Attendants
  - Delete Housekeeping Attendants

# Prerequisites for Configuring Task Sheet Room Details

**OPERA Controls**

**Group**: Room Management

**Functions**: Task Sheets or Advanced Task Sheets

**OPERA Cloud Tasks**

**Group**: Inventory Admin

**Tasks**: Manage Accommodations

- Tasks
- New/Edit Tasks

# Prerequisites for Configuring Central Room Pools

**Licenses / Subscriptions**

- Oracle Hospitality OPERA Cloud Service, Central Management Services for Single-Data Source
- Oracle Hospitality OPERA Cloud Service, Central Management Services for Multi-Data Source
- Oracle Hospitality OPERA Cloud Service, Central Management Services Third-Party Property Connection

**OPERA Controls**

**Group**: Inventory Management

**Function**: Room Pool

**OPERA Cloud Tasks**

**Group**: Inventory Admin

**Tasks**: Central Room Pool

- New/Edit Central Room Pool
- Delete Central Room Pool

## Prerequisites for Configuring Vacant Room Status Update Rules

**OPERA Cloud Tasks**

**Group**: Inventory Admin

**Tasks**: Vacant Room Status

- New/Edit Vacant Room Status
- Delete Vacant Room Status

# Accommodation Management

Accommodation Management enables you to configure a variety of options related to room inventory and rooms management (housekeeping). The available options are dependant on the active controls at your property.

## Housekeeping Section Groups and Sections

Housekeeping Section Groups and Sections can be used to group rooms into sections or divisions meaningful to the housekeeping attendants with respect to floor numbers, various buildings, and group of rooms typically cleaned by one attendant during the day or turndowns during the evening. OPERA Cloud allows for both day and evening sections, where the day section is for regular room cleaning and the evening section is for turndown service. When you print the housekeeping report, the dirty rooms can be divided into the sections defined here. This simplifies the process of assigning rooms to attendants for daily cleaning.

### Configuring Housekeeping Section Codes

**Adding Housekeeping Section Codes**

To create housekeeping section codes, do the following:

1. From the **Administration** menu, select **Inventory**, select **Accommodation Management**, and then select **Housekeeping Section Codes**.
2. Click **New** and complete the following details:
    a. **Code**: Enter the housekeeping section code. It can only contain numbers.
    b. **Description**: Enter an appropriate description for housekeeping section code.
    c. **Section Group**: Enter the section group to which the section code belongs. For more information, see Configuring Housekeeping Section Groups

d. **Target Credit**: Enter the target credit for this section when processing the breakout by section.

e. (view only) **Rooms**: The number of rooms that are associated with this section.

f. (view only) **Credits**: The credit value for all the rooms associated to that section. (This is the sum of the base credits).

g. **Sequence**: Enter a number to determine the order in which housekeeping section codes are displayed when listed.

h. Click **Save** to save and exit or click **Save and Continue** to save the Housekeeping Section Code and add another.

### Editing Housekeeping Section Codes

1. From the **Administration** menu, select **Inventory**, select **Accommodation Management**, and then select **Housekeeping Section Codes**.
2. Enter search criteria then click **Search**.
3. Select the code in the search result then click the vertical ellipsis **Actions** menu and select **Edit**.
4. Update the configuration.
5. **Inactive**: Select the check box to make the section code inactive. Inactive housekeeping sections are not available for selection when assigning rooms to the day and evening sections on the Manage Rooms screen
6. Click **Save**.

### Deleting Housekeeping Section Codes

1. From the **Administration** menu, select **Inventory**, select **Accommodation Management**, and then select **Housekeeping Section Groups**.
2. Enter search criteria then click **Search**.
3. Select the code in the search result then click the vertical ellipsis **Actions** men and select **Delete**.
4. Click **Delete** to confirm.

## Configuring Housekeeping Section Groups

### Adding Housekeeping Section Groups

Housekeeping Section Groups can be used as hard stops when you Generate Task Sheets.

1. From the **Administration** menu, select **Inventory**, select **Accommodation Management**, and then select **Housekeeping Section Groups**.
2. Click **New** and complete the following details:

a. **Code**: Enter the housekeeping section group code. It can contain only numbers.

b. **Description**: Enter an appropriate description for housekeeping section group code.

c. **Target Credit**: Enter the target credit for this section group when processing the breakout by section.

d. **Sequence**: Enter a number to determine the order in which housekeeping section group codes are displayed when listed.

3. Click **Save** or click **Save and Continue** to save the Housekeeping Section Group and add another.

### Editing Housekeeping Section Groups

1. From the **Administration** menu, select **Inventory**, select **Accommodation Management**, and then select **Housekeeping Section Groups**.
2. Enter search criteria then click **Search**.
3. Select the code in the search result then click the vertical ellipsis **Actions** men and select **Edit**
4. Update the configuration.
5. **Inactive**: Select the check box to make the section code inactive.
6. Click **Save**.

### Deleting Housekeeping Section Groups

1. From the **Administration** menu, select **Inventory**, select **Accommodation Management**, and then select **Housekeeping Section Groups**.
2. Enter search criteria then click **Search**.
3. Select the code in the search result then click the vertical ellipsis **Actions** men and select **Delete**.
4. Click **Delete** to confirm.

## Configuring Housekeeping Attendant Information

### Prerequisites for Configuring Housekeeping Attendant Information

OPERA Cloud enables you to store housekeeping attendant information, daily assignments, and tracks credits or number of rooms cleaned by each attendant. Housekeeping attendants can be assigned to a section or a floor number. Housekeeping attendants can be identified by name or by an attendant number and listed with an active or inactive status. Also, the Housekeeping Attendant functionality lets you create attendant schedules, which identify attendants, their assigned section or floor, working days, and other information. After creating schedules, you can assign the attendants to housekeeping task sheets.

### Adding Housekeeping Attendants

1. From the **Administration** menu, select **Inventory**, select **Accommodation Management**, select **Housekeeping Attendants**.
2. Click **New** and enter the following information.
   a. **Code**: Enter a unique code to identify the housekeeping attendant. The code can contains a maximum of 8 alpha-numeric characters.
   b. **Description**: Enter the name or information of the housekeeping attendant.
   c. **Application User**: Search and select the application user that you want to associate the attendant. This is required for a housekeeping room attendant to view their assigned task sheet(s) in Using the Task Sheet Companion or mobile task companion based on the attendant assigned to the task sheet. For more information, see Managing Task Sheets.
   d. **Section**: Enter the section that you want to assign to the attendant.
   e. **Floor**: Enter the floor number that you want to assign to the attendant.

f. **Mobile Number**: Attendant's mobile phone number. This number can be used to contact the attendant when the General > Text Message Handling application function is Active. For example, text messages can be sent to attendant's cell phones when the Queue Rush Rooms feature is used. See Queue Rush Rooms for details.

g. **Working Days**: Select to remove the day(s) of the week from the attendant's schedule. By default, all days of the week are assigned to the attendant. This information is used when assigning task sheets to Attendants. The attendants are shown as available for task sheet assignment on days that are selected here.

h. Click **Save**.

### Editing Housekeeping Attendants

1. From the **Administration** menu, select **Inventory**, select **Accommodation Management**, select **Housekeeping Attendants**.
2. Enter search criteria and click **Search**.
3. In the search results, select the code and click the vertical ellipsis **Actions** menu and select **Edit**.
   a. Make the required change.
   b. **Inactive**: Select this check box to mark the attendant inactive. If marked inactive, the housekeeping attendant is excluded from the display lists within Housekeeping. Any housekeeping attendant can be inactivated as long as they are not included in any current date task sheets.
   c. Click **Save**.

### Deleting Housekeeping Attendants

1. From the **Administration** menu, select **Inventory**, select **Accommodation Management**, select **Housekeeping Attendants**.
2. Enter search criteria and click **Search**.
3. In the search results, select the code and click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** and confirm.

## Out of Order and Out of Service Reason Codes

Prerequisites Out of Order and Out of Service Reasons

Out of Order (OO) and Out of Service (OS) are two additional housekeeping statuses. These options are used when changing the status for rooms that should not be sold due to damage, maintenance, low occupancy wing, and so on. The difference between the two is:

- Out of Order rooms are removed from room inventory and are not available for assignments to reservations. OO status is typically used for rooms removed from inventory for staff accommodation or for seasonal periods of low occupancy when rooms are dormant and not sold.
- Out of Service rooms remain in room inventory and can still be reserved for a reservation. OS status is typically used for rooms with a temporary maintenance issue not preventing sale of the room.

Out of order rooms are removed from the total room inventory counts, reducing the total number of rooms available in your hotel. Therefore, for the period a room remains out of order,

100% occupancy is calculated based on Inventory Rooms - Out of Order Rooms. For example, if you have a 100 - room property and 5 rooms are set to out of order status, 100% occupancy is reached when 95 rooms are occupied. Rooms in Out of Service status therefore impact Average Room Rate and RevPAR calculations.

If a room is placed Out of Service, it is available for the front desk for assignment and it remains in the total room inventory count.

## Configuring Out of Order and Out of Service Reasons

### Adding an Out of Order / Service Reason

1. From the **Administration** menu, select **Inventory**, select **Rooms Management**, and then select **Out of Order /Service Reasons**.
2. Click **New** and complete the following fields:

> **Note:**
>
> When the **Multi Property** OPERA Control is active, new Out of Order and Out Of Service codes are created by selecting the Template tab. Once created, you can copy Out of Order and Out Of Service codes to specific properties using the Copy action. For more information, see Copying Configuration Codes to Multiple Properties.

   a. **Code**: Enter a code for the reason.
   b. **Description**: Enter a Descriptive explanation for the reason code.
   c. **Sequence**: Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
3. Click **Save**.

### Editing an Out of Order / Service Reason

1. From the **Administration** menu, select **Inventory**, select **Rooms Management**, and then select **Out of Order /Service Reasons**.
2. Enter search criteria and click **Search**.
3. In the search results, select the **Code** and click the vertical ellipsis **Actions** menu and select **Edit**.
4. Make the required changes.
5. Click **Inactive** to make a code inactive; inactive codes are not available for selection.
6. Click **Save**.

### Deleting an Out of Order / Service Reason

1. From the **Administration** menu, select **Inventory**, select **Rooms Management**, and then select **Out of Order /Service Reasons**.
2. Enter search criteria and click **Search**.
3. In the search results, select the **Code** and click the vertical ellipsis **Actions** menu and select **Delete**.

4. Click **Delete** to confirm.

> **Note:**
>
> If the Reason code you are attempting to delete is used in either one of the Out of Order Default Reason Code or Out of Service Default Reason Code settings, the code cannot be deleted. In that case, update the setting(s) with a new value and then delete the original code.

# Room Conditions

Room Condition functionality allows you to assign room condition codes to rooms, for example, to designate rooms that are available for show, rooms that are set aside for special housekeeping attention, or rooms that are to be treated differently for any other reason. Rooms that have a room condition assigned may or may not be available by default within the Room Assignment screen depending on how you configure the room condition code.

Room condition codes can also be attached to rooms to identify them for special purposes or situations. For example, rooms might be set aside for an afternoon sales tour, or for the finishing touches on a room repair, or so housekeeping can perform a final inspection, and so on.

In a multi-property environment, room conditions are created on the template level and then copied to each property. To be consistent among all hotels in the environment, best practice is to reuse existing codes for new hotels in an existing setup or agree on universal codes for all properties. When the setting for hold rooms is on, the setting is on the template level, but times for the holds are set at the property level.

## Configuring Room Conditions

Prerequisites for Rooms Conditions

**Adding Room Conditions**

> **Note:**
>
> When the **Multi Property** OPERA Control is active, new Room Conditions are created by selecting the **Template** tab. Once created, you can copy Room Condition to specific properties using the **Copy** action. For more information, see Copying Configuration Codes to Multiple Properties

1. From the **Administration** menu, select **Inventory**, select **Accommodation Management**, and then select **Room Conditions**.
2. Click **New** and complete the following.
   a. **Code**: Enter a unique code that identifies the room condition. You can enter up to 8 letters and/or numbers. After the condition code has been saved, it may not be edited. Use the Inactive check box to make the code unavailable for further use.
   b. **Sequence**: Enter a number by entering it in the field, or using the plus and minus buttons to determines the position of the room condition code in listings. Room

condition codes that do not have a sequence number are listed in alphabetical order following those codes that have a sequence number assigned.

c. **Display in Available Room Search**: Select or deselect the check box to control whether a room having this room condition code assigned will appear by default on the Room Availability screen.

d. **Inactive**: Select the check box to inactivate the room condition code. The inactive room conditions do not appear as a selection option when assigning room conditions.

e. **Description**: Enter a description that explains the condition code. For example, Last sell, Missing amenity, Pet in room, Show room, and so on.

f. **Notes**: Enter any information you want to add that pertains to the room condition.

3. Click **Save**.

### Editing Room Conditions

1. From the **Administration** menu, select **Inventory**, select **Accommodation Management**, and then select **Room Conditions**.
2. Enter search criteria and click **Search**.
3. In the search result, select the room condition, then click the vertical ellipsis **Actions** menu and select **Edit**.
   a. Update the configuration.
   b. **Inactive**: Select the check box to inactivate the room condition code. The inactive room conditions do not appear in the list when setting a room conditions on rooms.
4. Click **Save**.

### Deleting Room Conditions

1. From the **Administration** menu, select **Inventory**, select **Accommodation Management**, and then select **Room Conditions**.
2. Enter search criteria and click **Search**.
3. In the search result, select the room condition, then click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

## Configuring Hold Room Conditions

When the Hold Room function is Active, room condition codes HOLD1 to HOLD4 are listed by default as OPERA Cloud SID data.

The hold condition codes may be used to place rooms on hold for a set period of time —from 1 to 1440 minutes (24 hours) or for an unlimited time, depending on the HOLD condition code configuration.

A hold room can be assigned to a reservation only by the user who has placed it on hold. A special permission is required to take a room off hold if it was placed on hold by another user. The room is automatically taken off the hold, when the hold period expires and when a guest is checked into the room before the hold period elapses.

When the **Hold Room** OPERA Control is active, room condition codes **HOLD1** to **HOLD4** are available. These special room condition codes are used to place rooms on hold for a set period

of time, from 1 to 1440 minutes (24 hours) or for an unlimited time, depending on the hold condition code configuration.

A hold room condition can be assigned to one or more rooms, and a separate user task is required to remove a hold condition set by another user. The room is automatically released from hold when the hold period expires or when a reservation is checked into the room before the hold period elapses.

This feature might be used in the following scenario. Assume you are assigning rooms to a group of four arriving guests/reservations who want adjoining rooms. If your property has several agents conducting room assignments simultaneously, it might be difficult or impossible to work fast enough to assign the desired four rooms to the reservations you are handling. You could, however, place the four adjoining rooms required into a **HOLD1** condition for, say, five minutes. Then you can assign those rooms to each of the reservations. After five minutes, if you have not assigned the rooms you placed on hold, they become available to other agents in available room search.

### Editing Hold (Duration) Room Conditions

1. From the **Administration** menu, select **Inventory**, select **Accommodation Management**, and then select **Room Conditions**.
2. Enter search criteria for the hold room condition and click **Search**.
3. Select the hold condition to update, then click the vertical ellipsis **Actions** menu and select **Edit**.
    a. **Minutes**: Enter the number of minutes (1 to 1440) that defines the duration of the on-hold period. Leave this field blank to set an unlimited hold period.
4. Click **Save**.

## Configuring Rooms Inventory

As it is likely that your property has a variety of rooms that range in size, bedding, exposure and amenities, OPERA Cloud enables you to classify these rooms into different room types. Pricing schedules are then defined for each room type and room type availability is maintained.

When the **Room Class** OPERA Control is active all room types (including pseudo) are linked to a room class. Operational , forecast and statistical reports can be filtered by room class.

There are three varieties of room types in OPERA Cloud.

- **Physical** - Inventory room types tracked in availability; rooms configured for these room types count towards the Oracle Hospitality OPERA Cloud Service, Property Management Foundation subscription.
- **Component** - virtual room types tracked in availability as an inventory room type. Component suites do not count towards the Oracle Hospitality OPERA Cloud Service, Property Management Foundation subscription. (Available when the **Component Suites** OPERA Control is active).
- **Pseudo** - Non-inventory room types not tracked in availability; rooms configured for these room types do not count towards the OPERA Cloud subscription. The "PM" pseudo room type is pre-configured on provisioning of OPERA Cloud; other pseudo room types, such as "HOUSE', 'PERMNT' or 'INTRFACE' , can be configured to suit your needs.

Once all inventory and pseudo room types are configured, you can configure the individual rooms. The **Room** value is alphanumeric and not necessary a room "number"; for example you could have APT1 for Apartment 1 or SUI3 for Suite 3. For more information, see Configuring

Rooms. When the **Room Rotation** OPERA Control is active, you can configure rooms as Owner Rooms, allowing you to create Ownership Records linking a room to a profile, identifying the owner of the room. Additionally, when the **Owner Room Grade** OPERA Control is active, you can assign a grade to an owner room, which will aid the rotation of rooms in Room Assignment.

Premium You can setup inventory rooms to be available as function / meeting spaces for catering events.

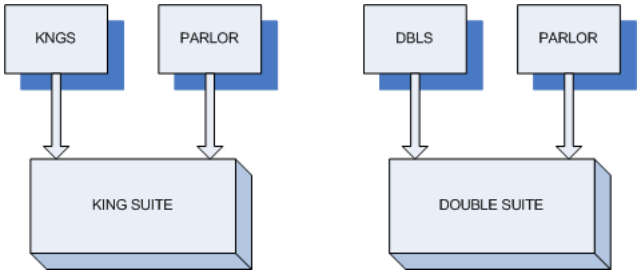
### About Component Suites

When the **Component Suites** OPERA Control is active you can also configure virtual room types which are also tracked in availability as an inventory room type. A component suite consists of multiple inter-connecting inventory rooms (of one or more room types). Rate code pricing schedules can be setup for the component suite room type. When a reservation is made for a component suite room type, OPERA Cloud deducts one room for the component suite room type, as well as rooms for each of the physical inventory room types that comprise the component suite room type.

**Table 12-2 Component Suite Example**

| Room Type | Quantity |
|---|---|
| KNGS | 1 |
| PARLOR | 2 |
| DBLS | 1 |

These room types are used to create the KING SUITE and DOUBLE SUITE component suite room types.




The following matrix shows room type availability when rooms of various room types are booked.

| | KNGS | DBLS | PARLOR | KING SUITE | DOUBLE SUITE |
|---|---|---|---|---|---|
| Availability | 1 | 1 | 3 | 1 | 1 |
| 1 KNGS booked | 0 | 1 | 3 | 0 | 1 |
| 1 DBLS booked | 1 | 0 | 3 | 1 | 0 |
| 1 PARLOR booked | 1 | 1 | 2 | 1 | 1 |
| 2 PARLOR booked | 1 | 1 | 1 | 1 | 1 |

| | KNGS | DBLS | PARLOR | KING SUITE | DOUBLE SUITE |
|---|---|---|---|---|---|
| 1 KING SUITE booked | 0 | 1 | 2 | 0 | 1 |
| 1 DOUBLE SUITE booked | 1 | 0 | 2 | 1 | 0 |

When the **Component Verification** OPERA Control is active OPERA Cloud tracks availability of a component suite room type at the room "number" level; meaning once a room comprising a component suites is assigned to a reservation the component suites room type is deducted from inventory.

**Table 12-3 Component Verification Example**

| Room Type | KNGS | PARLOR | PARLOR | PARLOR | DBLS |
|---|---|---|---|---|---|
| Room | 101 | 102 | 103 | 104 | 105 |
| Component Room | King Suite 1 | | | Double Suite 1 | |

| | Component Verification OPERA Control | |
|---|---|---|
| | **Active** | **Inactive** |
| 102 PARLOR Assigned | PARLOR: 2<br>King Suite: 0<br>Double Suite: 1 | PARLOR: 2<br>King Suite: 1<br>Double Suite: 1 |
| 104 PARLOR Assigned | PARLOR: 2<br>King Suite: 1<br>Double Suite: 0 | PARLOR: 2<br>King Suite: 1<br>Double Suite: 1 |

## Configuring Room Classes

Prerequisites for Room Classes

Use room classes to group a collection of room types with similar characteristics together; such as all room types on club floors or all apartment accommodation. You can create room classes to group similar room types for easier and more highly controlled room inventory management and statistical reporting. Dashboard tiles, application search panels and reports can be filtered by room class.

> **Note:**
>
> Activating the **Room Class** OPERA Control after inventory and pseudo room types are configured will result in all existing room types being assigned the default **ALL** room class. Ensure you update room type configuration and select the required room class.

### Adding Room Classes

> **Note:**
>
> When the **Multi Property** OPERA Control is active, new room classes are created by selecting the **Template** tab. After creating the template, you can copy room classes to specific properties using the **Copy** action. For more information, see Copying Configuration Codes to Multiple Properties

1. From the **Administration** menu, select **Inventory**, select **Accommodation Management**, and then select **Room Class**.
2. Click **New** and complete the following:
   a. **Code**: Enter a unique code to identify the Room Class.
   b. **Description**: Enter an appropriate description for the Room Class.
   c. **Manage Translations**: Click link to configure localized descriptions. For more information, see Configuring Localized Code Descriptions. (Available when the **Multi-language** OPERA Control is active.).
   d. **Sequence**: Enter a number to determine the order in which room class codes are displayed when listed. If you do not enter a sequence number, the system defaults to alphabetical order by code.
3. Click **Save**.

### Editing Room Classes

1. From the **Administration** menu, select **Inventory**, select **Accommodation Management**, and then select **Room Class**.
2. Enter search criteria then click **Search**.
3. Select the room class in the search result, then click the vertical ellipsis **Actions** menu and select **Edit**.
4. Update the details.
5. Click **Save**.

### Deleting Room Classes

1. From the **OPERA Cloud Administration** menu, select **Inventory**, select **Accommodation Management**, and then select **Room Class**.
2. Enter search criteria then click **Search**.
3. Select the room class in the search result, then click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

## Configuring Room Types

A room type code is used to identify each category of room available at your property. For example, you might configure room types that reflect the primary characteristic of the room -- Deluxe, Superior, Standard in combination with thee bedding – Twin, King, Double/Double.

Rate code pricing schedules are setup for each room type and availability is calculated and displayed by room type. OPERA Cloud also tracks revenue statistics by room type.

There are three varieties of room types in OPERA Cloud.

- **Physical** - Inventory room types tracked in availability; rooms configured for these room types count towards the Oracle Hospitality OPERA Cloud Service, Property Management Foundation subscription.
- **Component** - virtual room types tracked in availability as an inventory room type. Component suites do not count towards the Oracle Hospitality OPERA Cloud Service, Property Management Foundation subscription. (Available when the **Component Suites** OPERA Control is active).
- **Pseudo** - Non-inventory room types not tracked in availability; rooms configured for these room types do not count towards the OPERA Cloud subscription. The "PM" pseudo room type is seeded on provisioning of OPERA Cloud, and other pseudo room types, such as "HOUSE', 'PERMNT' or 'INTRFACE' , can be configured to suit your needs.

Premium When the **Guest Room As Meeting Room** OPERA Control is active, you can configure inventory (physical) rooms as meeting rooms (event spaces).

### Adding Room Types

> **Note:**
>
> When the **Multi Property** OPERA Control is active, new room types are created by selecting the **Template** tab. Once created, you can copy room types to specific properties using the **Copy** action. Some room type attributes listed below are only available once the room type has been copied to the property, based on the active OPERA Controls at the property. For more information, see Copying Configuration Codes to Multiple Properties for more information.

To create a room type, do the following:

1. From the **Administration** menu, select **Inventory**, select **Accommodation Management**, and then select **Room Type**.
2. Click **New** and enter the following details:
    a. **Types**
        i. **Physical**: Select to configure an inventory/physical room type (including component room types).
        ii. **Pseudo**: Select to configure a non-inventory/pseudo room type.
    b. **Room Type**: Enter an alpha-numeric code for the room type; maximum of 8 characters.
    c. **Component Suite**: Select check box to identify the room type as a component suite room type. (Available when the **Component Suite** OPERA Control is active).
    d. **Accessible Room Type**: Select check box to identity the room type as accessible.
    e. **Room Class**: Select a room class from the list. (Available when the **Room Class** OPERA Control is active).
    f. **Bed Type**: Select a bed configuration from the list. For more information, see Configuring Bed Types.

g. **Yield Status**: Select a yield status from the list. (Available when the **Yield Management** OPERA Control is active).

h. **Yield Category**: Select a yield category from the list. (Available when the **Yield Management** OPERA Control is active).

i. **Smoking**: Select the default smoking preference for the room type (value is inherited by each room configured for this room type).

j. **Activate Date**: Enter or select the date this room type is available in inventory.

k. **Description**: Enter an appropriate description for the Room Type - the description should ideally describe what the Room Class is about.

    i. **Manage Translations**: Click link to configure localized descriptions. For more information, see Configuring Localized Code Descriptions. (Available when the **Multi-language** OPERA Control is active.).

l. **Long Description**: Enter furthermore description of the Room Type. This information appears on different screens in OPERA Cloud.

    i. **Manage Translations**: Click link to configure localized descriptions. For more information, see Configuring Localized Code Descriptions. (Available when the **Multi-language** OPERA Control is active.).

m. **Room Info URL**: Enter a website address with external details about the room type.

n. **Sequence**: Enter a display sequence in lists. When two or more room types have the same sequence number, they are displayed alphabetically.

o. **Meeting**: Select check box to configure the room type as a meeting room (function space). (Enabled when **Type** = Pseudo or the Guest Room As Meeting Room OPERA Control is active). Check box can only be deselected when rooms associated with this room type do not have the Events check box selected.

p. **Housekeeping**: Select check box to enable the room for all the housekeeping functions. Rooms that are configured as pseudo and meeting can also be selected for housekeeping in order to set them for out of order and out of service.

q. **Send to IFC**: Select check box to send a check-in message to the various property interfaces (examples: Video, Door Lock, PBX).

r. **Auto Room Assign**: Select check box to auto-assign a room to new reservations (through Look to Book) when a room has not been manually assigned. (Available when the Room Type Auto Room Assign OPERA Control is active).

s. **Auto Populate**: Select check box to default the room type to new rate code definition.

t. **Always Checked In**: Select check box to auto-create and check in a copy of reservations for this pseudo room type after check out (Available when the Auto Check In Pseudo Rooms After Check Out OPERA Control is active) .

u. **Maintenance**: Select check box to make the room type available for Maintenance requests (available when the **Maintenance** OPERA Control is active).

v. **Default Occupancy**: Enter the number of people required for a room to be occupied. When **Type** = Pseudo, enter 0.

w. **Minimum Occupancy**: Enter the minimum number of people that can occupy a room of this room type.

x. **Maximum Occupancy**: Enter the maximum number of people that can occupy a room of this room type.

y. **Maximum Adults**: Enter the maximum number of adults that can occupy a room of this room type.

z. **Maximum Children**: Enter the maximum number of children that can occupy a room of this room type.

> **Note:**
>
> Maximum Occupancy can be used alone or in combination with Maximum Adults and/or Maximum Children. These values are referenced throughout OPERA Cloud, for example, when a room is assigned to a reservation, when rates are set up based on occupancy, and when a room move is performed. A message prompts you when the maximum number of persons exceed for a specific room. When used alone, Maximum Occupancy sets the limit on the number of persons (adults and children) that may occupy rooms of this room type. For example, if Maximum Occupancy is 3 and Maximum Adults and Maximum Children are not defined (null values), the room could be occupied by any mix of adults and children not to exceed 3 persons: by 3 adults, or by 2 adults and 1 child, or by 1 adult and 2 children, or by 3 children, etc. When Maximum Occupancy is used with Maximum Adults and/or Maximum Children, the number of persons occupying the room may not exceed Maximum Occupancy, nor may the individual limits on the number of adults (Maximum Adults) and/or the number of children (Maximum Children) be exceeded. This means that the Maximum Adults value and the Maximum Children values cannot be individually greater than the Maximum Occupancy value.

aa. **Room Features**: Select the default room features for the room type. Reservation agents can search for room type availability by the features allocated to a room type. Selected features are copied to all rooms created for this room type and may be changed on individual rooms when the room is configured. For more information, see Configuring Room Features.

i. Click **New**

- Select one or more room features from the list.
- Click **Select**.

ii. To delete a room feature, click the vertical ellipsis**Actions** menu and select **Delete**.

ab. **Room Components**: Select the room types and specify the quantity of each which make up the component room (Enabled when the Component check box is selected).

i. Click **New**.

- **Component**: Select a room type from the list.
- **Quantity**.: Enter the number of rooms of the room type.

ii. Repeat to add another room typė.

iii. To delete, select the room type, click the vertical ellipsis **Actions** menu and select **Delete**.

3. Click **Save**.

### Editing Room Types

1. From the **Administration** menu, select **Inventory**, select **Accommodation Management**, and then select **Room Type**.
2. Enter search criteria and click **Search**.

3. Select the room type in the search result, click the vertical ellipsis **Actions** menu and select **Edit**.
   a. Update configuration.
   b. **Inactive**: Select the mark the room type inactive. Inactive room types will not display in room type lists throughout OPERA Cloud.

> **Note:**
>
> Room types can only be set inactive at the property level and if there is no inventory available for that room type. For example, the room type cannot be associated with a rate code; it cannot be associated with a current and/or future reservation; it cannot be associated with an active business block; it cannot have rooms associated with it; and it cannot be part of a component room type configuration.

4. Click **Save**.

**Deleting Room Types**

> **Note:**
>
> A room type can only be deleted when it has no dependencies associated with it. This means that it cannot be selected in any reservations, blocks, rooms, etc. If the room type is associated to any configuration or transactional data you will receive a warning message and will not be able to delete the room type. Even when no dependencies are linked to the room type and it is being deleted, a "When deleting a room type, past reservations and statistics will not recognize this room type." message is displayed. Select **Yes** to continue with the deletion or **No** to stop the deletion.

1. From the **Administration** menu, select **Inventory**, select **Accommodation Management**, and then select **Room Type**.
2. Enter search criteria and click **Search**.
3. Select the room type in the search result, click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

## Configuring Rooms

Use room configuration to define the individual rooms assigned to reservations. Rooms must be configured for all inventory room types and pseudo room types needed for permanent and temporary house-use accounts such as interface accounts, block posting masters and other billing requirements. A **Room** value is alphanumeric and not necessary a number; for example you could have Room "APT1" for Apartment 1 or Room "SUI3" for Suite 3. When the Component Suites OPERA Control is active you can also configure rooms for the component room types.

Premium You can also setup inventory rooms to be available as function (meeting) spaces for catering events.

Prior to configuring rooms ensure you've completed the configuration of:

- **Room Types**: For more information, see Room Types.
- **Room Features**: For more information, see Room Features.
- **Floors**: For more information, see Configuring Floors.
- **Buildings**: For more information, see Configuring Buildings.
- **Smoking Preferences**: For more information, see Smoking Preferences.
- **Door Lock System (DLS) Room Key Options**: For more information, see Creating Keys from the Property Interface Control Screen
- **Housekeeping Sections**: For more information, see Housekeeping Sections.
- **Rack Rate (Published Rate)**: For more information, see About Rate Codes.
- **Owner Grades** : (Applicable when the Room Rotation and Owner Room Grade OPERA Controls are active). For more information, see Owner Grades.

### Adding Rooms

1. From the **Administration** menu, select **Inventory**, select **Accommodation Management**, and then select **Rooms**.
2. Click **New** and complete the following
    a. **Property**: Enter or select the property.
    b. **Room**: Enter a code for the room, with a maximum of six alphanumeric characters. Special characters are permitted with the exception of spaces. Room cannot be modified once saved.
    c. **Room Type**: Select the room type from the list. For more information, see Managing Room Types.
    d. **(View Only) Room Class**: The room class appears based on the room type selected. (Available when the Room Class OPERA Control is active).
    e. **Accessible Room**: Select to configure the room as an accessible room.
    f. **Description**: Enter an appropriate description for the room.
        i. **Manage Translations**: Click link to configure localized descriptions. For more information, see Configuring Localized Code Descriptions. (Available when the Multi-language OPERA Control is active.).
    g. **Maximum Occupancy**: Enter the maximum number of people that can occupy the room.
    h. **Published Rate Code**: OPERA Cloud uses this rate code to calculate the typical rate for the room to print variance reports and has no bearing on the reservation.
    i. **Published Rate Amount**: Enter the rate amount to calculate the rate variance. Generally, this amount is used when you do not have a standard rate code for this room or if you want to use an amount that is different from the standard rate to calculate the variance.
    j. **Floors**: Select the floor(s) on which this room is located in order to search for available rooms according to the guests' floor preference. This help users to search and assign a room according to the guest floor preference.
    k. **Square Units**: Enter the area (square feet or square meter) of the room.
    l. **Measurement**: Enter the dimensions (length and width) of the room.

m. **Phone Number**: Enter the phone number assigned to the room.

n. **Key Options**: Select the default key option when keys are encoded for reservations assigned to this room. Key Options depend on the capabilities of the key interface; and typically determine access to hotel areas such as club floor, gymnasium, library and so on.

o. **Smoking**: Specify if the room is a smoking or non- smoking room. This help users to search and assign a room according to the guest smoking preference.

p. **Turndown**: Select if the room is eligible for turndown by default (Available when the Turndown OPERA Control is active).

q. **Building**:Select a building from the list (Available when the Building Management OPERA Control is active).

r. **Sequence**: How rooms are displayed when listed on room lookup screens such as the Room Assignment and the Room Diary is determined by the Room Display Order OPERA Control. When the Room Display Order OPERA Control is set to Display Sequence, the display order is controlled by the sequence number assigned here in room configuration. Enter a number to determine the order in which room codes are displayed when listed.

s. **Events**: Select this check box to also identify the room as a functions space for allocation to events and display in the Function Diary. Check box can only be deselected when there are no future events booked in this room (Available when the Guest Room As Meeting Room OPERA Control is active). Premium

t. **Number of Beds**: Enter the number of beds that are located in the room. When copying a room, the Number of Beds value is copied to the new room.

u. **Owner Room**: Select check box to enable the room for selection when creating Ownership Records. (Available when the Room Rotation OPERA Control is active).

> **Note:**
>
> A Component Suite can only be configured as an Owner Room if all the rooms comprising the Component Suite are also configured as Owner Rooms.

   i. **Owner Room Grade**: Select the grade for the room, this value is used to determine the resulting room rotation behavior based on the value selected in the Room Order Preference for Owner Rooms OPERA Control. (Available when the Owner Room Grade OPERA Control is active).

v. **Sections**:

   i. **Day Section**: Enter the day section to which the room belongs. For more information, see Configuring Housekeeping Section Codes.

   ii. **Evening Section**: Enter the evening (turn-down) section to which the room belongs. For more information, see Configuring Housekeeping Section Codes.

w. **Housekeeping Credits**:

   i. **Pickup**: Specify the number of credits (effort) needed to service a room in pickup status (Available when the Pickup OPERA Control is active).

   ii. **Stayover**: Specify the number of credits (effort) needed to service a stayover room (typically dirty status).

iii. **Departure**: Specify the number of credits (effort) needed to service a departure room (typically dirty status).

iv. **Turndown**: Specify the number of credits (effort) needed to service a room for turndown task Available when the Turndown OPERA Control is active.

x. **Room Features**: Features will default from the selected room type; you can update as required.

i. To add a feature, click **New** and search and select the room features, click **Select** .

ii. To delete a feature, select the feature, click the **Vertical Ellipsis** and select **Delete**; click **Delete** to confirm.

iii. For more information, see Configuring Room Features.

y. **Connecting Rooms**: (Available when the Connecting Rooms OPERA Control is active).

i. To add a connecting room, click **New** and search, and select the require connecting room, click **Select**.

ii. To delete a connecting room, click the **Vertical Ellipsis** and select **Delete**; click **Delete** to confirm.

3. Click **Save**.

### Copying (Cloning) Rooms

Use the Copy action to save time when you have many similar rooms to add. For example, if rooms 202, 206, 302, 306, 402, 406, 502, 506 have exactly the same features in your property, configure room 202 with all necessary details and use the Copy action to create the similar rooms.

Copy can also be used to create many pseudo room accounts (POST1, POST2, POST3 etc).

1. From the **Administration** menu, select **Inventory**, select **Accommodation Management**, and then select **Rooms**.
2. Enter search criteria and click **Search**.
3. Select the room then click vertical ellipsis **Actions** menu and select **Copy**.
4. Source room details are displayed at the top of the page and will be copied to room(s) entered below. Click New to add extra rows the Copy Rooms panel. Use the attribute entry to override the details as needed.

a. **Room**: Enter an alpha-numeric code; a maximum of 6 characters.

b. **Features**: Select feature(s) from the list.

c. **Floor**: Select floor(s) from the list.

d. **Day Section**: Select a housekeeping day section.

e. **Evening Section**: Select a housekeeping evening section.

f. **Stayover Credit**: Specify the number of credits (effort) needed to service a stayover room (typically dirty status).

g. **Departure Credit**: Specify the number of credits (effort) needed to service a departure room (typically dirty status).

h. **Pickup Credit**: Specify the number of credits (effort) needed to service a room in pickup status (Available when the Pickup OPERA Control is active).

i. **Turndown Credit**: Specify the number of credits (effort) needed to service a room for turndown task (Available when the Turndown OPERA Control is active).

5. Click **Save**.

### Editing Rooms

1. From the **Administration** menu, select **Inventory**, select **Accommodation Management**, and then select **Rooms**.
2. Enter search criteria and click **Search**.
3. Select the room and click the vertical ellipsis **Actions** menu and select **Edit**.
4. Update details.
5. Click **Save**.

### Deleting Rooms

1. From the **OPERA Cloud Administration** menu, select **Inventory**, select **Accommodation Management**, and then select **Rooms**.
2. Enter search criteria and click **Search**.
3. Select the room and click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

## Configuring Room Hierarchy (Room) Classes

Prerequisites for Configuring Room Hierarchy (Room) Classes

Room Class hierarchies are available for selection in the Upgrade Rules configuration.

### Adding Room Hierarchy Classes

1. From the **Administration** menu, select **Inventory**, select **Accommodation Management** then select **Room Hierarchy Classes**.
2. Click **New** and enter the following details:
   a. **From Room Class**: Select a Room Class from the list.
   b. **To Room Class**: Select one or room classes from the list.
   c. **Sequence**: Enter a number for the display sequence or the order in which the upsell room hierarchy is listed.
3. Click **Save**.

### Editing Room Hierarchy Classes

1. From the **Administration** menu, select **Inventory**, select **Accommodation Management** then select **Room Hierarchy Classes**.
2. Enter search criteria and click **Search**.
3. Select the room class hierarchy, click the vertical ellipsis **Actions** menu and select **Edit**.
4. Update details.
5. Click **Save**.

### Deleting Room Hierarchy Classes

1. From the **Administration** menu, select **Inventory**, select **Accommodation Management** then select **Room Hierarchy Classes**.

2. Enter search criteria and click **Search**.
3. Select the room class hierarchy, click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

# Configuring Room Hierarchy (Room) Types

Prerequisites for Configuring Room Hierarchy (Room) Types

Room Type hierarchies are available for selection in the Upgrade Rules configuration.

### Adding Room Hierarchy Types

1. From the **Administration** menu, select **Inventory**, select **Accommodation Management** then select **Room Hierarchy Types**.
2. Click **New** and enter the following details:
   a. **From Room Type**: Select a Room type from the list.
   b. **To Room Type**: Select one or room types from the list.
   c. **Sequence**: Enter a number for the display sequence or the order in which the upsell room hierarchy is listed.
3. Click **Save**.

### Editing Room Hierarchy Types

1. From the **Administration** menu, select **Inventory**, select **Accommodation Management** then select **Room Hierarchy Types**.
2. Enter search criteria and click **Search**.
3. Select the room Type hierarchy, click the vertical ellipsis **Actions** menu and select **Edit**.
4. Update details.
5. Click **Save**.

### Deleting Room Hierarchy Types

1. From the **Administration** menu, select **Inventory**, select **Accommodation Management** then select **Room Hierarchy Types**.
2. Enter search criteria and click **Search**.
3. Select the room Type hierarchy, click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm

# Configuring Room Features

A feature is a characteristic or attribute of the room which does not significantly affect the rate or the demand on the room. Room feature functionality makes it easier for you to search and assign rooms according to guest preferences. Room features configured here are also displayed as profile preferences (of type: room feature). See Preferences for more information.

You can think of a feature as being any attribute of the room for which specific availability does not need to be tracked. For example, room features can be rooms near or away from an elevator, rooms with accessibility facilities or rooms with a specific view. There may however be some cases where features need to be considered as a specific room type. If your property has a limited amount of rooms with an ocean view, for which a higher price is charged, then ocean view rooms would have their own room type (and room feature).

Once configured room features are selected on each room type and/or room. See Configuring Rooms for more details.

During check in or when pre-allocating rooms, OPERA Cloud can search for available rooms by room feature as well as by room type; with room feature, smoking and floor preferences defaulted from the reservation and/or profile.

> **Note:**
>
> Smoking and Floor are not configured as a room feature as there are separate, distinct preference types for these.

### Adding Room Features

> **Note:**
>
> When the **Multi Property** OPERA Control is active, new Room Features are created by selecting the **Template** tab. Once created, you can copy Room Feature codes to specific properties using the Copy action. See Copying Configuration Codes to Multiple Properties for more information.

1. From the **Administration** menu, select **Inventory**, select **Accommodation Management** then select **Room Features**.
2. Click **New** and enter the following details:
   a. **Code**: Enter a code for the room feature.
   b. **Description**: Enter a description of the room feature.
   c. **Sequence**: Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
   d. **Global**: Select the make the room feature available in all properties. (Available in the template tab when the **Multi Property** OPERA Control is active).
3. Click **Save** or **Save and Continue** to add another.

### Editing Room Features

1. From the **Administration** menu, select **Inventory**, select **Accommodation Management** then select **Room Features**.
2. Enter search criteria and click **Search**.
3. Select the room feature, click the vertical ellipsis **Actions** menu and select **Edit**.
4. Update details.

5. Click **Save**.

### Deleting Room Features

1. From the **Administration** menu, select **Inventory**, select **Accommodation Management** then select **Room Features**.
2. Enter search criteria and click **Search**.
3. Select the room feature, click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

## Configuring Room Maintenance Codes

Prerequisites for Room Maintenance

Room maintenance codes are the various maintenance tasks categories selected from when creating a maintenance task requests. Users select a maintenance category and then enter additional notes to describe the maintenance issue. Examples: Air Conditioning, Plumbing, Electrical, Carpet, Other.

### Adding Room Maintenance Codes

When the **Multi Property** OPERA Control is active, new Room Maintenance codes are created by selecting the Template tab. Once created, you can copy Room Maintenance codes to specific properties using the Copy action. For more information, see Copying Configuration Codes to Multiple Properties.

1. From the **Administration** menu, select **Inventory**, select **Accommodation Management**, and then select **Room Maintenance**.
2. Click **New** and complete the following:
    a. **Code**: Enter a code for the maintenance reason.
    b. **Description**: Enter a description for the maintenance reason.
    c. **Sequence**: Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
    d. Click **Save**.

### Editing Room Maintenance Codes

To edit an existing room maintenance code in your property, do the following:

1. From the **Administration** menu, select **Inventory**, select **Accommodation Management**, and then select **Room Maintenance**.
2. Enter search criteria then click **Search**.
3. Select the room maintenance code in the search result, then click the vertical ellipsis **Actions** menu and select **Edit**.
4. Update the configuration.
5. **Inactive**: Select check box to mark code as inactive.
6. Click **Save**.

### Deleting Room Maintenance Codes

1. From the **Administration** menu, select **Inventory**, select **Accommodation Management**, and then select **Room Maintenance**.
2. Enter search criteria then click **Search**.
3. Select the room maintenance code in the search result, then click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

## Configuring Room Pools

### Prerequisites for Configuring Room Pool Mapping

Room Pools allow to you group room types together into more generic categories. Often the physical room types are too specific than what is required by sales agents creating inquiry (leads) blocks; room pools provide a way to enable a way to simply this. For example, you might create a Room Pool for STD:Standard and then map all the physical rooms type that fit this description, say Kings and Doubles, to room pool of "STD". When a sales agent books 5 STD rooms in a block, they actually book 5 rooms that are either Kings or Doubles. When configured you then map the physical room types to room pools, see Configuring Room Pool Mapping for more information.

### Adding Room Pools

1. From the **Administration** menu, select **Inventory**, select **Accommodation Management** then select **Room Pool Codes**.
2. Click **New** and enter the following details:
    a. **Property**: Enter or confirm the property.
    b. **Room Pool**: Enter a code for the room pool.
    c. **Description**: Enter a description of the room pool.
        i. **Manage Translations**: Click link to configure localized descriptions. For more information, see Configuring Localized Code Descriptions. (Available when the **Multi-language** OPERA Control is active).
    d. **Sequence**: Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
3. Click **Save** or **Save and Continue** to add another room pool.

### Editing Room Pools

1. From the **Administration** menu, select **Inventory**, select **Accommodation Management** then select **Room Pool Codes**.
2. Confirm the property and click **Search**.
3. Select the room pool, click the vertical ellipsis **Actions** menu and select **Edit**.
4. Update details.
5. Click **Save**.

### Deleting Room Pools

1. From the **Administration** menu, select **Inventory**, select **Accommodation Management** then select **Room Pool Codes**.
2. Confirm the property and click **Search**.
3. Select the room pool, click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

## Configuring Room Pool Mapping

### Prerequisites for Configuring Room Pool Mapping

Room Pools allow you group room types into generic categories. Often the inventory room types are too specific for what is required by sales agents creating opportunities for inquiry (leads) blocks; room pools provide a way to simplify this. For example, you might create a room pool for STD: Standard and map all the inventory rooms types that fit this description, say Kings and Doubles, to room pool of "STD". When a sales agent books five STD rooms in a block, they actually book five rooms that are either Kings or Doubles.

If existing room type mapping is modified a room pool synchronization is automatically run to update the room types for existing room inventory for opportunities, blocks, master and sub blocks and master allocations and sub allocations.

### Editing Room Pool Mapping

1. From the **Administration** menu, select **Inventory**, select **Accommodation Management** then select **Room Pool Mapping**.
2. Enter search criteria, then click **Search**.
3. Click **Edit** and enter the following details for each room type:
   a. **Room Pool**: Select a Room Pool from the list. For more information, see Configuring Room Pools
   b. **Restricted**: Select check box to force rooms to be allocated using inventory room types in the Room and Rate Grid. For more information, see Managing Block Room and Rate Grid
   c. **Sequence**: Defines the order in which room inventory will be allocated to the room types.
4. Click **Save**.

## Configuring Buildings

### Prerequisites for Configuring Buildings

Buildings are available for the purpose of housekeeping task assignment; allowing task sheets to be generated per building. Using building as a 'hard-stop' prevents room attendants being assigned rooms in different buildings.

If you are planning to use building group configuration, configure those before configuring buildings; however building groups are optional when using buildings

### Adding Buildings

1. From the **Administration** menu, select **Inventory**, select **Accommodation Management** and then select **Buildings**.
2. Click **New** and enter the following details:
    a. **Property**: Enter or select the property.
    b. **Code**: Enter a code.
    c. **Description**: Enter a description for the building.
    d. **Building Group**: Select a building group from the list.
    e. **Target Credit**: Enter the target credit for this building when processing the housekeeping task breakout by building.
    f. **Sequence**: Enter a display sequence.
3. Click **Save** or **Save and Continue** to add another.

### Editing Buildings

1. From the **Administration** menu, select **Inventory**, select **Accommodation Management** and then select **Buildings**.
2. Enter search criteria and click **Search**
3. Select the building in the search result, then click the vertical ellipsis **Actions** menu, and select **Edit**.
4. Update details.
5. Click **Save**.

### Deleting Buildings

1. From the **Administration** menu, select **Inventory**, select **Accommodation Management** and then select **Buildings**.
2. Enter search criteria and click **Search**
3. Select the building in the search result, then click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

## Configuring Building Groups

### Prerequisites for Configuring Buildings

Building groups are used to group multiple building together for the purpose of housekeeping task assignment; allowing task sheets to be generated per building group. Using building groups as a 'hard-stop' prevents room attendants being assigned rooms in different building groups.

### Adding Building Groups

1. From the **Administration** menu, select **Inventory**, select **Accommodation Management** and then select **Building Groups**.
2. Click **New** and enter the following details:

a. **Property**: Enter or select the property.
b. **Code**: Enter a code for the building group.
c. **Description**: Enter a description for the building group.
d. **Target Credit**: Enter the target credit for this building when processing the housekeeping task breakout by building group.
e. **Sequence**: Enter a display sequence.

3. Click **Save** or **Save and Continue** to add another.

### Editing Building Groups

1. From the **Administration** menu, select **Inventory**, select **Accommodation Management** and then select **Building Groups**.
2. Enter search criteria and click **Search**
3. Select the building group in the search result, then click the vertical ellipsis **Actions** menu, and select **Edit**.
4. Update details.
5. Click **Save**.

### Deleting Building Groups

1. From the **Administration** menu, select **Inventory**, select **Accommodation Management** and then select **Building Groups**.
2. Enter search criteria and click **Search**
3. Select the building group in the search result, then click the vertical ellipsis **Actions** menu, and select **Delete**.
4. Click **Delete** to confirm.

# Configuring Floor Mapping

## Configuring Floor Mapping

Floor mapping is used when generating housekeeping task sheets by floor; ensuring the housekeeping room attendant doesn't have to travel between buildings or floors.

Floor mapping is only need when you have multiple buildings and the same floors exist in each of those buildings.

See Complete Floor and Building configuration first.

### Editing Floor Mapping

1. From the **Administration** menu, select **Inventory**, select **Accommodation Management** and then select **Floor Mapping**.
2. Enter search criteria and click **Search**.
3. Click **Manage** and complete the following
   a. **Floor**: Select a floor from the list.
   b. **Description**: Enter a description (Example: Building 1 Floor 1).
   c. **Building**: Select a building from the list.

d. **Target Credits**: Enter the target credit for when processing the housekeeping task breakout.

e. **Sequence**: Enter a display sequence.

4. Click **Save**.

> **Note:**
>
> Click **Add Row** to add additional rows as needed.

# Configuring Floors

Prerequisites for Configuring Floors

Floors are used to designate the floor of a room, and can be specific such as "1st floor", "2nd floor" or generic such as a "High" or "Low" floor. Floors can be selected as a preference in guest profiles and used as a filter option when searching available rooms and viewing floor plans. Floors can also be used as a 'hard stop' for housekeeping task sheets.

### Adding Floors

> **Note:**
>
> When the **Multi Property** OPERA Control is active, new Floors are created by selecting the **Template** tab. Once created, you can copy Floors to specific properties using the Copy action. See Copying Configuration Codes to Multiple Properties for more information.

1. From the **Administration** menu, select **Inventory**, select **Accommodation Management** and then select **Floors**.
2. Click **New** and enter the following details:
   a. **Floor**: Enter an alpha-numeric code for the floor; maximum of 8 characters.
   b. **Description**: Enter a description for the floor.
   c. **Sequence**: Enter a display sequence.
   d. **Global**: Select to indicate the floor is global in multi-property operations.
   e. **Housekeeping**: Select to indicate this floor is available when creating task sheets; where floor is used as the hard stop between task sheets.
3. Click **Save**.

### Editing Floors

1. From the **Administration** menu, select **Inventory**, select **Accommodation Management** and then select **Floors**.
2. Enter search criteria and click **Search**.
3. Select a delivery status, click the vertical ellipsis **Actions** menu, and select **Edit**.
4. Update configuration.

5. Click **Save**.

### Deleting Floors

1. From the **Administration** menu, select **Inventory**, select **Accommodation Management** and then select **Floors**.
2. Enter search criteria and click **Search**
3. Select the room and click the vertical ellipsis **Actions** menu, and select **Delete**.
4. Click **Delete** to confirm.

## Configuring Bed Types

### Prerequisites for Configuring Bed Types

Bed Types are referenced in room type configuration to identify the bed configuration . If a room type has more than one physical bed then configure a bed type for the combination; for example QS for Queen + Single .

> **Note:**
>
> Bed types is global configuration in a multi-property operation.

### Adding Bed Types

1. From the**Administration** menu, select **Inventory**, select **Accommodation Management** and then select **Bed Types**.
2. Click **New** and enter the following details:
   a. **Code**: Enter a code for the bed type.
   b. **Description**:Enter a description for the bed type.
      i. **Manage Translations**: Click link to configure localized descriptions. For more information, see Configuring Localized Code Descriptions. (Available when the **Multi-language** OPERA Control is active.).
   c. **Sequence**: Enter a display sequence.
3. Click **Save** or **Save and Continue** to add another.

### Editing Bed Types

1. From the**Administration** menu, select **Inventory**, select **Accommodation Management** and then select **Bed Types**.
2. Enter search criteria and click **Search**.
3. Select the bed type in the search result, then click the vertical ellipsis **Actions** menu and select **Edit**
4. Update details.
5. Click **Save**.

### Deleting Bed Types

1. From the**Administration** menu, select **Inventory**, select **Accommodation Management** and then select **Bed Types**.
2. Enter search criteria and click **Search**.
3. Select the bed type in the search result, then click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

## Configuring Central Room Pools

Prerequisites for Configuring Central Room Pools

Central Central Room Pools group various room types together for the Central Sales property. Properties associated with a Central Sales hub are mapped to the Central Room Pool. See Configuring Central Room Pool Mapping.

### Adding Central Room Pools

1. From the **Administration** menu, select **Inventory**, select **Accommodation Management** , and then select **Room Pool Codes**.
2. Click **New** and enter the following details:
   a. **Property**: Select the Central Sales property.
   b. **Room Pool**: Enter a code for the room pool.
   c. **Description**: Enter a description of the room pool.
      i. **Manage Translations**: Click link to configure localized descriptions. For more information, see Configuring Localized Code Descriptions. (Available when the **Multi-language** OPERA Control is active.).
   d. **Sequence**: Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
   e. Click **Save** or **Save and Continue** to add another room pool.

### Editing Central Room Pools

1. From the **Administration** menu, select **Inventory**, select **Accommodation Management**, and then select **Room Pool Codes**.
2. Select the **Central Sales** property and then click **Search**.
3. Select the room pool in the search result, click the vertical ellipsis **Actions** menu, and select **Edit**.
4. Update the details.
5. Click **Save**.

### Deleting Central Room Pools

1. From the **Administration** menu, select **Inventory**, select **Accommodation Management**, and then select **Room Pool Codes**.
2. Select the **Central Sales** property and then click **Search**.

3. Select the room pool in the search result, click the vertical ellipsis **Actions** menu, and select **Delete**.
4. Click **Delete** to confirm.

# Configuring Central Room Pool Mapping

Prerequisites for Configuring Central Room Pools

Central Room Pool Mapping is used to map central sales properties' room types to a central room pool so you can create and send Managing Central Sales Leads. For example, you might create a central room pool for standard rooms and all central sales properties' standard rooms are mapped to the standard room central room pool.

### Editing Central Room Pool Mapping

1. From the **Administration** menu, select **Inventory**, select **Accommodation Management**, and then select **Central Room Pool Mapping**.
2. Enter or select the **property** and then click **Search**.
3. Click **Edit** and enter the following details for each room type listed:
   a. **Central Room Pool**: Select a Central Room Pool from the list. For more information, see Configuring Central Room Pools.
   b. **Restricted**: Select check box to force rooms to be allocated using inventory room types in the Block Room and Rate Grid.
   c. **Sequence**: Defines the order in which room inventory will be allocated to the room types.
   d. Click **Save**.

# Configuring Vacant Room Status Update Rules

Prerequisites for Configuring Vacant Room Status Update Rules

When the **Update Vacant Room Status** OPERA Control is set to **Custom**, you can configure rules for the **Updating Room Statuses** end of day procedure to process and update rooms of select room type(s), vacant for a specified number of days, to a nominated housekeeping status. For example, you can configure rules to update vacant rooms to pickup status after 14 days; ensuring the vacant room is scheduled for a housekeeping task (for dusting and "running the taps" in the room).

> **Note:**
>
> The `HK_RM_STATUS_CHANGED` changes log action type tracks all changes to room status processed by the **Updating Room Statuses** end of day procedure.

### Adding Vacant Room Status Update Rules

1. From the **Administration** menu, select **Inventory**, select **Accommodation Management**, and then select **Vacant Room Status**.
2. Click **New** and complete the following:
   a. **Property**: Enter or select the property.

b. **Number of Vacant Days**: Select a value between 1 and 365.

c. **Date From**: Enter or select a start date (defaults to current business date if not specified).

d. **Date To**: Enter or select an end date to fix an end date.

e. **Change Vacant Room Status To**: Select a room status from the list.

   i. **Dirty**.

   ii. **Pickup**: Available when the **Pickup Status** OPERA Control is active.

   iii. **Clean**.

   iv. **Inspected**: Available when the **Inspected Status** OPERA Control is active.

f. **Room Types**: Select one or more room types.

   i. From the **Available** panel search and select the room types, then click **>** to move the selected codes to the **Selected** panel.

g. Click **Save**.

### Editing Vacant Room Status Update Rules

1. From the **Administration** menu, select **Inventory**, select **Accommodation Management**, and then select **Vacant Room Status**.
2. Enter search criteria, then click **Search**.
3. Select a vacant room status rule in the search result, then click the vertical ellipsis **Action s**menu, and select **Edit**.
4. Update the configuration.
5. Click **Save**

### Deleting Vacant Room Status Update Rules

1. From the **Administration** menu, select **Inventory**, select **Accommodation Management**, and then select **Vacant Room Status**.
2. Enter search criteria, then click **Search**.
3. Select a vacant room status rule in the search result, then click the vertical ellipsis **Actions** menu, and select **Delete**.
4. Click **Delete** to confirm.

# Function Space Management

## Prerequisites for Function Space Management

Use Function Space Management to configure the spaces available for assignment to events. Events are categorized by event type such as weddings, conferences, banquets, and so on. There is no restriction on the number of function rooms you can configure; use function space locations and function space types to categories each function space for filtering on the Function Diary. You can also configure setup styles for your function spaces and specify the type of rates charged for a function space.

Premium

You can also identify inventory rooms as function spaces (meeting rooms) for use in events. For more information, see Configuring Rooms.

# Configuring Function Spaces

Prerequisites for Function Space Management

Configure Function Space for the spaces used for events such as weddings, conferences, banquets, pool parties, and so on. Combination (Combo) function spaces can be configured when more than one function space can be combined and booked for an event. You can copy (clone) the setup of a function space to easily create other similar function spaces.

> **Note:**
>
> Before you configure function spaces, you must configure room classes and room types, function space types, locations, setup styles, rental codes, and revenue types.

### Adding Function Spaces

1. From the **Administration** menu, select **Inventory**, select **Function Space Management**, and select **Function Spaces**.
2. Click **New** and complete the following:
   a. Function Space Details:
      i. **Primary Details**: Configuring Function Space Primary Details
      ii. **Additional Details**: Configuring Function Space Additional Details
      iii. **Dimensions and Details**: Configuring Function Space Dimensions and Details
   b. **Setup Styles**: Configuring Function Space Setup Styles
   c. **Rental Codes**: Configuring Function Space Rental Code Details
   d. **Combo Elements**: Configuring Function Space Rental Combination Components
3. Click **Save**.

### Editing Function Spaces

1. From the **Administration** menu, select **Inventory**, select **Function Space Management**, and select **Function Spaces**.
2. Enter search criteria, then click **Search**.
3. From your search results, select the **Function Space**, then click the vertical ellipsis **Actions** menu and select **Edit**.
4. Update the configuration from the Function Space presentation page:

**Table 12-4 Function Space Detail Links**

| Function Space |
| --- |
| Primary Details |
| Additional Details |
| Dimensions and Details |

**Table 12-4 (Cont.) Function Space Detail Links**

| Function Space |
| --- |
| Setup Styles |
| Rental Codes |
| Combo Elements |

### Copying Function Spaces

You can quickly copy the setup of a function space to many other function spaces using the copy action.

1. From the **Administration** menu, select **Inventory**, select **Function Space Management**, and select **Function Spaces**.
2. Enter search criterian and then click **Search**.
3. From search results, select the **Function Space**, click the vertical ellipsis **Actions** menu and select **Copy**.
4. Enter the following fields:
    a. **Room**: Enter the code for the function space.
    b. **Space Name**: The full name of the function space.
    c. **Short Name**: An abbreviated or alternate function space name.
    d. **Custom Order (1–3)**: A custom order represents a group of selected function spaces appearing in a specific sequence. Use the three Custom Order fields to identify the Function Diary custom order (or orders) to which the current function space should belong and the position of the function space in that custom order.
    e. **Combo Element**: (Available only if the source function space is marked as a combo room). Select or more function space from the list to associated with the combo room.
5. Click **Save**.

### Deleting Function Spaces

You can delete a function space only when the space is not assigned to any events.

1. From the **Administration** menu, select **Inventory**, select **Function Space Management**, and select **Function Spaces**.
2. Enter search criteria, and click **Search**.
3. From search results, select the **Function Space**, click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

## Configuring Function Space Primary Details

### Editing Function Space Primary Details

1. From the **Administration** menu, select **Inventory**, select **Function Space Management**, and select **Function Spaces**.
2. Click **New** and complete the following fields.

3. On the Function Space presentation page click the **Primary Details** details link.
    a. Click **Edit** and complete the following:
    b. **Property**: Enter or select the property.
    c. **Room Type**: Select the pseudo room type for the function space from the list (example: MSPACE).
    d. **Room**: Enter a code for the function space, with a maximum of eight alphanumeric characters. Special characters are permitted with the exception of spaces.
    e. **Space Type**: Select the space type from the list. The space type can serve as a filter in the Function Diary. See Configuring Function Space Types.
    f. **Minimum Capacity**: Enter the minimum number of people required to book this function space. When associating setup styles to a function space, this is the minimum value you can enter for minimum capacity.
    g. **Maximum Capacity**: Enter the maximum number of people allowed in this function space (often the fire code maximum is used here). When associating setup styles to a function space, this is the maximum value you can enter for maximum capacity.
    h. **Space Name**: Enter the full name of this function space. The name identifies the function space on the Function Diary (link: Using the Function Diary and in other screens and reports.
        i. **Manage Translations**: Click link to configure localized descriptions. For more information, see Configuring Localized Code Descriptions. (Available when the Multi-language OPERA Control is active.).
    i. Click **Save**.

## Configuring Function Space Additional Details

### Editing Function Space Additional Details

1. From the **Administration** menu, select **Inventory**, select **Function Space Management**, and select **Function Spaces**.
2. Enter search criteria, then click **Search**.
3. From your search results, select the Function Space, then click the vertical ellipsis **Actions** menu and select **Edit**.
4. On the Function Space presentation page click the **Additional Details** details link.
    a. Click **Edit** and complete the following.
    b. **Short Name**: An abbreviated or alternate function space name. If a Short Name is provided, it appears instead of the Space Name on the Function Diary screen. For example, you can use this field to identify the Grand Continental Ballroom A as the Ballroom A on the Function Diary, if Ballroom A is commonly recognized by staff.
    c. **Location**: Select the location where the function space is situated. You can use Location filtering in the Function Diary.
    d. **Floor**: Select the floor where the function space is located. For more information, see Configuring Floors
    e. **Custom Order 1-3**: When you are working with the Function Diary, three custom orders are available for sorting the function space display. The custom orders are

included as Sort By options in the Function Diary screen. Each custom order represents a group of selected function spaces appearing in a specific sequence. Use these three fields to identify the Function Diary custom order (or orders) to which the current function space should belong and the position of the function space in that custom order.

f. **Display in Diary**: Select the check box to show the function space in the Function Diary by default. If the check box is not selected, the function space appears in the Function Diary only if you select the filter criteria, Include Hidden Spaces check box.

g. **Web Viewable**: Select the check box to designate this function space as viewable on a booking website.

h. **Web Bookable**: Select the check box to designate this function space as available for booking on a booking website.

i. **Shareable** : Select the check box if the space is shareable (if two or more events from different blocks can simultaneously use the space). When the space is shareable, you can set the maximum capacity and a limit for the maximum number of groups that can book the space for the same date and the same or overlapping time periods. When an event is booked in the space, the application validates that both the maximum capacity and maximum number of groups are exceeded. If the maximum capacity or maximum number of groups are exceeded, and you have the Override Space Capacity task assigned, you can continue or cancel the process.

> **Note:**
>
> When scheduling an event in a space, you can designate the space as exclusive (not shareable) at the time the function space is selected (**Book Shareable Space as Exclusive** OPERA Control is required). When this is the case, you cannot schedule the function space for another event at the same time.
>
> i. **Maximum Groups**: If the room is shareable, enter the maximum number of groups allowed to share it. Maximum Groups controls the number of blocks that can book the space at the same time in deduct from inventory status.

j. **Accessible**: Select this check box when the space has facilities for people with an impairment or special needs.

k. **Force Alternate** : Select the check box if you want to force users to select an alternate (backup) space when this function space is booked for an event. Available when the **Alternate Space** OPERA Control is active. For more information, see Managing Alternate Space Events.

   i. **Excluded Event Types** : Available if the Force Alternate check box is selected. Use this option to select Event Types to exclude from the Force Alternate requirement. For example; if MTG (meeting) is selected as an Event Type for the Conference Room, then when booking the Conference Room for Event Type MTG, an Alternate space is not required, and you are not prompted to select one.

l. **100% Occupancy**: Defaults to 1440 minutes (24 Hours) with the creation of a function space. This value represents the amount of time the function space is considered at 100% utilization. The value is used in the Function Space Utilization (rep_fs_utilization) report. For more information, see Event Reports.

m. **Exclude From Forecast**: Select check box to default the **Exclude from Forecast** check box in Event Revenue Summary for events in this function space.

n. **Description**: Enter a description of the function space type, such as Grand Continental Ballroom.

   i. **Manage Translations**: Click link to configure localized descriptions. For more information, see Configuring Localized Code Descriptions. (Available when the **Multi-language** OPERA Control is active.).

o. Click **Save**.

## Configuring Function Space Dimensions and Details

### Editing Function Space Dimension and Details

The panel supports distance measurements in feet or meters and weight measurements in pounds or kilograms. As you add dimensions or weights in one unit, OPERA Cloud automatically computes the measurement in the other unit. Whether you have access to the Meter/Kg or Feet/Lb fields depends on the value selected in Measurement OPERA Control.

1. From the **Administration** menu, select **Inventory**, select **Function Space Management**, and select **Function Spaces**.
2. Enter search criteria, then click **Search**.
3. From your search results, select the Function Space, then click the vertical ellipsis **Actions** menu and select **Edit**.
4. On the Function Space presentation page click the **Dimension & Details** details link.
   a. Click **Edit** and complete the following:
   b. **Area**: Area of the room (length x width).
   c. **Length**: The length dimension of the space.
   d. **Width**: The width dimension of the space.
   e. **Minimum Height**: The minimum height of the space. Minimum height might not be necessarily dictated by ceiling height. If chandeliers or similar structures are low-hanging, you might want to note them.
   f. **Maximum Height**: The maximum height of the space.
   g. **Weight**: The maximum load the floor can support in the function space.
   h. **Notes**: Any additional information of importance about the space.
   i. Click **Save**

## Configuring Function Space Setup Styles

### Adding Function Space Setup Styles Details

1. From the **Administration** menu, select **Inventory**, select **Function Space Management**, and select **Function Spaces**.
2. Enter search criteria, then click **Search**.
3. From your search results, select the Function Space, then click the vertical ellipsis **Actions** menu and select **Edit**.

4. On the Function Space presentation page click the **Setup Styles** details link.
    a. Click **New** in the Setup Styles panel and complete the following fields:
        i. **Code**: Select the appropriate Setup Code. Refer to Configuring Setup Styles.
        ii. **Default**: Select the check box if this Setup Style should be selected automatically when the function space is added to an event. You can select only one Setup Style per function space as the default. Note: Selecting this check box deselects the check box on another Setup Style where it has already been selected.
        iii. **Minimum Capacity**: Enter the lowest number of attendees needed to book the function space with this setup style. If the attendee number on the event is lower than this number, OPERA Cloud prompts you about the discrepancy. The value entered here cannot be lower than the value entered in the Minimum Capacity field in the Primary Details section.
        iv. **Maximum Capacity**: Enter the highest number of attendees allowed to book this function space with this setup style. If the attendee number on the event is higher than this number, OPERA Cloud prompts you about the discrepancy. Note: the value entered here cannot be higher than the value entered in the Maximum Capacity field in the Primary Details section.
        v. **Setup Time**: Enter the default number of minutes required to set this room up in the setup style. The number entered here defaults to the event when this function space and setup style are selected, but you can update the value at any time.
        vi. **Setdown Time**: Enter the default number of minutes required to break down this room in this setup style. The number defaults to the event when you select this function space and setup style, but you can update the value at any time.
    b. Click **Save** to save and close or click **Save and Continue** to save and add another setup style.

### Editing Function Space Setup Styles Details

1. From the **Administration** menu, select **Inventory**, select **Function Space Management**, and select **Function Spaces**.
2. Enter search criteria, then click **Search**.
3. From your search results, select the Function Space, then click the vertical ellipsis **Actions** menu and select **Edit**.
4. On the Function Space presentation page click the **Setup Styles** details link.
5. Select the **Setup Style**, then click the vertical ellipsis **Actions** menu and select **Edit**.
    a. Update details.
    b. Click **Save**.

### Deleting Function Space Setup Styles Details

1. From the **Administration** menu, select **Inventory**, select **Function Space Management**, and select **Function Spaces**.
2. Enter search criteria, then click **Search**.
3. From your search results, select the Function Space, then click the vertical ellipsis **Actions** menu and select **Edit**.
4. On the Function Space presentation page click the **Setup Styles** details link.
5. Select the **Setup Style**, then click the vertical ellipsis **Actions** menu and select **Delete**.

6. Click **Delete** to confirm.

## Configuring Function Space Rental Code Details

### Adding Function Space Rental Code Details

1. From the **Administration** menu, select **Inventory**, select **Function Space Management**, and select **Function Spaces**.
2. Enter search criteria, then click **Search**.
3. From your search results, select the Function Space, then click the vertical ellipsis **Actions** menu and select **Edit**.
4. On the Function Space presentation page click the **Rental Codes** details link.

> **Note:**
>
> The Rental Code CUSTOM defaults when this panel is first selected.

   a. **Code**: Select the appropriate Rental Code from the list. See Configuring Rental Codes.
   b. **Revenue Type**: Select the appropriate Revenue Type from the list. The value entered in the OPERA Control Default Space Revenue Type defaults to this field. See: Configuring Catering Revenue Types.
   c. **Charge Type**: Select the appropriate value based on whether the rental Amount should be calculated Per Room (flat charge) or Per Person (Rental Amount * Number of Attendees).
   d. **Amount**: Enter the Rental Amount for this Rental Code and Function Space.
   e. **Set as Default**: Select the check box if the Rental Code should be automatically selected when you add the function space to an event. You can select only one Rental Code per function space as the default. Selecting this check box deselects it on another Rental Code where the check box is already selected.
   f. **Hourly Rate**: Select the check box if the Amount you entered should be charged based on the number of hours the function space is booked, for example, if the Amount you enter is 100.00 and space is booked on an event from 09:00 - 11:00, the Rental Amount calculates as 100.00 * 2 Hours).
   g. Click **Save** to save and close or click **Save and Continue** to save and add another rental.

### Editing Function Space Rental Code Details

1. From the **Administration** menu, select **Inventory**, select **Function Space Management**, and select **Function Spaces**.
2. Enter search criteria, then click **Search**.
3. Select the function space, then click the vertical ellipsis **Actions** menu and select **Edit**.
4. On the Function Space presentation page click the **Rental Codes** details link.
5. Select the **Rental Code**, then click the vertical ellipsis **Actions** menu and select **Edit**.

a. Update details.

b. Click **Save**.

**Deleting Function Space Rental Code Details**

1. From the **Administration** menu, select **Inventory**, select **Function Space Management**, and select **Function Spaces**.
2. Enter search criteria, then click **Search**.
3. From your search results, select the **Function Space**, then click the vertical ellipsis **Actions** menu and select **Edit**.
4. On the function space presentation page click the **Rental Code** details link.
5. Select the **Rental Code**, then click the vertical ellipsis **Actions** menu and select **Delete**.
6. Click **Delete** to confirm.

## Configuring Function Space Rental Combination Components

Combination (Combo) function spaces can be configured when more than one function space can be combined and booked as one space for an event; configure the actual function space components prior to setting up the combination spaces.

Select the various component spaces that comprise the combination function space.

**Editing Combination Function Space Components**

1. From the **Administration** menu, select **Inventory**, select **Function Space Management**, and select **Function Spaces**.
2. Enter search criteria, then click **Search**.
3. From your search results, select the Function Space, then click the vertical ellipsis **Actions** menu and select **Edit**.
4. On the Function Space presentation page click the **Combo Elements** details link.
   a. Click **Edit**.
   b. From the list in the left panel, select the function spaces that make up this combination space (you can select more than one space using the space bar), then move the selected spaces to the right panel using the **>** arrow button.
   c. Click **Save**.

# Configuring Function Space Types

Use the Function Space Types screen to configure the different types of function spaces available at your property, such as Ballroom, Boardroom, or Conference. This can be helpful in the Function Diary when filtering for a suitable function space.

Function Space Types are assigned to the function space using the Function Space Setup screen. For more information, see Configuring Function Spaces.

### Adding Function Space Types

1. From the **Administration** menu, select **Inventory**, select **Function Space Management**, and then select **Function Space Types**.
2. Click **New** and complete the following fields:
    a. **Code**: Enter a code for the function space type, such as BALL.
    b. **Description**: Enter a description for the function space type, such as Ballroom.
        i. **Manage Translations**: Click link to configure localized descriptions. For more information, see Configuring Localized Code Descriptions. (Available when the **Multi-language** OPERA Control is active.).
    c. **Sequence**: Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
3. Click **Save** or click **Save and Continue** to add another.

### Editing Function Space Types

1. From the **Administration** menu, select **Inventory**, select **Function Space Management**, and then select **Function Space Types.**
2. Enter search criteria, then click **Search**.
3. Select the function space type, then click the vertical ellipsis **Actions** menu and select **Edit**.
4. Make the required change to Description or Sequence.
5. Click **Save**.

### Deleting Function Space Types

You can delete a Function Space Type only if it has not been assigned to a Function Space.

1. From the **Administration** menu, select **Inventory**, select **Function Space Management**, and then select **Function Space Types.**
2. Enter search criteria, then click **Search**.
3. Select the function space type, then click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

## Configuring Function Space Locations

Use the Function Space Locations screen to configure where a function space is located on the property, for example, the main building or outside. This can be helpful in the Function Diary when filtering for a suitable function space.

The Locations are assigned to the function space using the Function Space Setup screen. For more information, see Configuring Function Spaces.

### Adding Function Space Locations

1. From the **Administration** menu, select **Inventory**, select **Function Space Management**, and then select **Locations.**

2. Click **New** and complete the following:
    a. **Property**: Enter or confirm the property name.
    b. **Code**: Enter a code for the function space location. For example Main.
    c. **Description**: Enter a description for the function location. For example "Main Building".
        i. **Manage Translations**: Click link to configure localized descriptions. For more information, see Configuring Localized Code Descriptions. (Available when the **Multi-language** OPERA Control is active.).
    d. Click **Save**.

### Editing Function Space Locations

1. From the **Administration** menu, select **Inventory**, select **Function Space Management**, and then select **Locations.**
2. Enter search criteria, then click **Search**.
3. Select the function space location, then click the vertical ellipsis **Actions** menu and select **Edit**
4. Make the required change.
5. Click **Save**.

### Deleting Function Space Locations

You can only delete a Function Space Location when it is not assigned to a Function Space.

1. From the **Administration** menu, select **Inventory**, select **Function Space Management**, and then select **Locations.**
2. Enter search criteria, then click **Search**.
3. Select the function space location, then click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete**.

## Configuring Event Types

Event Types describe the kind of activity taking place during a given meal period, such as meeting, lunch, exhibits, and so on. In addition, Event Types can streamline the booking process by defaulting start and end times. Event Types can also be linked to meal periods and used in forecasting, tracking, and posting event revenue.

Event types are also referenced in other areas of configuration, for example, when defining menus and menu items.

### Adding Event Types

1. From the **Administration** menu, select **Inventory**, select **Function Space Management**, and then select **Event Types**.
2. Click **New** and complete the following fields:
    a. **Code**: Enter a code for the event type, such as MTG.
    b. **Description**: Enter a Description for the event type, such as Meeting.

i. **Manage Translations**: Click link to configure localized descriptions. For more information, see Configuring Localized Code Descriptions. (Available when the **Multi-language** OPERA Control is active.).

c. **Start Time**: The time entered here is used as the default start time when an event is created with this Event Type. You can change the start time after it is defaulted on the event.

d. **End Time**: The time entered here is used as the default end time when an event is created with this Event Type. You can change the end time after it is defaulted on the event.

e. **Meal Period**: (Available when the **Catering Meal Period** OPERA Control is active). Select the value to which this Event Type should be associated when reporting by Meal Period.

f. **Sequence**: Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.

g. **Bookable through website**: Select this check box if this event type should be available for selection when an event is booked through website.

3. Click **Save** to save and close.

### Editing Event Types

1. From the **Administration** menu, select **Inventory**, select **Function Space Management**, and then select **Event Types**.
2. Enter search criteria, then click **Search**.
3. Select the event type, then click the vertical ellipsis **Actions** menu and select **Edit**.
4. Make the required changes.
5. Click **Save**.

### Deleting Event Types

You can delete an Event Type only if it is not configured with forecast figures or booked.

1. From the **Administration** menu, select **Inventory**, select **Function Space Management**, and then select **Event Types**.
2. Enter search criteria, then click **Search**.
3. Select the event type, then click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

## Configuring Rental Codes

### Prerequisites for Rental Codes

The Function Space Rental Codes are used to specify the type of rate (Daily, Hourly, Per Person, or Custom) charged for a function space.

The Rental Codes are assigned to the function space using the Function Space Setup screen. For more information, see: Configuring Function Spaces.

### Adding Rental Codes

1. From the **Administration** menu, select **Inventory**, select **Function Space Management**, and then select **Rental Codes**.
2. Click **New** and complete the following fields:
    a. **Code**: Enter a code for the Rental Code, such as FULL.
    b. **Description**: Enter a Description for the rental code, such as Full Day.
    c. **Manage Translations**: Click link to configure localized descriptions. For more information, see Configuring Localized Code Descriptions. (Available when the **Multi-language** OPERA Control is active.).
    d. **Sequence**: Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
3. Click **Save** to save and close the record.

### Editing Rental Codes

1. From the **Administration** menu, select **Inventory**, select **Function Space Management**, and then select **Rental Codes**.
2. Enter search criteria, then click **Search**.
3. Select the rental code, and click the vertical ellipsis **Actions** menu and select **Edit**.
4. Make the required changes.
5. Click **Save**.

### Deleting Rental Codes

1. From the **Administration** menu, select **Inventory**, select **Function Space Management**, and then select **Rental Codes**.
2. Enter search criteria, then click **Search**.
3. Select the rental code, and click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

## Configuring Setup Styles

Use the Setup Styles screen to configure the setup styles for function spaces at the property. Setup styles might include seating arrangements, furniture and equipment placements, and so on.

Setup Styles are assigned to the function space from the Function Space Setup screen. For more information, see: Configuring Function Spaces.

### Adding Setup Styles

1. From the **Administration** menu, select **Inventory**, select **Function Space Management**, and then select **Setup Styles**.
2. Click **New** and complete the following fields:
    a. **Code**: Enter a code for the Setup Style Rental Code, such as CLS.
    b. **Description**: Enter a description of the Setup Style, such as Classroom Style.

c. **Bookable through website**: Select this check box if this setup style should be available for selection when an event is booked through website.

   i. **Setup Time in Minutes**: Enter the number of minutes that should be booked for setup when this Setup Style is selected for an event booked through website.

   ii. **Tear Down Time in Minutes**: Enter the number of minutes that should be booked for tear down when this Setup Style is selected for an event booked through website.

d. **Sequence**: Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.

3. Click **Save**.

#### Editing Setup Styles

1. From the **Administration** menu, select **Inventory**, select **Function Space Management**, and then select **Setup Styles**.
2. Enter search criteria, then click **Search**.
3. Select the setup style, then click the vertical ellipsis **Actions** menu and select **Edit**.
4. Make the required change.
5. Click **Save**.

#### Deleting Setup Styles

1. From the **Administration** menu, select **Inventory**, select **Function Space Management**, and then select **Setup Styles**.
2. Enter search criteria, then click **Search**.
3. Select the setup style, then click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

# Task Sheets

You can create task sheets at your property for housekeeping staff. With the optional **Housekeeping Task Scheduling** function enabled in OPERA Controls, you can also schedule these housekeeping tasks and the various housekeeping supplies for each room type.

## Housekeeping Task Scheduling

### Prerequisites for Housekeeping Task Scheduling

Housekeeping task scheduling enables you to set up a schedule of tasks to occur on various days during a reservation stay. Task scheduling supports operations (for example, when a light service task is scheduled daily) with a full service task occurring once a week. To configure the task schedule, you must first configure each task code and then schedule the tasks for each room type. Additionally, you can also configure task supplies (that is, soap, towels, linens) which are supplied to the room as part of the scheduled task.

# Configuring Housekeeping Tasks for Scheduling

You can create the task codes (for example, full service, light touch, no service, and so on) that are used for configuring a room type task schedule.

### Adding Housekeeping Task Schedules

When the **Multi Property** OPERA Control is active, new housekeeping task schedules are created by selecting the **Template** tab. Once created, you can copy Task Codes to specific properties using the **Copy** action. For more information, see Copying Configuration Codes to Multiple Properties.

1. Select the **Administration** menu, select **Inventory**, select **Task Sheets**, and then select **Tasks**.
2. Click **New** and complete the following fields:
   a. **Property**: Enter a property or search for and select a property.
   b. **Code**: Enter a housekeeping task code (for example, LIGHT, FULL, NSR, and B&B).
   c. **Description**: Enter a description for the task (for example, Light touchup, Full Service, No Service, Empty Bins, and Make Bed Only).
   d. **Colors**: Select a color code for the task type. The task's defined color populates in the date box in the housekeeping task scheduler when viewed from the reservation details link and from within the Forecast screen in Housekeeping.
   e. **Sequence**: Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
   f. **Task Instructions**: Enter a short description of the steps required to perform this task.
   g. **Departure Room Default Task**: Select to make this task code the default departure room task. OPERA Cloud requires that one task code must be marked as the Departure Room Default Task. This task code will be assigned and forecasted for all departure rooms within Housekeeping. This is typically a full service of the room.
   h. **Guest Requested Task**: Select to indicate this task is only available when requested by the Guest. Guest requested tasks are not automatically scheduled.

      > **Note:**
      >
      > A task selected as a **Guest Requested Task** cannot also be selected as a **Departure Room Default Task**. When one option is selected, the check box for the other option becomes inactive.

   i. **Linen Change**: Select to signify the Task requires a linen change. This is reflected in the Total Linen Change statistic within the Expanded Task Sheet and noted for each corresponding task in the task sheet reports and task companion.
3. Click **Save**.

### Editing Housekeeping Task Schedules

1. Select the **Administration** menu, select **Inventory**, select **Task Sheets**, and then select **Tasks**.

2. Enter search criteria and click **Search**.
3. Select the code and click the vertical ellipsis **Action** menu and select **Edit**.
4. **Inactive**: Select check box to make a code inactive; inactive codes are not available for selection.
5. Update the configuration.
6. Click **Save**.

#### Deleting Housekeeping Task Schedules

1. Select the **Administration** menu, select **Inventory**, select **Task Sheets**, and then select **Tasks**.
2. Enter search criteria and click **Search**.
3. Select the code and click the vertical ellipsis **Action** menu and select **Delete**.
4. Click **Delete** to confirm.

## Configuring (Room Type) Task Schedules

> **Note:**
>
> You can configure multiple schedules for the same Room Type and Task combination when one of the following components is different: Special, Rate Code, Market Code, VIP Level.

Once Housekeeping Tasks and Task Supplies are configured, the next step is to schedule these tasks for each room type. Each room type task scheduled is given a priority and a frequency. If two tasks are scheduled to occur on the same day, the higher priority task is scheduled. For example, a task scheduled for every two days and a task scheduled for every five days will occur on the 10th day of the stay, and the task with the higher priority will be scheduled. Vacant dirty rooms are assigned the departure task.

> **Note:**
>
> Regardless of priority the departure task will be prioritized for a room when there is both a departure and arrival reservation on the same date.

For each task scheduled, you can also select the various task supplies (such as linen, soap, or shampoo) to be provided as part of the task scheduled.

#### Adding a Schedule

1. From the **Administration** menu, select **Inventory**, select **Task Sheets**, and then select **Schedules**.
2. Click **New** and complete the following fields:
   a. **Property**: Enter a property or search for and select a property.
   b. **Room Type**: Select the room type for which this task is being scheduled.

> **Note:**
>
> You can set up the Task Schedules with a blank room type. All room types that don't already have a schedule configured will utilize blank room-type schedules. However, any schedule with a blank room type will no longer be considered once a schedule for that particular room type is configured.

c. **Task**: Select the down arrow to choose a task.

d. **Market Codes**: Enter or select **Market Codes** to limit the scheduling of the task.

e. **Special** : Enter or select **Special** codes to limit the scheduling of the task.

f. **Rate Codes**: Enter or select **Rate Codes** to limit the scheduling of the task.

g. **Priority**: Enter a number for the priority. When more than one task is scheduled for a room type, you define a priority number for each task. A priority is assigned to determine which task takes precedence when two or more tasks converge on a given day of the reservation stay dates. For example, if Full Service was scheduled for every 7 days, and Light Touch was scheduled for every 3 days, these tasks would overlap for any reservation that is in-house for 21 days. For such reservations, OPERA Cloud would choose the Full Service task with priority 1, rather than Light Touch with priority 2.

h. **VIP Levels**: Enter **VIP codes** to limit the scheduling of the task. (Available when the VIP OPERA Control is active).

i. **Credits**: Enter a credit value for the task. When the room type is a component suite room type, the credits entered will be added to each of the rooms that comprise the component suite on the task sheets. (Available when the Housekeeping Credits OPERA Control is set to Facility).

j. **Schedule**: Select from the following options:

   i. **Every X Days**: Select to schedule the task to occur every X number of days of the reservation. This field can be used in conjunction with the **Starting On Day** and the **Every XX Day** field to skip days in between when this task will be performed.

   > **Note:**
   >
   > If the **Start on Day** field is left blank, then the Task will start with the value entered into the **Every XX Days** field. For example, if the Arrival Date of a reservation is 04/11/11, Departure Date of 04/15/11, and has a Task schedule of Every 1 Day, then the Task would be scheduled to start on 04/12/11.

   ii. **Everyday**: Select to complete the Task every day.

   iii. **Departure Day Only**: (Available when the task has been configured as **Departure Room Default Task**). Select to only complete this Task on the departure date of the reservation.

   iv. **Custom Schedule**: Available when the task is configured as a Guest Requested task. This task will not be scheduled automatically. You can customize the schedule from the Reservation Housekeeping and Task Schedule.

   v. **Not Required**: Select to exclude certain filter options (that is, a reservation with a specific rate code) from being scheduled with a task. For example, a room type is set up with 4 different tasks for each day. A group has negotiated a lower rate and

one of the tasks is excluded for this group (by rate code). Then the frequency **Not Required** can be chosen for that particular task for that Rate Code.

vi. **Arrival Day Only**: Select to schedule on arrival day only.

k. **Number of Days**: Specify how often in days, following the reservations arrival date, the task is to be completed. For example, if the task is repeated every day following the arrival date, enter 1. If the task is completed every three days, enter a 3, and so on. Optionally, you can also define days of the week when this task can take place. See the 'Days of Week' field description below for details.

l. **Starting on Day**: Enter the number of the day of the reservation on which to start the Task schedule. For example, if 3 is entered, then the Task would not be scheduled until the 3rd day of the reservation.

m. **Include on Arrival Day**: Select if you would like the task to begin schedule on the guest's arrival date.

n. **Days of the Week**: This option works in conjunction with the **Number of Days** option to enable you to control the days of the week on which this task can take place. (If no days are selected, only the Number of Days frequency is considered regardless of the day of the week on which the task falls.) Use the check boxes to select the days of the week on which the task can be scheduled. If the day when the task should take place according to the specified frequency falls on a day of the week which is not selected, the task will take place on the next available day of the week.

> **Note:**
>
> If a scheduled task is designated as the Departure Room Default Task, it will be scheduled for the checked-out room regardless of the frequency or the days of the week configured for that task.
>
> For example, assume you want to specify the Full Service (FS) task should take place Every 7 Days, except when the task would fall on a weekend (Saturday and Sunday options deselected, all other days selected). When a Full Service task falls on a Saturday or Sunday, it should be pushed to the next available weekday. In addition, Light Touch (LT) cleaning should be scheduled daily (Every 1 Day), Monday through Friday.
>
> The below table provides an example of how these tasks would be scheduled for a hypothetical stay. Only the priority (FS-Full Service) task is shown on dates when two tasks converge on the same day.

**Table 12-5 Task Schedule**

| Date | Day of the Week | Task |
|---|---|---|
| 23-Dec | Sunday | No Service (Arrival) |
| 24-Dec | Monday | LT - Light Touchup |
| 25-Dec | Tuesday | LT - Light Touchup |
| 26-Dec | Wednesday | LT - Light Touchup |
| 27-Dec | Thursday | LT - Light Touchup |
| 28-Dec | Friday | LT - Light Touchup |
| 29-Dec | Saturday | No Service |
| 30-Dec | Sunday | No Service |

**Table 12-5 (Cont.) Task Schedule**

| Date | Day of the Week | Task |
|---|---|---|
| 31-Dec | Monday | FS- Full Service |
| 1-Jan | Tuesday | LT - Light Touchup |
| 2-Jan | Wednesday | LT - Light Touchup |
| 3-Jan | Thursday | LT - Light Touchup |
| 4-Jan | Friday | LT - Light Touchup |
| 5-Jan | Saturday | No Service |
| 6-Jan | Sunday | No Service |
| 7-Jan | Monday | FS- Full Service |
| 8-Jan | Tuesday | LT - Light Touchup |
| 9-Jan | Wednesday | LT - Light Touchup |
| 10-Jan | Thursday | FS- Full Service (Departure Task) |

o. **Message Text**: Enter a message to display when the task is selected for a custom task schedule for a reservation. For more information, see Reservation Housekeeping and Task Schedule.

3. Click **Save**.

### Adding Task Supplies for Task Schedules

Once a task schedule has been setup for a room type, you can select the various supplies.

1. From the **Administration** menu, select **Inventory**, select **Task Sheets**, and then select **Schedules**.
2. Enter search criteria and click **Search**.
3. Select the task schedule then click the vertical ellipsis **Actions** menu and select **Edit**.
   a. Under Supplies, click **New** and complete the following:
   b. **Code**: Select a supply code to add to the task.
   c. **Quantity**: Enter the number of the supply item to add to this task.
   d. Repeat these steps to add more supplies to the task scheduled.
   e. Click **Save**.

### Editing Room Type Task Schedules

1. From the **Administration** menu, select **Inventory**, select **Task Sheets**, and then select **Schedules**.
2. Enter search criteria and click **Search**.
3. Select the code and click the vertical ellipsis **Actions** menu and select **Edit**.
4. **Inactive**: Select check box to make a code inactive; inactive codes are not available for selection.
5. Update the configuration.
6. Click **Save**.

### Deleting Room Type Task Schedules

1. From the **Administration** menu, select **Inventory**, select **Task Sheets**, and then select **Schedules**.
2. Enter search criteria and click **Search**.
3. Select the code and click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

## Configuring (Task) Supplies

Configure the various housekeeping supplies, such as Pillow Cases, Hand Towels, Bath Towels, Shampoo, and so on used when scheduling housekeeping tasks. You can then associate these supplies with the housekeeping task schedule setup for each room type.

### Adding Task Supplies

1. From the **Administration** menu, select **Inventory**, select **Task Sheets**, and then select **Supplies**.
2. Click **New** and complete the following fields:
   a. **Property**: Enter a property or search for and select a property.
   b. **Code**: Enter a supply code (for example, PC, HT, BT, SH).
   c. **Description**: Enter a description for the housekeeping supply item (for example, Pillow Cases, Hand Towels, Bath Towels, Shampoo).
   d. **Sequence**: Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
3. Click **Save**.

### Editing Task Supplies

1. From the **Administration** menu, select **Inventory**, select **Task Sheets**, and then select **Supplies**.
2. Enter search criteria and click **Search**.
3. Select the supply code in the search result,, then click the vertical ellipsis **Actions** menu and select **Edit**.
   a. **Inactive**: Select check box to make a code inactive; inactive codes are not available for selection.
   b. Update the configuration.
4. Click **Save**.

### Deleting Task Supplies

1. From the **Administration** menu, select **Inventory**, select **Task Sheets**, and then select **Supplies**.
2. Enter search criteria and click **Search**.
3. Select the supply code in the search result,, then click the vertical ellipsis **Actions** menu and select **Delete**.

4. Click **Delete** to confirm.

## Configuring Scheduled Task Credit Rules

Prerequisites for Configuring Scheduled Task Credit Rules

Task credit rules enable you to add various credits to the auto-generated task sheets. Credit rules can be configured for Travel, Specials, Miscellaneous and Facility (Task Codes). Adding these rules will make it easy to break out the rooms evenly and fairly for all attendants. When the **Building Management** OPERA Control is active, you can setup task credit rules per building. Configuring Buildings.

### Adding Scheduled Task Credit Rules

1. Select the **Administration** menu, select **Inventory**, and then select **Credit Rules**.
2. Click **New** and complete the following fields:
   a. **Rule Type**: Select a rule type
      - **Traveling** - A Traveling Rule adds extra credit to a task sheet when rooms from multiple Buildings, Section Groups, Sections and/or Floors are assigned.
      - **Specials** - A Special Rule adds extra credit to a room when the defined Specials are attached to a reservation.

        > **Note:**
        >
        > Special rule credits are added to each one of the physical rooms that make up a component suite (available when the **Component Suites** OPERA Control is active. For example, if a Special rule is configured for a Rollaway Special code for 5 extra credits and this Special Code is selected in a reservation that is assigned to a component suite, then the 5 extra points are added to each one of the physical rooms that make up that component suite.

      - **Facility Task** - A Facility Rule adds extra credit to a task sheet when certain Task Code conditions exist. If multiple Facility Task rules are true for a Task Sheet they are all applied on top of each other. For example, a rule states 5 extra credits for the Task Sheet if more than 8 departures (Task Code FS for example), another rule states 10 extra credits for the Task Sheet if more than 10 departures, and another rule states 15 extra credits for the Task Sheet if more than 12 departures. All three rules are considered and if the Task Sheet has 14 departures on it, each with 20 credits for the room/task, the total would be 310 credits (280+5+10+15). If the Max Credit is set to 300, then the last room would be moved to the next sheet as it would exceed the Max Credit.
      - **Miscellaneous** - A Miscellaneous Rule adds extra credit to a Task Sheet when certain conditions exist. For example, a Rule could be set up to add credits for a team meeting or other scenarios where the attendant is occupied with anything other than cleaning a room.

> **Note:**
>
> If there is a Credit Value of 60 and a Miscellaneous rule is set up for buildings 1 and 2 and if there is a team meeting held every Wednesday and an attendant has rooms from buildings 1 and 2 on their Task Assignment sheet on that day, the attendant receives the 60 credits only once.

b. **Property**: Enter or select the property.

c. **Code**: Enter a code for the credit rule.

d. **Description**: Enter a description for the credit rule.

e. **Based On**: Select what the credits are based on. (Not available for the Miscellaneous rule type).

f. **Minimum Task Count**: Specify a threshold for each Task Assignment sheet. (Available for the Facility Task Rule Type only).

g. **Credit Value**: Specify the number of credits for each task assignment sheet.

h. **Apply To**: Select an option.

   i. **House**: Select to apply to the entire property.

   ii. **Building**: Select to apply to a specific building (Available when the **Building Management** OPERA Control is active).

      i. **Building**: Select a building from the list.

i. **Automatically Apply On**: Select the days of the week this rule is to default in the **Credit Rules** field when auto generating task sheets.

3. Click **Save**.

> **Note:**
>
> All Credit Rules are cumulative; meaning that if duplicates are configured, for example, Mon, Tue, and Wed a roll-away (Special rule) is set up with 5 credits; and then Wed, Thu, and Fri it is set up with 4 credits; therefore, on Wednesdays, 9 credits are added to the task sheet.

### Editing Scheduled Task Credit Rules

1. Select the **Administration** menu, select **Inventory**, and then select **Credit Rules**.
2. Enter search criteria, then click **Search**.
3. Select the credit rule, then click the vertical ellipsis **Actions** menu and select **Edit**.

   a. **Inactive**: Select check box to make a code inactive; inactive codes are not available for selection.

   b. Update the configuration.

   c. Click **Save**.

### Deleting Scheduled Task Credit Rules

1. Select the **Administration** menu, select **Inventory**, and then select **Credit Rules**.

2. Enter search criteria, then click **Search**.
3. Select the credit rule, then click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

# Configuring Housekeeping Tasks

## Prerequisites for Housekeeping Tasks

Configure task codes for the various housekeeping task sheets (for example, daily cleaning, mattress turning, inspections, turndown, and so on) for your property. Each task code can generate separate task sheets for room attendants to complete using the mobile task companion or by working from printed task sheet reports.

### Adding Housekeeping Task Codes

1. Select the **Administration** menu, select **Inventory**, select **Task Sheets**, and then select **Tasks**.

> **Note:**
>
> When the **Multi Property** OPERA Control is active, new Task Codes are created by selecting the **Template** tab. Once created, you can copy Task Codes to specific properties using the **Copy** action. For more information, see Copying Configuration Codes to Multiple Properties.

2. Click **New** and complete the following fields:
   a. **Property**: Enter a property or search for and select a property.
   b. **Code**: Enter a housekeeping task code (for example, LIGHT, FULL, NSR, and B&B).
   c. **Description**: Enter a description for the task (for example, Light touchup, Full Service, No Service, Empty Bins, and Make Bed Only).
   d. **Colors**: Select a color code for the task type. The tasks defined color populates in the date box in the housekeeping task scheduler when viewed from the reservation details link and from within the Forecast screen in Housekeeping.
   e. **Sequence**: Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
   f. **Task Instructions**: Enter a short description of the steps required to perform this task.
   g. **Departure Room Default Task**: Select to make this task code the default departure room task. One task code must be selected as the Departure Room Default Task. This task code will be assigned and forecasted for all departure reservations for rooms setup for Housekeeping. This task is typically a full service of the room.
   h. **Guest Requested Task**: Select to indicate this task is only available when requested by the Guest. Guest requested tasks are not automatically scheduled.

> **Note:**
>
> A task selected as a Guest Requested Task cannot also be selected as a Departure Room Default Task. When one option is selected, the check box for the other option becomes inactive.

i. **Linen Change**: Select to indicate that the task requires a linen change. This is reflected in the Total Linen Change statistic within Manage Task Sheets and noted for each corresponding task in the task sheet reports and task companion.

3. Click **Save**.

### Editing a Task Code

1. Select the **Administration** menu, select **Inventory**, select **Task Sheets**, and then select **Tasks**.
2. Enter search criteria and click **Search**.
3. Select the code and click the vertical ellipsis **Actions** menu and select **Edit**.
   a. **Inactive**: Select check box to make a code inactive; inactive codes are not available for selection.
   b. Update the configuration.
   c. Click **Save**.

### Deleting a Task Code

1. Select the **Administration** menu, select **Inventory**, select **Task Sheets**, and then select **Tasks**.
2. Enter search criteria and click **Search**.
3. Select the code and click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** and confirm.

## Configuring Task Sheet Room Details

Prerequisites for Configuring Task Sheet Room Details

Use this option to associate room attributes such as Floor, Building, Housekeeping sections and credits to each room in case they were not entered when the rooms were originally configured.

### Editing Task Sheet Room Details

1. From the **Administration** menu, select **Inventory**, select **Accommodation Management** then select **Task Sheet Rooms**.
2. Enter search criteria and click **Search**.
3. Click **Edit** and enter details per room.
   a. **Building**: Select building code from list.
   b. **Floor**: Select a floor from the list.
   c. **Day Section**: Select a HK section from the list.
   d. **Evening (Turndown) Section**: Select a HK section from the list.

e. **Stay over**: Enter credits for stay over (occupied dirty) status.

f. **Departure**: Enter credits for departure (vacant dirty) status.

g. **Pickup**: Enter credits for room in pickup status.

h. **Turndown**: Enter credits for a turndown.

i. **Sequence**: Enter a display sequence for the room.

4. Click **Save**.

# About Room Rotation

Prerequisites for Room Rotation

Room Rotation ensures a balanced assignment of inventory and component suite rooms to reservations based on the room rotation point setup. Rotation points may be accrued per stay, per night, or per amount of revenue generated based on transaction codes selected in Configuring Rotation Revenue Transaction Codes.

Rooms eligible for ownership are identified by the **Owner Room** check box in room configuration. Profile ownership record details track individual room ownership and any authorized guests (owner referrals). For more information, see Managing Profile Ownership Records and Owner Referrals. You can view all room ownership details using Viewing Room Owners. To create an owner or owner referral reservation use the **Owner Rooms** list field in Look to Book search after selecting the owner or owner referral profile. Owned rooms can also be filtered in Room Diary.

When the **Owner Room Grade** OPERA Control is active you must also configure Owner Room Grades and select an **Owner Room Grade** value for each owner room . **Owner Room Grade** is used to determine the display sequence of rooms based on the value selected in the Room Order Preference for Owner Rooms OPERA Control. The **Room Order Preference for Owner Rooms** OPERA Control works in conjunction with the **Room Display Order** OPERA Control to determine if owner rooms should display before or after non-owner rooms when searching for multiple room types in room assignment.

When the **Component Room Rotation Points** OPERA Control is active, rotation points are calculated for all component rooms when the component suite accrues rotation points. Additionally, rotation points are added to the component suite when rotation points are accrued for the component rooms comprising the component suite.

When the **Forecast Rotation Points** OPERA Control is inactive, only past reservations (and Out of Order / Out of Service days) are considered in the rotation points calculation, used to determine the order in which rooms are available for assignment in Room Assignment. When the **Forecast Rotation Points** OPERA Control is active, future reservations within the rotation period (or until a fixed length number of days past the period end date defined by the **Number of Days to Forecast** OPERA Control ) are also considered in this calculation.

Rotation adjustment reasons are required to identify why rotation points are adjusted for checked out reservation. For more information, see Managing Reservation Rotation Points.

Rotation override reasons are required during room assignment, when the room selected for a reservation is not the next room in the rotation sequence.

> **Note:**
>
> For properties that are migrated with existing room rotation configuration, room rotation configuration must be configured natively in OPERA Cloud.

The following reports provide Owner related filters and/or display options:

- Business on the Books (business_on_the_books)
- Rooms (cf_rooms)
- History and Forecast (history_forecast)
- Paid Commissions (postpayment)
- Day/MTD/YTD Statistics (stat_dmy_seg)
- Financial Transactions with Generates (finjrnlbytrans2)
- Journal by Cashier and Transaction Code (finjrnlbytrans)
- Three Month Forecast (three_month_forecast)
- Reservation Statistics (res_statistics2)
- Reservation Statistics 1 (res_statistics1)
- Manager - Flash (manager_report)

# Configuring Room Rotation Setup

Use Rotation Setup to configure Rotation Periods, Rotation Point Rules, Owner Multipliers and Out of Order / Service Multipliers. OPERA Cloud uses the rotation points configuration to recalculate rotation points scores for all eligible rooms each time the Available Room Search is launched for reservation room assignment.

## Configuring Rotation Period

Rotation period allow you to define the frequency and interval that the accrued rotation points for rooms are reset. When the rotation period is reset, all current rotation point accumulations are deleted and a set of randomly generated rotation point scores are applied to all unites so that a ‘baseline; is established and each room has an equal chance of being rented. The randomly generated number is an extremely low number that is greater than zero but less than 0.00001.

### Editing the Rotation Period

1. From the **Administration** menu, select **Inventory**, select **Room Rotation**, then select **Rotation Setup**.
2. Enter search criteria, then click **Search**.
3. In the Rotation Period panel, click **Edit**.
    a. **Reset Period**: Select a room point reset frequency from the list.
    b. **Start Date**: Enter or select a start date for the period.

c. Click **Save**.

## Configuring Rotation Point Rules

Rotation Point Rules allows you to configure rules which determine the formula used to accumulate points to facilitate the rotation of the assignment of rooms. Rotation Point Rules are highly customizable and can be configured to calculate points on a per night, per stay, or per revenue basis, and can be applied to specific room types, rate codes, and even specific days of the week if desired.

### Adding Rotation Point Rules

1. From the **Administration** menu, select **Inventory**, select **Room Rotation**, then select **Rotation Setup**.
2. Enter search criteria, then click **Search**.
3. In the **Rotation Point Rules** panel, click **New** and complete the following:
   a. **Property**: Enter or select the property.
   b. **Start Date**: Enter start date for the calculation rule.
   c. **End Date**: Enter end date for the calculation rule.
   d. **Type**: Select the calculation type from the list. Points may be accrued per stay, per night or per amount of revenue generated based on charges selected in Configuring Rotation Transaction Codes.
   e. **Points**: Enter the point factor for the calculation.
   f. **Referral**: Select check box if the calculation rule is applicable to referrals of the owner (if referral relationship type is setup between owner and guest profile).
   g. **Weekdays**: Select check boxes for the days of the week this calculation rule is applicable
   h. **Room Types**: Select the room types from the **Available**, panel and click **>** to move selection to the **Selected** panel.

      > **Note:**
      >
      > Use the filter to search by entering a specific transaction codes and clicking **Go**. Click the double greater than arrow **>>** to move all transaction codes matching the search filter to the **Selected** panel.

   i. **Rate Codes**: Select the rate codes from the **Available** panel and click **>** to move selection to the **Selected** panel.
   j. Click **Save**.

### Editing Rotation Point Rules

1. From the **Administration** menu, select **Inventory**, select **Room Rotation**, then select **Rotation Setup**.
2. Enter search criteria, then click **Search**.

3. Expand the **Rotation Point Rules** panel, select the rule, then click the vertical ellipsis **Actions** menu and select **Edit**.
    a. Update the details.
    b. Click **Save**.

### Deleting Rotation Point Rules

1. From the **Administration** menu, select **Inventory**, select **Room Rotation**, then select **Rotation Setup**.
2. Enter search criteria, then click **Search**.
3. Expand the **Rotation Point Rules** panel, select the rule, then click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

## Configuring Rotation Owner (Occupied) Multiplier

Owner Multipliers allow you to configure a multiplier to be used in assigning rotation points for owner occupied rooms. Owner Multipliers can be customized based on room type, rate code as well as days of the week.

Use this option to configure a multiplier to assign rotation points to a room occupied by it's owner. Rotation Points for owner occupied rooms are calculated by first identifying a record from the Rotation Points setup for Rentals for the same room type as the owner's room, then if:

- The type for the record is **Per $ Revenue**, rotation points for owner occupied rooms are calculated as (Points x Owner Multiplier x Average Daily Rate (ADR) for all the rentals for the same room type).
- The type for the record is **Per Night or Per Stay**, the calculation uses an average of points for all the rooms for the same room type as owner occupied rooms and then multiply this by the Owner multiplier value. The Average Daily Rate is not considered in this case.

### Adding Rotation Owner Multiplier

1. From the **Administration** menu, select **Inventory**, select **Room Rotation**, then select **Rotation Setup**.
2. Enter search criteria, then click **Search**.
3. In the **Owner Multiplier** panel, click **New** and complete the following:
    a. **Property**: Enter or select the property.
    b. **Start Date**: Enter or select a start date for the calculation rule.
    c. **End Date**: Enter or select an end date for the calculation rule.
    d. **Multiplier**: Enter the multiplier that will be applied against the average rate of the occupied rooms of the same room type.
    e. **Weekdays**: Select check boxes for the days of the week this calculation rule is applicable
    f. **Room Types**: Select the room types from the **Available** panel and click **>** to move selection to the **Selected** panel.

> **Note:**
>
> Use the filter to search by entering a specific transaction codes and clicking **Go**. Click the double greater than arrow **>>** to move all transaction codes matching the search filter to the **Selected** panel.

g. **Rate Codes**: Select the rate codes from the **Available** panel and click **>** to move selection to the **Selected** panel.

h. Click **Save**.

### Editing Rotation Owner Multiplier

1. From the **Administration** menu, select **Inventory**, select **Room Rotation**, then select **Rotation Setup**.
2. Enter search criteria, then click **Search**.
3. Expand the **Owner Multiplier** panel, select the rule, then click the vertical ellipsis **Actions** menu and select **Edit**.
   a. Update the details.
   b. Click **Save**.

### Deleting Rotation Owner Multiplier

1. From the **Administration** menu, select **Inventory**, select **Room Rotation**, then select **Rotation Setup**.
2. Enter search criteria, then click **Search**.
3. Expand the **Owner Multiplier** panel, select the rule, then click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

## Configuring Rotation Out of Order / Out of Service Multipliers

Out of Order / Service Multipliers allow you to configure a multiplier (used in conjunction with the Average Daily Rate of the room type) to be used in assigning rotation points for rooms which are Out of Order or Out of Service. These multipliers can be customized based on room type, Out of Order / Service Reason code, and days of the week. (Available when the **Out of Order and/or Out of Service** OPERA Controls are active).

Out of Order and Out of Service multipliers are used to add or subtract rotation points when an owner or property place a room in an Out of Order or Out of Service status and want to keep the rotation points calculation equitable. The points are calculated by multiplying the value in **Multiplier** with the average nightly rate of all rooms of the same room type as the room that is Out of Order or Out of Service. For example, if the average rate for all CK units is $100.00 and a room is OO for reason WATER (with a 0.1 multiplier) overnight, then 10 points are added to that room's rotation points total during the end of day. (Available when the **Out of Order and/or Out of Service** OPERA Controls are active).

### Adding Rotation Out of Order / Out of Service Multipliers

1. From the **Administration** menu, select **Inventory**, select **Room Rotation**, then select **Rotation Setup**.
2. Enter search criteria, then click **Search**.
3. In the **Out of Order / Service** panel, click **New** and complete the following:
    a. **Property**: Enter or select the property.
    b. **Start Date**: Enter or select the start date for the calculation rule.
    c. **End Date**: Enter or select an end date for the calculation rule.
    d. **Multiplier**: Enter the multiplier that will be applied against the average rate of the occupied rooms of the same room type.
    e. **Weekday**: Select check boxes for the days of the week this calculation rule is applicable
    f. **Room Types**: Select the room types from the **Available** panel and click **>** to move selection to the **Selected** panel.

    > **Note:**
    >
    > Use the filter to search by entering a specific transaction codes and clicking **Go**. Click the double greater than arrow **>>** to move all transaction codes matching the search filter to the **Selected** panel.

    g. **OO/OS Reason**: Select the OO/OS reasons from the **Available**panel and click **>** to move selection to the **Selected** panel.
    h. Click **Save**.

### Editing Rotation Out of Order / Out of Service Multipliers

1. From the **Administration** menu, select **Inventory**, select **Room Rotation**, then select **Rotation Setup**.
2. Enter search criteria, then click **Search**.
3. Expand the **Out of Order / Service** panel, select the rule, then click the vertical ellipsis **Actions** menu and select **Edit**
    a. Update the details.
    b. Click **Save**.

### Deleting Rotation Out of Order / Out of Service Multipliers

1. From the **Administration** menu, select **Inventory**, select **Room Rotation**, then select **Rotation Setup**.
2. Enter search criteria, then click **Search**.
3. Expand the **Out of Order / Service** panel, select the rule, then click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

# Configuring Rotation Revenue Transaction Codes

Rotation Revenue Transaction Codes determines which revenue charges are considered in rotation point calculations for revenue-based rotation rules. Typically, this is limited to accommodation charges.

> **Note:**
>
> In the event that charges are routed, diverted or transferred to another room (reservation account), the original room in which the charge was posted will accrue rotation points once checked out.

### Editing Room Rotation Revenue Transaction Codes

1. From the **Administration**, select **Inventory**, select **Room Rotation**, then select **Room Rotation Revenue Transaction Codes**.
2. Enter search criteria, then click **Search**.
3. Click **Edit**.
   a. Select transaction codes from the **Available** panel and click **>** to move selection to the **Selected** panel.

      > **Note:**
      >
      > Use the filter to search by entering a specific transaction codes and clicking **Go**. Click the double greater than arrow **>>** to move all transaction codes matching the search filter to the **Selected** panel.

   b. Click **Save**.

# Configuring Owner Room Grades

Available when the **Room Rotation** and the **Owner Room Grade** OPERA Controls are active, use Owner Room Grades to configure the grades in which Owner Rooms will be evaluated. An **Owner Room Grade** value is selected in rooms configured as owner rooms, and is used to determine the resulting room rotation behavior based on the value selected in the Room Order Preference for Owner Rooms OPERA Control.

When configuring Owner Room Grades, the grades are ordered by **Sequence** number, with the lowest sequence number being the highest, most desirable grade. Rooms are assigned in Room Assignment and Batch Room Assignment grouped by **Owner Room Grade** in conjunction with the **Room Order Preference for Owner Rooms** OPERA Control.

### Adding Owner Room Grades

1. From the **Administration**, select **Inventory**, select **Room Rotation**, then select **Owner Room Grade Codes**.

2. Click **New**and complete the following:
    a. **Property**: Enter or select a property.
    b. **Code**: Enter an alpha-numeric code to be used for the Owner Room Grade.
    c. **Description**: Enter a description of the Owner Room Grade.
        i. **Manage Translations**: Click link to configure localized descriptions. For more information, see Configuring Localized Code Descriptions. (Available when the **Multi-language** OPERA Control is active.).
    d. **Sequence**: Enter a sequence number, the lowest sequence number being the highest, most desirable grade.
    e. Click **Save** or click **Save and Continue** to save this code and add another.

### Editing Owner Room Grades

1. From the **Administration**, select **Inventory**, select **Room Rotation**, then select **Owner Room Grade Codes**.
2. Enter search criteria then click **Search**.
3. Select the owner room grade code in the search result, then click the vertical ellipsis **Actions** menu and select **Edit**.
4. Update the configuration.
5. Click **Save**.

### Deleting Owner Room Grades

1. From the **Administration**, select **Inventory**, select **Room Rotation**, then select **Owner Room Grade Codes**.
2. Enter search criteria then click **Search**.
3. Select the owner room grade code in the search result, then click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

## Configuring Rotation Override Reasons

A Rotation Override Reasons is required during room assignment or room move when the room selected for a reservation is not the next room in the rotation sequence, according to room rotation setup Reservation rotation override is tracked in the Changes Log for the **Override** activity type.

> **Note:**
>
> In multi-property operations, rotation override reasons are available to all properties.

### Adding Rotation Override Reasons

1. From the **Administration**, select **Inventory**, select **Room Rotation**, then select **Rotation Override Reasons**.

2. Click **New** and complete the following:
    a. **Code**: Enter code for the rotation override reason.
    b. **Description**: Enter description for the rotation override reason.
        i. **Manage Translations**: Click link to configure localized descriptions. For more information, see Configuring Localized Code Descriptions. (Available when the **Multi-language** OPERA Control is active.).
    c. **Sequence**: Enter a display sequence for the rotation override reason in lists.
    d. Click **Save** or click **Save and Continue** to add another.

### Editing Rotation Override Reasons

1. From the **Administration**, select **Inventory**, select **Room Rotation**, then select **Rotation Override Reasons**.
2. Enter search criteria, then click **Search**.
3. Select the rotation override reason, then click the vertical ellipsis **Actions** menu and select **Edit**.
    a. Update the configuration.
    b. Click **Save**.

### Deleting Rotation Override Reasons

1. From the **Administration**, select **Inventory**, select **Room Rotation**, then select **Rotation Override Reasons**.
2. Enter search criteria, then click **Search**.
3. Select the rotation override reason, then click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

## Configuring Rotation Adjustment Reasons

Rotation Adjustment Reasons are used to identify why you are adjusting the assigned rotation points for a room or for a reservation.

> **Note:**
>
> In multi-property operations, rotation adjustment reasons are available to all properties.

### Adding Rotation Adjustment Reasons

1. From the **Administration**, select **Inventory**, select **Room Rotation**, then select **Rotation Adjustment Reasons**.
2. Click **New** and complete the following:
    a. **Code**: Enter code for the rotation adjustment reason.
    b. **Description**: Enter description for the rotation adjustment reason.

i. **Manage Translations**: Click link to configure localized descriptions. For more information, see Configuring Localized Code Descriptions. (Available when the **Multi-language** OPERA Control is active.).

c. **Sequence**: Enter a display sequence for the rotation adjustment reason in lists.

d. Click **Save** or click **Save and Continue** to add another.

### Editing Rotation Adjustment Reasons

1. From the **Administration**, select **Inventory**, select **Room Rotation**, then select **Rotation Adjustment Reasons**.
2. Enter search criteria then click **Search**.
3. Select the rotation adjustment reason code, then click the vertical ellipsis **Actions** menu and select **Edit**.
   a. Update the configuration.
   b. Click **Save**.

### Deleting Rotation Adjustment Reasons

1. From the **Administration**, select **Inventory**, select **Room Rotation**, then select **Rotation Adjustment Reasons**.
2. Enter search criteria then click **Search**.
3. Select the rotation adjustment reason code, then click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete**to confirm.

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# Financial Administration

## Prerequisites for Financial Administration

This chapter of the OPERA Cloud User Guide lists the prerequisites for Financial Administration menu.

### Prerequisites for Accounts Receivable Configuration

**OPERA Controls**

**Group**: Accounts Receivables

**Functions**: Accounts Receivables

**OPERA Cloud Tasks**

Account Receivables

- Restricted Reasons
  - New/Edit Restricted Reasons
  - Delete Restricted Reasons
- Account Types
  - New/Edit Account Types
  - Delete Account Types

### Prerequisites for AR Restricted Reasons Configuration

**OPERA Controls**

**Group**: Profiles

**Parameters**: Restriction / Flagged Reasons

### Prerequisites for Budget Forecast Entry

**OPERA Controls**

**Group**: Cashiering

**Functions**:

- Budget Forecast

**OPERA Cloud Tasks**

**Group**: Financial Admin

**Tasks**: Budget Forecast

## Prerequisites for Configuring Auto Folio Settlement Rules

**OPERA Controls**

**Group**: Cashiering

**Functions**: Auto Settlement Rules

## Prerequisites for Configuring Folio Copy Legend

**OPERA Controls**

**Group**: Cashiering

**Settings**: Folio Copy Legend

**OPERA Cloud Tasks**

**Group**: Financial Admin

**Tasks**: Cashiering Management

- Folio Copy Legend

## Prerequisites for Configuring Folio Arrangement Codes

**OPERA Controls**

**Group**: Cashiering

**Parameters**: Folio Arrangements

**OPERA Cloud Tasks**

**Group**: Financial Admin

**Parameters**: Cashiering Management

Folio Grouping Codes

- New/Edit Folio Grouping Codes
- Delete Folio Grouping Codes

## Prerequisites for Configuring Group Arrangement Codes

**OPERA Cloud Tasks**

**Group**: Financial Admin

**Parameters**: Cashiering Management

Folio Grouping Codes

- New/Edit Folio Grouping Codes
- Delete Folio Grouping Codes

## Prerequisites for Custom Numbers

**OPERA Controls**

**Group**: Cashiering

**Parameters**: Custom Numbers

**OPERA Cloud Tasks**

**Group**: Financial Admin

**Tasks**: Cashiering Management

Custom Numbers

- New/Edit Custom Numbers
- Delete Custom Numbers

## Prerequisites for Configuring Custom Charges Exemption

**OPERA Controls**

**Group**: Cashiering

**Parameters**: Custom Charges

**OPERA Cloud Tasks**

**Group**: Financial Admin

Cashiering Management

- Custom Charge Exemptions

## Prerequisites for Configuring Custom Charges

**OPERA Controls**

**Group**: Cashiering

**Parameters**: Custom Charges

**OPERA Cloud Tasks**

**Group**: Financial Admin

Cashiering Management

- New/Edit Custom Charge Config
- Delete Custom Charge Config

# Prerequisites for Configuring Daily Plans

**OPERA Controls**

**Group**: Cashiering

**Parameters**: Daily Plans

**OPERA Cloud Tasks**

Financial Admin

Cashiering Management

- Folio Grouping Codes
  - New/Edit Folio Grouping Codes
  - Delete Folio Grouping Codes

# Prerequisites for Configuring Expense Arrangement Codes

**OPERA Controls**

**Group**: Cashiering

**Parameters**: Prompt for Expense Folio Upon Check Out

**OPERA Cloud Tasks**

**Group**: Financial Admin

**Parameters**: Cashiering Management

Folio Grouping Codes

- New/Edit Folio Grouping Codes
- Delete Folio Grouping Codes

# Prerequisites for Configuring Package Arrangements

**OPERA Controls**

**Group**: Cashiering

**Functions**: Folio Arrangements

**OPERA Cloud Tasks**

Financial Admin

Cashiering Management

- Folio Grouping Codes
  - New/Edit Folio Grouping Codes
  - Delete Folio Grouping Codes

# Prerequisites for Configuring Fiscal Period Reporting

**OPERA Controls**

**Group**: Cashiering

**Functions**: Period Definition (optional)

**OPERA Cloud Tasks**

**Group**: Financial Admin

**Tasks**: Cashiering Management

Period Definition

- New/Edit Period Definition
- Delete Period Definition

# Prerequisites for Foreign Currency Codes

**OPERA Controls**

**Group**: Cashiering

**Functions**: Foreign Currency Codes

**Parameters**:

- Sell Currency
- Foreign Currency Limits

**OPERA Cloud Tasks**

Foreign Currency Codes

- New/Edit Foreign Currency Codes
- Delete Foreign Currency Codes
- Edit Foreign Currency Limits

# Prerequisites for Configuring Foreign Currency Limits

**OPERA Controls**

**Group**: Cashiering

**Functions**: Foreign Currency Codes

**Parameters**:

- Sell Currency
- Foreign Currency Limits

**OPERA Cloud Tasks**

Cashiering Management

- Foreign Currency Codes
- Edit Foreign Currency Limits

## Prerequisites for Setting Up No Show Posting Rules

**OPERA Controls**

**Group**: Cashiering

**Functions**: No Show and Cancellation Postings

**Parameters**: Post Revenue To No Shows (No show Posting Rules)

**Settings**: No Show Posting Transaction Code

**OPERA Cloud Tasks**

**Group**: Cashiering

**Tasks**: Cashiering Management

No Show Posting Rules

- New/Edit No Show Posting Rules
- Delete No Show Posting Rules

## Prerequisites for Shift Drop Locations and Bag Numbers

**OPERA Controls**

**Group**: Cashiering

**Parameters**: Shift Drop Location and Bag Numbers

## Prerequisites for Configuring Tax Types

**OPERA Controls**

**Group**: Cashiering

**Settings**:

- Tax Type Calculation
- Default Tax Type

**OPERA Cloud Tasks**

Cashiering Management

- Tax Types
  - New/Edit Tax Types

  - Delete Tax Types

# Prerequisites for Configuring Currency Exchange Service Taxes

**OPERA Controls**

**Group**: Cashiering

**Functions**: Foreign Currency Codes

- Exchange Service Tax
- Currency Exchange Taxable Transaction Code
- Service Tax based on Transaction Code Generates (optional)
- Currency Exchange Taxable Offset Transaction Code (optional)

**OPERA Cloud Tasks**

**Group**: Cashiering Management

**Tasks**: Exchange Service Tax

- New/Edit Exchange Service Tax
- Delete Exchange Service Tax

# Prerequisite for Commissions

**OPERA Controls**

**Group**: Commission

**Function**: Commission Handling

**OPERA Cloud Tasks**

**Group**: Financial Admin

**Tasks**: Commissions Management

- Bank Accounts
  - New/Edit Bank Accounts
  - Delete Bank Accounts
- Stop Processing Reasons
  - New/Edit Stop Processing Reasons
  - Delete Stop Processing Reasons
- Commission Codes
  - New/Edit Commission Codes
  - Delete Commission Codes

# Prerequisites for Stop Processing Reason Codes

**OPERA Controls**

**Group** : Commissions

**Parameters** : Stop Processing Reason Codes

**OPERA Cloud Tasks**

**Group**: Finance Administration

**Tasks**: Commissions Management

**Stop Processing Reasons**:

- New/Edit Stop Processing Reasons
- Delete Stop Processing Reasons

# Prerequisites for Comp Accounting

**Licenses / Subscriptions**

Oracle Hospitality OPERA Cloud Service Casino and Gaming Management

# Prerequisites for Comp Redemption Codes

**OPERA Controls**

**Group**: Comp Accounting

**Parameters**: Comp Redemption

**OPERA Cloud Tasks**

**Group** : Financial Admin

**Comp Accounting**: Comp Redemption Codes

- New/Edit Comp Redemption Codes
- Delete Comp Redemption Codes

# Prerequisites for Comp Routing Codes

**Licenses / Subscriptions**

Oracle Hospitality OPERA Cloud Service, Casino and Gaming Management Add-on

**OPERA Controls**

**Group**: Cashiering

**Functions**: Routing

**OPERA Cloud Tasks**

**Group** : Financial Admin

**Comp Accounting**: Comp Routing Codes

- New/Edit Comp Routing Codes
- Delete Comp Routing Codes

## Prerequisites for Comp Types

**OPERA Controls**

**Group**: Comp Accounting

**Parameters**: Comp Types

**OPERA Cloud Tasks**

**Group** : Financial Admin

**Comp Accounting**: Comp Types

- New/Edit Comp Types
- Delete Comp Types

## Prerequisites for Oracle Fiscal Integration Service (OFIS)

**OPERA Controls**

**Group**: Cashiering

**Parameters** : Fiscal Folio Printing

**OPERA Cloud Tasks**

**Group** : Financial Admin

**Tasks** : Fiscal Management

- Fiscal Commands
  - Edit Fiscal Commands
- Fiscal Partners
  - New/Edit Fiscal Partners
  - Delete Fiscal Partners
- Fiscal Terminal Setup
  - New/Edit Fiscal Terminal Setup
  - Delete Fiscal Terminal Setup
- Fiscal Folio Parameters
  - New/Edit Fiscal Folio Parameters
  - Fiscal Folio Parameters Template

  - Delete Fiscal Folio Parameters
- Fiscal Folio Buckets
  - New/Edit Fiscal Folio Buckets
  - Delete Fiscal Folio Buckets

## Prerequisites for Package Codes

**OPERA Controls**

**Group**: Rate Management

**Functions**:

- Advanced Packages (Allowances) - Optional
- Item Inventory - Optional

**OPERA Cloud Tasks**

Rate Management

- Package Codes
  - New/Edit Package Codes
  - Delete Package Codes

## Prerequisites for Rate Seasons

**OPERA Controls**

**Group**: Rate Management

**Functions**: Rate Seasons

**OPERA Cloud Tasks**

**Group**: Financial Admin

**Tasks**: Rate Management

- Rate Seasons

## Prerequisites for Configuring Display Sets

**OPERA Cloud Tasks**

Rate Management

- Display Sets
- New/Edit Display Sets
- Delete Display Sets

# Prerequisites for Base Rates

**OPERA Controls**

**Group**: Rate Management

**Functions**: Base Rates

- Base Rate Extra Person Calculation

# Prerequisites for Dynamic Base Rates

**OPERA Controls**

**Group**: Rate Management

**Functions**:

- Base Rates
- Dynamic Base Rates

# Prerequisites for Advanced Daily Rates

**OPERA Controls**

**Group**: Rate Management

**Functions**: Daily Rates

- Advanced Daily Rates

**OPERA Cloud Tasks**

**Group**: Financial Admin

**Tasks**: Rate Management

Rate Codes

- New/Edit Rate Codes
- Delete Rate Codes
- New/Edit Pricing Schedules
- Delete Pricing Schedules
- Edit Rate Code Type

# Prerequisites for Advanced Dynamic Base Rates

**OPERA Controls**

**Group**: Rate Management

**Functions**:

- Advanced Dynamic Base Rates
- Base Rates
- Best Available Rates
- Dynamic Base Rates

## Prerequisites for Best Available Rates (BAR)

**OPERA Controls**

**Group**: Rate Management

**Functions**: Best Available Rates

**Parameters**:

- Rate Groups
- Default to Highest BAR

**Settings**: Best Available Rate Type

## Prerequisites for Dynamic BAR Based Rates

**OPERA Controls**

**Group**: Rate Management

**Functions**: Best Available Rates

- Best Available Rate Type

## Prerequisites for BAR Based Rates

**OPERA Controls**

**Group**: Rate Management

**Functions**: Best Available Rates

- Best Available Rate Type

## Prerequisites for Managing Rate Code Approval

**OPERA Controls**

**Group**: Rate Management

**Functions**: Rate Code Approval

**OPERA Cloud Tasks**

**Group**: Financial Admin

**Tasks**: Rate Management

Rate Codes

- Approve Rate Codes

## Prerequisites for Rate Code Restrictions

**OPERA Controls**

**Group**: Inventory Management

**Parameters**: Restrictions

- Setting: Rate Category Restrictions
- Setting: Rate Code Restrictions
- Setting: Restriction Types

## Prerequisites for Rate Code Default Routing Instructions

**OPERA Controls**

**Group**: Cashiering

**Functions**: Routing

## Prerequisites for Configuring Multi Transaction Code Rate Codes

**OPERA Controls**

**Group**: Rates

**Parameters**: Revenue Posting by Room Type/Room Class

## Prerequisites for Configuring Daily Rates

**OPERA Controls**

**Group**: Rate Management

**Functions**: Daily Rates

**OPERA Cloud Tasks**

**Group**: Financial Admin

**Tasks**: Rate Management

- Rate Codes
- New/Edit Rate Codes
- Delete Rate Codes
- New/Edit Pricing Schedules
- Delete Pricing Schedules
- Edit Rate Code Type

# Prerequisites for Configuring Best Available Rate Schedules

**OPERA Controls**

**Group**: Rate Management

**Functions**: Best Available Rates

**Settings**: Best Available Rate Type = BAR by Day or BAR by LOS

**OPERA Cloud Tasks**

**Group**: Financial Admin

**Tasks**: Best Available Rate Schedule

- New Best Available Rate Schedule
- Delete Best Available Rate Schedule

# Prerequisites for Occupant Threshold Pricing

**OPERA Controls**

**Group**: Rates

**Functions**: Occupant Threshold Pricing Method

# Prerequisites for Configuring Advanced Rate Code Posting Rhythms

**OPERA Controls**

**Group**: Rate Management

**Parameters**: Advanced Rate Code Posting Rhythm

> **Note:**
>
> Cannot be used in conjunction with Rate Code Posting Rhythm OPERA Control

# Prerequisites for Rate Tiers

**OPERA Controls**

**Group**: Rate Management

**Functions**: Rate Tiers

**Settings**: Rate Tier Details

**OPERA Cloud Tasks**

**Group**: Financial Admin

**Tasks**: Rate Management

# Prerequisites for Configuring Rate Code Protection

**OPERA Controls**

**Group**: Rate Management

**Parameters**: Rate Ownership Handling (optional)

**OPERA Cloud Tasks**

**Group**: Financial Admin

**Tasks**: Rate Management

Rate Protection

- Edit Rate Protection

# Prerequisites for Promotion Codes

**OPERA Controls**

**Group**: Rate Management

**Functions**: Promotions Module

**Parameters**: Hide Promotion Rates

**Group**: Membership

**Function**: Membership Promotions

**OPERA Cloud Tasks**

**Group**: Financial Admin

**Tasks**: Promotion Codes

- New/Edit Promotion Codes

# Prerequisites for Promotion Codes with Comp Routing Instructions

**Licenses / Subscriptions**

Oracle Hospitality OPERA Cloud Service, Casino and Gaming Management Add-on

**OPERA Controls**

**Group**: Cashiering

**Functions**: Routing

**Group**: Rate Management

**Functions**: Promotions Module

The following parameter impacts the workflow related to Promotion Codes with Comp Routing:

**Group**: Comp Accounting

**Parameters**: Authorizer PIN Required

# Prerequisites for Hurdle Rates

**Integrations**

Oracle Hospitality Integration Platform

**OPERA Controls**

**Group**: Rate Management

**Function**: Yield Management

- Yield Market Types

**OPERA Cloud Tasks**

**Group**: Financial Admin

**Tasks**: Rate Management

Hurdle Rates

- New/Edit Hurdle Rates
- Delete Hurdle Rates

# Prerequisites for Yield Management

**Subscriptions**

Oracle Hospitality OPERA Cloud Foundation

OR

Oracle Hospitality OPERA Cloud Central Management Services

**OPERA Controls**

**Group**: Rate Management

**Function**: Yield Management

**Parameter**: Yield Market Types

**Parameter**: Multiple Yield Market Types

**OPERA Cloud Tasks**

**Group**: Financial Admin

**Tasks**: Rate Management

- Yield
  - New/Edit Yield Category
  - Delete Yield Category
  - New/Edit Yield Adjustments
  - Delete Yield Adjustments

- New/Edit Yield Market Types
- Delete Yield Market Types

## Prerequisites for Configuring Rate Groups

**OPERA CONTROLS**

**Group**: Rate Management

**Functions**: Best Available Rates

**Parameters**: Rate Groups

**OPERA Cloud Tasks**

**Group**: Financial Admin

**Tasks**: Rate Groups

- New/ Edit Rate Groups
- Delete Rate Group

## Prerequisites for Property Calendar

**OPERA Controls**

**Group**: Reservations

**Parameters**: Property Calendar

**OPERA Cloud Tasks**

**Group**: Financial Admin

**Tasks**: Rate Management

- Property Calendar
- New/Edit Property Calendar
- Delete Property Calendar

## Prerequisites for Day Types

**OPERA Controls**

**Group**: Rate Management

**Functions**: Day Types

**OPERA Cloud Tasks**

**Group**: Financial Admin

**Tasks**: Rate Management

- Property Calendar
- Edit Day Types

- Delete Day Types

## Prerequisites for Interim / Final Procedures and Reports

**OPERA Controls**

**Group**: End of Day

**Functions**: Income Audit (optional)

**Settings**: Income Audit Cashier Setting

**OPERA Cloud Tasks**

**Tasks**: Routine Management

- End of Day Procedures
  - New/Edit Procedures
  - Delete Procedures
- End of Day Reports
  - New/Edit Reports
  - Delete Reports

## Prerequisites for Transaction Diversion

**OPERA Controls**

**Group**: Cashiering

**Functions**: Transaction Diversions.

**OPERA Cloud Tasks**

**Financial Admin**

- Transaction Diversions
  - New/Edit Transaction Diversions
  - Delete Transaction Diversions

## Prerequisites for Revenue Buckets

**OPERA Controls**

**Group**: Profile

**Functions**: Profile Revenue Buckets.

**OPERA Cloud Tasks**

**Group**: Financial Admin

**Tasks**: Revenue Buckets

- New/Edit Revenue Buckets

- Delete Revenue Buckets

## Prerequisites for Routing Codes

**OPERA Controls**

**Group**: Cashiering

**Functions**:

- Routing
- Routing Limits

**OPERA Cloud Tasks**

Financial Transactions

Routing Codes

- New/Edit Routing Codes
- Delete Routing Codes

## Prerequisites for About Rounding Factors

**OPERA Controls**

**Group**: Cashiering

**Function**: Rounding Factor

**Setting**:

- Rounding Multiple (Factor)
- Rounding Multiple (Transaction) Code

## Prerequisites for Transaction Code Protection

**OPERA Controls**

**Group**: Cashiering

**Functions**: Transaction Code Ownership

**OPERA Cloud Tasks**

**Group**: Financial Admin

**Tasks**: Financial Transactions

Transaction Code Protection

- Edit Transaction Code Protection

**Group**: Financial Admin

**Tasks**: Financial Transactions

Transaction Codes

- Override Property Protection
- Override Central Protection

## Prerequisites for Configuring Articles

**OPERA Controls**

**Group**: Cashiering

**Functions**: Articles

**OPERA Cloud Tasks**

Financial Transactions

- Articles
  - New/Edit Articles
  - Delete Articles

## Prerequisites for Configuring Revenue Type Mapping

**OPERA Controls**

**Group**: Events

**Functions**: Catering Events

**OPERA Cloud Tasks**

**Group**: Financial Admin

**Tasks**: Financial Transactions

Revenue Type Mapping

- New/Edit Revenue Type Mapping
- Delete Revenue Type Mapping

## Prerequisites for Credit Card Types

**OPERA Cloud Tasks**

**Group**: Financial Admin

**Tasks**: Financial Transactions

Credit Card Types

- New/Edit Credit Card Types
- Delete Credit Card Types

## Prerequisites for Configuring Transaction Discount Rules

**OPERA Controls**

**Group**: Cashiering

**Functions**: Articles (optional)

**Parameter**: Transaction Discount

**OPERA Cloud Tasks**

**Group**: Financial Admin

**Tasks**: Transaction Discount

- Edit Transaction Discount
- Delete Transaction Discount

## Prerequisites for Rate Code Posting Rhythm

**OPERA Controls**

**Group**: Rate Management

**Functions**: Rate Code Posting Rhythm

## Prerequisites for Configuring Promotion Groups

**OPERA Controls**

**Group**: Rate Management

**Functions**: Promotions Module

**Parameters**: Hide Promotion Rates

**Group**: Membership

**Functions**: Membership Promotion

**OPERA Cloud Tasks**

**Group**: Financial Admin

**Tasks**: Promotion Groups

- New/Edit Promotion Groups
- Delete Promotion Groups

## Prerequisites for Configuring Voucher Rules

**OPERA Controls**

**Group**: Cashiering

**Settings**: Vouchers

**OPERA Cloud Tasks**

**Group**: Financial Admin

**Tasks**: Vouchers

- New/Edit Vouchers
- Delete Vouchers

# About Accounts Receivable Configuration

Prerequisites for Accounts Receivable Configuration

The Accounts Receivable module enables you to manage debtors' accounts, invoices, and remittance. AR also supports management of payment collection through the production of periodic statements and reminder letters.

You can also manage and track remittance from credit card merchants accounts receivables, with specific functionality available to compress individual credit card settlements into a single invoice. The single invoice is automatically transferred to the debtor ledger account for the payment type during the End of Day.

You can activate optional functionality for the Accounts Receivable module in OPERA Controls.

| | |
|---|---|
| Financial Charges | Enables the ability to post a calculated percentage or fixed amount charge on a monthly cycle – typically used for charging overdue payment fees. |
| Fixed Charges | Enables the ability to auto-post a periodic charge to an AR Account based on defined cycle – daily, weekly, monthly. |
| Traces | Enables the ability to add an actionable date-driven reminder on AR accounts. |

The following configuration is required in order to use the Accounts Receivable module:

- OPERA Controls — Accounts Receivables
- AR Statement templates.
- Reminder Letter templates.
- AR Account Types.
  - Financial Charges
  - Reminder Letter Cycles
- Restriction Reasons.

## Configuring Accounts Receivable Account Types

Account Receivable account types enable you to categorize AR accounts. The account type selected in each AR Account is used for filtering in both the application and also on reports, such as when generating an AR aging report subtotaled by account type. Account types also determine the stationery templates to use when generating statements and reminder letters.

Gaming You can also set up Comp Accounting AR types to automatically receive comp transactions for AR handling. For more information, see Comp AR Accounts.

When the **Finance Charges** OPERA Control is active a 'late payment' charge can be levied against overdue balances for accounts in each AR account type. An End of Day procedure calculates and posts the finance charges using the transaction code selected in the **Default Finance Charge Transaction Code** OPERA Control. The financial charge is posted as a separate invoice in each AR account. In the invoice, the financial charge supplement reads: "Finance Charges Posted Automatically".

Example:

The Post AR Finance Charges process is scheduled to run for an AR account type on the 18th of each month and apply a 10% charge for invoice balances older than 30 days . Today's business date is June 18:

The debtors account shows the following outstanding balances:

| Invoice Date | Invoice Age | Invoice Open Balance | Account Balance | Financial Charge | |
|---|---|---|---|---|---|
| Jan 13 | 156 days | $100 | $100 | | |
| Feb 12 | 123 days | $200 | $300 | | |
| Mar 11 | 99 days | $150 | $450 | | |
| May 10 | 39 days | $100 | $550 | | |
| May 11 | 38 days | –$100 (unallocated payment) | $450 | | |
| May 20 | 29 days | $175 | $625 | | |
| June 18 | 0 days | $45 / $55 | | $45 / $55 | • If the $100 unallocated payment is not included in the calculation, the total amount outstanding is $550 and the financial charge applied is $55.<br>• If the $100 unallocated payment is included in the calculation the amount outstanding is $450 and the finance charge applied is $45. |

The finance charge is posted to the AR account as a new invoice dated June 18th.

The outstanding invoice created on May 20th is not included in the calculation because it is less than 30 days old.

### Adding AR Account Types

1. From the **Administration** menu, select **Financial**, select **Accounts Receivables Management**, and then select **Account Types**.
2. Click New and complete the following
    a. **Property**: Enter or select the property
    b. **Type**: Enter a code for the account type
    c. **Description**: Enter a description for the account type
    d. **Credit Limit**: Enter a default credit limit for AR Accounts of this account type
    e. **Statement Mode**: Select a mode from the list
        i. **Balance Forward**: A balance as of MM/DD/YY field on the statement shows the total previous balance for the account. The last statement date and total amount from the last statement will be printed on the statement as the balance forward date and balance forward, respectively, by default, unless overridden by a date in the Balance Forward From field
        ii. **Individual Open Items**: All open balance invoices are listed as individual line items on the statement
    f. **Reminder Cycle**: Select a reminder letter cycle
        i. **Days**: Reminder letters are generated based on the number of days for which the account has had an outstanding balance. Use this option, for example, if you want to send a reminder letter for outstanding balances of 30 days, 60 days, and 90 days. These letters can be customized for each cycle.
        ii. **End of Month**: Reminder letters are generated at the end of each month if the account has an outstanding balance. This option might be appropriate, for example, if you select the Balance Brought Forward Statement Mode.
            i. **Letter Name**: Select a reminder template from the list
    g. **Report (Aging) Delays Days**: Select a value from the list to define the aging delay days for unpaid invoices (Available when the **Delay Days Report** OPERA Control is active).
    h. **Statement (Template)**: Select a customized statement from the list.
        i. Select **Print Invoices without details** if you do not want to print invoice details on the statement.
        ii. Select **Print Invoices with details** to print invoice details on the statement. Invoice details appear under each invoice number, along with a subtotal per invoice. Invoice details include date, individual charges, and a description.
        iii. Select **Print Separate Folios** to print the statement followed by the separate folios included in the statement. When you select this option for the account type, the **Print Folios** check box is selected by default when selecting Statement Options for the AR Account.

> **Note:**
>
> Invoices created AR Enter Old Balances will not have a folio number assigned and will not be printed.

i. **Finance Charges**: Available when the **Finance Charges** OPERA Control is active.
   i. **Post on Day**: Enter the day in the month when the End of Day procedure should run the AR Post Finance Charge procedure for this account type.
   ii. **Charges Older than (n) Days**: Enter the number of days after which an outstanding balance triggers finance charges. For determining the age of the invoices and AR balance, the clock starts on the date when the invoice is created.
   iii. **Percentage**: Select to post a charge calculated as percentage of charges. Enter the percentage.
   iv. **Amount**: Select to post a flat amount. Enter the amount.
   v. **Include Unallocated Payments**: Select to subtract any unallocated payments from the outstanding balance before the finance charge is calculated.

j. **Daily Reminder Cycle**: When the Reminder Cycle field is set to Days, the Daily Reminder Cycles configuration lets you determine which reminder letters are generated for AR accounts with an outstanding balance for a given number of days. You can generate a different reminder letter for outstanding balances of 30 days, 60 days, 90 days etc. The date when the aging "clock" starts, and thus when the first reminder cycle begins, is determined by the **Date For Aging** OPERA Control.
   i. Click **New**.
      i. **Number of Days**: Enter the number of days in the reminder cycle.
      ii. **Letter (Template) Name**: Select a reminder template from the list.
   ii. Repeat to add additional letters.
   iii. To edit a cycle, select the cycle and update the Days and Letter.
   iv. To delete a cycle select the letter and days, click the vertical ellipsis and select **Delete**.

> **Note:**
>
> When the **Simple Reminder** OPERA Control is active, the Reminder Details screen sorts reminder letters in the order in which they were set up, starting with the first letter that was configured. This is typically the order in which these letters are generated for reminder letter mailings. There may be more than one letter "queued up" to be generated for the account depending on the age of the account balance and which letters have already been generated.

> **Note:**
>
> When **Simple Reminder** OPERA Control is inactive, reminder letters are sorted based on the number of days in the reminder cycle, lowest to highest. For this parameter setting, reminder letter mailings are generated depending on the age of the account balance, not on which letters have already been mailed. For example, assuming there are 30, 60, and 90-day cycles, if the account balance is 63 days old when letters are generated, the 60 day letter is sent, regardless of whether the 30 day letter was sent.

3. Click **Save**.

### Editing AR Account Types

1. From the **Administration** menu, select **Financial**, select **Accounts Receivables Management**, and then select **Account Types**.
2. Enter search criteria and click **Search**.
3. Select an account type and click the vertical ellipsis **Actions** menu and select **Edit**.
   a. Update the details
   b. Click **Save**.

### Deleting AR Account Types

1. From the **Administration** menu, select **Financial**, select **Accounts Receivables Management**, and then select **Account Types**.
2. Enter search criteria and click **Search**.
3. Select an account type and click the vertical ellipsis**Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

## Configuring AR Restricted Reasons

Prerequisites for AR Restricted Reasons Configuration

Restricted Reasons enable you to set a restricted status on an Account Receivables account created for company, travel agent, source, contact, individual, and group type profiles.

### Adding AR Restricted Reasons

1. From the **Administration** menu, select **Financial**, select **Accounts Receivables Management**, and then select **Restricted Reasons**.
2. Click **New** and enter the following details:
   a. **Property**: Select or confirm the property.
   b. **Code**: Enter a code to identify the restricted reason.
   c. **Description**: Enter a description of the reason.
   d. **Sequence**: Enter a sequence number to indicate the placement of the restricted reason code when it appears in the profile account setup list of restrictions. Restricted reasons without a sequence number appear in alphabetical order following restriction reasons with a sequence number.

3. Click **Save**.

### Editing AR Restriction Reasons

1. From the **Administration** menu, select **Financial**, select **Accounts Receivables Management**, and then select **Restricted Reasons**.
2. Enter search criteria, click **Search**.
3. Select a restricted reason , click the vertical ellipsis **Actions** menu, then select **Edit**.
4. Update the configuration.
5. Click **Save**.

### Deleting AR Restriction Reasons

1. From the **Administration** menu, select **Financial**, select **Accounts Receivables Management**, and then select **Restricted Reasons**.
2. Enter search criteria, click **Search**.
3. Select a restricted reason, click the vertical ellipsis **Actions** menu, then select **Delete**.
4. Click **Save**.

# Budget Forecast Entry

Use Budget Forecast to setup budgets per defined period. For Oracle Hospitality OPERA Cloud Service, Sales and Event Management subscribers, catering (event) budget forecast can be included on Room and Catering Revenue Pace `(BI)(rep_room_cat_rev_pace_bi)`, Group Room Pace `(BI)(rep_group_rooms_pace_bi)`, and Catering Progress `(BI)(rep_catering_progress_bi)` reports.

Budget forecast data can also be referenced in Reporting and Analytics.

### Loading Market Budget Forecast

The Market Code selection allows you to choose between **Revenue** and **Room Nights**.

1. From the **Administration** menu, select **Financial** then select **Budget Forecast**.
2. Select the **Market** tab.
3. Click **Load Budget Info**.
    a. **Property**: Enter or select the property.
    b. **Market Code**: Select a market from the list.
    c. **Year**: Select a year from the list.
    d. Budget Type
        i. **Budget**: Select to enter budget.
        ii. **Forecast**: Select to enter forecast.
    e. Budget Item
        i. **Revenue**: Select to enter revenue budget figures.
        ii. **Room Nights**: Select to enter room night budget figures.

f. Distribute
   i. **Evenly**: Select the distribute the total evenly.
   ii. **By Month**: Select to distribute the total by month.
   iii. **By Budget Code**: Select to distribute the total by budget code.
g. **Total**: Enter a total amount.
h. Click **Load**.

### Loading Rate Budget Forecast

The Rate Code selection allows you to choose between **Revenue** and **Room Nights**.

1. From the **Administration** menu, select **Financial** then select **Budget Forecast**.
2. Select the **Rate** tab.
3. Click **Load Budget Info**.
   a. **Property**: Enter or select the property.
   b. **Rate Code**: Select a rate code from the list.
   c. **Year**: Select a year from the list.
   d. Budget Type
      i. **Budget**: Select to enter budget.
      ii. **Forecast**: Select to enter forecast.
   e. Budget Item
      i. **Revenue**: Select to enter revenue budget figures.
      ii. **Room Nights**: Select to enter room night budget figures.
   f. Distribute
      i. **Evenly**: Select the distribute the total evenly.
      ii. **By Month**: Select to distribute the total by month.
      iii. **By Budget Code**: Select to distribute the total by budget code.
   g. **Total**: Enter a total amount.
   h. Click **Load**.

### Loading Custom Code Budget Forecast

The Custom Code selection automatically switches to **Value** and eliminates the Room Nights and Revenue options.

1. From the **Administration** menu, select **Financial** then select **Budget Forecast**.
2. Select the **Custom** tab.
3. Click **Load Budget Info**.
   a. **Property**: Enter or select the property.
   b. **Custom Code**: Select a custom code from the list.
   c. **Year**: Select a year from the list.
   d. Budget Type
      i. **Budget**: Select to enter budget.

   ii. **Forecast**: Select to enter forecast.

e. Budget Item
   i. **Value**: Select to enter by value.

f. Distribute
   i. **Evenly**: Select the distribute the total evenly.
   ii. **By Month**: Select to distribute the total by month.
   iii. **By Budget Code**: Select to distribute the total by budget code.

g. **Total**: Enter a total amount.

h. Click **Load**.

### Loading Transaction Code Budget Forecast

1. From the **Administration** menu, select **Financial** then select **Budget Forecast**.
2. Select the **Transaction** tab.
3. Click **Load Budget Info**.
   a. **Property**: Enter or select the property.
   b. **Transaction Code**: Select a transaction code from the list.
   c. **Year**: Select a year from the list.
   d. Budget Type
      i. **Budget**: Select to enter budget.
      ii. **Forecast**: Select to enter forecast.
   e. Budget Item
      i. **Value**: Select to enter by value.
   f. Distribute
      i. **Evenly**: Select the distribute the total evenly.
      ii. **By Month**: Select to distribute the total by month.
      iii. **By Budget Code**: Select to distribute the total by budget code.
   g. **Total**: Enter a total amount.
   h. Click **Load**.

### Loading Catering (Event) Budget Forecast

This data is included on the reports: Room and Catering Revenue Pace `(BI)(rep_room_cat_rev_pace_bi)`, Group Room Pace `(BI)(rep_group_rooms_pace_bi)`, and Catering Progress `(BI)(rep_catering_progress_bi)`.

1. From the **Administration** menu, select **Financial** then select **Budget Forecast**.
2. Select the **Catering** tab.
3. Click **Load Budget Info**.
   a. **Property**: Enter or select the property.
   b. **Year**: Select a year from the list.

c. **Catering**: Select checkbox to enter catering budget, allows for splitting of the catering budget by Catering Only Y/N to then be compared with the business blocks **Catering Only** check box.

d. **Budget Type**: Select a value from the list.

   i. **Event Type** - When the Revenue option button is selected, you are able to enter catering revenue and covers budget by Event Type + Revenue Type. When Event Type is selected, the Codes button will list all of the possible Event Type + Revenue Type combinations to be selected for budgeting.

   ii. **Group Market Segment** - When the Revenue option button is selected, you are able to enter catering revenue and covers budget by Market Segment + Revenue Type. When Group Market Segment is selected, the Codes button will list all of the possible Market Segment + Revenue Type combinations to be selected for budgeting.

   iii. **Meal Type** - When the Revenue option button is selected, you are able to enter catering revenue and covers budget by Meal Type. When Meal Type is selected, the Codes button will list all of the possible Meal Type + Revenue Type combinations to be selected for budgeting. This option is only available when the application parameter Catering > Catering Meal Types is set to Y.

   iv. **Revenue Group** - When the Revenue option button is selected, you are able to enter catering revenue and covers budget by Revenue Type. When Revenue Type is selected, the Codes button will list all of the active Revenue Types to be selected for budgeting.

e. **Revenue Type**: Select a revenue type from the list.

f. Budget Type

   i. **Budget**: Select to enter budget.

   ii. **Forecast**: Select to enter forecast.

g. Budget Item

   i. **Revenue**: Select to enter revenue budget figures for the option selected in the **Budget Type** list.

   ii. **Covers**: Select to enter covers budget figures for the option selected in the **Budget Type** list.

h. Distribute

   i. **Evenly**: Select the distribute the total evenly.

   ii. **By Month**: Select to distribute the total by month

   iii. **By Budget Code**: Select to distribute the total by budget code.

i. **Total**: Enter a total amount.

j. Click **Load**.

### Viewing Budget Forecast

1. From the **Administration** menu, select **Financial** then select **Budget Forecast**.
2. Select the **Market**, **Rate**, **Custom**,**Transaction** or **Catering** tab.
3. Enter search criteria, then click **Search**.

### Editing Budget Forecast

1. From the **Administration** menu, select **Financial** then select **Budget Forecast**.

2. Select the **Market, Rate, Custom, Transaction** or **Catering** tab.
3. Enter search criteria, then click **Search**.
4. Click **Edit Budget Info**.
5. Enter search criteria, then click **Search**.
6. Update the details.
7. Click **Save**.

# Configuring Cashiering Components

Cashiering configurations affect the control and management of financial transactions at your property. You can configure cashiering components for articles for sale, cancellation handling, deposits, folios, settlements, adjustments, cashiers, and so on.

## Configuring Adjustment Reason Codes

Adjustment codes provide pre-defined reasons for adjustments and deletions made to transactions posted to a guest or AR ledger account. Examples of adjustment code reasons would be a duplicate charge, error, overcharge, manager's discretion, and so on.

### Adding Adjustment Reason Codes

1. From the **Administration** menu, select **Financial**, select **Cashiering Management**, and select **Adjustment Codes**.
2. Click **New** and complete the following:.
    a. **Property**: Enter or select the property.
    b. **Code**: Enter a code to represent the adjustment reason.
    c. **Description**: Enter a description of the adjustment reason.
    d. Select one of the following **(Adjustment) Code Types**:
        i. **Adjustment**: Indicates an adjustment charge posted to the reservation or AR account.
        ii. **Service Recovery**: Indicates resolution of an issue with a dissatisfied guest.
        iii. **Credit Bill**: Indicates a credit bill adjustment (Available when the **Credit Bill** OPERA Control is active).
    e. Click **Save**.

### Editing Adjustment Reason Codes

1. From the **Administration** menu, select **Financial**, select **Cashiering Management**, and select **Adjustment Codes**.
2. Enter search criteria then click **Search**.
3. Select the adjustment code, then click the vertical ellipsis **Actions** menu and select **Edit**.
    a. Update the configuration.
    b. Click **Save**.

### Deleting Adjustment Reason Codes

1. From the **Administration** menu, select **Financial**, select **Cashiering Management**, and select **Adjustment Codes**.
2. Enter search criteria then click **Search**.
3. Select the adjustment code, then click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

## About Credit Card Authorization Rules

An authorization rule is a formula that determines the anticipated total expenses that will be charged to a credit card. The authorization rule, authorization history, and additional authorization options are available if payment integration is active at your property.

The authorization rule calculates the anticipated expense amount for the reservation and obtains the required credit card pre-authorization. The reservation is automatically updated with the new authorized amount and the approval code during the End of Day Credit Card Authorization (night_audit_authorization) procedure.

On the day of check out, an authorization executes using the authorization rule attached to the reservation the first time the hotel performs either a manual or batch authorization. This procedure helps to eliminate an excessive number of individual authorizations on the day of check out, particularly when guests stay and use the hotel facilities on the day of departure.

Properties usually set a default authorization rule. The rule is automatically applied to each guest's reservation. You can set the default rule using the Authorization Rule setting on the Credit Cards menu screen.

You will not normally need to change the default authorization rule for a guest's credit card unless there are unusual circumstances (for example, for guests with multiple night stays and/or when multiple guests are charging to the same credit card).

The following Authorization Rules are configured in OPERA Cloud on the Administration menu> Financial>Cashiering Management>Authorization Rules screen.

Based on the Advanced Authorization Rules OPERA Control , there are two options are available for the setup of credit card authorization rules.

- Your property can rely on a single default authorization rule that applies to all reservations (Available when the Advanced Authorization Rules OPERA Control is inactive).
- Your property can apply different authorization rules based on Room Type, Room Class, Rate Code, Rate Category, Reservation Type and Source Code or a combination of the same. If none of the combinations match with the reservation, a default authorization rule will apply. (Available when the Advanced Authorization Rules OPERA Control is active).

**Table 13-1 Authorization Rules**

| Rule Number | Rule Description |
|---|---|
| 1 | Nights x (Daily Rate) |
| 2 | Nights x (Daily Rate + Amount) |
| 3 | Nights x (Daily Rate + (Persons*Amount)) |

**Table 13-1 (Cont.) Authorization Rules**

| | |
|---|---|
| 4 | Nights x (Daily Rate + Percentage) |
| 5 | Amounts |
| 6 | Nights x (Percentage) |
| 7 | Nights x (Daily Rate + Amount - Daily Rate) |
| 8 | Nights x (Daily Rate + (Persons*Amount) - Daily Rate) |
| 9 | (Nights x Daily Rate) + Amount |

The Daily Rate value in these authorization rules is a sum of the Room Rate + Add to Rate Packages + Fixed Charges, plus the associated taxes.

**Available Rules and Examples**

The Daily Rate element defined in the rules is based on rate code configuration. When a rate code is tax exclusive, the prices and generates would be taken into consideration.

If there is a reservation for Mr. and Mrs. Smith (2 adults) for 3 nights with a Rack rate code of $100, and if the Rack rate code is configured as tax exclusive with 10% city tax configured in generates, then the authorization definitions and amounts would be as follows:

**Rule 1 - Nights*(Daily Rate)**

Example 1: The authorization amount would be for $330.

3 * (110) = 330

**Rule 2 - Nights*(Daily Rate+Amount)**

Example: If $20 is the default amount, the authorization amount would be for $390.

3 * (110 +20) = $390

**Rule 3 - Nights*(Daily Rate + (Persons*Amount))**

Example: If $20 dollars is the default amount, the authorization amount would be for $450.

3 * (110 + (2 *20) = $450

**Rule 4 - Nights*(Daily Rate + Percentage)**

Example: If 10% was configured in the setup, then the authorization amount would be for $363.

3 * (110) + 11 = $363

**Rule 5 - Amount**

Example: If the flat amount was defined for $50, then the authorization amount would be $50.

> **Note:**
>
> The first authorization (from either Batch, Scheduled, or Check-in authorization) would be the Amount specified for the rule + total balance (if reservation balance is > 0).
>
> - The amount specified for the rule (if reservation balance is < 0)
> - All Subsequent authorizations (from Batch, Scheduled, End of Day)
> - Total Reservation Balance – Existing approved amount
>
> There is no difference between the incidental approval and actual approval as in the other rules.

**Rule 6 - Nights*(Daily Rate * Percentage)**

Example: If the configured percentage amount is 10%, then the authorization amount would be $33.

3 * (110*10/100) = $33.

**Rule 7 - Nights*(Daily Rate + Amount - Daily Rate)**

Example: If $20 dollars is the default amount, the authorization amount would be for $60.

3 * (110 + 20 - 110) = $60

> **Note:**
>
> When the Reservations > Exclude Rate From Auth Based On Routing application parameter is set to Y, Rule 7 and Rule 8 are not available for use with authorization rule schedules.

**Rule 8 - Nights*(Daily Rate + (Persons*Amount) - Daily Rate)**

Example: If $20 is the flat amount, the authorization amount would be for $120.

3 * (110 + (2 * 20) - 110) = $120

> **Note:**
>
> When the Reservations > Exclude Rate From Auth Based On Routing application parameter is set to Y, Rule 7 and Rule 8 are not available for use with authorization rule schedules.

**Rule 9 - (Nights * Daily Rate) + Amount**

Example: If $20 is the default amount, the authorization amount would be for $350.

(3 * 110) + 20 = $350

> **Note:**
>
> A single flat amount is applied to the (nights * daily rate) calculation, regardless of the length of stay. This flat amount applied also includes incidental charges for the entire stay and will not obtain more authorization during the End of Day process until the existing incidental approval amount is used up.

**Scenario 1**

- Create a Reservation for 2 nights, Rate amount $100.00 , Tax = 15.00.
- Attached authorization rule 9 , estimated approval = (2 * 115) + 50 = $280.00.
- Checked in the reservation and $280.00 was authorized.
- Posted a charge for 20.00 on the folio.
- Verify that the Estimated Approval Amount = 0.
- Run EOD.
- No additional authorization obtained during EOD.

**Scenario 2**

- Create a Reservation for 2 nights, Rate amount $100.00 , Tax = 15.00.
- Attached authorization rule 9 , estimated approval = (2 * 115) + 50 = $280.00.
- Checked in the reservation and $280.00 was authorized. Posted a charge for 200.00 on the folio.
- Verify that the Estimated Approval Amount = $200.
- Run EOD.
- Additional authorization for $200 obtained during EOD.
- (This is because $200 charge will consume the original incidental $50.00 authorization and rule 9 will again calculate estimated approval amount for remaining nights as (1 night * 115.00) + 50 ) = 165.00 + 35.00 (reservation balance over already approved amount (315.00 - 280.00) = 200.00.

**Scenario 3**

- Create a Reservation for 2 nights, Rate amount $150.00, Tax = 5.25.
- Attached authorization rule 9, estimated approval = (2 * 155.25) + 50 = $360.50.
- Checked in the reservation and $360.50 was authorized.
- Posted a charge for 200.00 on the folio.
- Verify that the Estimated Approval Amount = $200.
- Run EOD.
- Additional authorization for $200 obtained during EOD. (This is because $200 charge will consume the original incidental $50.00 authorization and rule 9 will again calculate estimated approval amount for remaining nights as (1 night * 155.25) + 50 ) = 205.25 - 5.25 (original approval 360.50 - reservation balance after EOD will be 355.25 (room /tax 155.25 + 200)) = 200.00.

**Scenario 4**

- Create a Reservation for 2 nights, Rate amount $100.00, Tax = 15.00.

- Attached authorization rule 9, estimated approval = (2 * 115.00) + 50 = $280.00.
- Checked in the reservation and $280.00 was authorized.
- Posted a charge for 20.00 on the folio
- Make a payment for $135 ( = 1 Night + posted charge = 115 + 20).
- Verify that the Estimated Approval Amount = 165 ( = Rate for the remainder of stay + amount = (1 night * 115.00) + 50.
- Run EOD.
- Additional authorization for $165 obtained during EOD.

**Scenario 5**

- Create a Reservation for 1 night, Rate amount $100.00 , Tax = 15.00.
- Attached authorization rule 9 , estimated approval = (1 * 115.00) + 50 = $165.00.
- Checked in the reservation and $165.00 was authorized.
- Extend the reservation stay to 2 nights.
- Verify that the Estimated Approval Amount = $115.00 ( = 280.00 - 165.00).
- From Credit Card > Authorization > Additional >.
- Obtain an authorization for 115.00.
- Posted a charge for 20.00 on the folio.
- From RSEDIT click on Ellipsis next to Payment method and verify that the Estimated Approval Amount = 0.
- Run EOD.
- No additional authorization obtained during EOD.

### End of Day Authorization Amount/Percentage Calculation

For Amount or Percentage values defined in authorization rules, the End of Day authorization calculation will not consider the incidental amount/percentage for nights that have already passed.

For example, a reservation for 2 nights with a cash payment method has a rate amount of 200.00 per night and 10% tax. The reservation is checked in. After check in, the guest changes the payment method to a Visa credit card with authorization rule 2 — Nights *(Daily Rate + Amount). The amount for the authorization rule is $50.00.

For this reservation, if the authorization had been obtained during check-in or before End Of Day, assuming the credit card was attached prior to check in, the authorization amount would have been $540 (2*(220+50)). If authorization is obtained during the End of Day processing, the authorization would be obtained for $490; the End of Day authorization would not consider the incidental amount ($50 in this case) in the calculation of the authorization amount, since the night of the stay has already passed.

### Multiple Authorization Rules - Rule Schedules (Advanced Authorization Rules)

The Advanced Authorization Rules feature allows you to specify a schedule that defines which authorization rule will apply to a reservation based on either or both the reservation type and the source code. When an authorization rule cannot be determined by the reservation type and/or source code belonging to the reservation, a default authorization rule, specified at the property level, applies.

OPERA Cloud evaluates rule schedules based on the following order of precedence when determining which authorization rule applies to a reservation:

- Rule schedule and reservation have matching Room Type, Room Class, Rate Code, Rate Category, Reservation Type, and Source Code.
- Rule schedule and reservation having matching Room Type.
- Rule schedule and reservation having matching Room Class.
- Rule schedule and reservation having matching Rate Code.
- Rule schedule and reservation having matching Rate Category.
- Rule schedule and reservation have matching Reservation Type.
- Rule schedule and reservation have matching Source Code.
- If none of these elements results in a match, the default authorization rule is applied.

**Table 13-2 Multiple Authorization Rules**

| Authorization Rule | Room Type | Room Class | Rate Code | Rate Category | Reservation Type | Source code |
|---|---|---|---|---|---|---|
| 1 | DLX | TOWER | AAA | NEG | 6PM Hold | ORG |
| 2 | SNG | | | | | |
| 3 | | TOWER | | | | |
| 4 | | | AAA | | | |
| 5 | | | | NEG | | |
| 6 | | | | | 6PM Hold | |
| 7 | | | | | | ORG |
| 8 (default) | | | | | | |

## Configuring Advanced Authorization Rules

### Adding Advanced Authorization Rules

1. From the **Administration** menu, select **Financials**, then **Cashiering Management**, then select **Authorization Rules**.
2. Click **New** and complete the following
   a. **Property**: Enter or select the property
   b. **Room Type**: Select a room type from the list. When you select a Room type, the associated Room Class automatically populates the Room Class field, and you cannot modify the Room Class field.
   c. **Room Class**: Select a room class from the list (Available when the **Room Class** OPERA Control is active).
   d. **Rate Code**: Select a rate code from the list. If you select a Rate Code, then a Rate Category attached to the Room Type will automatically be populated, and you cannot modify the Rate Category field.
   e. **Rate Category**: Select a rate category from the list
   f. **Reservation Types**: Select a reservation type from the list. Not available for the default (Property) authorization rule.

g. **Source Code**: Select a source code from the list. Not available for the default (Property) authorization rule.

h. **Authorization Rule**: Select an authorization rule from the list

i. **Amount**: Enter an amount to be applied to authorization calculation rule.

3. Click **Save**.

### Editing Advanced Authorization Rules

1. From the **Administration** menu, select **Financials**, then **Cashiering Management**, then select **Authorization Rules**.
2. Enter search criteria and click **Search**.
3. Select the authorization rule, then click the vertical ellipsis **Actions** menu and select **Edit**.
4. Update the configuration.
5. Click **Save**

.

### Deleting Advanced Authorization Rules

1. From the **Administration** menu, select **Financials**, then **Cashiering Management**, then select **Authorization Rules**.
2. Enter search criteria and click **Search**.
3. Select the authorization rule, then click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm

.

## Configuring Auto Folio Settlement Types

### Prerequisites for Configuring Auto Folio Settlement Rules

The Auto Folio Settlement feature enables properties to set up rules for automatically settling specific guest folios during the End of Day procedure. Auto folio settlement rules are configured in the **Cashiering** group of OPERA Controls. They are implemented by creating auto folio settlement types and attaching the types to profiles.

### Adding Auto Folio Settlement Types

1. From the **Administration** menu, select **Financial**, select **Cashiering Management**, and then select **Auto Folio Settlement Types**.
2. Click **New** and enter the following details:

a. **Code**: Enter a Code to represent the auto folio settlement type.

b. **Description**: Enter a Description of the auto folio settlement type.

c. **Manage Translation**: Click link to configure localized descriptions. For more information, see Configuring Localized Code Descriptions. (Available when the **Multi-language** OPERA Control is active.).

d. **Sequence**: Enter a Sequence to determine the order in which the type appears in the **Auto Folio Settlement Types** list.

3. Click **Save**.

### Editing Auto Folio Settlement Types

1. From the **Administration** menu, select **Financial**, select **Cashiering Management**, and then select **Auto Folio Settlement Types**.
2. Enter search criteria and click **Search**.
3. Select a settlement type, click the vertical ellipsis **Actions** menu, then select **Edit**.
   a. Update details.
   b. Click **Save**.

### Deleting Auto Folio Settlement Types

1. From the **Administration** menu, select **Financial**, select **Cashiering Management**, and then select **Auto Folio Settlement Types**.
2. Enter search criteria and click **Search**.
3. Select a settlement type, click the vertical ellipsis **Actions** menu, then select **Delete**.
4. Click **Delete** to confirm.

## Configuring Folio Types

Using Folio Types you can generate different types of folios depending on a given set of circumstances. A specific set of task conditions is then linked to a folio type which has an associated report file. The report file, in turn, controls what information is included on a folio and how the folio looks when printed. For more information, see Oracle Hospitality Localization Center for Hotel.

> **Note:**
>
> Depending on your country mode and OPERA Controls active your configuration options may be different from those explained here.

### Adding Folio Types

1. From the **Administration** menu, select **Financials**, then **Cashier Management**, then **Folio Types**.
2. Click **New** and enter the following details:
   a. **Property**: Enter or select the property.
   b. **Folio Type**: Enter the name for the folio type.
   c. **Service Type**: Select G- Goods or S- Services from list (Available when the **Service Type** OPERA Control is active).
   d. **Tax Types**: Select the tax type(s) for which the folio will be generated. (Available when the **Tax Types** OPERA Control is active).

e. **Credit**: Select check box to define a credit folio.

f. **Debit Bill**. Select check box to define a debit bill folio.

g. **Credit and Deposit**: Select a check box to define the purpose of folio being configured. Only one folio type can be configured for each category.

h. **Folio**: Select the folio template from the available list and click **[>]** to move the selected folio to the selected panel.

i. **Tax Folio**: Select to configure the Folio Type for folios generated with Transaction Codes defined in the **Tax Folio Transaction Codes** OPERA Control.

j. **Fiscal Guest Type**: Select from the list to configure the Folio Type for folios generated with a Payee Profile containing the same Fiscal Guest Type.

k. **Correction**: Select to configure the Folio Type for folios generated when performing Void Folio.

l. **Last Folio Number**: Displays the last Folio Number associated with this Folio Type.

m. **Unique ID**: Enter a unique ID. When generating a folio, the Unique ID for the folio type is concatenated with the Folio Number and output in the header of the folio. (Available when the **Folio Type Unique ID** OPERA Control is active).

n. **Prefix**: Enter an alpha-numneric value, up to 20 characters, in order to associate a folio number prefix with the Folio Type. (Available when the **Use Prefix for Folio Type** OPERA Control is active)

o. **Suffix**: Enter an alpha-numneric value, up to 20 characters, in order to associate a folio number suffix with the Folio Type. (Available when the **Use Suffix for Folio Type** OPERA Control is active).

3. Click **Save**.

### Editing Folio Types

1. From the **Administration** menu, select **Financials**, then **Cashier Management**, then **Folio Types**.
2. Enter search criteria and click **Search**.
3. Select the folio type in the search result, then click the vertical ellipsis **Actions** menu and select **Edit**.
4. Update the details.
5. Click **Save**.

### Deleting Folio Types

1. From the **Administration** menu, select **Financials**, then **Cashier Management**, then **Folio Types**.
2. Enter search criteria and click **Search**.
3. Select the folio type in the search result, then click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

## Configuring Folio Copy Legend

Prerequisites for Configuring Folio Copy Legend

When printing multiple copies of folios the configured folio copy legend. For example, Original, First Copy of Invoice, Second Copy of Invoice and so on. Prints on the folio when the **Folio Copy Legend** OPERA Control is set to **Yes Y** or **Watermark (W)**.

You can select the folio type and enter the folio description to generate for the specific folio type.

With the multi-language OPERA Control you can also add translated descriptions for the legend descriptions.

The watermark folio copy legend is available only for report groups Folios, AR Folios, Post It Folios, and Passerby Folios.

> **Note:**
>
> The folio copy legend appears on a folio only when actually printing the folio (and copies of the folio) at the time of settlement or check out from the Billing screen. The folio copy legend is not included when reprinting folios through Folio History.

### Editing Descriptions

1. From the **Administration** menu, select **Financial**, then **Cashier Management**, then **Folio Copy Legend**.
2. Enter search criteria and click **Search**.
3. Select a code, click **Vertical Ellipsis** and select **Edit**.
4. **Description**: Enter a description.
5. Click **Save**.

### Adding Folio Copy Legends

1. From the **Administration** menu, select **Financial**, then **Cashier Management**, then **Folio Copy Legend**.
2. Enter search criteria and click **Search**.
3. Select a code, click **Vertical Ellipsis** and select **Manage Folio Copy Legend**.
4. Click **New** and enter the following details:
   a. **Folio Type**: Select a folio type from the list
   b. **Folio Description**: Enter a folio copy description to generate
   c. **Manage Translation**: Click link to configure localized descriptions. For more information, see Configuring Localized Code Descriptions. (Available when the **Multi-language** OPERA Control is active.).
5. Click **Save**.

### Editing Folio Copy Legends

1. From the **Administration** menu, select **Financial**, then **Cashier Management**, then **Folio Copy Legend**.
2. Enter search criteria and click **Search**.
3. Select a code, click the **vertical ellipsis** and select **Manage Folio Copy Legend**.
4. Select a code, click the vertical ellipsis **Actions** menu and select **Edit**.

5. Update the configuration.
6. Click **Save**.

### Deleting Folio Copy Legends

1. From the **Administration** menu, select **Financial**, then **Cashier Management**, then **Folio Copy Legend**.
2. Enter search criteria and click **Search**.
3. Select a code, click the vertical ellipsis **Actions** menu and select **Manage Folio Copy Legend**.
4. Select a code, click the vertical ellipsis **Actions** menu and select **Delete**.

# Configuring Folio Arrangement Codes (Folio Grouping)

Prerequisites for Configuring Folio Arrangement Codes

Arrangement codes are a way to group similar transactions together and generate the folio using this grouping. For example, if you have configured transaction codes for **Breakfast Food** and **Breakfast Beverage** separately, you can define an **Breakfast Charge** arrange code that groups these charges together. When a folio is generated in arrangement code style, the individual food and beverage charges are combined and output as a single Breakfast Charge line item; the food and beverage charge details are hidden.

### Adding Folio Arrangement Codes

1. From the **Administration** menu, select **Financials**, select **Cashiering Management**, and then select **Folio Arrangement Codes**.
2. Click **New** and complete the following:
   a. **Property**: Confirm or select the property.
   b. **Arrange Code**: Enter an alpha-number code.
   c. **Description**: Enter a description to appear on the folio.
      i. **Manage Translation**: Click link to configure localized descriptions. For more information, see Configuring Localized Code Descriptions. (Available when the **Multi-language** OPERA Control is active.).
   d. Search and select transaction codes in the **Available** panel, then click the right-facing arrow to move codes to the **Selected** panel.
3. Click **Save**.

### Editing Folio Arrangement Codes

1. From the **Administration** menu, select **Financials**, select **Cashiering Management**, and then select **Folio Arrangement Codes**.
2. Enter search criteria and click **Search**.
3. Select the arrangement code, click the vertical ellipsis **Actions** menu, and select **Edit**.
4. Update the configuration.
5. Click **Save**.

### Deleting Folio Arrangement Codes

1. From the **Administration** menu, select **Financials**, select **Cashiering Management**, and then select **Folio Arrangement Codes**.
2. Enter search criteria and click **Search**.
3. Select the arrangement code, click the vertical ellipsis **Actions** menu, and select **Delete**.
4. Click **Delete** to confirm.

## Configuring Group Arrangement Codes (Folio Grouping)

Prerequisites for Configuring Group Arrangement Codes

Group folio groupings enable you to generate a folio for group blocks with summarized transactions for up to 12 buckets. The folio is generated as a table with charges summarized per arrangement code per date.

Folio style 18 generates as a table with charges summarized per arrangement code. Configure up to 12 buckets (groupings) and select the charge codes to summarize as a sub total in each grouping. The `sample_grp_folio.rtf` can be customized and setup in the Group Folio report group.

### Adding Group Arrangement Codes

1. From the **Administration** menu, select **Financials**, select **Cashiering Management**, and then select **Group Arrangement Codes**.
2. Click **New** and complete the following:
   a. **Arrange Code**: Select an arrangement code (bucket) from the list (1-12).
   b. **Description**: Enter a description to appear on the folio.
   c. **Manage Translation**: Click link to configure localized descriptions. For more information, see Configuring Localized Code Descriptions. (Available when the Multi-language OPERA Control is active.).
   d. In the Available panel, search and select **Transaction Codes** and click the right-facing arrow to move codes to the selected panel.
3. Click **Save**.

### Editing Group Arrangement Codes

1. From the **Administration** menu, select **Financials**, select **Cashiering Management**, and then select **Group Arrangement Codes**.
2. Enter search criteria and click **Search**.
3. Select the arrangement code, click the vertical ellipsis **Actions** menu, and select **Edit**.
4. Update the configuration.
5. Click **Save**.

### Deleting Group Arrangement Codes

1. From the Administration menu, select **Financials**, select **Cashiering Management**, and then select **Group Arrangement Codes**.

2. Enter search criteria and click **Search**.
3. Select the arrangement code, click the vertical ellipsis **Actions** menu, and select **Delete**.
4. Click **Delete** to confirm.

# Configuring Cashiers

Cashier IDs are required to track every charge and payment made to a reservation and AR accounts. The transaction details are then available on financial reports and cashier closure reports. In multi-property operations cashier IDs are shared across all properties, allowing a cashier to post charges and payments in any property, according to their role and hub assignment.

You can automate the creation and assignment of cashiers to users by configuring an LDAP template cashier and assigning users the `<ORG>_OPERACASHIER` role. The auto-created cashiers inherit the attributes (Starting Amount, Maximum Daily Uses, etc.) set up on the template cashier.
A cashier ID must be configured for the Night Audit Cashier Id and Income Audit Cashier Id OPERA Controls. Cashiers must also be configured for each property interface that posts charges to OPERA Cloud. For example, Point of Sale, Video, Minibar, PBX / Call Accounting, and Leisure: Spa / Golf.

### Adding a Cashier

1. From the **Administration** menu, select **Financial**, select **Cashiering Management**, then select **Cashiers**.
2. Click **New** and complete the fields and options on the Manage Cashier screen.
   a. **Cashier ID**: Enter a number to identify the cashier ID.

> **Note:**
>
> 999999 is the highest number you can assign to a cashier.

   b. **Name**: Enter the cashier's name. This could be the name of a person, the name of a shift, or other descriptive term to associate with this cashier ID.
   c. **Starting Amount**. Enter the **local currency** starting balance assigned to the cash drawer for employees signing on with this cashier ID.

> **Note:**
>
> If you choose to work with fixed starting balances, enter the opening amount of each cashier's float (or bank) in this field. This is the amount the employee retains in the cash drawer and carries forward to the next day. If your policy requires cashiers to completely empty their cash drawer each night and deposit all the money in their banks into the safe, then your property is working without fixed starting balances and no entry is required. The starting amount is reflected on the Cashier Closure Report.

   d. **Users**: Select one or more users to assign to this cashier ID. You cannot select user(s) already selected for another cashier. You cannot assign more than one user to the

cashier when the **Exclusive Cashier ID** OPERA Control is active. You cannot remove a user when the cashier is open.

e. **Maximum Daily Uses**: Enter the number of times cashiers can close and re-open their cashier in one business day.

> **Note:**
>
> At the end of each shift, the cashier is balanced and closed. After closing, you must re-open before you can post another transaction. You can set the maximum daily user from 0 to 9999 (unlimited). For security purposes, you might want to restrict users to one or two uses per business day. Enter the **number 1** here if you do not want a cashier reopened after it has been closed.

f. **Float Over/Short**: Select if the cashier is able to drop above or below the required drop amount.

> **Note:**
>
> OPERA Cloud maintains a running total of any differences that might occur between the cash amount posted by the cashier and the cash amount the cashier actually entered during cashier closing. OPERA Cloud adds or subtracts the difference (depending on whether the cash amount is over or short) and updates the total accordingly.

g. **Cashier**: Select to configure this cashier ID for a standard user cashier. This is the default.

h. **LDAP Template**: Select to use this cashier ID as a template. This template is then used for automatically creating and assigning cashier IDs, to users granted the **<ORG>_OPERACASHIER** role, The cashier IDs created for users inherits the attributes set on this template Cashier (e.g., _Starting Amount, Maximum Daily Uses, etc.). The Cashier Name is taken from the login User Name and a Cashier ID number is assigned by OPERA Cloud . Only one LDAP Template cashier ID can be created.

i. **Interface Cashier**: Select if the cashier ID is reserved for use by interfaces.

j. **Kiosk Cashier**: Select the check box if this cashier ID is reserved for use by Kiosk applications. This cashier ID is not available for selection from the Cashier ID list of values on the Cashier Login screen. Only one Kiosk Cashier can be created and it cannot be selected as LDAP Template. This option is enabled when the OPP_KSK integration service is active.

3. Click **Save**.

### Editing a Cashier

1. From the **Administration** menu, select **Financial**, select **Cashiering Management**, then select **Cashiers**.
2. Enter search criteria and click **Search**.
3. Click the row level vertical ellipsis **Actions** menu for the cashier and select **Edit**.
   a. Update the configuration.

b. **Inactive**. Select to set the cashier inactive.

> **Note:**
>
> If a Cashier ID is attached to a user or a control setting, you cannot make the cashier inactive. (A message alerts you that dependencies exist.)

c. Click **Save**.

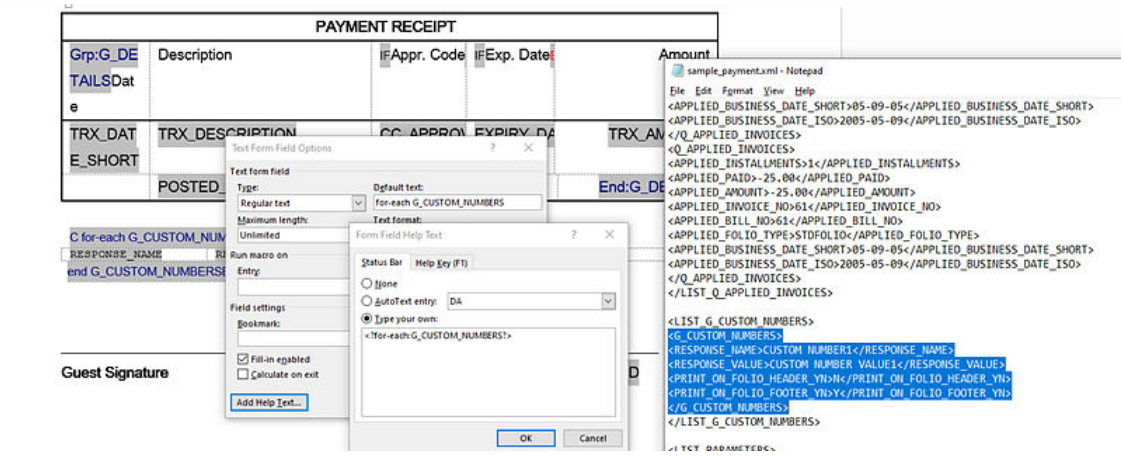
# Configuring Custom Numbers

Prerequisites for Custom Numbers.

Custom numbers enable you to configure formulas and conditions for generating custom reference numbers on any type of folio or receipt. Certain countries require a number to be generated in a specific way for tracking invoices and payments, and some of these countries require certain formulas.

To configure custom numbers, you should have a general knowledge of MOD and Weights and other calculations needed for creating Advanced Formula based reference numbers. You can create custom numbers by combining values or elements of a reservation to generate the unique number. The numbers can be as basic as the confirmation number, invoice number, nationality, and so on. Or it can be a more complex calculation using Luhns Algorithm, MOD with Weights, or Structured Reference numbers.

A **Custom Numbers** group is available in the XML of the sample_folio and sample_payment templates; refer to About Stationery Editor . You can insert the group into your customized template to generate the custom reference numbers on the folio or payment receipt.




Stored Custom Number(s) are also available in the Back Office Export views, `EXP_BOF_CITYLED_RECORDS`, `EXP_FOLIOTAX`, `EXP_ALL_TRANSACTION_VIEW`, and `EXP_BOF_ALL_TRANSACTIONS` with five separate columns for Custom_number1, Custom_number2, Custom_number3, Custom_number4, and Custom_number5. An additional Custom_numbers column with all stored custom numbers is available in a comma delimited string.

> **Note:**
>
> To create or edit SQL expressions, use the Edit Formula box or the Edit Condition box available in the Generation Details section of the Custom Numbers screen. These panels provide selectable values to build an SQL expression using String, Number, Date, Boolean, and conversion functions. You can also select from a list of SQL functions, separators, operators, and table columns (fields) such as ADDRESS1, ADDRESS2, ARRIVAL, BILLING_CONTACT_NAME, BIRTH_COUNTRY, and so on. These columns are a combination of data from Property details, Profile, Reservation, and Folio tax tables; they are specific to the reservation for which the custom number is being generated.

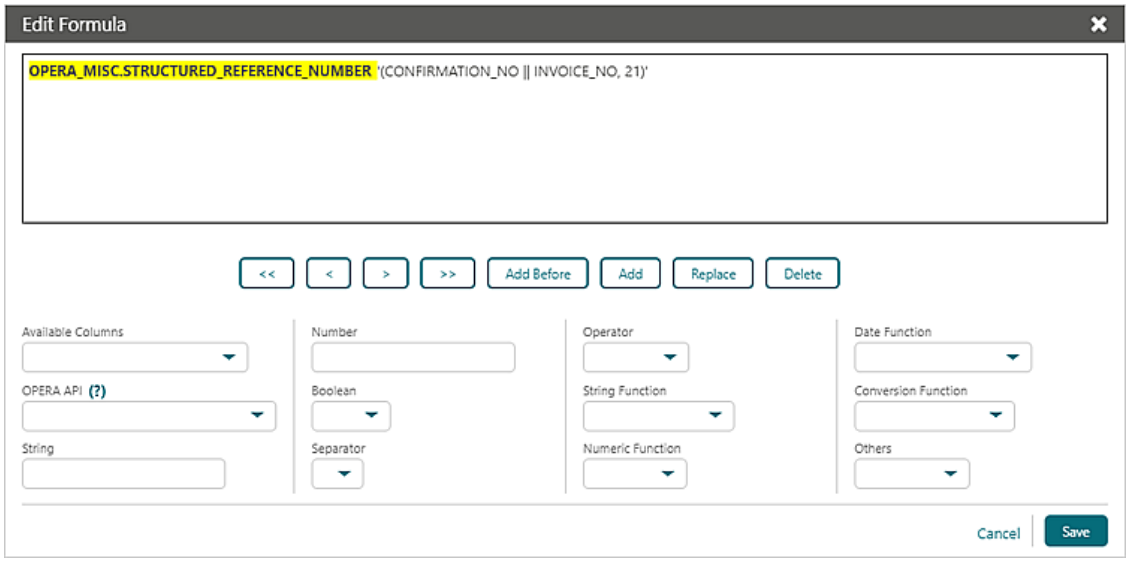
> **Note:**
>
> To join multiple string elements together use the '||' concatenation operator in your expression.

Examples of Basic and Advanced Custom Number Formulas:

1. `RESORT || '-' || DEPARTURE || '-' || CONFIRMATION_NO`. Basic expression which generates a custom number that combines the property code, the departure date, and confirmation of a reservation; the resulting custom number could look like this: PROP1-04052020-780005823
2. `OPERA_MISC.REFERENCE_NUMBER_WITH_WEIGHTS(INVOICE_NO,731,'BACK')` Advance expression which generates a custom number using the Reference Number with Weights function, based on the invoice number field, using 7-3-1 weights calculated from the back.

Examples of Custom Number Filter:

1. To generate a custom number only for Direct (AR) Bill invoices the filter condition would be the SQL expression: INVOICE_NO is not null
2. To generate a custom number only when folio window payment type is Mastercard, the filter condition would be the SQL expression : `PAYMENT_METHOD='MC'`



### Adding Custom Numbers

1. From the **Administration** menu, select **Financial**, select **Cashiering Management**, and then select **Custom Numbers**.
2. Select or confirm the **Property**.

> **Note:**
>
> When the **Multi Property** OPERA Control is active, new custom numbers are created by selecting the Template tab. After creating the template, you can copy custom numbers to specific properties using the Copy action. For more information, see Copying Configuration Codes to Multiple Properties.

3. Click **New**.
4. Enter the following information:
   a. **Code**. Enter a unique code for the custom number. This identifier can be output along with the custom number on the folio or receipt –`RESPONSE_NAME` in XML.
   b. **Description**. Enter a description for the custom number.
   c. **Custom Number Type**. Select a value from the list to determine custom number type; this relates to the stationery template on which the custom number will be referenced. Options are Folio or (Payment) Receipt.
   d. **Start Date**. Enables the custom number from this date forward.
   e. **End Date**. Disables the customer number on this date.
   f. **Sequence**. Enables you to specify where the new custom number appears in a sequence if you generate multiple custom numbers. A number appears automatically based on the code you select. Folio History and Receipt History show the first five configured custom numbers based on the sequence.
5. The Generation Details section enables you to create or edit basic and SQL-based reference numbers.
   a. **Custom Number Formula**: Click the pencil icon to create or edit an SQL expression for generating a custom number. Work with the list fields to select and insert an SQL function, text, number, field, or operator into the editor at the current cursor position, highlighted in yellow.
      i. Click **Add** to add (insert) selection after the cursor.
      ii. Click **Add Before** to add (insert) the selection before the cursor.
      iii. Click **Replace** to replace the current value selected in the editor with your new selection.
      iv. Click **Delete** to delete the current value selected in the editor.
      v. Click **<** to navigate to the left .
      vi. Click **<<** to navigate to the beginning of the expression.
      vii. Click **>** to navigate to the right.
      viii. Click **>>** to navigate to the end of the expression.
      ix. Click **Save**.

b. **Filter Condition**. Click the pencil icon to define or edit an SQL expression to specify the conditions under which the custom number is to be generated. Work with the list fields to select and insert an SQL function, text, number, field, or operator into the editor at the current cursor position, highlighted in yellow.

   i. Click **Add** to add (insert) selection after the cursor.

   ii. Click **Add Before** to add (insert) the selection before the cursor.

   iii. Click **Replace** to replace the current value selected in the editor with your new selection.

   iv. Click **Delete** to delete the current value selected in the editor.

   v. Click **<** to navigate to the left .

   vi. Click **<<** to navigate to beginning of the expression.

   vii. Click **>**to navigate to the right.

   viii. Click **>>** to navigate to the end of the expression.

   ix. Click **Save**.

> **Note:**
>
> Refer to the Oracle Database SQL Reference Guide for details on string, date time, number and conversion functions that can be used in the expression editor.

6. Click **Save**

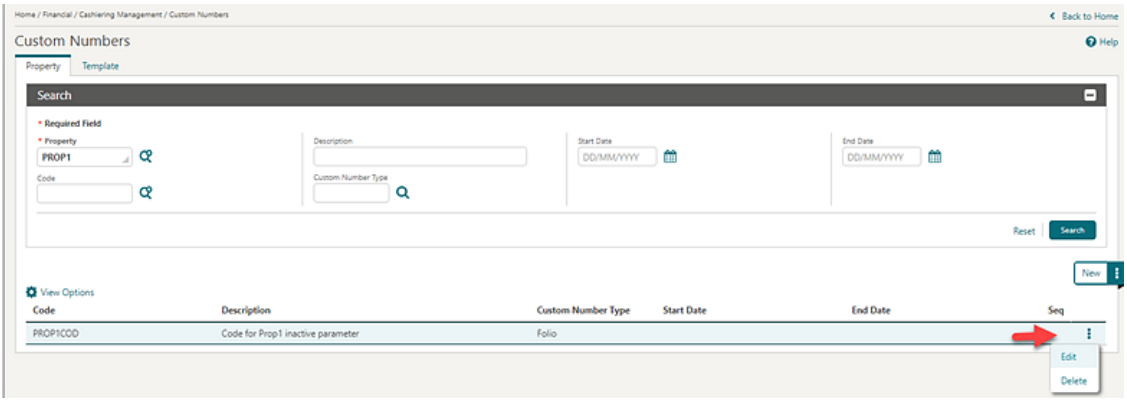
### Editing Custom Numbers

The Edit Formula dialog enables you to change the elements on a formula.

1. From the **Administration** menu, select **Financial**, select **Cashiering Management**, and then select **Custom Numbers**.
2. Select or confirm the **Property**, enter additional search criteria, and click **Search**.

> **Note:**
>
> You can show or hide inactive custom numbers from your search by clicking the page level vertical ellipsis.

3. Select the custom number, click the vertical ellipsis **Actions** menu, and select **Edit**.
   a. Update the available fields
   b. **Inactive**. Select check box to mark this custom number inactive.
   c. Click the pencil icons to update the Custom Number Formula or the Filter Condition.
   d. Click **Save**.




### Deleting Custom Numbers

1. From the **Administration** menu, select **Financial**, select **Cashiering Management**, and then select **Custom Numbers**.
2. Select or confirm the **Property**, enter additional search criteria, and click **Search**.
3. Select the custom number, click the vertical ellipsis **Actions** menu, and select **Delete**.
4. Click **Delete** to confirm.

### Function Examples

The following example uses the same variables for all APIs (except the pms.p.date function, which is standard). The variables are Invoice Number and 987654321 (to simulate a unique number for to the property). The Output column on the right shows the number generated based on each calculation. Numbers will vary based on the variables determined by the user.

The parameters (inputs) for these functions are numeric only, for example, NUMBER: OPERA_MISC.LUHN_ALGORITHM(<NUMBER>, ‘Y’ or ‘N’). You can combine multiple numbers in the calculation, and they can be concatenated using the String Function **| |** as shown in the following examples

**Table 13-3 Functions**

| Functions | Description | Example | Outputs |
|---|---|---|---|
| PMS_P.BUSINESS_DATE() | Returns the current business date of the property | PMS_P.BUSINESS_DATE() - | 01-JUN-20 |
| Luhns Algorithm with Check digit OPERA_MISC.LUHN_ALGORITHM(<NUMBER>’Y’ or ‘N’) | Luhns Algorithm with check digit | OPERA_MISC.LUHN_ALGORITHM ( INVOICE_NO \|\| 987654321 , 'Y') | 86659876543216 |
| Luhns Algorithm with no Check digit OPERA_MISC.LUHN_ALGORITHM (<NUMBER>, ’Y’ or ‘N’) | Luhns Algorithm without check digit | OPERA_MISC.LUHN_ALGORITHM (INVOICE_NO \|\| 987654321 , 'N') | 866598765432154 |

**Table 13-3 (Cont.) Functions**

| Functions | Description | Example | Outputs |
|---|---|---|---|
| Reference Number with Weights from back OPERA_MISC.REFERENCE_NUMBER_WITH_WEIGHTS (<NUMBER><NUMBER2>, 'Back' or 'Front') | NUMBER2 is max 3 digits | OPERA_MISC.REFERENCE_NUMBER_WITH_WEIGHTS (INVOICE_NO \|\| 987654321, 731 , 'BACK') | 86659876543218 |
| Structured Reference Number without Padding OPERA_MISC.STRUCTURED_REFERENCE_NUMBER(<NUMBER>, <NUMBER2>) | Calculated reference number without padding | OPERA_MISC.STRUCTURED_REFERENCE_NUMBER (INVOICE_NO \|\| 987654321) | RF828665987654321 |
| Structured Reference Number with Padding OPERA_MISC.STRUCTURED_REFERENCE_NUMBER(<NUMBER>, <NUMBER2>) | Calculated reference number with left padding. NUMBER2 is maximum of 21 | OPERA_MISC.STRUCTURED_REFERENCE_NUMBER (INVOICE_NO \|\| 987654321 , 21) | RF82000000008665987654321 |

# Configuring Custom Charges Exemption

Prerequisites for Configuring Custom Charges Exemption

Custom Charges allows you to configure a charge (for example, tax) to be posted during the End of Day Posting Room & Tax procedure and other scenarios where the room & tax charges are posted. Custom Charge posts per person, per night.

In addition, you can configure exemptions to the Custom Charge, which can be setup on reservations for the entire stay or for specific dates of the stay.

This feature is used in specific countries only.

### Adding Custom Charge Exemption

1. From the **Administration** menu, select **Financial**, select **Cashiering Management**, and select **Custom Charge Exemption**.
2. Click **New** and complete the following
   a. **Property**: Select or confirm the property
   b. **Exemption**: Enter a code for the custom charge exemption
   c. **Description**: Enter a description for the custom charge exemption
   d. **Start Date**: Enter or select a start date
   e. **End Date**: Enter or select an end date
3. Click **Save** or **Save and Continue** to add another.

### Editing Custom Charge Exemption

1. From the **Administration** menu, select **Financial**, select **Cashiering Management**, and select **Custom Charge Exemption**.
2. Enter search criteria and click **Search**.
3. Select the custom charge, click the vertical ellipsis **Actions** menu and click **Edit**.
    a. Update details.
    b. **Inactive**. Select to inactive the custom charge.
    c. Click **Save**.

### Deleting Custom Charge Exemption

1. From the **Administration** menu, select **Financial**, select **Cashiering Management**, and select **Custom Charge Exemption**.
2. Enter search criteria and click **Search**.
3. Select the custom charge, click the vertical ellipsis **Actions** menu and click **Delete**.
4. Click **Delete** to confirm.

### Copying Custom Charges Exemption

1. From the **Administration** menu, select **Financial**, select **Cashiering Management**, and select **Custom Charge Exemption**.
2. Enter search criteria and click **Search**.
3. Select the custom charge, click the vertical ellipsis **Actions** menu and click **Copy**.
4. For more information, see Copying Configuration Codes to Multiple Properties.

## Configuring Custom Charges

### Prerequisites for Configuring Custom Charges

Custom Charges allows you to configure a charge (ie city tax) to be posted during the End of Day Post Room & Tax procedure and other scenarios where the room & tax charges are posted. Custom Charge is calculated per person (adults and children) and posted each night.

In addition, you can configure exemptions to the Custom Charge, which can be setup on reservations for the entire stay or for specific dates of the stay.

This feature is used in specific countries only.

### Adding Custom Charges

1. From the **Administration** menu, select **Financial**, select **Cashiering Management**, and select **Custom Charges**.
2. Click **New** and complete the following:
    a. **Property**: Select or confirm the property.
    b. **Code**: Enter a code for the custom charge.
    c. **Description**: Enter a description for the custom charge.
    d. **Price**: Enter a price (per person) for the charge.

e. **Posting Rhythm**: Select to expose the Posting Rhythm fields.

f. **Posting Rhythm**: Select the Posting Rhythm pattern for the Custom Charge.

**Post Every Night For X Nights**

- **X Nights**: The number of nights for which the Custom Charge posts to the reservation. The Custom Charge stops posting to the reservation after this number of Nights.

**Post On Every X Nights Starting Y Night**

i. **Start On Night**: The stay night when the Custom Charge begins posting to the reservation with the amount defined in the Price Starting Y Night field.

ii. **Post Every**: The stay nights interval in which the Custom Charge posts to the reservation for the amount defined in the Price Starting Y Night field.

iii. **Price Starting Y Night**: The amount for which the Custom Charge is posted to the reservation, starting on the stay night defined in the Start On Night field.

g. **Rule Type**: Select a rule type from the list or leave unselected for no rule.

h. **Rate**: Define the Custom Charge Ranges to determine the Price of the Custom Charge, if the Rate falls into one of the defined ranges. Should the Rate not fall into a defined range, then the Price on the Manage Custom Charges screen applies. Transaction Codes and/or Package(s) can be excluded from the Rate calculation for a Custom Charge.

i. **Rate Range From**: The lowest Rate for which the corresponding Price will post as a Custom Charge.

ii. **Rate Range To**: The highest Rate for which the corresponding Price will post as a Custom Charge.

iii. **Price**: The Price of the Custom Charges recorded for reservations with room & tax amounts in the corresponding range.

iv. **Exclude Transactions**: Select the Transaction Codes to be excluded from the rate calculation for Custom Charge. The list of values does not include any Transaction Codes associated with the Payment or Wrapper Transaction Groups.

v. **Exclude Packages**: Select the Packages to be excluded from the rate calculation for Custom Charge.

vi. **Exclude Package Groups**: Select the Package Groups to be excluded from the rate calculation for Custom Charge.

i. **Rate Percentage With Limit**: Define the Percentage to determine the Price of the Custom Charge, if the Percentage amount is less than the defined Limit. Should the Percentage amount be greater than the defined Limit, then the Limit on the Manage Custom Charges screen applies.

i. **Percentage**: The percentage of the Rate, which will be posted as the Custom Charge to a reservation.

ii. **Limit**: The maximum amount for which the Custom Charge will post to a reservation.

iii. **Exclude Transactions**: Select the Transaction Codes to be excluded from the rate calculation for Custom Charge. The list of values does not include any Transaction Codes associated with the Payment or Wrapper Transaction Groups.

iv. **Exclude Packages**: Select the Packages to be excluded from the rate calculation for Custom Charge.

v. **Exclude Package Groups**: Select the Package Groups to be excluded from the rate calculation for Custom Charge.

j. **Start Date**: Enter or select a start date.

k. **End Date**: Enter or select an end date.

3. Click **Save** or **Save and Continue** to add another.

### Editing Custom Charges

1. From the **Administration** menu, select **Financial**, select **Cashiering Management**, and select **Custom Charges**.
2. Enter search criteria and click **Search**.
3. Select the custom charge, click the vertical ellipsis **Actions** menu and click **Edit**.
   a. Update details.
   b. **Inactive**: Select to inactive the custom charge.
   c. Click **Save**.

### Deleting Custom Charges

1. From the **Administration** menu, select **Financial**, select **Cashiering Management**, and select **Custom Charges**.
2. Enter search criteria and click **Search**.
3. Select the custom charge, click the vertical ellipsis **Actions** menu and click **Delete**.
4. Click **Delete** to confirm.

### Copying Custom Charges

1. From the **Administration** menu, select **Financial**, select **Cashiering Management**, and select **Custom Charges**.
2. Enter search criteria and click **Search**.
3. Select the custom charge, click the vertical ellipsis **Actions** menu and click **Copy**.
4. For more information, see Copying Configuration Codes to Multiple Properties.

# Configuring Daily Plans (Folio Grouping)

Prerequisites for Configuring Daily Plans

Use the Daily Plan folio groups to consolidate charges for selected transaction codes per day.

Two Daily Plan codes are available:

- **Lodging**: The Lodging code can only include transaction codes that are configured as type Lodging or Package (wrapper).
- **Others**: The Others code can include all other sales charge transaction codes except Lodging type transaction codes, which cannot be added to the Others code group.

The two folio groups are combined into a single line on the folio as Description (for Lodging) and Description (for Others).

When the Daily Plan (Date) folio style is selected, the transaction codes associated with the Daily Plan folio group codes are consolidated on the folio as follows:

| Date | Daily Plan Folio | Price |
|---|---|---|
| 01/07/21 | <Lodging Description> and <Others Description> | $220 |
| 01/08/21 | <Lodging Description> and <Others Description> | $220 |
| 01/09/21 | <Lodging Description> | $200 |

Note: The Others daily plan bucket can be set up without a description and/or without transaction codes. If a description for Others does not exist, then the “and <OTHER>” will not appended after the Lodging daily plan; the folio will simply show the description of the Lodging daily plan.

### Editing Daily Plan Folio Group

1. From the **Administration** menu, select **Financials**, select **Cashiering Management**, and then select **Daily Plan Codes**.
2. Select the daily plan, click the **vertical ellipsis**, and select **Edit**.
3. Enter a **Description** to appear on the folio.
    a. **Manage Translation**: Click link to configure localized descriptions. For more information, see Configuring Localized Code Descriptions. (Available when the **Multi-language** OPERA Control is active.).
4. In the Available panel, search and select **transaction codes** and click to move your selected codes to the selected panel
5. Click **Save**.

## Configuring Expense Arrangement Codes (Folio Grouping)

Prerequisites for Configuring Expense Arrangement Codes

Expense folio groupings enable you to generate an expense folio with summarized transactions for up to 12 expense buckets. The folio is generated as a table with charges summarized per arrangement code per date.

### Adding Expense Arrangement Codes

1. From the **Administration** menu, select **Financials**, select **Cashiering Management**, and then select **Expense Arrangement Codes**.
2. Click **New** and complete the following:
    a. **Arrange Code**: Select an arrangement code (bucket) from the list (1-12)
    b. **Description**: Enter a description to appear on the folio
        i. **Manage Translation**: Click link to configure localized descriptions. For more information, see Configuring Localized Code Descriptions. (Available when the **Multi-language** OPERA Control is active.).
    c. In the Available panel, search and select transaction codes and click to move codes to the selected panel.
3. Click **Save**.

### Editing Expense Arrangement Codes

1. From the **Administration** menu, select **Financials**, select **Cashiering Management**, and then select **Expense Arrangement Codes**.
2. Enter search criteria and click **Search**.
3. Select the arrangement code, click the vertical ellipsis **Actions** menu, and select **Edit**.
4. Update the configuration.
5. Click **Save**.

### Deleting Expense Arrangement Codes

1. From the **Administration** menu, select **Financials**, select **Cashiering Management**, and then select **Expense Arrangement Codes**.
2. Enter search criteria and click **Search**.
3. Select the arrangement code, click the vertical ellipsis **Actions** menu, and select **Delete**.
4. Click **Delete** to confirm.

## Configuring Package Arrangement Codes (Folio Groupings)

Prerequisites for Configuring Package Arrangements

Package arrangement codes can link to one or more packages. See Configuring Package Codes. If the package is configured with a package arrangement code, the package-related transactions are grouped together on the folio by the package arrangement code. Grouping by package arrangement code is implemented regardless of the package configuration, for example, Included in Rate, Add to Rate /Combined Line, or Add to Rate/Separate Line.

The following folio styles are affected by this functionality.

1 - Detailed Folio (Date)

9 - Detailed Folio (Room)

14 - Summary by Check No (Date)

If no check number applies, the arrangement code is observed. Otherwise, transactions with check numbers will be grouped by reservation, check number, and date.

15 - Group Folio Subtotal (Date)

16 - Group Folio Subtotal per Guest (Date)

18 - Group Folio Subtotal per Room (Date)

### Adding Package Arrangement Codes

1. From the **Administration** menu, select **Financials**, select **Cashiering Management**, and then select **Package Arrangements**.
2. Click **New** and enter the following details:
   a. **Property**: Confirm or select the property.
   b. **Arrange Code**: Enter an alpha-number code.
   c. **Description**: Enter a description to appear on the folio.

i. **Manage Translation**: Click link to configure localized descriptions. For more information, see Configuring Localized Code Descriptions. (Available when the **Multi-language** OPERA Control is active.).

3. Click **Save**.

### Editing Package Arrangement Codes

1. From the **Administration** menu, select **Financials**, select **Cashiering Management**, and then select **Package Arrangements**.
2. Enter search criteria and click **Search**.
3. Select the arrangement code, click the vertical ellipsis **Actions** menu, and select **Edit**.
4. Update the configuration.
5. Select **Inactive** to make the arrange code inactive.
6. Click **Save**.

### Deleting Package Arrangement Codes

You cannot delete a package arrangement code that is attached to a package.

1. From the **Administration** menu, select **Financials**, select **Cashiering Management**, and then select **Package Arrangements**.
2. Enter search criteria and click **Search**.
3. Select the arrangement code, click the vertical ellipsis **Actions** menu, and select **Delete**.
4. Click **Delete** to confirm.

## Configuring Period Definition Years

### Prerequisites for Configuring Fiscal Period Reporting

You can set up fiscal years based on either the calendar year (January 1 through December 31) or on any 12-month period (such as September 1 through August 31).

### Adding Period Definition Years

1. From the **Administration** menu, select **Financial**, select **Cashiering Management**, and then select **Period Definition Years**.
2. Select **New** and complete the following:
   a. **Property**. Confirm or select the property.
   b. **Year**. Enter the year (YYYY).
   c. **Type**.
      i. **Calendar**. Select to setup a calendar year.
      ii. **Fiscal**. Select to setup a fiscal year.
   d. **Description**. Enter a description for the year (for example, FY21).
   e. **Start Date**. Enter or select the start date for the year.
   f. **End Date**. Enter or select the end date for the year.
3. Click **Save**.

### Editing Period Definition Years

You cannot edit the Start/End Date fields after the year is saved. When the Edit link is selected, the only editable field is the Description field.

1. From the **Administration** menu, select **Financial**, select **Cashiering Management**, and then select **Period Definition Years**.
2. Enter search criteria and click **Search**.
3. Select the period definition year, click the vertical ellipsis **Actions** menu, and select **Edit**.
4. Update the description.
5. Click **Save**.

### Deleting Period Definition Years

1. From the **Administration** menu, select **Financial**, select **Cashiering Management**, and then select **Period Definition Years**.
2. Enter search criteria and click **Search**.
3. Select the period definition year, click the vertical ellipsis **Actions** menu, and select **Delete** .
4. Click **Delete** to confirm.

## Configuring Period Definition Periods

Prerequisites for Configuring Fiscal Period Reporting

You can set up fiscal years based on either the calendar year (January 1 through December 31) or on any 12-month period (such as September 1 through August 31). When the **Period Definition** OPERA Control is active you can also define fiscal periods for generating revenue statistics reports per period.

> **Note:**
>
> The first fiscal period of the year might not start before the start date of the fiscal year, and the last fiscal period of the year might not end after the end date of the fiscal year. For example, if your fiscal year 2019 starts on July 1, 2019, then the first fiscal period in 2019 cannot begin on or before June 30, 2019.

### Adding Period Definition Periods

1. From the **Administration** menu, select **Financial**, select **Cashiering Management**, and then select **Period Definition Periods**.
2. Select **New** and complete the following.
3. Select **Single Period** .
4. If you select Single Period:
   a. Enter or confirm the **Property** name.
   b. Select the **Period Definition Years**. This is the calendar year in which the period will fall.

c. Also, enter a **Period** name, a **Description** of the period (such as 3rd Quarter), and the **Start and End dates** of the year.

5. If you select Cycle Period:
   a. Enter or confirm the **Property** name.
   b. Select the **Period Definition Years**. This will be a fiscal year that you must configure prior to adding fiscal periods.
   c. Enter a **Period Prefix**. OPERA Cloud numbers the periods consecutively starting at 1 with the prefix defined in the Prefix field.
   d. Select the **Cycle** from five options. Each option offers a different length of time. Select the option that best meets your property's reporting time frame. Cycle options:
      - 1 = 4 Week (28 Day) Period
      - 2 = 4,4,5 Week Period
      - 3 = 4,5,4 Week Period
      - 4 = 5,4,4 Week Period
      - 5 = Calendar Period
6. Click **Save**.

### Editing Period Definition Periods

1. From the **Administration** menu, select **Financial**, select **Cashiering Management**, and then select **Period Definition Periods**.
2. Enter search criteria and click **Search**.
3. Select the period definition period, and click the vertical ellipsis **Actions** menu and select **Edit**.
4. Update the configuration.
5. Click **Save**.

### Deleting Period Definition Periods

1. From the **Administration** menu, select **Financial**, select **Cashiering Management**, and then select **Period Definition Periods**.
2. Enter search criteria and click **Search**.
3. Select the period definition period, and click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

## About Foreign Currency Codes

Prerequisites for Foreign Currency Codes.

Use Foreign Currency Codes to define and manage exchange rates for foreign currencies bought and sold at your property. When the **Ability to Quote Rates in Foreign Currencies** OPERA Control is active, you can configure rate code (pricing) and package pricing in foreign currency amounts; converted to your property currency according to the exchange rate on the day of posting.

When setting up foreign currencies, follow these steps:

1. Create currency codes representing the various foreign currencies bought and sold.
2. Set actual exchange rates for the codes created in step 1.

Each currency code can have up to seven different exchange rates based on various exchange types (purposes). The following exchange types are available:

- Exchange Cash
- Exchange Check
- Settlement (payment)
- Posting (charges)
- (Agent) Commission
- Membership
- Certificate

Each currency code and exchange type combination can have its own exchange rate and start date. For example, for each currency, you could define one exchange rate for posting accommodation, another exchange rate for settlements, and another exchange rate for cash exchanges. Then, you could update the accommodations posting rate monthly and update the settlement and cash exchange rates daily.

OPERA Cloud accommodates both buying foreign currency (the usual transaction where the guest exchanges foreign currency for local currency) and selling foreign currency (exchanging local currency for foreign currency). When you configure currency codes, you can indicate whether selling that currency is supported.

## Configuring Foreign Currency Codes

### Adding Foreign Currency Codes

1. From the **Administration** menu, select **Financial**, select **Cashiering Management**, and then select **Foreign Currency Codes**.
2. Click **New** and enter the following details:
    a. **Code** : Enter a code for the currency
    b. **Description** : Enter the currency description
    c. **Decimals** : Select the number of decimals points from the list. For example 0=$1, 1=$1.0, 2=$1.00, 3=$1.000
    d. **Currency Symbol** : Paste **cntrl+v** the currency symbol. See https://www.unicode.org/charts/PDF/U20A0.pdf.
    e. **Sell Currency** : Select to allow this currency to be sold in Currency Exchange (Available when the **Sell Currency** OPERA Control is active).
    f. **Foreign Currency Limits** : (Available when the **Foreign Currency Limits** OPERA Control is active)
        i. **Local Currency per Transaction Limit**: Enter the transaction limit for local currency transactions.
        ii. **Foreign Currency per Transaction Limit**: Enter the transaction limit for foreign currency transactions.
        iii. **Local Currency Daily Limit**: Enter the daily limit for local currency transactions.

iv. **Foreign Currency Daily Limit**: Enter the daily limit for foreign currency transactions.

v. **Local Currency Monthly Limit**: Enter the monthly limit for local currency transactions.

vi. **Foreign Currency Monthly Limit**: Enter the monthly limit for foreign currency transactions.

3. Click **Save**.

### Editing Foreign Currency Codes

> **Note:**
>
> To view inactive codes in the result, click the vertical ellipsis and select **Show Inactive**.

1. From the **Administration** menu, select **Financial**, select **Cashiering Management**, and then select **Foreign Currency Codes**.
2. Enter search criteria and click **Search**.
3. Select the currency code, click the vertical ellipsis **Actions** menu, and select **Edit**.
   a. Update configuration.
   b. **Inactive**: Select to mark the currency as inactive.
4. Click **Save**.

### Deleting Foreign Currency Codes

1. From the **Administration** menu, select **Financial**, select **Cashiering Management**, and then select **Foreign Currency Codes**.
2. Enter search criteria and click **Search**.
3. Select the currency code, click the vertical ellipsis **Actions** menu, and select **Delete**.
4. Click **Delete** to confirm.

## Configuring Foreign Currency Limits

Prerequisites for Configuring Foreign Currency Limits

Foreign Currency Limits are used in specific countries only; to specify the transaction, daily and monthly limits of local and foreign currency exchange permitted.

### Editing a Foreign Currency Limit

1. From the **Administration** menu, select **Financial**, select **Cashiering Management**, and then select **Foreign Currency Codes**.
2. Enter search criteria and click **Search**.
3. Select the currency code, click the **vertical ellipsis** and select **Edit**.
   a. **Local Per Transaction Currency Limit**: Enter the per transaction amount limit.
   b. **Foreign Per Transaction Currency Limit**: Enter the per transaction amount limit for foreign transactions.

c. **Local Daily Currency Limit**: Enter the daily transaction amount limit.

d. **Foreign Daily Currency Limit**: Enter the daily transaction amount limit for foreign transactions.

e. **Local Monthly Currency Limit**: Enter the monthly transaction amount limit.

f. **Foreign Monthly Currency Limit**: Enter the monthly transaction amount limit for foreign transactions.

4. Click **Save**.

# Configuring No Show Posting Rules

Prerequisites for Setting Up No Show Posting Rules

No show posting rules facilitate a no show charge being auto-posted to no show reservations. You can configure no show posting rules for specific source codes and/or reservation types and then select a calculation rule for a no show amount to be auto-posted to the reservation.

During the end of day routine, all arrival reservations with a no show status and whose reservation type and/or source code makes them subject to a no show posting based on the rules defined will, transfer any deposit payments to the guest ledger. The appropriate no show charge posts to the reservation account.

Cashier billing functionality is available for no show reservations, and based on the no show posting rule applied, an outstanding balance (no show amount not fully offset by the deposit payment(s)) may result. Cashiers can make any adjustments to the charge or post additional settlement(s) to the reservation account to ensure a zero balance. Refer to: Managing No Show and Cancellation Deposits and Charges.

### Adding No Show Posting Rules

1. From the **Administration** menu, select **Financial**, select **Cashiering Management**, and then select **No Show Posting Rules**.
2. Click **New** and complete the following:
   a. **Property**. Enter or select the property.
   b. **Reservation Type**. Select a reservation type from the list to add a rule for a specific reservation type.
   c. **Source Code**. Select a source code from the list to add a rule for the specific source code.
   d. **Posting Rule**. Select a posting rule from the list:
      i. **All Nights**. This option posts the total rate amount for all nights of the reservation. If the reservation has multiple rate codes, OPERA Cloud determines the price for each night and posts it accordingly.
      ii. **First Night**. This option posts the price of the first night of the reservation.
      iii. **Deposit Only**. This option posts an amount equal to all deposit payments received.
3. Click **Save**.

### Editing No Show Posting Rules

1. From the **Administration** menu, select **Financial**, select **Cashiering Management**, and then select **No Show Posting Rules**.

2. Enter search criteria and click **Search**.
3. Select the no show rule, click the vertical ellipsis **Actions** menu, and select **Edit**.
4. Update the configuration.
5. Click **Save**.

### Deleting No Show Posting Rules

1. From the **Administration** menu, select **Financial**, select **Cashiering Management**, and then select **No Show Posting Rules**.
2. Enter search criteria and click **Search**.
3. Select the no show rule, click the vertical ellipsis **Actions** menu, and select **Delete**.
4. Click **Delete** to confirm.

## Translating Numbers to Words

Money amounts often must be printed in word form and/or numeric form. The most familiar example of this might be when printing the amount on a check or a receipt. The words are usually considered to be the legal expression of the amount, making accuracy essential. For example, in German, a check for €125.67 would be printed as `Eins-Zwei-Fünf Euros und Sechs-Sieben Cents`. In English, $125.67 would translate as `One Hundred Twenty Five Dollars and Sixty Seven cents (or One Hundred Twenty Five Dollars and 67/100 Cents`, depending on the format used for the printing of checks).

The Number To Words feature supports translation of numerals into words in multiple languages. By default, OPERA Cloud expresses numbers in English words.

If the Profile Language function is not being used, and the base language for the property is not English, you can use the Number To Words feature to translate the numbers into words. The translations also provided for words like “Dollars,” ”Cents,” and “and,” which might be required in expressions of written amounts.

Reports that reference a profile language, such as folios and receipts, automatically select the appropriate translation for the particular instance of the report, if available. When printing checks in Commissions Processing, the language associated with the bank account determines which language is used for the check amount written in words.

The Number to Words translation is literal (number for number) except for languages indicated by an X in the Grammatical column of the following table where grammatical idiosyncrasies are accommodated. For example, 1234.50 would be rendered as One Two Three Four Dollars and Five Zero Cents where the rendering is literal. Where a grammatical translation is provided, the amount is rendered as One Thousand Three Hundred and Four Dollars and Fifty Cents.

| Language | Language Code | Grammatical |
|---|---|---|
| AR | Arabic | |
| BG | Bulgarian | |
| CA | Catalan | |
| CS | Czechoslovakian | |
| DA | Danish | |
| DE | German | |
| E | English | **X** |

| | | |
|---|---|---|
| EL | Greek | |
| EN | English (ISO) | |
| ES | Spanish | |
| ET | Estonian | |
| EU | Basque | |
| FA | Persian | |
| FI | Finnish | |
| FR | French | |
| GL | Galician | |
| HR | Croatian | |
| HU | Hungarian | |
| IT | Italian | |
| JA | Japanese | |
| KO | Korean | |
| LT | Lithuanian | |
| LV | Latvian | |
| NL | Dutch | |
| NO | Norwegian | |
| PL | Polish | **X** |
| PT | Portuguese | |
| PT-BR | Brazilian Portuguese | |
| RO | Romanian | |
| RU | Russian | |
| SK | Slovakian | |
| SL | Slovanian | |
| SV | Swedish | |
| TH | Thai | |
| TR | Turkish | **X** |
| UK | Ukranian | |
| VI | Vietnamese | **X** |
| ZH-S | Chinese Simplified | |
| ZH-T | Chinese Traditional | |

## Editing Number to Words Code Descriptions

The Number to Words feature controls whether numerals appear in printed format as numerals or as words in several languages. You can edit the Number to Words description.

1. From the **Administration** menu, select **Financial**, select **Cashiering Management**, and then select **Number to Words**.
2. Select the **Code** or enter the **Description** representing the translation word. The code can be a number or a word (or an abbreviated word).
3. Click **Search**.

4. Select the Code, click the **vertical ellipsis**, and then click **Edit**.
5. Edit the **Description**.
6. Click the **Manage Translations** link.
    a. **Edit existing translations**: Enter revised translation text in the Translation field or click **Remove** to delete the translation.
    b. **Add translations**: Click **Add Translations**, select a language, and enter translation text in the Translation field.
    c. Click **OK**.
7. Update the Description field and click **Save**.

# Configuring Shift Drop Locations

Prerequisites: Shift Drop Locations and Bag Numbers

### Adding Shift Drop Locations

You can configure shift drop locations for cashier shift closures. On the Cashier Closure screen, the shift drop locations you configure are associated with the cashier shift closure numbers.

1. Select the **Administration** menu, select **Financial**, select **Cashiering Management**, and then select **Shift Drop Locations**.

> **Note:**
>
> When the **Multi Property** OPERA Control is active, new Shift Drop Locations codes are created by selecting the Template tab. Once created, you can copy Shift Drop Locations codes to specific properties using the Copy action. Refer to Copying Configuration Codes to Multiple Properties for more information.

   Click **New** and complete the following fields:
    a. **Code**. Enter a code for the Shift Drop Location.
    b. **Description**. Enter a description for the Shift Drop Location.
    c. **Manage Translation**: Click link to configure localized descriptions. For more information, see Configuring Localized Code Descriptions. (Available when the **Multi-language** OPERA Control is active.).
    d. **Sequence**. Enter a number that controls the position of this code in lists. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
2. Click **Save** to save and close or click **Save and Continue** if you want to configure additional shift drop locations.

### Editing Shift Drop Locations

1. Select the **Administration** menu, select **Financial**, select **Cashiering Management**, and then select **Shift Drop Locations**.

2. Enter search criteria and click **Search**.
3. Select the shift drop location then click vertical ellipsis **Actions** menu and select **Edit**.
    a. Make the required changes.
    b. **Inactive**: Select check box to make the shift drop location inactive; inactive codes are not available for selection.
4. Click **Save**.

### Deleting Shift Drop Locations

1. Select the **Administration** menu, select **Financial**, select **Cashiering Management**, and then select **Shift Drop Locations**.
2. Enter search criteria and click **Search**.
3. Select the shift drop location then click vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** and confirm.

## Configuring Tax Types

Prerequisites for Configuring Tax Types

The Tax Types feature enables you to define categories to identify specific guests or reservations and reference these tax types in tax generates configuration. In doing so you can setup varying tax calculations or tax exemption based on tax type. By creating Tax Type codes such as Regular Guest, Sales Tax Exempt, Diplomat and so on, you can control whether a tax generate is applied to sale charges, how the amount is calculated and also the effective dates for the posting of tax generates.

The Tax Type Calculation OPERA Control determines whether the tax type selected in profiles or reservations is to be used for tax generate calculations at your property. By using Page Composer you then customise the profile overview or the reservation stay details panel to add the tax type list field to the panel.

After configuring tax types, you can select a default tax type in the Default Tax Type OPERA Control. The value selected is set for all new profiles or reservations created, depending on Tax Type Calculation OPERA Control.

As an option, you can enable the Tax Exempt report when configuring Tax Types. The report gives a detailed daily breakdown of room revenue and the tax exemptions held by each guest/reservation. For more information, see Financials Reports

### Adding Tax Types

1. From the **Administration** menu, select **Financial**, select **Cashiering Management**, and then select **Tax Types**.
2. Click **New** and complete the following
    a. **Property**: Enter or confirm the property.
    b. **Tax Type**: Enter a tax type code.
    c. **Description**: Enter a description of the tax type.
    d. As an option, complete the Tax Exempt Report Configuration selections.
        i. **Exempt Days**: Specifies the number of days in the report date range after the guest becomes tax exempt.

ii. **Tax Percentage**: Sets the tax types as a percentage, such as four percent or so on.

iii. **Print Auto Adjust**: Enables printing Room Revenue for all days before the guest became tax exempt; Number of nights before the guest became tax exempt, and Tax paid on room revenue for all days before the guest became tax exempt.

3. Click **Save.**

### Editing Tax Types

1. From the **Administration** menu, select **Financial**, select **Cashiering Management**, and then select **Tax Types**.
2. Enter search criteria, click **Search**.
3. Select the tax type, click the vertical ellipsis **Actions** menu, select **Edit**.
4. Update details.
5. Click **Save**.

### Deleting Tax Types

1. From the **Administration** menu, select **Financial**, select **Cashiering Management**, and then select **Tax Types**.
2. Enter search criteria, click **Search**.
3. Select the tax type, click the vertical ellipsis **Actions** menu, select **Delete** .
4. Click **Delete** to confirm.

## Configuring Currency Exchange Service Taxes

### Prerequisites for Configuring Currency Exchange Service Taxes

Exchange Service Taxes are used to generate and post taxes for currency exchange transactions. This feature is used in specific countries only.

### Adding Exchange Service Tax Slabs

1. From the **Administration** menu, select **Financials**, then **Cashier Management** then **Exchange Service Taxes**.
2. Click **New** and enter the following details:
   a. **Amount From**: Enter a starting currency amount.
   b. **Amount To**: Enter a ending currency amount.
   c. **Percentage**: Enter a tax percentage.
   d. **Base Amount**: Enter a base amount.
   e. **Minimum**: Enter a minimum exchange amount.
   f. **Maximum**: Enter a maximum exchange amount.
3. Click **Save**.

> **Note:**
>
> You will not be able to configure overlapping amount ranges.

### Editing Exchange Service Tax Slabs

1. From the **Administration** menu, select **Financials**, then **Cashier Management** then **Exchange Service Taxes**.
2. Enter search criteria and click **Search**.
3. Select the exchange service tax then click vertical ellipsis **Actions** menu and select **Edit**.
4. Update the details.
5. Click **Save**.

### Deleting Exchange Service Tax Slabs

1. From the **Administration** menu, select **Financials**, then **Cashier Management** then **Exchange Service Taxes**.
2. Enter search criteria and click **Search**.
3. Select the exchange service tax then click vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

## Configuring Transaction Discount Rules

Prerequisites for Configuring Transaction Discount Rules

You can configure transaction discount rules to apply a percentage or flat amount discount for selected Transaction or Article codes (Available when the **Articles** OPERA Control is active), membership types and levels. Reservation membership details are referenced while applying discount percentages/amounts. If the reservation does not have membership details, OPERA Cloud references the primary profile membership details. When a charge is posted to a reservation account (using Billing, Post It, Fixed Charges, Batch Postings, or through an interface), a discount (credit) is automatically applied to the charge, with the **Reference** providing details of the discount percentage, membership type, and level. The reference details are also available for *New Posting* activity in the changes log.

> **Note:**
>
> Rate code postings, including packages, deposits, debit, and credit folios are excluded from Transaction Discount. Negative postings posted via Post It / Passerby only result in posting of transaction discounts.

### Adding Transaction Discount Rules

1. From the **Administration** menu, select **Financials**, then **Cashier Management**, then select **Transaction Discount**.
2. Click **New** and complete the following:
   a. **Property**: Enter or select the property.

b. **Code**: Enter a alpha-numeric code for the discount.
c. **Description**: Enter a description.
d. **Code Type**: Select a code type from the list (Transaction Codes or Article Codes)
e. **Rule Type**: Select a rule type from the list.
f. **Membership Type**: Select a membership type from the list.
g. **Membership Level**: Select a membership level from the list (optional).
h. **Percentage**: Select to apply a % discount.
    i. **Amount**: Enter a % value.
i. **Amount**: Select to apply a flat amount discount.
    i. **Amount**: Enter an amount.
j. **Sequence**: Enter or select a sequence.
k. **Transaction / Article Codes**
    i. From the **Available** panel search and select the transaction code(s) or article(s) (hold down the Ctrl key to select multiple transaction codes).
    ii. You can filter the Available list or the Selected list of transaction codes by entering a transaction code in the **Filter** field and clicking **Go**.
    iii. Click **>** to move the selected codes to the **Selected** panel.
l. Click **Save**.

### Editing Transaction Discount Rules

1. From the **Administration** menu, select **Financials**, then **Cashier Management**, then select **Transaction Discount**.
2. Enter search criteria and click **Search**.
3. Select the transaction discount rule, then click vertical ellipsis **Actions** menu and select **Edit**.
4. Update the details
5. Click **Save**.

### Deleting Transaction Discount Rules

1. From the **Administration** menu, select **Financials**, then **Cashier Management**, then select **Transaction Discount**.
2. Enter search criteria and click **Search**.
3. Select the transaction discount rule, then click vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

## Configuring Voucher Rules

Prerequisites for Configuring Voucher Rules

Configure rules to generate vouchers during check in; using a customized `sample_voucher.rtf` template setup in the vouchers report group. Typically, these vouchers are "redeemable" for food, beverages or other products and services during a guest's stay.

> **Note:**
>
> Vouchers for the same membership type (and membership level, if specified) may not have overlapping dates.

### Adding Voucher Rules

1. From the **Administration** menu, select **Financials**, select **Cashier Management**, then select **Vouchers**.
2. Click **New** and enter the following details:
   a. **Property**: Enter or select the property.
   b. **Membership Type**: Select a membership type from the list.
   c. **Membership Level**: Select a membership level from the list.
   d. **Start Date**: Enter or select a start date.
   e. **End Date**: Enter or select an end date.
   f. **Amount**: Enter an amount (local currency).
   g. Click **Save**.

### Editing Voucher Rules

1. From the **Administration** menu, select **Financials**, select **Cashier Management**, then select **Vouchers**.
2. Enter search criteria, then click **Search**.
3. Select the voucher in the search result, then click the vertical ellipsis **Actions** menu and select **Edit**.
4. Update the details.
5. Click **Save**.

### Deleting Voucher Rules

1. From the **Administration** menu, select **Financials**, select **Cashier Management**, then select **Vouchers**.
2. Enter search criteria, then click **Search**.
3. Select the voucher in the search result, then click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

### Copying Voucher Rules

See, Copying Configuration Codes to Multiple Properties

# Commissions

Prerequisite for Commissions

Commissions Administration enables you to set up bank accounts, commission codes, and related configuration to manage commission payments for travel agents and other booking sources of reservations at your property.

## Configuring Commission Bank Accounts

The Commission Processing module allows the user to easily set up single or multiple bank accounts for the payment of travel agent commissions. Since properties are often dealing with a great number of different travel agents and sources, the most convenient way for them to pay commissions is to work with multiple bank accounts. International chains/properties may work with several different bank accounts: accounts for payment in the local currency and accounts for payment in foreign currencies.

Besides commission payment using checks (CHK payment method), some accounts may be designated for electronic funds transfer commission payments (EFT payment method); and yet others may be used for central payment (CENT payment method) of commissions generated at several properties. In the central payment case, a data transfer from each property provides the necessary information for the central bank to handle actual commission payment, in check or EFT form.

Travel agents and source profiles are each associated with bank accounts that handle commissions payment for that source/agent. (The bank account designated as the "default bank account" is used for paying commissions to agents and sources that do not have a bank account selected.).

Bank accounts can be set up in various ways, depending on how your organization processes commissions. Here are some of the most typical bank account configurations:

- A separate bank account to handle commission processing in each currency. For example, a bank account for American Trust to handle US dollar payments and a bank account for Bank of Montreal to handle payments in Canadian dollars.
- Multiple bank accounts to handle payments in a single currency. For example, American Trust and Bank of America each have a bank account configured in US dollars.
- One bank account to process payments in multiple currencies. Set up multiple bank accounts for the same bank, with one bank account to handle payment in each currency. For example, if American Trust handles commission payments in US dollars and in Canadian dollars, set up two identical bank accounts, except for the currency. Although OPERA Cloud uses an internal numbering system to differentiate these bank accounts, it would be advisable to give each bank account a unique Bank Name (e.g., American Trust - USD, American Trust - CAD) to make it easy to identify the accounts when working in the Commissions module.

Each bank account can have a language associated with it. This language can be used to determine the language for check printing. Thus, bank account language and bank account currency may both play a part in determining how you configure bank accounts as well as which account is associated with a particular travel agent or source profile.

### Adding Commission Bank Accounts

1. From the **Administration** menu, select **Financial**, select **Commission Management**, and then select **Bank Accounts**.
2. Click **New** and enter the following details:
    a. **Bank Code**: Unique code for this bank account.
    b. **Branch Code**: Code for the branch of the bank. Must be unique for each Bank Code.
    c. **Bank Name**: Name of the bank account.
    d. **Branch Code**: Code for the branch of the bank. Must be unique for each Bank Code.
    e. **Bank Name**: Name of the bank account.
    f. **Routing Number**: Bank routing number.
    g. **Account Number**: Account number held by your organization at the bank.
    h. **Payment Method**: Select the down arrow to choose the type of payment that is associated with this bank account. Options are:
        i. **CHK**: Commission payment by check.
            i. **Format**: Select the down arrow to choose the check format to be used to print checks for this bank account. Check formats are configured in Reports configuration (**Application** > **Reports** > **Configure Reports**) Select the Commission Check report group. Refer BI Publisher Stationery Editor.
            ii. **Next Check Number**: Next available check number in the series of checks. This number will be automatically updated each time commissions payments are processed and checks are printed.
            iii. **Min. Processing Amt**: Minimum amount of the commission for a travel agent/ source before a commission payment is processed. This is useful if you want to make sure you do not produce a check every time a commission is due but only after a reasonable commission amount has been accumulated.
            iv. **Edit Check Number**: Select this check box to allow users to change the check numbers for this account. Deselect this check box to prevent users from editing check numbers once they are assigned (this is the default).
            v. **Check Stub Lines**: The number entered here is the number of printable lines (top to bottom) on the check stub. The check stub is always displayed above the check. The number entered here should match the number set by the Maximum Records Per Page value you set when you customized the `sample_checkusd.rep`. The default maximum records per page for the `sample_checkusd` report is 18. For more information, see Customizing Reports.
        ii. **CENT-Centrally paid commissions**: This selection is essentially the same as CHK, but is provided as a separate option that can be used with central reservation systems where commissions are paid from a central bank account.
        iii. **EFT- Electronic funds transfer**: An export file is created by the commission payment process. The EFT file format is determined by the EFT Export Format OPERA Control . For more information, see About Commission EFT Export File Formats
    i. **Currency**: Select a currency from the list; the same currency can be select in more than one bank account. (Available when the **Foreign Currency Codes** OPERA Control is active).

j. **Language**: Select a language for this bank account from the list. Your selection determines the language used to write amounts in words on checks when the **Multi-language** OPERA Control is active. If no language is selected here, OPERA Cloud defaults to the the base language for your property.

k. **Positive Pay Export**: Available when the **Positive Pay Check Export** OPERA Control is active. Select this check box so the bank will have the option to use the Positive Pay Export functionality. The Positive Pay Export identifies to the bank all of the Travel Agent Commission checks that have been processed by OPERA Cloud and can be paid out to the agent by the bank. For more information, see Positive Pay Checks for details.

l. **Default**: Select this check box if this bank account is to be the default in case no bank account is associated with the travel agent or source. A default bank account must be configured for a property and only one bank account can be selected as the default. An X appears in the X column for the default bank account.

m. **Default for Currency**:When an active OXI Interface is present, this option provides the ability to configure a default bank account per currency/property and to link that bank account with the profile for commission processing when OXI inserts a commission code in an OPERA Cloud profile.

3. Click **Save**.

### Editing Commission Bank Accounts

1. From the **Administration** menu, select **Financial**, select **Commission Management**, and then select **Bank Accounts**.
2. Enter search criteria and click **Search**.
3. Select the commission bank account, then click the vertical ellipsis **Actions** menu and select **Edit**.
4. Update the details.
5. Click **Save**.

### Deleting Commission Bank Accounts

1. From the **Administration** menu, select **Financial**, select **Commission Management**, and then select **Bank Accounts**.
2. Enter search criteria and click **Search**.
3. Select the commission bank account, then click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

## Commission Codes

Travel Agent commission is calculated after a reservation is checked out and is based on either of the following:

- The eligible revenue posted during the stay, usually the accommodation or package (including package items) revenue.
- A flat amount per night or per stay.

The calculation of commission is driven by commission codes and the business rules defined in them. Commission codes identify the eligible sale charge transaction codes for which to

calculate commission, the commission calculation method, and any taxing method to be applied to the commission.

Properties must configure a NON or ZERO commission code for non-eligible travel agents or rate codes. This commission code, with a zero flat amount commission, calculates a zero amount payable to the agent. You can configure OPERA Cloud to transfer all zero commission payments directly to commission payment history or to list these commission payments as part of the commission payables processing.

The following hierarchy determines how OPERA Cloud calculates reservation commission:

- **Default** - A default commission code is selected for the **Default Commission** OPERA Control. For example, this could be set to 10%; paying 10% of eligible revenue.
- **Sales Account** - The commission payable can also be selected for a specific Travel Agent or Source profile, and is used if the commission payable is different from the default, for example, a specific travel agent is contracted to receive 7% of eligible revenue. For more information, see Managing Travel Agent / Source Commission Details.
- **Rate Code** - Rate codes also have an option to select a commission code, which overrides the Default and the Sales Account. For example, the rate code "SPAPKG" with a "NON" commission code would pay zero commission to any agent booking the "SPAPKG" rate code. For more information, see Configuring Rate Code Financial Details.

## Configuring Commission Codes

### Adding Flat Amount Commission Codes

Flat amount commission is based on nights or stay.

1. From the **Administration** menu, select **Financial**, select **Commission Management**, and then select **Commission Codes**.
2. Click **New** and complete the following:
    a. **Property** : Enter or select the property.
    b. **Code**: Enter an alphanumeric code to identify the commission code.
    c. **Description**: Enter a description for the commission code.
    d. **Sequence**: Enter a sequence to determine the position of the commission code in lists. Commission codes without a sequence number appear in alphabetical order following codes that have a number assigned.
    e. **Hold**: Select a Hold status if you want the commission payment held for review prior to payment:
        i. **Always**: The commission detail record always has the Hold status (H) selected. Commission detail records with this status are not processed for payment until the hold is released.
        ii. **Accounts Receivables**: The commission detail record has the Hold status (H) selected if the direct bill transaction code (defined by the Cashiering > AR Settlement Trn Code application setting) is associated with any of the folios generated by the reservation. The commission detail record also has the AR status (A) selected. AR status means the associated commission is used to offset the agent/source AR account. When records identified for AR are processed, they are removed from the list of commission details without creating a check or an EFT payment record. The Payment Activity record shows the AR status.

iii. **Prepaid**: The commission detail record has the Hold status (H) selected if pre-paid commission payment (selected in the **Default Prepaid Commission Trn Code** OPERA Control) is associated with any of the folios generated by the reservation. The commission detail record also has the Prepaid status (P) selected. Prepaid status means that all or part of the commission is prepaid. The prepaid amount is automatically deducted from the commission payment when the commissions detail record is processed. The Payment Activity record shows the Prepaid status.

f. **Based On**: Select **Reservation**.

g. **Amount**: Enter a flat amount of commission to be paid.

h. Calculation rule.

i. **Per Night**: Commission amount is calculated per night of the reservation based on the **Amount** value multiplied by the number of nights.

ii. **Per Stay**: Commission amount is calculated for the entire stay based on the **Amount** value.

i. **Tax**: Enter the tax percentage if the commission payment is taxed. The tax on a commission is automatically calculated during commission processing when the **Auto Calculate VAT** OPERA Control is active.

j. Click **Save**.

### Adding Revenue Percentage Commission Codes

Revenue based commission is based on selected sales charges posted to the reservation account. A different rate of commission can be paid for weekdays and weekends.

1. From the **Administration** menu, select **Financial**, select **Commission Management**, and then select **Commission Codes**.
2. Click **New** and complete the following:

a. **Property** : Enter or select the property.

b. **Code**: Enter an alphanumeric code to identify the commission code.

c. **Description**: Enter a description for the commission code.

d. **Sequence**: Enter a sequence to determine the position of the commission code in lists. Commission codes without a sequence number appear in alphabetical order following codes that have a number assigned.

e. **Hold**: Select a **Hold** status if you want the commission payment held for review prior to payment:

i. **Always**: The commission detail record always has the Hold status (H) selected. Commission detail records with this status are not processed for payment until the hold is released.

ii. **Accounts Receivables**: The commission detail record has the Hold status (H) selected if the direct bill transaction code (defined by the Cashiering>AR Settlement Trn Code application setting) is associated with any of the folios generated by the reservation. The commission detail record also has the AR status (A) selected. AR status means the associated commission is used to offset the agent/source AR account. When records identified for AR are processed, they are removed from the list of commission details without creating a check or an EFT payment record. The Payment Activity record shows the AR status.

iii. **Prepaid**: The commission detail record has a Hold status (H) if pre-paid commission payment (selected in the **Default Prepaid Commission Trn Code** OPERA Control) is associated with any of the folios generated by the reservation.

The commission detail record also has the Prepaid status (P) selected. Prepaid status means that all or part of the commission is prepaid. The prepaid amount is automatically deducted from the commission payment when the commissions detail record is processed. The Payment Activity record shows the Prepaid status.

f. **Based On**: Select **Revenue**.

g. **Tax**: Enter the tax percentage if the commission payment is taxed. The tax on a commission is automatically calculated during commission processing when the **Auto Calculate VAT** OPERA Control is active.

h. Click **New** and complete the following:

i. **Commission%**: Enter a commission percentage .

j. **Weekend Commission%**: Enter a commission percentage if a different commission rate is earned on revenue generated on weekends. Otherwise, the Commission % applies to all days of the week.

k. **Based on Net Amount**: Select check box to calculation commission on nett amount.

l. **Transaction Code(s)**: Select the sale charge transaction code(s) for which revenue is commissionable at the defined commission percentage.

   i. From the **Available** panel search and select the transaction code(s). Hold down the **Ctrl** key to select multiple transaction codes.

   ii. You can filter the **Available** list or the **Selected** list of transaction codes by entering a transaction code in the **Filter** field and clicking **Go**.

   iii. Click **>** to move the selected codes to the **Selected** panel.

   iv. Click **Save**.

m. Repeat to add additional transaction codes with a different percentage of commission.

n. Click **Save**.

### Editing Commission Codes

1. From the **Administration** menu, select **Financial**, select **Commission Management**, and then select **Commission Codes**.
2. Enter search criteria, then click **Search**.
3. Select the commission code in the search result, then click the vertical ellipsis **Actions** menu and select **Edit**.
4. Update the configuration.

   a. If the commission is based on revenue, select a transaction code then click the vertical ellipsis **Actions** menu and select **Edit**.

   b. Update the configuration.

   c. Click **Save**.

### Deleting Commission Codes

1. From the **Administration** menu, select **Financial**, select **Commission Management**, and then select **Commission Codes**.
2. Enter search criteria, then click **Search**.
3. Select the commission code in the search result, then click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

# Configuring Stop Processing (Hold Payment) Reasons

Prerequisites for Stop Processing Reason Codes

When the **Stop Processing Reasons Code** OPERA Control is active and a user sets a payment hold on a commission payment, a stop processing reason must be selected. Configure the various reasons why a commission payment would be held. For more information, see Managing Commission Payment Holds.

### Adding Stop Processing (Hold Payment) Reasons

1. From the **Administration** menu, select **Financial**, select **Commission Management**, and then select **Stop Processing Reasons**.
2. Click **New** and complete the following:
    a. **Code**: Enter a code that identifies the stop payment processing reason.
    b. **Description**: Enter a description of the code.
    c. **Sequence**: Enter a number to indicate the position of this reason code in a list of displayed values.
3. Click **Save**.

### Editing Stop Processing (Hold Payment) Reasons

1. From the **Administration** menu, select **Financial**, select **Commission Management**, and then select **Stop Processing Reasons**.
2. Enter search criteria then click **Search**.
3. Select the reason code, then click the vertical ellipsis **Actions** menu and select **Edit**.
4. Update the configuration.
5. Click **Save**.

### Deleting Stop Processing (Hold Payment) Reasons

1. From the **Administration** menu, select **Financial**, select **Commission Management**, and then select **Stop Processing Reasons**.
2. Enter search criteria then click **Search**.
3. Select the reason code, then click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

# About Commission EFT Export File Formats

Depending on the setup of the commission bank account, you can make commission payments using printed checks or from an electronic funds transfer (EFT) export file sent to a central clearinghouse for remittance to travel agents.

The **EFT Export Format** OPERA Control determines the file format for all commission bank accounts setup with EFT selected as the **Payment** method.

The EFT export formats available are:

- EGS (Eruca Global Services)

- HCC (Pegasus)
- INF (Infinium)
- NPC (National Processing Company)
- WTP (World Travel Payment) , also known as TACS and GCMS

On selecting a value for the **EFT Export Format** OPERA Control, additional OPERA Control settings are enabled to provide property and tax data that is included in the EFT export.

Each time you process commissions payments, an export file is generated and delivered according to the delivery method selected in the **Delivery Method** OPERA Control setting. (File System, SFTP, HTTPS).

## EGS (Eruca Global Services) Commission Export

On selecting EGS for the EFT Export Format OPERA Control, additional OPERA Control settings are enabled to provide data to include in the EFT export.

| OPERA Control | Description |
|---|---|
| File Name Format | File Name Format:<br>• PROPERTYID_SEQUENCE<br>• PROPERTYID_SEQUENCE_DDMMYY<br>• PROPERTYID_SEQUENCE_MMDDYY<br>• PROPERTYID_SEQUENCE_DDMMYYHH24MI<br>• PROPERTYID_SEQUENCE_MMDDYYHH24MI |
| Brand/Destination ID | Brand Code/Destination ID, 2 character code. |
| Property ID | Property ID, maximum 10 characters, Provided by HCC if property has no code. |
| Property Name | Name of the property/chain. |
| Country of Taxing Authority | Select the country code of the property. |
| Tax Type | Select the tax type required. |
| Company | Clearinghouse company name. |
| Address | Address of the clearinghouse. |
| Telephone | Telephone number of the clearinghouse. |
| Fax | Fax number of the clearinghouse. |
| Delivery Method | Set the delivery method to be used for EFT Export:<br>• SFTP<br>• SFTP Legacy<br>• HTTPS<br>• File System (download) |

### Export File Data Definition

#### BH – Batch Header

The EGS data export file consists of four record types as described below. Each field within the records is separated by the pipe symbol. Although a field is mandated by a certain number of

characters, the exact length of the data can be less than the column, but not more. In all cases, the termination of the field is again with the existence of the pipe symbol (|). For a numeric value, it is not necessary to pad either left or right with zeros. Decimal placement is based on the property data.

| EGS Field Name | Length | Description |
|---|---|---|
| Record ID | 2 Char | BH. |
| Property ID | 10 Char | Property ID. |
| Destination ID | 3 Char | Brand/Destination ID. |
| Batch ID | 16 Char | Unique batch identification number (revolving 3 digit number). |
| Batch Creation Date | 8 Char | YYYYMMDD format. |
| File Creation Time | 4 Char | HHMM format (military time). |
| Batch Description | 24Char | EGS Batch: BOSSO102.hlk (5 digit property code + 3 digit revolving batch number.<br>Batch ID will be taken plus the .HLK as the file extension. |

### PM - Property Maintenance

| EGS Field Name | Length | Description |
|---|---|---|
| Record ID | 2 Char | PM. |
| Brand Code | 2 Char | Brand/Destination ID. |
| Chain Property ID | 10 Char | Property ID. |
| Action Code | 1 Char | A. |
| Property Name | 30 Char | Name of the Property as shown in Property Data. |
| Address Line 1 | 25 Char | Properties Street Address. |
| Address Line 2 | 25 Char | Blank. |
| City | 15 Char | Properties City Address. |
| State/Province Code | 3 Char | Properties State Address. |
| Country Code | 2 Char | Properties Country Address. |
| Postal Code | 15 Char | Properties Postal/Zip Code. |
| Phone Number | 20 Char | Properties Telephone Number. |
| Property ID - Sabre | 10 Char | Blank. |
| Property ID Covia | 10 Char | Blank. |
| Property ID System One | 10 Char | Blank. |
| Property ID Pars | 10 Char | Blank. |
| Property ID Datas II | 10 Char | Blank. |
| Property ID JAL | 10 Char | Blank. |
| Property ID Sita/Sahara | 10 Char | Blank. |
| Property ID Abacus | 10 Char | Blank. |
| Property ID Gemini | 10 Char | Blank. |

| EGS Field Name | Length | Description |
|---|---|---|
| Property ID Galileo | 10 Char | Blank. |
| Property ID AAA | 10 Char | Blank. |

### RC - Report Commission (Guest Record)

Reported commission records account for reservation stays, cancellations, and no-shows. Within this format, Gross is referenced as Net, and Net is referenced as Gross. For each commissionable guest, one RC record is created.

| EGS Field Name | Length | Description. |
|---|---|---|
| Record ID | 2 Char | RC. |
| Action Code | 1 Char | A. |
| Guest Stay Number | 12 Char | Unique identifier for guest stay (reported commission) number.<br>(5 digits property ID + last 7 digits of reservation name ID). |
| Brand Code | 2 Char | Brand/Destination ID. |
| Booking Source Code | 3 Char | OTH. |
| Property ID | 10 Char | Property ID. |
| PNR Number | 6 Char | Blank. |
| Confirmation Number | 12 Char | Confirmation Number. |
| Cancellation Number | 12 Char | If reservation is of a canceled status CXL; otherwise Blank. |
| Corporate ID Number | 12 Char | If company profile attached uses the CORPID/Member number. If no CORPID exists, use company name ID. If no company is attached, then Blank.<br>RESERVATION GENERAL VIEW.COMPANY ID. |
| Travel Agency Number | 8 Char | IATA number. If Blank, then use internal number. |
| Guest Last Name | 30 Char | Guest Last Name. |
| Guest First name | 20 Char | Guest First Name. |
| Status Code | 2 Char | 1 = Fully commissionable 4 = Cancellation, 5 = No show. |
| Reason Code | 6 Char | Blank. |
| Arrival Date | 8 Char | YYYYMMDD format. |
| Departure Date | 8 Char | YYYYMMDD format. |
| Number of Nights | 3 Digits | Nights. |
| Number of Rooms | 3 Digits | 1. |
| Commissionable Revenue | 15 Digits | Revenue that is commissionable. |

| EGS Field Name | Length | Description. |
|---|---|---|
| Net Commission Due | 15 Digits | Net commission (Gross Commission - Tax Amount). |
| Adjustment Amount | 15 Digits | 0.00. |
| Net Commission Due | 15 Digits | Gross Commission (Net Commission + Tax Amount). |
| Currency Code | 3 Char | Currency Code of Bank Account. |
| Comments | 250 Char | Blank. |
| Number of Tax Records | 3 Digits | 1 or 0 based on where tax has been calculated ( CALC VAT ON COMMISSIONS OPERA Control). |
| Tax Amount | 15 Digits | The calculated tax amount. |
| Agency Name | 30 Char | Travel agent name attached to the reservation. |
| Agency Address 1 | 25 Char | Travel agent address 1 attached to the reservation. |
| Agency Address 2 | 25 Char | Travel agent address 2 attached to the reservation. |
| Agency City | 15 Char | Travel agent city attached to the reservation. |
| Agency State/Province | 3 Char | Required if country code = US or CA. |
| Agency Country Code | 2 Char | Travel agent country code. |
| Agency Postal Code | 15 Char | Travel agent postal code. |
| Agency Phone Number | 20 Char | Travel agent telephone number. |

### BT - Batch Trailer

The Batch Trailer record is mandatory for all batch transfers. This record must be the last record in the file.

> **Note:**
>
> The total values are not calculated, but are added up from the RC (Reported Commission) included with the file.

| EGS Field Name | Length | Description |
|---|---|---|
| Record ID | 2 Char | BT. |
| Total RC Records | 8 Digits | Total number of RC records in this batch. |
| Total PM Records | 8 Digits | Total number of PM records in this batch. |

| EGS Field Name | Length | Description |
|---|---|---|
| Total Commissionable Revenue | 15 Digits | Total Commissionable revenue from which the commission is calculated. |
| Total Gross Commission | 15 Digits | Total Net commission (Gross commission Tax Amount). |
| Total Adjustment Amount | 15 Digits | 0.00. |
| Total Tax Amount | 15 Digits | Tax calculated on Net Commissions. |
| Total Net Commission Due Amount | 15 Digits | Total Gross Commission (Net Commission + Tax Amount). |
| Currency Code | 3 Char | Use the 3 digit currency code defined in the EFT setup. |

## HCC (Pegasus) Commission Export

On selecting HHC for the EFT Export Format OPERA Control, additional OPERA Control settings are enabled to provide data to include in the EFT export.

| OPERA Control | Description |
|---|---|
| File Name Format | File Name Format:<br>• PROPERTYID_SEQUENCE<br>• PROPERTYID_SEQUENCE_DDMMYY<br>• PROPERTYID_SEQUENCE_MMDDYY<br>• PROPERTYID_SEQUENCE_DDMMYYHH24MI<br>• PROPERTYID_SEQUENCE_MMDDYYHH24MI |
| Brand/Destination ID | Brand Code/Destination ID, 2 character code. |
| Property ID | Property ID, maximum 10 characters, Provided by HCC if property has no code. |
| Property Name | Name of the property/chain. |
| Country of Taxing Authority | Select the country code of the property. |
| Tax Type | Select the tax type required. |
| Company | Clearinghouse company name. |
| Address | Address of the clearinghouse. |
| Telephone | Telephone number of the clearinghouse. |
| Fax | Fax number of the clearinghouse. |
| Delivery Method | Set the delivery method to be used for EFT Export:<br>• SFTP<br>• SFTP Legacy<br>• HTTPS<br>• File System (download) |

### Export File Data Definition

The HCC data export file consists of five record types as described below. Each field within the records is separated by the pipe symbol. Although a field is mandated by a certain number of characters, the exact length of the data can be less than the column, but not more. In all cases the termination of the field is again with existence of the pipe symbol (|). For a numeric value, it is not necessary to pad either left or right with zeros. Decimal placement is based on the property data. If no taxes are reported on the RC Report Commission, a TX Tax Record will not be created.

### BH – Batch Header

| HCC Field Name | Length | Description |
|---|---|---|
| Record ID | 2 Char | BH. |
| Property ID | 10 Char | Property ID. |
| Destination ID | 2 Char | Brand/Destination ID. |
| Batch ID | 16 Char | Unique batch identification number (revolving 3 digit number). |
| Batch Creation Date | 8 Char | YYYYMMDD format. |
| File Creation Time | 4 Char | HHMM format (military time). |
| Batch Description | 24Char | HHC Batch: BOSSO102.hlk (6 digit property code + 3 digit revolving batch number.<br>Batch ID is taken plus the .HLK as the file extension. |

### PM - Property Maintenance

This should always be the second record in the file after the BH.

| HCC Field Name | Length | Description |
|---|---|---|
| Record ID | 2 Char | PM. |
| Brand Code | 2 Char | Brand/Destination ID. |
| Chain Property ID | 10 Char | Property ID. |
| Action Code | 1 Char | A. |
| Property Name | 30 Char | Name of the Property as shown in Property Data. |
| Address Line 1 | 25 Char | Properties Street Address. |
| Address Line 2 | 25 Char | Blank. |
| City | 15 Char | Properties City Address. |
| State/Province Code | 3 Char | Properties State Address. |
| Country Code | 2 Char | Properties Country Address. |
| Postal Code | 15 Char | Properties Postal/Zip Code. |
| Phone Number | 20 Char | Properties Telephone Number. |
| Property ID - Sabre | 10 Char | Blank. |
| Property ID Covia | 10 Char | Blank. |

| HCC Field Name | Length | Description |
|---|---|---|
| Property ID System One | 10 Char | Blank. |
| Property ID Pars | 10 Char | Blank. |
| Property ID Datas II | 10 Char | Blank. |
| Property ID JAL | 10 Char | Blank. |
| Property ID Sita/Sahara | 10 Char | Blank. |
| Property ID Abacus | 10 Char | Blank. |
| Property ID Gemini | 10 Char | Blank. |
| Property ID Galileo | 10 Char | Blank. |
| Property ID AAA | 10 Char | Blank. |

### RC - Report Commission (Guest Record)

Reported commission records account for reservation stays, cancellations, and no-shows. Within this format, Gross is referenced as Net, and Net is referenced as Gross. For each commissionable guest, one RC record is created.

| HCC Field Name | Length | Description. |
|---|---|---|
| Record ID | 2 Char | RC. |
| Action Code | 1 Char | A. |
| Guest Stay Number | 12 Char | Unique identifier for guest stay (reported commission) number.<br>(5 digits property ID + last 7 digits of reservation name ID). |
| Brand Code | 2 Char | Brand/Destination ID. |
| Booking Source Code | 3 Char | OTH. |
| Property ID | 10 Char | Property ID. |
| PNR Number | 6 Char | Blank. |
| Confirmation Number | 12 Char | Confirmation Number. |
| Cancellation Number | 12 Char | If reservation is of a canceled status CXL; otherwise Blank. |
| Corporate ID Number | 12 Char | If company profile attached uses the CORPID/Member number. If no CORPID exists, use company name ID. If no company is attached, then Blank.<br>RESERVATION GENERAL VIEW.COMPANY ID. |
| Travel Agency Number | 8 Char | IATA number. If Blank, then use internal number. |
| Guest Last Name | 30 Char | Guest Last Name. |
| Guest First name | 20 Char | Guest First Name. |
| Status Code | 2 Char | 1 = Fully commissionable, 3= Zero Commission, 4 = Cancellation, 5 = No show |

| HCC Field Name | Length | Description. |
|---|---|---|
| Reason Code | 6 Char | Blank. |
| Arrival Date | 8 Char | YYYYMMDD format. |
| Departure Date | 8 Char | YYYYMMDD format. |
| Number of Nights | 3 Digits | Nights. |
| Number of Rooms | 3 Digits | 1. |
| Commissionable Revenue | 15 Digits | Revenue that is commissionable. |
| Net Commission Due | 15 Digits | Net commission (Gross Commission - Tax Amount). |
| Adjustment Amount | 15 Digits | 0.00. |
| Net Commission Due | 15 Digits | Gross Commission (Net Commission + Tax Amount). |
| Currency Code | 3 Char | Currency Code of Bank Account. |
| Comments | 250 Char | Blank. |
| Number of Tax Records | 3 Digits | 1 or 0 based on where tax has been calculated ( CALC VAT ON COMMISSIONS OPERA Control). |
| Tax Amount | 15 Digits | The calculated tax amount. |
| Agency Name | 30 Char | Travel agent name attached to the reservation. |
| Agency Address 1 | 25 Char | Travel agent address 1 attached to the reservation. |
| Agency Address 2 | 25 Char | Travel agent address 2 attached to the reservation. |
| Agency City | 15 Char | Travel agent city attached to the reservation. |
| Agency State/Province | 3 Char | Required if country code = US or CA. |
| Agency Country Code | 2 Char | Travel agent country code. |
| Agency Postal Code | 15 Char | Travel agent postal code. |
| Agency Phone Number | 20 Char | Travel agent telephone number. |

### TX - Tax Record

There is one tax record for each reported commission record. This record type must immediately follow the associated RC record. Tax Record is mandatory for each commission record. This record is only required for properties sending tax information that is based on where the parameter called CALC VAT ON COMMISSION is active. If there is not a tax amount in the RC record, a TX record is not required.

| HCC Field Name | Length | Description |
|---|---|---|
| Record ID | 2 Char | TX |
| Brand Code | 2 Char | Brand/Destination ID |

| HCC Field Name | Length | Description |
|---|---|---|
| Guest Stay Number | 12 Char | Reservation Confirmation Number (resv name id). Same as reported in the RC record. |
| Taxing Authority Code | 3 Char | Country of Tax Authority |
| Tax Type | 8 Char | Tax Code |
| Reporting Cycle | 1 Char | Blank |
| Net Commission Amount | 15 Digits | Net Commission (Gross Commission Tax Amount) |
| Tax Amount | 15 Digits | Tax calculated on Net Commission |
| Commission Amount | 15 Digits | Gross Commission (Net Commission + Tax AMOUNT) |
| Tax Percentage Used | 6 Digits | Right four digits considered decimal positions. 10% would appear in this field as 100000. |
| Travel Agent Tax ID | 15 Digits | If a TAX ID shown on the associated Travel Agent profile has been entered this should populate this column, otherwise the words NOT PROVIDED must appear in **TAX1 NO** field |
| Reporting Flag | 1 Char | Blank |

### BT - Batch Record

The Batch Trailer record is mandatory for all batch transfers. This record must be the last record in the file.

> **Note:**
>
> The total values are not calculated, but are added up from the RC (Reported Commission) included with the file.

| HCC Field Name | Length | Description |
|---|---|---|
| Record ID | 2 Char | BT. |
| Total RC Records | 8 Digits | Total number of RC records in this batch. |
| Total TX Records | 8 Digits | Total number of TX records in this batch. |
| Total PM Records | 8 Digits | Total number of PM records in this batch. |
| Total Commissionable Revenue | 15 Digits | Total Commissionable revenue from which the commission is calculated. |
| Total Gross Commission | 15 Digits | Total Net commission (Gross commission Tax Amount). |
| Total Adjustment Amount | 15 Digits | 0.00. |

| HCC Field Name | Length | Description |
|---|---|---|
| Total Tax Amount | 15 Digits | Tax calculated on Net Commissions. |
| Total Net Commission Due Amount | 15 Digits | Total Gross Commission (Net Commission + Tax Amount). |
| Currency Code | 3 Char | Use the 3 digit currency code defined in the EFT setup. |

## INF (Infinium) Commission Export

On selecting INF for the EFT Export Format OPERA Control, additional OPERA Control settings are enabled to provide data to include in the EFT export.

| OPERA Control | Description |
|---|---|
| File Name Format | Select the file name format to be used for EFT Export file:<br>• RESORTNAME_MMDDYY_SEQUENCE<br>• RESORTNAME_DDMMYY_SEQUENCE<br>• RESORTNAME_MMDDYYYY_SEQUENCE<br>• RESORTNAME_MMDDYYYYHH24MI<br>• RESORTNAME_DDMMYYYYHH24MI |
| Delivery Method | Set the delivery method to be used for EFT Export:<br>• SFTP<br>• SFTP Legacy<br>• HTTPS<br>• File System (download) |

### Export File Data Definition

The INF data export file consists of one record type.

> **Note:**
>
> Amounts do not include a decimal (for example, if the commission amount is $21.75, the Actual Commission Due amount is shown as 000002175) in the Infinium export.

| Position | Length | Description |
|---|---|---|
| 1 | 12 | IATA # or if commission code not = "Z" = AREA CODE/ TELEPHONE #. |
| 13 | 30 | Travel Agent Name. |
| 43 | 6 | Departure Date. |
| 49 | 12 | OPERA Profile ID. |
| 61 | 30 | Guest Name. |

| Position | Length | Description |
|---|---|---|
| 91 | 6 | Guest Folio. |
| 97 | 3 | Active/Inactive. |
| 100 | 1 | List Number. |
| 101 | 1 | Folio Reservation Status. |
| 102 | 1 | "H" or "R." |
| 103 | 30 | Travel Agent Address1. |
| 133 | 30 | Travel Agent Address2. |
| 163 | 20 | Travel Agent City. |
| 183 | 10 | Travel Agent Zip. |
| 193 | 3 | Travel Agent Country. |
| 196 | 10 | Travel Agent Phone #. |
| 206 | 30 | Travel Agent Contact Name. |
| 236 | 2 | Travel Agent State. |
| 238 | 5 | Audit Date. |
| 243 | 5 | Audit Date. |
| 248 | 5 | Number of Rooms. |
| 253 | 5 | Number of Guests. |
| 258 | 6 | Nothing gets moved into the field. |
| 264 | 1 | Nothing gets moved into the field. |
| 265 | 2 | Commission Percentage. |
| 267 | 2 | Commission Percentage. |
| 269 | 2 | Commission Percentage. |
| 271 | 2 | Commission Percentage. |
| 273 | 2 | Commission Percentage |
| 275 | 2 | Commission Percentage |
| 277 | 2 | Commission Percentage |
| 280 | 9 | Room Rate. |
| 290 | 9 | Actual Rate. |
| 300 | 9 | Net Amount Due. |
| 309 | 6 | Primary Folio. |
| 315 | 2 | Number of Rooms. |
| 317 | 1 | Blank or "-" for negative. |
| 318 | 2 | Number of Guests. |
| 320 | 6 | Booking Date. |
| 326 | 5 | Audit Date. |
| 331 | 6 | Arrival Date. |
| 337 | 2 | Number of Nights. |
| 339 | 10 | Same as tap phone Agent Phone #. |

| Position | Length | Description |
|---|---|---|
| 349 | 5 | Actual Number of Nights. |
| 354 | 5 | Expected number of Nights. |
| 359 | 1 | Blank or "-" for negative. |
| 360 | 1 | Actual Room Revenue. |
| 369 | 9 | Blank or "-" for negative. |
| 370 | 9 | Non Room Revenue. |
| 379 | 5 | Number of Guests in Room. |
| 384 | 9 | Actual Commission Due. |
| 393 | 9 | Deducted Amount. |
| 402 | 1 | Asterisk. |
| 403 | 15 | SSN or TIN. |
| 418 | 13 | OPERA Confirmation Number. |
| 431 | 55 | Filler. |

## NPC (National Processing Company) Commission Export

On selecting NPC for the EFT Export Format OPERA Control, additional OPERA Control settings are enabled to provide data to include in the EFT export.

| OPERA Control | Description |
|---|---|
| File Name Format | File Name Format:<br>• XF_PROPERY<br>• XF_PROPERTY_DDMMYY<br>• XF_PROPERTY_MMDDYY<br>• XF_PROPERTY_DDMMYYHH24MI<br>• XF_PROPERTY_MMDDYYHH24MI |
| Property ID | Property ID, maximum 10 characters. |
| Property Name | Name of the property/chain. |
| Tax Identifier | Select the tax type required. |
| Company | Clearinghouse company name. |
| Address | Address of the clearinghouse. |
| Telephone | Telephone number of the clearinghouse. |
| Fax | Fax number of the clearinghouse. |
| Delivery Method | Set the delivery method to be used for EFT Export:<br>• SFTP<br>• SFTP Legacy<br>• HTTPS<br>• File System (download) |
| SFTP Name | Name of the SFTP endpoint. Obtain this from your system administrator. |

### Export File Data Definition

The NPC data export file consists of 4 record types as described below.

> **Note:**
>
> All amounts are shown in the bank currency.

### Vendor Record

Required - 1 per funding currency batch, multiple batches per commission file.

| Field Name | Type | Start | Length | Decimals | Req'd/ Opt. | Comments |
|---|---|---|---|---|---|---|
| Record Type | CHAR | 1 | 1 | | R | A= Vendor record for this currency batch. |
| Batch currency code | CHAR | 2 | 3 | | r | Funding currency code for this batch. Example: NOK -= Norwegian Krone, USD = US dollars. |
| File date | NUMERIC | 5 | 8 | | R | Date file created (mmddyyyy). |
| Vendor # | CHAR | 13 | 6 | | R | NPC assigned number. |
| Vendor type | CHAR | 19 | 1 | | R | 2=Hotel. |
| Vendor name | CHAR | 20 | 30 | | R | |
| Vendor address1 | CHAR | 50 | 30 | | R | |
| Vendor address2 | CHAR | 80 | 30 | | O | |
| Vendor city | CHAR | 110 | 30 | | R | |
| Vendor state/ province | CHAR | 140 | 28 | | O | |
| Vendor ZIP/postal code | CHAR | 168 | 10 | | O | |
| Vendor contact phone # | CHAR | 178 | 30 | | R | Vendor phone # for NPC Commision Express. |

| Field Name | Type | Start | Length | Decimals | Req'd/ Opt. | Comments |
|---|---|---|---|---|---|---|
| Vendor cust. Svc. phne # | CHAR | 208 | 30 | | O | Vendor customer service phone # as it should appear on vendor's report. |
| Vendor email address | CHAR | 238 | 50 | | O | If billing is set at vendor level, email address to which NPC can send a funds require confirmation and related billing information. Otherwise, spaces. |
| Vendor fax # | CHAR | 288 | 30 | | O | If billing is set at the vendor level, fax # to that NPC can send a funds required confirmation and related billing information. Otherwise, spaces. |
| Vendor # records | NUMERIC | 318 | 7 | | R | Total number of detail records in this currency batch. Total should include any optional tax detail records. |
| Vendor total amount | SIGNED NUMERIC | 325 | 20 | 2 | R | Total vendor commission payments for this currency batch including any optional tax detail records. No commas, decimals, or currency symbols. Required sign in the first character position. Example: 5000.00 = +00000000000005 00000. |
| Vendor country code | CHAR | 345 | 2 | | O | Example: US = USA, DE = Germany. This is an ISO code. |

| Field Name | Type | Start | Length | Decimals | Req'd/ Opt. | Comments |
|---|---|---|---|---|---|---|
| Vendor customer. service phone # 2 | CHAR | 347 | 30 | | O | Vendor customer service phone # as it should appear on the Agent's report. |
| Batch currency entry cd* | CHAR | 377 | 2 | | O | Default for Euro currency will be DE (German). Example: International: 123-1-123- 1234. If currency = Euro, then the country currency has to be sent also. |
| Unassigned | space filled | 377 | 124 | | | |
| Total record length | | | 500 | | | |

All optional and unassigned columns should be space filled if not data populated. All character columns should be left-justified. All numeric columns should be right-justified.

*Accepted Euro Funding countries are AT (Austria), BE (Belgium), DE (Germany), ES (Spain), FI (Finland), FR (France), IT (Italy), and NL (Netherlands).

### Agency Record

Required – many per currency batch.

| Field Name | Type | Start | Length | Decimals | Req'd/Opt. | Comments |
|---|---|---|---|---|---|---|
| Record type | CHAR | 1 | 1 | | R | C = Agency record. |
| Batch currency code | CHAR | 2 | 3 | | R | Funding currency code of this batch of your commissions. Must be consistent for all agency records within batch. |

| Field Name | Type | Start | Length | Decimals | Req'd/Opt. | Comments |
|---|---|---|---|---|---|---|
| Agency # | CHAR | 5 | 8 | | R | IATA, ARC, CLIA, or BSP Agency #. If no IATA exists send RNnnnnn where n = internal ID (name ID) of agency. |
| Agency name* | CHAR | 13 | 35 | | R | |
| Agency address1* | CHAR | 48 | 35 | | R | |
| Agency address2* | CHAR | 83 | 35 | | O | |
| Agency city* | CHAR | 118 | 30 | | R | |
| Agency state/ province* | CHAR | 148 | 28 | | O/R | Required if USA. Use 2-character state code. Example: US = 47172-0203; Canada = T1Y 1N5. |
| Agency country name* | CHAR | 186 | 26 | | R | Example: US, France, Canada, and so on. |
| Agent contact name* | CHAR | 212 | 30 | | O | |
| Agent phone #* | CHAR | 242 | 30 | | O | |
| Agent currency* | CHAR | 272 | 3 | | O | Default = USD. |
| Agency country code | CHAR | 275 | 2 | | O | Mailing address country code. Example: US = USA, DE = Germany. |
| Sub- vendor # | CHAR | 277 | 6 | | O | Consistent with sub-vendor # from the optional batch sub-vendor record (B record). |

| Field Name | Type | Start | Length | Decimals | Req'd/Opt. | Comments |
|---|---|---|---|---|---|---|
| Currency country cd* | CHAR | 283 | 2 | | R/O | Required for Euro currency. Optional otherwise. |
| Unassigned | space filled | 285 | 216 | | | |
| Total record length | | | 500 | | | |

### Detail Record

Required – many per currency batch.

| Field Name | Type | Start | Length | Decimals | Req'd/Opt. | Comments |
|---|---|---|---|---|---|---|
| Record type | CHAR | 1 | 1 | | R | D = Detail record. |
| Batch currency code | CHAR | 2 | 3 | | R | Funding currency code for this batch of commissions. Must be consistent for all detail records within this batch. |
| Agency # | CHAR | 5 | 8 | | R | IATA, ARC, CLIA, or BSP agency. If no IATA exists, send RNnnnnn where n = internal ID (name ID) of agency. |
| Guest name | CHAR | 13 | 25 | | O | |
| Confirm # | CHAR | 38 | 15 | | O | |
| Arrival date | CHAR | 53 | 6 | | O | In mmddyy format. |
| Departure date | CHAR | 59 | 6 | | O | In mmddyy format. |

| Field Name | Type | Start | Length | Decimals | Req'd/Opt. | Comments |
|---|---|---|---|---|---|---|
| Hotel charge | SIGNED NUMERIC | 65 | 20 | 2 | O | No commas, decimals, or currency symbols. Required sign in first character position. Example: 5000.00 = +00000000000500000. |
| Reference | CHAR | 85 | 12 | | O | Example: NO SHOW, COMM PAID. |
| Commission % | NUMERIC | 97 | 4 | 4 | O | Example: 10% = 1000. |
| Unassigned | space filled | 101 | 20 | | | |
| Commission amount | SIGNED NUMERIC | 121 | 20 | 2 | R | No commas, decimals, or currency symbols. Required sign in first character position. Example: 5000.00 = +00000000000500000. |
| Asterisk | CHAR | 141 | 1 | | O | Asterisk used in combination with a message record. |
| Hotel # | NUMERIC | 142 | 10 | | R | |
| Hotel name | CHAR | 152 | 75 | | R | |
| Nights stayed | CHAR | 227 | 3 | | O | |
| Unassigned | space filled | 230 | 4 | | | |
| Sub- vendor # | CHAR | 234 | 6 | | O | If you are reporting or billing at a sub-vendor level, provide the appropriate sub-vendor # for this detail record. |
| Unassigned | space filled | 240 | 161 | | | |

| Field Name | Type | Start | Length | Decimals | Req'd/Opt. | Comments |
|---|---|---|---|---|---|---|
| Vendor variable data | CHAR | 401 | 100 | | O | Reserved for vendor use as defined by contract. |
| Total record length | | | 500 | | | |

### TX Detail Record

Optional - many per currency batch.

| Field Name | Type | Start | Length | Decimals | Req'd/Opt. | Comments |
|---|---|---|---|---|---|---|
| Record type | CHAR | 1 | 1 | | R | D = Tax detail record. |
| Batch currency code | CHAR | 2 | 3 | | R | Funding currency code for this batch of commissions. Must be consistent for all detail records within this batch. |
| Agency # | CHAR | 5 | 8 | | R | IATA, ARC, CLIA, or BSP agency . If no IATA exists send RNnnnnn where n = internal ID (name ID) of agency. |

| Field Name | Type | Start | Length | Decimals | Req'd/Opt. | Comments |
|---|---|---|---|---|---|---|
| Guest name | CHAR | 13 | 25 | | O | This field should be populated with the guest name to report the tax at the guest/ transaction level. To report at the agency level, initialize with spaces. If this field is populated, Hotel # and Hotel name must also be provided. |
| Unassigned | space filled | 38 | 15 | | | |
| Sort control #1 | CHAR | 53 | 6 | | R | To report the tax at the guest/ transaction level, this field should be populated with the rental start date and sort control #2 should be all 9s. To report at the agency level, initialize with all 9s. |
| Sort control #2 | CHAR | 59 | 6 | | O | See sort control #1. To report the tax at the guest/ transaction level, this field should be populated with all 9s. |
| Unassigned | space filled | 65 | 20 | | | |
| Tax identifier | CHAR | 85 | 12 | | O | Example: VAT, G&S TAX, PROV TAX. |
| Unassigned | space filled | 97 | 24 | | | |

| Field Name | Type | Start | Length | Decimals | Req'd/Opt. | Comments |
|---|---|---|---|---|---|---|
| Tax amount | SIGNED NUMERIC | 121 | 20 | 2 | R | No commas, decimals, or symbols. Example: 5000.00 = +00000000000000500000. Any tax amount here is added into the agency's total payment and therefore should not be included in the commission amount of the detail record. |
| Unassigned | space filled | 141 | 1 | | | |
| Hotel # | CHAR | 142 | 10 | | O | If guest name is populated (you want to report the tax at the guest/ transaction level), Hotel # and Hotel name must also be provided. |
| Hotel name | CHAR | 152 | 75 | | O | If guest name is populated (you want to report the tax at the guest/ transaction level), Hotel # and Hotel name must also be provided. |
| Unassigned | space filled | 227 | 7 | | | |

| Field Name | Type | Start | Length | Decimals | Req'd/Opt. | Comments |
|---|---|---|---|---|---|---|
| Sub- vendor # | CHAR | 234 | 6 | | O | If you are reporting or billing at a sub-vendor level, provide the appropriate sub-vendor # for this detail record. |
| Unassigned | space filled | 240 | 261 | | | |
| Total record length | | | 500 | | | |

All optional and unassigned columns should be space filled if not data populated. All character columns should be left-justified. All numeric columns should be right-justified.

## WTP (World Travel Payment) Commission Export

On selecting NPC for the EFT Export Format OPERA Control, additional OPERA Control settings are enabled to provide data to include in the EFT export.

| OPERA Control | Description |
|---|---|
| Use Country Code for ISO Code [USE_COUNTRY_CODE_FOR_ISO_CODE] | Activate to use <what> country code as the ISO code. |
| File Name Format | Select the file name format to be used for EFT Export file:<br>• PROPERTYID_SEQUENCE<br>• PROPERTYID_SEQUENCE_DDMMYY<br>• PROPERTYID_SEQUENCE_MMDDYY<br>• PROPERTYID_SEQUENCE_DDMMYYHH24MI<br>• PROPERTYID_SEQUENCE_MMDDYYHH24MI |
| Chain ID | Alphanumeric chain identification code, 6 characters minimum. |
| Location ID | Location identification code, 6-10 characters. |
| Chain Name | Name of the property/chain. |
| Reporting Currency | Select country code for reporting currency. |
| Transmission ID | Transmission ID provided by WTP. |
| Country of Taxing Authority | Select the country code of the property. |
| Tax Types | Select the Tax Type required. |
| Company | Clearinghouse company name. |
| Address | Address of the clearinghouse. |
| Phone | Telephone number of the clearinghouse |
| Fax | Fax number of the clearinghouse. |

| OPERA Control | Description |
|---|---|
| Delivery Method | Set the delivery method to be used for the EFT Export:<br>• SFTP<br>• SFTP Legacy<br>• HTTPS<br>• File System (download) |

### Export File Data Definition

The WTP data export file consists of 11 record types as described below.

#### 00 – File Header

The File Header record contains information about the commission transaction file. There is one File Header per commission transaction file.

| WTP Field Name | Length | Description |
|---|---|---|
| Record Type | 2 Char | 00. |
| Filler | 7 Char | Blank. |
| Group ID | 7 Char | Group ID (Chain ID) assigned by WTP. It consists of an H followed by six digits (Hnnnnnn). |
| Filler | 3 Char | Blank. |
| Date | 6 Char | Date this file was created (YYMMDD). |
| Filler | 15 Char | Blank. |
| Group Name | 32 Char | Name of your Group or Chain. |
| Transmission ID | 8 Char | |

#### 10 – Batch Header

A batch contains information about commission transactions for a specific location and a specific reporting currency. The Batch Header record is the first record of a batch and identifies the location and reporting currency. Following within the batch are Detail and Agency Records for each commission transaction for this location and reporting currency. The Batch Trailer record is the last record of a batch.

Each time the location or reporting currency changes, you must start a new batch. There is no limit to the number of batches within a file.

| WTP Field Name | Length | Description |
|---|---|---|
| Record Type | 2 Char | 10. |
| Filler | 7 Char | Blank. |

| WTP Field Name | Length | Description |
|---|---|---|
| Location ID | 7 Char | Location ID assigned by WTP for your location. This is different from the Group ID. The Location ID consists of an H followed by six digits (Hnnnnnn). |
| Filler | 13 Char | Blank. |
| Reporting Currency | 3 Char | Currency Code. |
| Remitting Currency | 3 Char | Currency Code. |
| Filler | 4 Char | Blank. |
| Location Name | 32 Char | Name of the location. |
| Filler | 9 Char | Blank. |

### 11 - Detail Record One

Detail Record One contains booking information.

| WTP Field Name | Length | Description |
|---|---|---|
| Record Type | 2 Char | 11 |

| WTP Field Name | Length | Description |
|---|---|---|
| Transaction Code | 2 Char | • Transaction codes in the WTP export file are used to identify the transaction type. These codes are used in the transaction code field in Record Type 11. The following codes are used in the OPERA generated WTP EFT export file:<br>• For Cancelled Reservations, code used is NA (Cancelled).<br>• For No Show Reservations, code used is NS (No Show - Non- Commissionable).<br>• For Commission record where commission payment has been manually edited to a zero amount, code used is NC (Non-Commissionable).<br>• For Commission records where a pre-payment equal to the commission amount payable has been made, code used is NP (Previously paid or pre-paid in full).<br>• For Commission records where a partial pre-payment is made, the code used is CB (Commission paid on original booking with or without change, that is, the changed amount is not equal to 0.00).<br>Note: This code is also be used when the commission on the original booking was not changed. Also, use this code when other transaction codes do not better define the transaction. |
| Arrival Date | 6 Char | Date traveler or group departed from location or, for no-shows and cancellations, date booked to depart (YYMMDD). |
| Departure Date | 6 Char | The Departure Date must be later than or equal to the Arrival Date. Future dates are rejected. |

| WTP Field Name | Length | Description |
|---|---|---|
| Booking Date | 6 Char | Booking or reservation date is YYMMDD format. This must be earlier than or equal to the arrival date. If this date is unknown, Blank. |
| Commission Amount | 15 Digit | Commission amount to be paid to the travel agency, after applying all Record 35 taxes, if applicable. This field assumes two decimal positions. For commission overpaids (Transaction Code=CO), the commission Amount field must be an absolute number. Do not use a minus (-) sign. This field will be zero filled for the following transaction codes:<br>• NA Cancellations<br>• NS No Shows<br>• NC Non-commissionable<br>• NP Previously paid (Paid in Full) |
| Confirmation Number | 12 Char | Confirmation number for this reservation. If the confirmation number is unknown, enter Unknown in this field. |
| PNR Number | 10 Char | Blank |
| Number of Rooms | 3 Char | Number of rooms used, minimum of one. |
| Number of Nights | 3 Char | Number of nights stayed, minimum of one. Do not total the number of nights with the number of rooms. |
| Booking Source | 3 Char | OTH |
| Corporate ID | 12 Char | Number used in granting corporate discounts. Blank. |

### 12 - Detail Record Two

Detail Record Two contains traveler and agent information.

| WTP Field Name | Length | Description |
|---|---|---|
| Record Type | 2 Char | 12. |

| WTP Field Name | Length | Description |
|---|---|---|
| Travel Agency Type | 2 Char | IA=IATA, ARC, or TIDS member. Use IA only if you provide a valid IATA, ARC, or TIDS number in the Travel Agency field below. Otherwise use CA.<br>CA=Client Assigned (number created by group or location).<br>PROFILE 1W.IATA CORP NO is null then CA otherwise IA. |
| Travel Agency ID | 20 Char | If Travel Agency Type=IA the agency's 7 or 8-digit IATA, ARC or TIDS number. Invalid IATA, ARC, or TIDS numbers will reject the transaction.<br>If you do not have a valid IATA, ARC or TIDS number, provide a client-assigned (CA) number.<br>The CA number must take the form CAHnnnnnnXXXXXXXXXXX.<br>Where CA is a constant, Hnnnnnn is the location ID and XXXXXXXXXXX is a 1-11 character CA identification. Use from 1 to 11 characters for the CA identification, starting from left to right, and leave any unused positions blank. |
| Traveler's Last Name | 30 Char | Name of the traveler. |
| Traveler's First Name | 20 Char | First name of the traveler. If unknown, Blank. |
| Reason Codes | 6 Char | Blank. |

### 13 - Detail Record Three

Detail Record Three contains the commissionable revenue, the cancellation number (if applicable), and optionally the WTP inquiry response.

| WTP Field Name | Length | Description |
|---|---|---|
| Record Type | 2 Char | 13. |
| Cancellation Number | 12 Char | Blank. |
| Commissionable Revenue | 15 Digit | Total revenue used to calculate the transaction's commission amount. The amount must be greater than or equal to zero. |
| Inquiry Request Number | 12 Char | Blank. |
| Filler | 1 Char | Blank. |
| Resolution Code | 2 Char | Blank. |
| Resolution Date | 6 Char | Blank. |
| Travel Agency Contact | 30 Char | Blank. |

### 15 - Agency Record One

Agency Record One identifies the travel agency and contains the first address line. Use Agency Records Two and Three to complete the mailing address. The mailing address must be both complete and deliverable. An incomplete mailing address causes the transaction to be rejected.

| WTP Field Name | Length | Description |
|---|---|---|
| Record Type | 2 Char | 15. |
| Travel Agency's Name | 30 Char | Full travel agency's name to which the commission is to be paid. |
| Travel Agency's first address line. | 30 Char | Travel agency's street address or postal box. |
| Filler | 18 Char | Blank. |

### 16 - Agency Record Two

Use Agency Record Two to continue the travel agency's address begun in Agency Record One.

| WTP Field Name | Length | Description |
|---|---|---|
| Record Type | 2 Char | 16. |
| Travel Agency's second address line | 30 Char | Travel agency's second address line, street address, or postal box, if applicable; otherwise Blank. |
| Travel Agency's City | 25 Char | Travel agency's city. |
| Filler | 23 Char | Blank. |

### 17 - Agency Record Three

se Agency Record Three to complete the travel agency's mailing address, begun in Agency Records One and Two.

| WTP Field Name | Length | Description |
|---|---|---|
| Record Type | 2 Char | 17. |
| Travel Agency's State or Province | 25 Char | *Required for countries that have states or provinces, such as U.S. and Canada; otherwise Blank. |
| Travel Agency's Country | 20 Char | Travel Agency's country. |
| Travel Agency's Postal Code | 11 Char | *Required for countries using a postal code, such as U.S., U.K., and Canada, otherwise Blank. |
| Filler | 22 Char | Blank. |

### 35 - Tax Record (Optional)

The Tax record contains detail information about taxes reported, withheld, or paid for a given commission record. If multiple taxing authorities affect the transaction, you must provide a tax record for each applicable tax. For example, Canadian GST and Quebec PST.

| WTP Field Name | Length | Description |
|---|---|---|
| Record Type | 2 Char | 35. |
| Country Code of Taxing Authority | 2 Char | Country code of taxing authority. Choose the appropriate two-character ISO country code. |
| Filler | 2 Char | Blank. |
| Tax Type Code | 2 Char | Identifies the type of tax reported. Choose the appropriate tax type code. |
| Reporting Period Ending Date | 6 Char | Blank. |
| Tax Reporting Period Cycle | 1 Char | Blank. |
| Gross Commission Amount | 15 Digit | Net Commission amount from which the tax is calculated. |
| Tax Amount | 15 Digit | Tax amount included in the payment to the travel agency or withheld and paid to the taxing authority. Do not enter a minus sign for taxes withheld. |
| Reported Commission Amount | 15 Digit | Commission amount after tax is applied to Gross Commission. Transactions are rejected unless (Reported Commission Amount)=(Gross Commission) +/- (Tax Amount). |
| Tax Percentage | 6 Digit | Tax percentage, assuming four decimal positions. For example, 6.25% would be entered as 062500. |
| Travel Agency Tax ID | 15 Char | Blank. |
| Reported Flag | 1 Char | Blank. |

### 19 - Batch Trailer

The Batch Trailer record contains summary information about the commission transactions within the batch.

| WTP Field Name | Length | Description |
|---|---|---|
| Record Type | 2 Char | 19. |
| Filler | 7 Char | Blank. |
| Transaction Count | 5 Digit | Batch commission transaction count. (The number of Detail Record One records in this batch.) |
| Filler | 5 Char | Blank. |

| WTP Field Name | Length | Description |
|---|---|---|
| Total Commissions | 15 Digit | The hash total of all commissions payments due for this batch. (The absolute sum of the Commission Amount fields in all Detail Record One records in this batch regardless of their transaction codes.) If commission overpaid transactions are in the batch, the Total Commissions might not equal the actual commissions paid. |
| Filler | 46 Char | Blank. |

### 99 - File Trailer

The File Trailer record contains summary information about the commission transactions in this file.

| WTP Field Name | Length | Description |
|---|---|---|
| Record Type | 2 Char | 99. |
| Filler | 7 Char | Blank. |
| Transaction Count | 5 Digit | Total number of commission transactions for this file. (The sum of the Transaction Count fields in all Batch Trailer records in this file.) |
| Filler | 5 Char | Blank. |
| Total Commissions | 15 Digit | A hash total of all commissions payments due for this file, regardless of reporting currency. (The absolute sum of the Total Commissions fields in all Batch Trailer records in this file.) The Total Commissions might not equal the actual commissions paid. |
| Filler | 46 Char | Blank. |

# Comp Accounting

Gaming

## Prerequisites for Comp Accounting

The Oracle Hospitality OPERA Cloud Service, Casino and Gaming Management Add-on enables you to set up complimentary goods and services, referred to as "comps" or comp transactions, and offer them to guests during their stay. You set up comp accounting by adding

routing instructions to the reservation to transfer selected transaction codes to one of eight special "Comp" billing windows (#101 to #108).

You can specify the sales charges to be comped (including how related taxes should be handled) and nominate staff members (called authorizers) to approve comp requests and the monetary value of the comps they authorize (per-day and per-stay). Authorizers review and evaluate requests for comps submitted by other staff members, who themselves may not be authorizers.

When integrated with a Player Tracking System (PTS), approved comps can be automatically transferred to the AR account associated with an authorizer. If no AR account is associated to an authorizer, the front desk agent / cashier selects an alternate payment method to settle the comp charges. If AR accounts are used, comp charges are managed through the Accounts Receivable module.

# Comp Authorizers and Authorizer Groups

Gaming

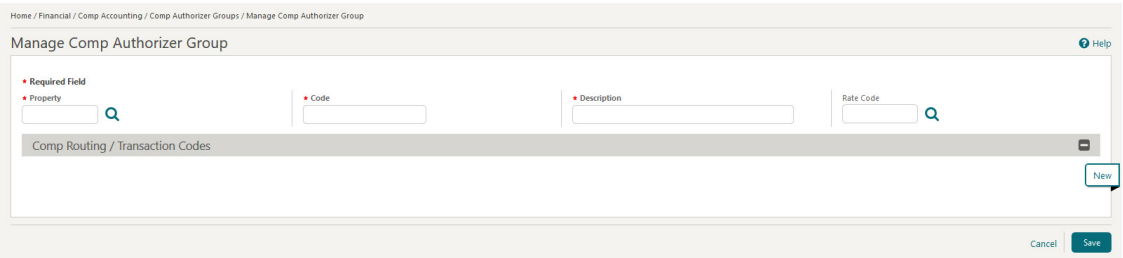
Authorizers are users who are allowed to route and transfer comp transactions to comp windows and set up comp routing for comp requests made by other staff members. When the **Comp Request** function is configured in OPERA Controls, authorizers can approve comp routing requests (that is, set up comp routing instructions for a comp routing request) or decline a comp routing request.

When you set up a user as an authorizer, you specify the transaction codes and routing codes that the authorizer can comp, specify the per-day ceiling value or credit limit for transaction codes and/or routing codes, and specify the per-instance ceiling value for comped transactions.

Authorizers can be grouped together into Authorizer Groups so that new authorizers inherit the rate code, transaction codes, and monetary limits assigned to the group.

When an authorizer is assigned to an authorizer group, any subsequent changes to the authorizer group rate code, transaction codes, and/or monetary limits are inherited by the authorizers assigned to that group. In addition, when authorizer group changes are saved, any rate code, transaction codes, and/or monetary limits set individually for the authorizer are replaced by the authorizer group values.

**Figure 13-1 Manage Comp Authorizer Group screen**



### Daily Credit Limit and Transfer Limit

You can define a **Daily Credit Limit** and **Transfer Limit** for the comp routing and transaction codes associated with an Authorizer Group.

- The Daily Credit Limit is the credit limit which the authorizer group cannot exceed while settling the comp windows.
- The Transfer Limit is the limit which the authorizer group cannot exceed while routing or transferring charges from cash windows to comp windows.

The following guidelines apply:

- Any Authorizer assigned to the Authorizer Group inherits the same Transaction /Routing Codes, Daily Credit Limit, Transfer Limit, and Rate Code associated with the group. This takes precedence over the Transaction /Routing Codes, credit limit, limit values, and rate code defined on the specific authorizer itself.
- When you route a posting or move one to a comp window, the Daily Credit Limit / Transfer Limit values will validate the transaction. If the limit is exceeded, the transaction will not be comped.
- When creating a comp routing instruction, if the authorizer has a Transfer Limit value defined for the Transaction /Routing Codes, the lowest limit value among the selected codes is pre-populated in the Routing limits. This takes precedence over the limits defined in the Comp Routing Codes.

### Authorizer Sign In Screen

When transferring comp transactions or approving routing requests by staff members, the Authorizer Sign In screen appears and users who are authorizers must enter their **Authorizer ID** to proceed. When the **Authorizer PIN Required** parameter is active in OPERA Controls, authorizers must also enter their **PIN**.

The **Membership Number** and **Membership Name** from the reservation appears on the Authorizer Sign In screen when the **Default PTS Membership Type** setting is defined and is of the same membership type as the one attached to the reservation. If the membership information does not appear or if you want to change the attached membership, you can click the **Profile Search** link to open the Profile Search screen and search for a profile. When you select a profile, its **Membership Number** and **Membership Name** will populate to the Authorizer Sign In screen.

## Configuring Comp Authorizers

### Adding Comp Authorizers

1. From the **Administration** menu, select **Financial**, select **Comp Accounting**, and then select **Comp Authorizers**.
2. Click **New** and complete the following fields:
   a. **Property**: Select or confirm the property.
   b. **User ID**: Select a **User ID** from the list of values.
   c. **AR Account Number**: This field automatically populates when a **User ID** is selected. This is the user's AR account number.
   d. **Authorizer Group**: Select an **Authorizer Group** for the authorizer.

e. **Rate Code**: This field automatically populates once an **Authorizer Group** is selected. This is the rate code assigned to the authorizer group.

3. Click **Save**.

### Editing Comp Authorizers

1. From the **Administration** menu, select **Financial**, select **Comp Accounting**, and then select **Comp Authorizers**.
2. Select or confirm the **Property**.
3. Enter search criteria and click **Search**.
4. Select the authorizer, click the vertical ellipsis **Actions** menu, then select **Edit**.
5. Update the configuration.
6. Click **Save**.

### Deleting Comp Authorizers

1. From the **Administration** menu, select **Financial**, select **Comp Accounting**, and then select **Comp Authorizers**.
2. Select or confirm the **Property**.
3. Enter search criteria and click **Search**.
4. Select the authorizer, click the vertical ellipsis **Actions** menu, then select **Delete**
5. Click **Delete** to confirm.

## Configuring Comp Authorizer Groups

### Adding Comp Authorizer Groups

1. From the **Administration** menu, select **Financial**, select **Comp Accounting**, and then select **Comp Authorizer Groups**.
2. Click **New** and complete the following fields:
   a. **Property**: Select or confirm the property.
   b. **Code**: Enter a code that identifies the authorizer group.
   c. **Description**: Enter a description of the authorizer group.
   d. **Rate Code**: Select a rate code to assign to this authorizer group. When a comp routing instruction is set up using a comp routing code (with **Inherit Rate Code** selected) and the authorizer has a rate code selected, this authorizer group rate code will be applied to the reservation and not the one selected.
3. Click **New** to associate comp routing codes and transaction codes to the authorizer group. The Manage Comp Routing Instructions screen appears.
   a. Enter the comp routing or transaction code in **Search** filter and click **Search**. You can also select **Comp Routing Codes** and/or **Transaction Codes** to filter on one of these types of codes.
   b. Highlight the comp routing or transaction codes in the **Available** pane that you want to include in this authorizer group (hold down the Ctrl key to select multiple codes).
   c. Click the **directional arrow** button to move the selected codes to the **Selected** pane.

d. **Daily Credit Limit**: Enter the daily credit limit for the comp routing or transaction codes. This is the credit limit which the authorizer group cannot exceed while settling the comp windows.

e. **Transfer Limit**: Enter the per-instance transfer limit for the comp routing or transaction codes. This is the limit which the authorizer group cannot exceed while routing or transferring charges from cash windows to comp windows.

4. Click **Save** to save the comp routing instruction configuration and exit the screen.
5. Click **Save** to save the authorizer group.

### Editing Comp Authorizer Groups

1. From the **Administration** menu, select **Financial**, select **Comp Accounting**, and then select **Comp Authorizer Groups**.
2. Select or confirm the **Property**.
3. Enter search criteria and click **Search**.
4. Select the comp authorizer group, click the vertical ellipsis **Actions** menu, then select **Edit**.
5. Update the configuration.
6. Click **Save**.

### Deleting Comp Authorizer Groups

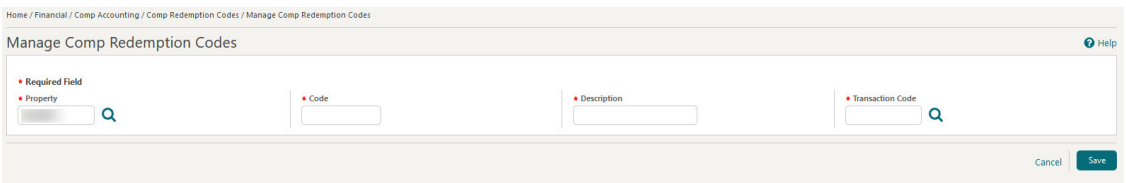
1. From the **Administration** menu, select **Financial**, select **Comp Accounting**, and then select **Comp Authorizer Groups**.
2. Select or confirm the **Property**.
3. Enter search criteria and click **Search**.
4. Select the comp authorizer group, click the vertical ellipsis **Actions** menu, then select **Delete**.
5. Click **Delete** to confirm.

# Comp Redemption Codes

Gaming

Comp Redemption enables you to configure comp redemption codes that are used to redeem comps earned by guests, who have a casino player membership, to pay for their billing charges.

**Figure 13-2 Manage Comp Redemption Codes screen**



# Configuring Comp Redemption Codes

## Prerequisites for Comp Redemption Codes

Comp Redemption enables you to configure comp redemption codes that are used to redeem comps earned by guests, who have a casino player membership, to pay for their billing charges.

### Adding a Comp Redemption Code

1. From the **Administration** menu, select **Financial**, select **Comp Accounting**, and then select **Comp Redemption Codes**.
2. Click **New** and complete the following fields:
    a. **Property**: Enter or select a **Property**. This value defaults to current property you are logged into.
    b. **Code**: Enter a code to identify the redemption. A maximum of 8 alphanumeric characters is allowed.
    c. **Description**: Enter a description for the redemption code. A maximum of 2000 characters is allowed.
    d. **Transaction Code**: Select a **Transaction Code**. Only payment transaction codes are available for selection based on the following conditions:
        - Transaction codes marked as Others.
        - Transaction codes marked as Cashier Payment 1-8.
        - Transaction codes not configured to be used on a reservation (that is, the **Reservation** check box on the Payment Type screen is deselected).
3. Click **Save**.

### Editing a Comp Redemption Code

1. From the **Administration** menu, select **Financial**, select **Comp Accounting**, and then select **Comp Redemption Codes**.
2. Select or confirm the **Property**.
3. Enter search criteria and click **Search**.
4. Select the redemption code, click the vertical ellipsis **Actions** menu, then select **Edit**.
5. Update the configuration.
6. Click **Save**.

### Deleting a Comp Redemption Code

1. From the **Administration** menu, select **Financial**, select **Comp Accounting**, and then select **Comp Redemption Codes**.
2. Select or confirm the **Property**.
3. Enter search criteria and click **Search**.
4. Select the redemption code, click the vertical ellipsis **Actions** menu, then select **Delete**.
5. Click **Delete** to confirm.

# Comp Routing Codes

Gaming

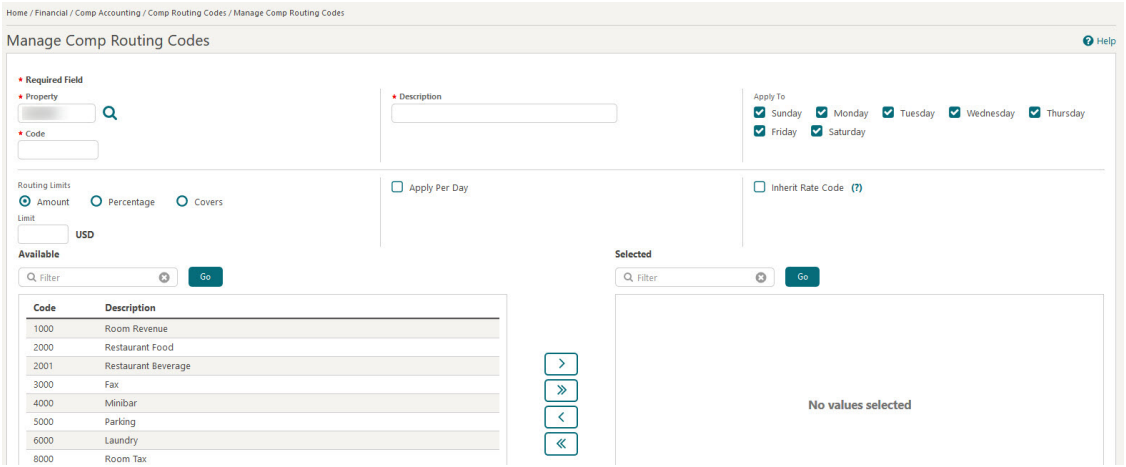
Comp Accounting enables a property to provide complimentary goods and services called comps or comp transactions to guests by routing selected transaction codes to special billing screen windows called comp windows. There are 8 comp windows available on the Billing screen (101...108).

With Comp Routing Codes, you can group comp transaction codes into meaningful units to simplify the process of setting up comp routing instructions on reservations.

Designated staff members called authorizers can set up comps by transferring or routing the selected transactions to the comp windows on a guest's Billing screen. Upon guest check out, comp transactions posted to any of the comp windows and approved by the Patron Tracking system (PTS) can automatically be transferred to special AR accounts, which are attached to the profiles of the authorizers. Thereafter, the AR accounts are handled using OPERA Cloud AR features according to the procedures the property has established.

> **Note:**
>
> The PTS has final approval of all comp transactions that have been routed or transferred to a comp window. If the PTS does not approve the comp transaction, it is considered to be staged.

**Figure 13-3 Manage Comp Routing Codes screen**




# Configuring Comp Routing Codes

Prerequisites for Comp Routing Codes

### Adding Comp Routing Codes

1. From the **Administration** menu, select **Financial**, select **Comp Accounting**, and then select **Comp Routing Codes**.
2. On the Comp Routing Codes screen, click **New** and complete the following fields:
    a. **Property**: Enter or confirm the property.
    b. **Description**: Enter a description of what this code includes (for example, Room Charges, Banquet, Food & Beverage, Golf Charges).
    c. **Code**: Enter a code for the routing instruction (for example, FBA, RMZ, GOLF).
    d. **Apply To**: Select the days of the week to which this comp routing code applies.
    e. **Routing Limits**: Select one of the following for the default routing limits:
        - **Amount**: Select to specify a maximum amount for this routing instruction. The limit accepts the total amount you can route for any one reservation using this routing instruction. No limit is set if you leave the Limit field blank.
        - **Percentage**: Select to specify this routing instruction to route a percentage of the transactions associated with it. For example, enter 10 in this field to route 10% of each transaction. Generates such as taxes and service charges are also split by the designated percentage.
        - **Covers**: Select to specify a default number of covers to auto-populate in the **Covers** field on the Routing Instructions screen when this routing code is selected. Covers indicate the number of charges or transaction codes the routing code covers.
    f. **Apply Per Day**: Select to generate a separate comp routing instruction for each day of the stay. This may be useful, for example, when you want the routing limit to apply to each day of the stay rather than to the entire stay or to a range of dates.
    g. **Inherit Rate Code** (optional): Select to inherit the rate code from the comp authorizer group and have this rate code applied to the reservation. When a comp routing instruction is set up using a comp routing code with **Inherit Rate Code** selected, the rate code defined in the authorizer group will be applied to the reservation.
3. Search for and select the transaction code(s) to associate with the new comp routing code (hold down the **Ctrl** key to select multiple transaction codes).
4. Click the **directional arrow** button to move the codes to the selected list.
5. Click **Save**.

### Editing Comp Routing Codes

1. From the **Administration** menu, select **Financial**, select **Comp Accounting**, and then select **Comp Routing Codes**.
2. Select or confirm the **Property**.
3. Enter search criteria and click **Search**.
4. Select the comp routing code, click the vertical ellipsis **Actions** menu, then select **Edit**.
5. Update the configuration.
6. Click **Save**.

### Deleting Comp Routing Codes

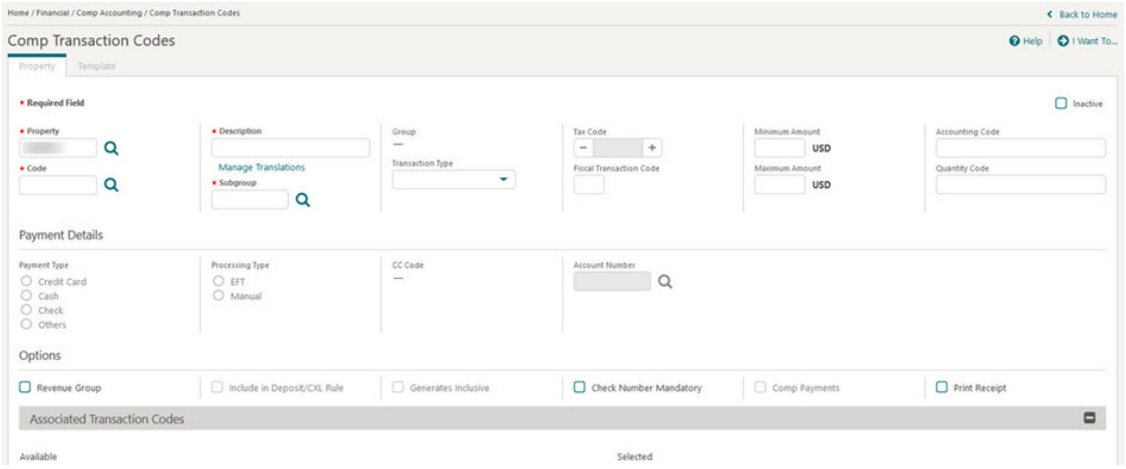
1. From the **Administration** menu, select **Financial**, select **Comp Accounting**, and then select **Comp Routing Codes**.
2. Select or confirm the **Property**.
3. Enter search criteria and click **Search**.
4. Select the comp routing code, click the vertical ellipsis **Actions** menu, then select **Delete**.
5. Select **Delete**.

## Comp Transaction Codes

Gaming

Every comp transaction that appears on a folio or an AR invoice must have a comp transaction code.

**Figure 13-4 Manage Comp Transaction Codes screen**




## Configuring Comp Transaction Codes

### Adding Comp Transaction Codes

1. From the **Administration** menu, select **Financial**, select **Comp Accounting**, and then select **Comp Transaction Codes**.

> **Note:**
>
> When the **Multi-Property** OPERA Control is active, new comp transaction codes are created by selecting the **Template** tab. Once created, you can copy a comp transaction code to specific properties using the **Copy** action.. See Copying Configuration Codes to Multiple Properties for more information.

2. Click **New** and complete the following fields:
   a. **Property**: Enter or confirm the property.
   b. **Code**: Enter a numeric code to represent the new comp transaction code.
   c. **Description**: Enter a description of the comp transaction code. The description appears in Billing and outputs on folios.
   d. **Manage Translation**: (Available when the **Multi Language** function is active in the **General** group in OPERA Controls.) Select this link to add translated descriptions to print translated folios for foreign guests / companies.
   e. **Subgroup** . Select a subgroup for the transaction code. Subgroup selection determines whether the transaction code is considered sales (revenue and non-revenue), payment, or wrapper based on the transaction group linked to the subgroup.

      > **Note:**
      >
      > Transaction codes that belong to the same subgroup are grouped together for the same date on the Billing screen. When printing folios, the styles are: 1, 9, 10, 11, 14, 16, 15, or 19.

   f. **Group**: The transaction group. This field automatically populates once the subgroup is selected.
   g. **Transaction Type**: Select a transaction type. Transaction types are used to cluster similar transaction codes. This field is optional, but certain reports (Financial Transactions with Generates and Financial Transactions by Folio No.) print financial information based on the transaction code type. Available options are Lodging, Food and Beverage, Telephone, Minibar, Tax, Non-Revenue, Others, or blank.
   h. **Tax Code**: When you select a Tax transaction type, this field is enabled (1-20) to define up to 20 tax bucket values for the tax type transaction code. Use these buckets to group various tax transactions into one total on the footer of the folio and in reports. For example: all GST transaction codes would have tax code = 1.
   i. **Fiscal Transaction Code**: This tells the local fiscal application how to format charges for this transaction code when building the fiscal printer XML files.
   j. **Minimum Amount**: The minimum amount allowed under the new comp transaction code. If the minimum is not met, a warning message appears.
   k. **Maximum Amount**: The maximum amount allowed over the new comp transaction code. Enter amounts during a manual posting. If the maximum is exceeded, a warning message appears.
   l. Accounting Code.
   m. Quantity Code.
3. **Options**: In this section, complete any of the following optional fields or selections:

a. **Revenue Group**: Select this check box if this transaction code is revenue. If deselected, the charges posted to the transaction code are treated as non-revenue.

b. **Include in Deposit/CXL Rule**: (Available if either the **Deposit Handling** application function or the **Cancellation Handling** application function is active in the **Cashiering** group in OPERA Controls.) When selected, the transaction code is included in the calculation of deposit and/or cancellation rule fees. You can use this feature to include or exclude costs such as packages, generates, and fixed charges associated with a reservation when calculating deposit requests and cancellation penalties.

c. **Generates Inclusive**: Select this check box if generated charges (such as taxes or service charges) are included in the base amount posted. For example, a minibar charge could be tax inclusive, so when posting a 40.00 charge (and generates are set up), the guest would see $40.00 on the folio; however, internally the tax generate would be broken out ($35.00 minibar, $5.00 tax). If unchecked, tax generates are calculated from the base amount posted, and then posted separately as itemized, exclusive charges (taxes) on the folio.

d. **Check Number Mandatory**: Select this check box if a check number must be entered when making a posting against this transaction code.

e. **Comp Payments** (available with the OPERA Comp Accounting Cloud Service subscription): Select if this payment type is available for settlement of comp windows 101-108. A payment type without this option selected cannot be used to settle comp windows 101-108.

f. **Print Receipt**: Select this option to print a receipt of the transaction when this comp transaction code is used.

4. **Associated Transaction Codes**: In this section, select the transaction codes you want to associate with the comp transaction code by selecting one or more codes in the **Available** pane and clicking the arrow button to move them to the **Selected** pane. You can also filter the list of available codes by entering a code in the **Filter** field and clicking **Go**.
5. Click **Save** or click **Save and Add Generates** to configure add-on charges for the comp transaction code. Generates are automatically calculated charges, such as taxes and service charges, that are added to a guest's bill when transactions are posted using this comp transaction code.

### Editing Comp Transaction Codes

1. From the **Administration** menu, select **Financial**, select **Comp Accounting**, and then select **Comp Transaction Codes**.
2. Select or confirm the **Property**.
3. Enter search criteria and click **Search**.
4. Select the comp transaction code, click the vertical ellipsis **Actions** menu, then select **Edit**.
5. Update the configuration.
6. Click **Save**.

### Deleting Comp Transaction Codes

1. From the **Administration** menu, select **Financial**, select **Comp Accounting**, and then select **Comp Transaction Codes**.
2. Select or confirm the **Property**.
3. Enter search criteria and click **Search**.

4. Select the comp transaction code, click the vertical ellipsis **Actions** menu, then select **Delete**.
5. Select **Delete**.

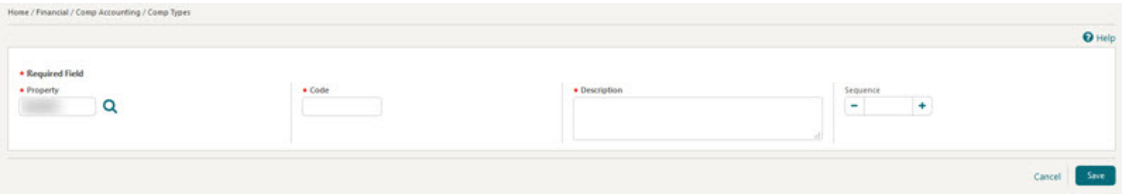
# Comp Types

Gaming

## Prerequisites for Comp Types

Comp Types enable you to configure codes for ranking guests based on your business requirements. For example, you might use this feature to identify guest loyalty members according to their gaming needs or expertise. You can also associate Comp Types to comp windows for specific reservations via the Reservation Routing Instructions screen.

**Figure 13-5 Comp Types screen**




# Configuring Comp Types

## Prerequisites for Comp Types

### Adding Comp Types

1. From the **Administration** menu, select **Financial**, select **Comp Accounting**, and select **Comp Types**.
2. Click **New** and complete the following fields:
   a. **Property**: Enter or select a Property.
   b. **Code**: Enter a code to identify the Comp Type.
   c. **Description**: Enter a description for the Comp Type.
   d. **Sequence**: Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
3. Click **Save**.

### Editing Comp Types

1. From the **Administration** menu, select **Financial**, select **Comp Accounting**, and select **Comp Types**.

2. Enter search criteria and click **Search**.
3. Select the comp type, click the vertical ellipsis **Actions** menu and then select **Edit**.
4. Update the configuration.
5. Click **Save**.

#### Deleting Comp Types

1. From the **Administration** menu, select **Financial**, select **Comp Accounting**, and select **Comp Types**.
2. Enter search criteria and click **Search**.
3. Select the comp type, click the vertical ellipsis **Actions** menu and then select **Delete**.
4. Click **Delete** to confirm.

# Comp Revenue Buckets

Gaming

With the Oracle Hospitality OPERA Cloud Service Casino and Gaming Management subscription, you can configure comp revenue buckets that contain the comp revenue statistics for a guest's comp transactions. You can also associate one or more comp transaction codes to a comp revenue bucket and set up comp revenue buckets for each property as well as copy them to other properties.

To access the **Comp Revenue Buckets** feature, select the **Administration** menu, select **Financial**, select **Transaction Management**, and then select **Revenue Bucket Codes**.

## Configuring Comp Revenue Buckets

The Revenue Bucket Codes screen enables you to search for, create, edit, and delete revenue bucket codes of the Comp bucket type.

#### Adding Comp Revenue Bucket Codes

1. Select the **Administration** menu, select **Financial**, select **Transaction Management**, and then select **Revenue Bucket Codes**.
2. Click **New** and complete the following fields:
   a. **Property**: Select or confirm the property.
   b. **Bucket Type**: Select the **COMP** bucket type for the comp revenue bucket code.

> **Note:**
>
> Comp transaction codes and standard transaction codes must be included in a Billing revenue bucket type for the charges to these transaction codes to appear on the Billing Summary screen.

   c. **Code**: Enter a code that identifies the comp revenue bucket.

d. **Description**: Enter the description of the comp revenue bucket code.

e. **Bucket Value**: Enter an optional value for the comp revenue bucket code.

3. In the **Transaction Codes** panel, select the comp transaction codes you want to include in this comp revenue bucket:

   a. Enter the comp transaction code in **Available** filter or select codes from the list and click **Go**.

   b. Highlight the comp transaction codes in the **Available** pane that you want to include in this comp revenue bucket.

   c. Click the arrow button to move the selected transaction codes to the **Selected** pane.

4. Click **Save** to save and exit or click **Save and Continue** to save this Comp Revenue Bucket code and add another one.

### Editing Comp Revenue Bucket Codes

1. Select the **Administration** menu, select **Financial**, select **Transaction Management**, and then select **Revenue Bucket Codes**.
2. Select or confirm the **Property**.
3. Enter search criteria and click **Search**.
4. Select the comp revenue bucket code, click the vertical ellipsis **Actions** menu, then select **Edit**.
5. Update the configuration.
6. Click **Save**.

### Deleting Comp Revenue Bucket Codes

1. Select the **Administration** menu, select **Financial**, select **Transaction Management**, and then select **Revenue Bucket Codes**.
2. Select or confirm the **Property**.
3. Enter search criteria and click **Search**.
4. Select the comp revenue bucket code, click the vertical ellipsis **Actions** menu, then select **Delete**.
5. Click **Delete** to confirm.

### Editing Comp Revenue Bucket Types

Since it is an OPERA Cloud System Inserted Data (SID) value, you can only edit the description for the Comp Revenue Bucket Type. Therefore, you cannot delete it and you can only update the description.

1. Select the **Administration** menu, select **Financial**, select **Transaction Management**, and then select **Revenue Bucket Types**.
2. Select or confirm the **Property**.
3. Enter search criteria and click **Search**.
4. Select the comp revenue bucket type, click the vertical ellipsis **Actions** menu, then select **Edit**.
5. Update the **Description**.
6. Click **Save**.

# Configuring Fiscal Management

Prerequisites for Oracle Fiscal Integration Service (OFIS)

Fiscal Management helps properties control and get notifications of fiscal services, view invoices and fiscal BE (business event) status, and deal with the fiscal scenarios that arise from within different countries. For countries using electronic invoices, fiscal management enables integration with partners that specialize in e-invoicing and fiscal data management. This allows your partners to access the transactional information they require for fiscal data on a country-by-country basis.

## Configuring Fiscal Commands

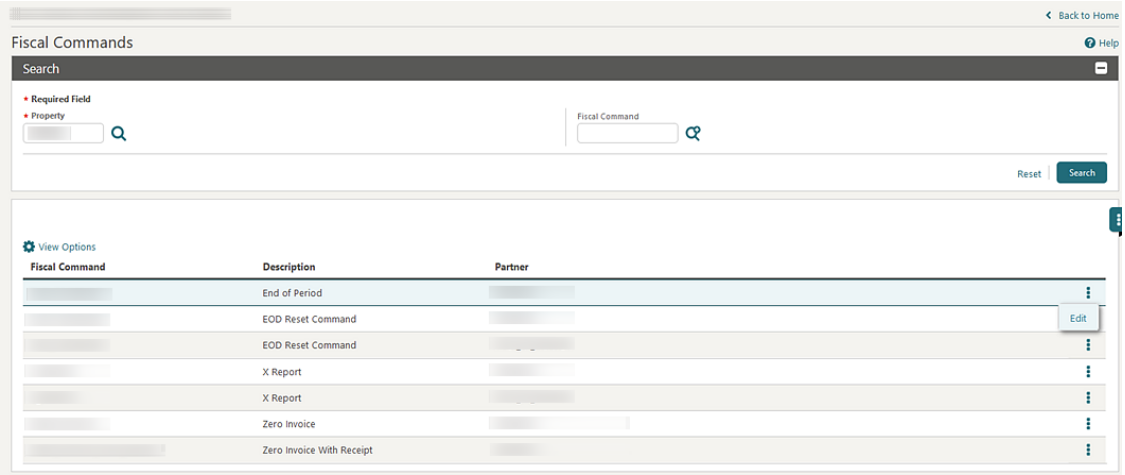
Multiple Fiscal Commands exist, and each one contains a specific instruction for a Fiscal Partner from fiscal communication. Each Fiscal Partner has a corresponding set of Fiscal Commands that are supported for that Fiscal Partner. When you configure a Fiscal Partner in the property, those Fiscal Commands automatically populate in the Fiscal Commands configuration screen.
The Fiscal Commands configuration is available when the Cashiering parameter, Fiscal Service Terminals Parameter, is on. The Fiscal Commands available are limited to those used by the Fiscal Partner(s) configured in the property. If multiple Fiscal Partners are configured, and they use the same Fiscal Command, then one Fiscal Command record appears for each Fiscal Partner. You can inactivate a Fiscal Command if you do not want it used for the Fiscal Partner.

> **Note:**
>
> You can select Fiscal Commands for a specific Partner and send it to a corresponding Fiscal Terminal based on this configuration.

### Editing Fiscal Commands

To view inactive codes, click the vertical ellipsis **Actions** menu and select **Show Inactive**.

1. From the **Administration** menu, select **Financials**, select **Fiscal Management**, then select **Fiscal Commands**.
2. Enter search criteria and click **Search**.
3. Select the fiscal command, click the vertical ellipsis **Actions** menu, and select **Edit**.
    a. Update the details.
    b. Select the **Inactive** check box to inactivate the command.
    c. Click **Save**.




# Configuring Fiscal Folio Bucket Codes

### Adding Fiscal Folio Bucket Codes

Fiscal Folio Bucket Codes can be configured to segregate revenue and/or payment transaction codes into organized groups for reporting purposes through the fiscal service.

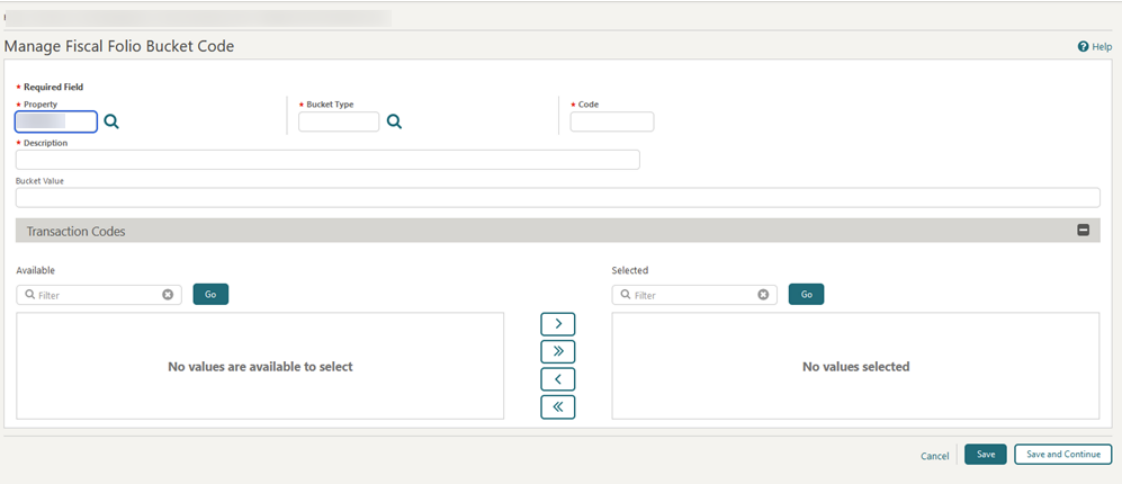
1. From the **Administration** menu, select **Financials**, select **Fiscal Management**, and then select **Fiscal Folio Bucket Codes**.
2. Click **New** and complete the following:
    a. **Property**: Enter or select the property.
    b. **Bucket Type**: Select a bucket type from the list.
    c. **Code**: Enter a code for the bucket.
    d. **Description**: Enter a description for the bucket.
    e. **Bucket Value**: Enter a bucket value.
    f. **Transaction Codes**: Select the transaction codes to include in the fiscal folio bucket:
        i. From the **Available panel**, search and select the transaction codes (hold down the **Ctrl key** to select multiple transaction codes). You can filter the Available list or the selected list of transaction codes by entering a transaction code in the Filter field and clicking Go.
        ii. Click **>** to move the selected codes to the Selected panel.
    g. Click **Save** or click **Save and Continue** to add another.

### Editing Fiscal Folio Bucket Codes

1. From the **Administration** menu, select **Financials**, select **Fiscal Management**, and then select **Fiscal Folio Bucket Codes**.
2. Enter the search criteria and click **Search**.
3. Select the fiscal folio bucket code, click the vertical ellipsis **Actions** menu, and select **Edit**.

### Deleting Fiscal Folio Bucket Codes

1. From the **Administration** menu, select **Financials**, select **Fiscal Management**, and then select **Fiscal Folio Bucket Codes**.
2. Enter the search criteria and click **Search**.
3. Select the fiscal folio bucket code, click the vertical ellipsis **Actions** menu, and then select **Delete**.
4. Click **Delete** to confirm.




# Configuring Fiscal Folio Bucket Types

### Adding Fiscal Folio Bucket Types

Each Fiscal Folio Bucket Type represents a collection of multiple Fiscal Folio Bucket Codes where revenue and/or payment Transaction Codes can be segregated into organized groups for reporting purposes through the fiscal service.

1. From the **Administration** menu, select **Financials**, select **Fiscal Management**, and then select **Fiscal Folio Bucket Types**.
2. Click **New** and complete the following:
   a. **Property**: Enter or select the property.
   b. **Code**: Enter a code for the bucket type.
   c. **Description**: Enter a description for the bucket type.
   d. **Allow Recurring Transaction Codes**: Select the check box.
   e. Click **Save** or click **Save and Continue** to add another.

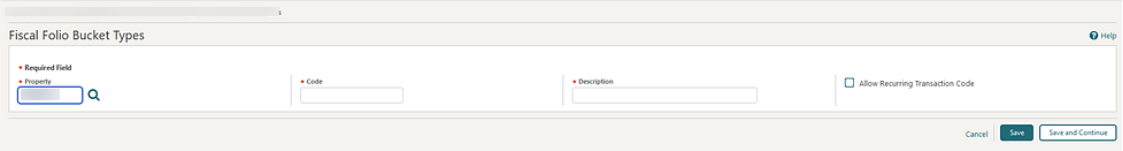
### Editing Fiscal Folio Bucket Types

1. From the **Administration** menu, select **Financials**, select **Fiscal Management**, and then select **Fiscal Folio Bucket Types**.
2. Enter the search criteria and click **Search**.

3. Select the fiscal folio bucket type, click the vertical ellipsis **Actions** menu, and select **Edit**.
4. Update the details.
5. Click **Save**.

### Deleting Fiscal Folio Bucket Types

1. From the **Administration** menu, select **Financials**, select **Fiscal Management**, and then select **Fiscal Folio Bucket Types**.
2. Enter the search criteria and click **Search**.
3. Select the fiscal folio bucket type, click the vertical ellipsis **Actions** menu, and then select **Delete**.
4. Click **Delete** to confirm.




# Configuring Fiscal Folio Parameters

Fiscal Folio Parameters are individual settings that must be configured for fiscal communication to be successful with a Fiscal Partner. Each Fiscal Partner has a corresponding template of specific Fiscal Folio Parameters that are used for fiscal communication. When you create a Fiscal Partner, the corresponding Fiscal Folio Parameters auto-populate on the Fiscal Folio Parameters screen. The configuration of these Fiscal Folio Parameters is required for successful fiscal communication with the Fiscal Partner.

In multi-property operations, you can copy fiscal folio parameters to other properties. See Copying Configurations to Multiple Properties.

### Adding Fiscal Folio Parameters

1. From the **Administration** menu, select **Financials**, select **Fiscal Management**, and then select **Fiscal Folio Parameters**.
2. Click **New** and complete the following:
   a. **Property**: Enter or select the property.
   b. **Partner**: Select a fiscal partner from the list.
   c. **Code**: Enter a code for the parameter.
   d. **Value**: Enter a value for the parameter.
   e. **Description**: Enter a description for the parameter.
   f. Click **Save**.

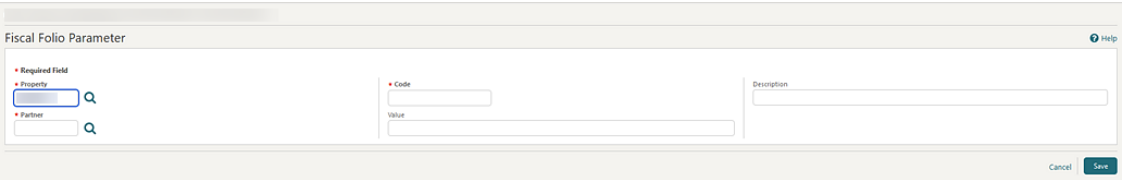
### Editing Fiscal Folio Parameters

1. From the **Administration** menu, select **Financials**, select **Fiscal Management**, and then select **Fiscal Folio Parameters**.
2. Enter search criteria and click **Search**.

3. Select the fiscal folio parameter, click the vertical ellipsis **Actions** menu, and then select **Edit**.
4. Update the details.
5. Click **Save**.

### Deleting Fiscal Folio Parameters

1. From the **Administration** menu, select **Financials**, select **Fiscal Management**, and then select **Fiscal Folio Parameters**.
2. Enter search criteria and click **Search**.
3. Select the fiscal folio parameter, click the vertical ellipsis **Actions** menu, and select **Delete**.
4. Click **Delete** to confirm.




# Configuring Fiscal Partners

Select the fiscal partner(s) for which the universal payload should be generated. A maximum of three fiscal partners can be configured, each with a priority.

### Adding Fiscal Partners

1. From the **Administration** menu, select **Financials**, select **Fiscal Management**, and then select **Fiscal Partners**.
2. Click **New** and complete the following:
   a. **Property**: Enter or select the property.
   b. **Partner**: Select a fiscal partner from the list.
   c. **Priority**: Enter or select a priority for the partner.
   d. **Fiscal Folio Payment Methods**: Select one or more payment methods from the list.
      - When the field is blank, and you generate a fiscal folio, the universal payload generates regardless of which Payment Methods were posted to the window.
      - When the field is populated, and you generate a fiscal folio, the universal payload generates only when one of the configured Payment Methods was posted to the window.
   e. **Electronic / Fiscal Folio Profile Handling**: Select a value from the list.
      - A – When you generate a fiscal folio, the universal payload generates regardless of payee profile configuration.
      - N – When you generate a fiscal folio, the universal payload generates based on the configuration of the Electronic/Fiscal Folio value on the payee profile.
        – If Electronic/Fiscal Folio is blank on the payee profile, then the universal payload does not generate.

  - If Electronic/Fiscal Folio is set to No on the payee profile, then the universal payload does not generate.
  - If Electronic/Fiscal Folio is set to Yes on the payee profile, then the universal payload generates.

- Y – When you generate a fiscal folio, the universal payload generates based on the configuration of the Electronic/Fiscal Folio value on the payee profile.
  - If Electronic/Fiscal Folio is blank on the payee profile, then the universal payload generates.
  - If Electronic/Fiscal Folio is set to No on the payee profile, then the universal payload does not generate.
  - If Electronic/Fiscal Folio is set to Yes on the payee profile, then the universal payload generates.

f. **Fiscal Payloads**: Select fiscal payloads from the list.

   i. **Check Out**: When selected, the universal payload generates when the reservation changes to Checked Out status. The universal payload includes consolidated transaction totals by Transaction Code from all folios, across all folio windows of the reservation.

   ii. **Folio Generation**: When selected, the universal payload generates when you perform a folio settlement. The universal payload includes unsettled transactions from the folio window where the settlement is performed.

   iii. **Post Payment**: When selected, the universal payload generates when you perform a payment without a folio settlement. The universal payload includes the payment transaction.

> **Note:**
>
> When a Fiscal Partner is configured with Post Payment, the field for Fiscal Payment Methods is available.

g. **Fiscal Payment Methods**: Select one or more payment methods from the list.

- When the field is blank, and you make a payment, the universal payload generates regardless of which Payment Method was posted.
- When the field is populated, and you make a payment, the universal payload generates only when one of the configured Payment Methods was posted.

h. **Send Folio after Fiscal Payload**: Select check box to allow the Fiscal Partner to create a copy of folio.

3. Click **Save** or click **Save and Continue** to add another.

> **Note:**
>
> When a new Fiscal Partner is saved, the corresponding Fiscal Folio Parameters automatically populate from the template for that Fiscal Partner. These can be seen on the Fiscal Folio Parameters screen.

### Editing Fiscal Partners

1. From the **Administration** menu, select **Financials**, select **Fiscal Management**, and then select **Fiscal Partners**.
2. Enter the search criteria and click **Search**.
3. Select the fiscal partner, click the vertical ellipsis **Actions** menu, and then select **Edit**.
4. Update the details.
5. Click **Save**.

### Deleting Fiscal Partners

1. From the **Administration** menu, select **Financials**, select **Fiscal Management**, and then select **Fiscal Partners**.
2. Enter the search criteria, and click **Search**.
3. Select the fiscal partner, click the vertical ellipsis **Actions** menu, and then select **Delete**.
4. Click **Delete** to confirm.

> **Note:**
>
> When you select to delete a Fiscal Partner, OPERA Cloud determines if any Fiscal Folio Parameters or Fiscal Service Terminals exist for the Fiscal Partner. If they exist, this message appears: “Partner xxxxxxxx cannot be deleted, because it is configured with Fiscal Folio Parameters and Fiscal Terminals records. The configured records must be deleted before the Partner.”

## Configuring Fiscal Terminals

### Adding Fiscal Terminals

Fiscal Terminals are available when the Cashiering parameter Fiscal Service Terminals is on. Fiscal Terminals can be configured when you need to designate one or more fiscal printers and/or endpoints (Address and Port) to which the fiscal service should transmit and include in the fiscal communication with Fiscal Partners.

> **Note:**
>
> When multiple Fiscal Terminals are configured, you are prompted to select a Fiscal Terminal when performing any action (generating a fiscal folio) that communicates with a Fiscal Partner. If multiple Fiscal Terminals are configured for a Fiscal Partner, and one of the Fiscal Terminals is marked as Primary, then OPERA Cloud does not prompt you to make a Fiscal Terminal selection; the Primary Fiscal Terminal is always used.

1. From the **Administration** menu, select **Financials**, select **Fiscal Management**, and then select **Fiscal Terminals**.
2. Click **New** and complete the following:

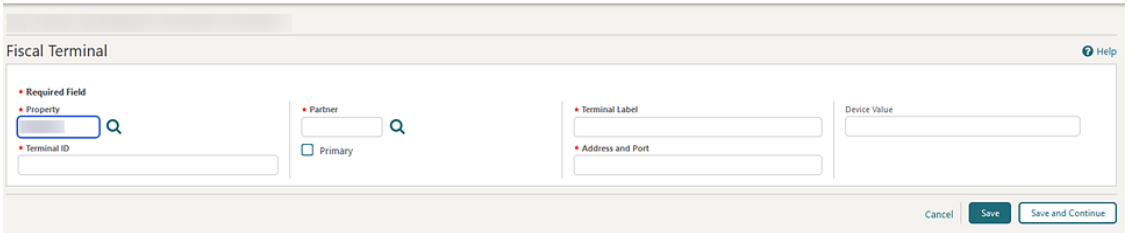
a. **Property**: Enter or select the property.
b. **Terminal ID**: Enter a terminal identifier.
c. **Partner**: Select a fiscal partner from the list.
d. **Primary**: Select the check box to identify terminal as the primary terminal.
e. **Terminal Label**: Enter a label for the terminal.
f. **Address and Port**: Enter the URL/IP address and port of the terminal.
g. **Device Value**: Enter a device value.
h. Click **Save** or click **Save and Continue** to add another.

### Editing Fiscal Terminals

1. From the **Administration** menu, select **Financials**, select **Fiscal Management**, and then select **Fiscal Terminals**.
2. Enter the search criteria and click **Search**.
3. Select the fiscal terminal, click the vertical ellipsis **Actions** menu, and then select **Edit**.
4. Update the details.
5. Click **Save**.

### Deleting Fiscal Terminals

1. From the **Administration** menu, select **Financials**, select **Fiscal Management**, and then select **Fiscal Terminals**.
2. Enter **search criteria** and click **Search**.
3. Select the fiscal terminal, click the vertical ellipsis **Actions** menu, and then select **Delete**.
4. Click **Delete** to confirm.




# Rate Management

Rate Management provides all the tools you need to effectively define and manage the rate structures for your hotel. Some of the things you can set up in Rate Management include rate codes, rate classes, rate categories, display sets, rate strategies, and yield management integration.

## Package Codes

Prerequisites for Package Codes

Package setup involves defining package elements, which are additional products or services included in the rate or sold in addition to the rate. You can link package elements to rate codes to create pre-defined package rates. Or, you can add package elements directly on blocks or reservations to create ad-hoc package entitlements for reservations.

Package elements have rules that define the calculation of their price as well as the frequency of their posting; the **item price** for the package item is auto-posted to guest ledger account during End Of Day, based on the frequency specified. When the **Item Inventory** function is active it is also possible to associate inventory items to a package item so that when selling the package rate or selling the package item separately via the reservation the associate inventory items are also applied to the reservation. This is useful for associating inventory items such as extra bed and cribs to reservations and at the same time posting a charge for their supply via the package element.

Optionally, with the **Advanced Package** function active, package elements can be configured with an **allowance amount** as well as **item price**. For package items with an allowance amount defined the actual sales charge is either posted manually in OPERA Cloud or posted by an integrated system such as a point of sale (POS) workstation or an in-room video when consumed. With package allowances, a credit is posted to package ledger either during check or during each night audit and the sales charges posted to the package ledger to offset the credit - as a result the charge for package element does not appear on the guest folio. For allowances based package items, OPERA Cloud deducts the **item price** from the rate code rate amount. When multiple allowance based items are linked to a rate code the nett accommodation revenue for the reservation is the rate amount - sum (item price) for all package items included in the rate.

**Table 13-4 Example - Package Rate Breakdown**

| Honeymoon | Item Price | Allowance | Calculation Rule |
|---|---|---|---|
| Rate Amount | $540 | | |
| Dinner | $45 | $70 | Per Adult |
| Breakfast | $20 | $40 | Per Adult |
| Champagne | $40 | $60 | Flat Amount |
| Nett Accommodation | $370 | | Based on 2 Adults |

Allowance based package items also support consumption in multiple revenue centers via the setup of alternate outlets - specifying the alternate sales transaction codes permitted for the package item.

For example, a breakfast package element could be consumed in the restaurant or as a room service breakfast.

- Posted amount equal to or less than the allowance amount are posted to package ledger.
- Posted amounts exceeding the allowance amount are posted to the guest ledger account as an overage.
- Allowances not consumed or under consumed are posted to a "package profit" revenue transaction code to the package ledger, based on the item price.
- Allowance amounts exceeding the item price are automatically adjusted by a posting to "package loss" revenue transaction code to the package ledger.

Examples of allowance based package elements would be dinner or breakfast, where the sales charges for each would be post via a POS solution when the guest consumes their dinner or breakfast.

If the guest does not consume their entitlement OPERA Cloud posts the revenue to 'package profit' to balance the package ledger.

The charge for the package rate is posted to Guest Ledger using a system (non-revenue) transaction code referred to as 'Package Wrapper' - this transaction code is defined by linking a transaction code About Transaction Codes to a transaction group of type Wrapper. For package rates both the accommodation transaction code and the package wrapper transaction code must be selected on the Financials panel of the rate code About Rate Codes.

**Table 13-5 Example - Ledger Transactions**

| Honeymoon | Guest Ledger | Package Ledger | Allowance | Sales Revenue | Notes |
|---|---|---|---|---|---|
| Dinner Allowance | | -$90 | $140 | | On Check-in |
| Champagne Allowance | | -$40 | $60 | | On check-in |
| Dinner | | $140 | | $140 | Posted from POS |
| Dinner Loss | | -$50 | | -$50 | End of Day |
| Champagne | | $60 | | $60 | Posted from POS |
| Champagne - Loss | | -$20 | | -$20 | End of Day |
| Honeymoon Package | $540 | -$370 | | | Package Wrapper |
| Accommodation | | $370 | | $370 | End of Day |
| Breakfast Allowance | | -$40 | $80 | | End of Day (Next Day =Y) |
| Breakfast - Profit | | $40 | | $40 | Breakfast not consumed On Check-out |
| Totals | $540 | $0 | | $540 | |

## Configuring Package Codes

Prerequisites for Package Codes

### Adding Package Codes

1. From **Administration** menu, select **Financial**, select **Rate Management**, and then select **Package Code**.
2. Click **New** and complete the following:
   a. **Package Code Definition**
      i. See Package Code Definition.
   b. Click **Save**.
   c. **Transaction Details**
      i. See Configuring Package Code Transaction Details

d. Click **Save**.

e. **Posting Attributes**

   i. See Configuring Package Code Post Attributes

f. Click **Save**.

g. **Package Pricing**

   i. See Configuring Package Code Pricing Schedule

h. Click **Save**.

3. Click **Save** or **Save and Add More Details** to go to Package Code presentation page and make further updates.

### Editing Package Codes

1. From the **Administration** menu, select **Rate Management**, and then select **Package Code**.
2. Enter search criteria, click **Search**.
3. Select a package code and click the vertical ellipsis **Actions** menu, then select **Edit**.
4. Update the details.
5. Click **Save**.

**Table 13-6 Package Details Links**

| Package Details | |
|---|---|
| Package Code Definition | Package Code Post Attributes |
| Package Code Pricing Schedule | Package Code Transaction Details |

### Deleting Package Codes

> **Note:**
>
> Package codes cannot be deleted if the package is attached to a rate code; the package must first be un-associated from the rate code. Package codes cannot be deleted if the package is attached to a package group, the package must first be deselected from the package group. Package codes cannot be deleted if dependent transactional data exists; if a package code is referenced in blocks or reservations (past or future) the code cannot be deleted. Package codes attached to a canceled or no show reservation where the departure date is in the future cannot be deleted.

1. From the **Administration** menu, select **Rate Management**, and then select **Package Code**.
2. Enter search criteria, click **Search**.
3. Select a package code and click the vertical ellipsis **Actions** menu, then select **Delete**.
4. Click **Delete** to confirm.

### Copying Package Codes

You can use the copy action to clone a package code within the same property, or copy package codes to other properties when the **Multi Property** OPERA Control is active.

> **Note:**
>
> Change to a Hub location to copy package codes to other properties. See Changing Your Location in Multi-Property Operations.

1. From the **Administration** menu, select **Rate Management**, and then select **Package Code**.
2. Click the vertical ellipsis **Actions** menu and select **Copy**.
   a. **Source**: Select the source property.
   b. **Package Code(s)**: Select one or more package codes from the list.
   c. **Package Pricing**: Select to also copy the package pricing to the destination properties.
   d. **Target Properties**: Select one or more properties from the list.
3. Click **Save**.
   a. **Copy Package Code As**: Enter a code for new (cloned) package (same property).
   b. **Copy Description As**: Enter a description for new (cloned) package (same property).
4. Click **Copy and Continue**.
5. On the Confirmation panel, Status shows **Complete** and Status message as **Copy Template Code(s)** was successful.
6. Click **Print** to generate a report.

## Configuring Package Code Definition

### Editing Package Code Definition

1. From the **Administration** menu, select **Rate Management**, and then select **Package Code**.
2. Enter search criteria, click **Search**.
3. From search results, select a package code and click the **vertical ellipsis**, select **Edit**.
4. Click **Package Definition**.
5. Click **Edit**.
   a. **Property**: Enter or select the property.
   b. **Package Code**: Enter a code for the package item (maximum 20 alphanumeric characters).
   c. **Begin Sell Date**: Enter or select a begin sell date if limited availability of package.
   d. **End Sell Date**: Enter or select an end sell date if limited availability of package.
   e. **Short Description**. Enter a short description (title).

f. **Description**: Enter a description.

g. **Forecast Code**: Select a package forecast from the list. For more information, see Configuring Package Forecast Groups .

h. **Arrangement Code**: Select a package arrangement (folio grouping) from the list.

i. **Point (Award) Redemption** Loyalty: Select check box to indicate the package is eligible for selection in awards. (Available when the **Loyalty Payment Award** OPERA Control is active). When selected, **Begin Sell Date** and **End Sell Date** are disabled for update.

6. Click **Save**.

## Configuring Package Code Post Attributes

### Editing Package Code Posting Attributes

1. From **Administration** menu, select **Financial**, select **Rate Management**, and then select **Package Codes**.
2. Enter search criteria and click **Search**.
3. Select the package code, click **vertical ellipsis** and select **Edit**.
4. Click **Posting Attributes**.
5. Click **Edit**.

a. **Posting Type**

i. **Included in Rate**: No separate charge appears on the guest folio or reservation. The item price is deducted from the room rate amount.

ii. **Add To Rate - Separate Line**: If selected, the item price is posted additional to the room rate amount and printed as a separate charge on the folio.

iii. **Add To Rate - Combined Line**: If selected, the item price is added to the rate amount and combined with the accommodation charge on the folio (increases the room rate by the item price).

b. **Valid Start Time**: Enter the valid start time during which the allowance defined in the package element is valid. If you leave the fields blank, the allowance is valid all day

c. **Valid End Time**: Enter the valid end time during which the allowance defined in the package element is valid. If you leave the fields blank, the allowance is valid all day

d. **Calculation Rule**: Select a value from the list of values to indicate the calculation rule for this package. This field is used to determine how the package amount should be calculated. You have the following options:

i. **Flat Rate (item price posted as flat rate, regardless of number of guests)**. Flat Rate is per sharer reservation; each share-with reservation will be charged the flat rate amount.

ii. **Per Person (item price times multiplies by (number of adults plus number of children)**.

iii. **Per Adult (item price times multiplied by the number of adults)**.

iv. **Per Child (item price multiplied by the number of children)**: With the selection of this calculation rule and when the **Rates Defined by Buckets** OPERA Controls

is active, packages can be set up with different amounts per child bucket on the Package Pricing.

v. **Per Room**: The Per Room calculation is applied to the room. If a reservation is shared, instead of applying the package per share reservation, it posts only once for the room.

e. **Posting Rhythm**: Select a posting rhythm to determine the frequency of the package posting. Most posting rhythms are based off of the actual arrival date of the reservation. For more information, see Package Posting Rhythms.

f. **Formula**:Select from the list of internal functions used to calculate the item price (these functions are typically used for calculating territory or region-specific taxes). For more information, see Package Formula Functions and Oracle Hospitality Localization Center for Hotel (Doc ID 2221741.2).

g. **Sell Separate**: Select the checkbox to allow the package item to be selected directly in a reservation using packages panel. When selling and adding a package directly to a reservation, the rate code rate amount is displayed in Stay Details along with the adjusted room rate including the packages. If this checkbox is not selected, the package is only available for selection as a rate code inclusion . (Available when the **Packages Sold Separately** OPERA Control is active).

h. **Post Next Day**: Select to specify this package element allowance will be consumed the following day. For example, a breakfast allowance created during end of day, but carried forward to the following day for consumption. (Available when the Advanced Packages OPERA Control is active.)

i. **Forecast Next Day**: Select to have these package elements forecasted on the next day, irrespective if the Post Next Day checkbox is selected or not. Packages configured as Post Next Day only without this checkbox selected will not be forecasted for the next day automatically on the Package Forecast Report.

j. **Tickets**: Select to indicate that the package is a ticketing package item. (Available when Ticket Packages OPERA Control is active and integrated with a ticketing solution).

> **Note:**
>
> When a package is set up as a Tickets Package, the Posting Rhythm can only be Post Every Night, Post Arrival Night, or Ticket Posting. A Ticket Package can be set up to Sell Separate and Add Rate Separate Line, even when the Posting Rhythm is not set to Ticket Posting. This enables the ticket package to be included in the Rate Information as part of the total cost of the stay.

k. **Catering**: Available when the **Catering Events** OPERA Control is active, this option should be checked for all PMS packages that typically are also represented by a catering event (or partially represented by a catering event), for example, a Group Breakfast that could be included in the room rate, but for which also a catering event gets created if the group takes the breakfast as a unit (such as in a catering function space).

l. **Web Bookable**: Select to make this package code available for web bookings. (Available when the **Advanced OWS Products** OPERA Control is active).

m. **Item Inventory**: (Available when the **Item Inventory** OPERA Control is active). Select the item(s) to be included in the package. Selected items will be added to the reservation and deducted from inventory.

i. Click **New**.

i. **Item**: Select an item from the list.

ii. **Quantity**: Enter a quantity to assign and deduct from inventory.

ii. Click **Save**.

iii. Click **vertical ellipsis** and select **Delete** to delete.

iv. Click **vertical ellipsis** and select **Edit** to edit.

6. Click **Save**.

> **Note:**
>
> When configuring a Loyalty Award Package, such as Point (Award) Redemption selected in Package Code Definition, the **Posting Type** defaults to "Included in Rate" and only the **Calculation Rule, Posting Rhythm, Forecast Next Day** checkbox are enabled.

## Configuring Package Code Pricing Schedule

### Adding Package Code Pricing Schedule

1. From the **Administration** menu, select **Financial**, select **Rate Management**, and then select **Package Code**.
2. Enter search criteria and click **Search**.
3. Select the package code, then click vertical ellipsis **Actions** menu and select **Edit**.
4. Click **Pricing Schedule**.
5. Click **New** and enter the following details:
   a. **Start Date**: Enter the start date for the price schedule or use the calendar tool to select dates. Date ranges for pricing records cannot overlap. By default, the package code is valid for a ten-year period starting on the date it is configured.
   b. **End Date**: Enter the end date for the price schedule or use the calendar tool to select dates. Date ranges for pricing records cannot overlap. By default, the package code is valid for a ten-year period starting on the date it is configured.
   c. **Price**: Enter the item price. This amount will be posted to the transaction code selected in Transaction Details panel.
   d. **Allowance**: If the package element is configured as an allowance, enter the amount of the allowance. This is the maximum amount which the guest can consume (eg in an outlet ) and post to their reservation account. The charge is posted to the package ledger against the allowance. Any over-consumption is split and posted to the guest ledger using the **Overage** transaction code if specified. . The allowance amount cannot be less than the item price.
   e. **Min Nights**: Enter a minimum number of nights for this price schedule. (See Package Pricing and Availability Attributes section).
   f. **Max Nights**: Enter a maximum number of nights for this price schedule. (See Package Pricing and Availability Attributes section).

g. **Min Guests**: Enter a minimum number of guests for this price schedule. (See Package Pricing and Availability Attributes section).

h. **Max Guests**: Enter a maximum number of guests for this price schedule. (See Package Pricing and Availability Attributes section).

i. **Points**: Enter the number of points required to avail this package (Available when **Point (Award) Redemption** is selected in Package Code Definition.

6. Click **Save**.

> **Note:**
>
> When configuring a Loyalty Award Package, such as, Point (Award) Redemption selected in Package Code Definition only **Start Date**, **End Date** and **Points** fields are enabled.

### Editing Package Code Pricing Schedule

1. From the **Administration** menu, select **Financial**, select **Rate Management**, and then select **Package Code**.
2. Enter search criteria and click **Search**.
3. Select the package code, then click vertical ellipsis **Actions** menu and select **Edit**.
4. Click **Pricing Schedule**.
5. Select the pricing schedule, then click the vertical ellipsis **Actions** menu and select **Edit**.
6. Update details.
7. Click **Save**.

### Deleting Package Code Pricing Schedule

1. From the **Administration** menu, select **Financial**, select **Rate Management**, and then select **Package Code**.
2. Enter search criteria and click **Search**.
3. Select the package code in the search result, then click vertical ellipsis **Actions** menu and select **Edit**.
4. Click **Pricing Schedule**.
5. Select the pricing schedule, then click the vertical ellipsis **Actions** menu and select **Delete**.
6. Click **Delete** to confirm.

### Package Pricing and Availability Attributes

When the **Package Pricing and Availability Attributes** OPERA Control is active and the Redemption check box is not selected on the Package definition, Minimum and Maximum value fields can be specified for the number of Nights and Persons for each package pricing schedule.

When configuring package pricing schedules using the Package Pricing and Availability Attributes, keep in mind the following rules:

- Both the Min. and Max fields for both the Nights and Guests must have values defined for them. Only the Min and Max values for either the Nights or Guests cannot be specified.

- The Min and Max values cannot be left blank if a value has been defined for one or more of the fields. A numeric value must be entered. All of the fields can remain blank.
- The Min/Max range for either Nights or Guests can be the same as long as the other has its range
- There must be 1 record for each date range that has no Min/Max Nights and Min/Max Persons defined and this record will serve as a default when a reservation does not qualify to receive pricing based on any of the other package details sets that are based on Min/Max Nights and Min/Max Persons for the reservation date range. OPERA Cloud will automatically create such record when configuring package pricing.
- Validation for a reservation will be completed on a combination of the additional attributes.
  - The Stay Date falls between the Start Date and End Date of the package.
  - No of Nights fall between the Min/Max Nights value range.
  - No of Persons fall between the Min/Max value range.

> **Note:**
>
> When package pricing is configured, each record must have at least one of the aspects, such as Date Range, Min/Max Night range and Min/Max persons range, different so that every package pricing record can be uniquely identified and there is no complete overlap. While configuring package pricing records, if OPERA Cloud identifies that the record overlap occurs based on either Date Range, Min/Max Night range or Min/Max persons range, you will be prompted if automatic adjustment should take place and if you select Yes, then the current record being added will be saved and existing overlapping record will be removed.

## Configuring Package Code Transaction Details

### Editing Package Code Transaction Details

1. From the **Administration** menu, select **Rate Management**, and then select **Package Code**.
2. Enter search criteria, click **Search**.
3. Select a package code and click the vertical ellipsis, then select **Edit**.
4. Click **Transaction Details**.
5. Click **Edit**.
   a. **Transaction Code**: Select a sales charge transaction code from the list; the item price will be posted to this charge code.
      i. **Tax Inclusive**: Select to indicate the item price is inclusive of taxes.
   b. **Package Allowance**: Select the indicate this package item is to generate an allowance rather than post the actual sales charge. (Available when the **Advanced Packages** OPERA Controls is active).
      i. **Package Profit**: Select a transaction code to post any package profit (unconsumed allowances).
      ii. **Package Loss**: Select a transaction code to post any package loss (fully consumed allowances).

iii. **Overage**: Select a sales charge transaction code from list that will be used to post the amount that is consumed over the allowance amount of the package element (set in the Package Pricing panel). If this field is left blank, any overage is posted to the main transaction code to which the allowance was posted.

i. **Tax Inclusive**: Select to indicate the item price is inclusive of taxes.

iv. **Alternates**: Select transaction codes that can be used as alternatives to the main package transaction code (in the Code field) for this package. For example, the package may be for restaurant breakfast food (transaction code 2000) and room service breakfast (transaction code 3000 ) listed as an Alternate transaction code, allowing the guest to consume the same amount for room service breakfast without penalty.

c. **Currency**: Select the currency for this package. Allowance packages and non-allowance packages set up in one currency cannot be attached to rate codes, reservations, and blocks configured in another currency. (Available when the **Ability to Quote Rates in Foreign Currencies** OPERA Control is active).

6. Click **Save**.

> **Note:**
>
> When configuring a Loyalty Award Package, such as, Point (Award) Redemption selected in Package Code Definition, only **Transaction Code** and **Currency** are enabled.

## Package Formula Functions

### City Tax

See About City Tax Function.

### Direct Bill Fee

### Description

This function adds a flat fee when posting a package under the following conditions:

- The payment method for the reservation Billing Window is Direct Bill (based on the **Direct Bill Settlement** OPERA Control)

### Function

```
direct_bill_fee(resv_name_id,fee_amount, UDF Name, Location,Billing Windows)
```

### Parameter

| Parameter | Description |
|---|---|
| in_resv_name_id | System-assigned reservation ID. Provided by the function. The default is null. |
| fee_amount | Fee to be posted when the direct bill payment method is selected as payment method. |
| UDF Name | UDF field for Y/N entry. If the value is not set, UDFC 18 defaults. |

| Parameter | Description |
|---|---|
| Location | RESV or PROFILE - The defined UDF is used from either reservation or profile. |
| Billing Windows | Select the Billing windows (1 to 8, multi-select) that must be considered before posting the Direct Bill Fee. |

**Example**

```
direct_bill_fee(resv_name_id,20,UDFC10,'RESV',1)
```

Posts a 20 amount to Window #1 if UDFC10 is set to "Y" in Reservation.

> **Note:**
>
> - If no `resv_name_id` exists, the function returns 0. Therefore, a rate query without a reservation does not include the Direct Bill Fee amount.
> - When creating a reservation the function returns a 0 until the reservation is saved and a `resv_name_id` becomes available.
> - If a package is set up as Add To Rate Combined Line and attached to a rate code or directly to a reservation, the package amount would be 0 and the reservation would therefore not include the Direct Bill Fee.
> - Refresh rates after saving reservation changes to display the correct rate.

### Float Person Charge Flat

This function provides for package allowance with a Flat Amount calculation rule and a Floating Allowance per Stay posting rhythm if the number of persons is greater than 0. If the number of persons is 0, no package allowance is posted.

**Function**

```
float_flat_allowance_person (RESV_NAME_ID, in_price, in_allowance)
```

**Parameter**

| Parameter | Description |
|---|---|
| RESV_NAME_ID | System-assigned reservation ID. Provided by the function. |
| in_price | The package price. |
| in_allowance | The allowance amount. If the allowance value is not entered, or if the allowance value entered is less than the price, the allowance is set equal to the price. |

**Example**

If the package formula entered is:

```
float_flat_allowance_person (RESV_NAME_ID, 10, 20)
```

and the reservation has 1 adult, the package has a 20 allowance. If the reservation has 0 adults and 0 children, no allowance is posted.

> **Note:**
>
> When this UDF is entered in the **Formula** field, the **Allowance** check box is automatically selected and the **Posting Rhythm** is automatically set to Floating Allowance Per Stay. For proper functionality of this feature, the **Calculation Rule** is automatically set to Per Person even though the amount posted will be a flat amount.

### PERC City Tax

This function calculates a generate amount on a room charge that has an inclusive tax component, when the inclusive component is not to be considered in the generate calculation. This function might be used, for example, where a room service tax must be calculated for a room charge that has an inclusive tax.

#### Function

```
perc_city_tax('RESV_NAME_ID',tax,inclusive_tax)
```

#### Parameter

| Parameter | Description |
|---|---|
| RESV_NAME_ID | System-assigned reservation ID. Provided by the function. |
| tax | Tax to be applied to room charge after removing inclusive tax. |
| inclusive_tax | Inclusive tax included in room charge. |

#### Example

Assume you have Room Charge transaction code 0010 that has an inclusive generate of 10% (transaction code 0195). You want to calculate a 5% Room Service Tax (transaction code 0199) as an exclusive generate on 0010.

1. Create package `RMSERVICE` with transaction code `0195`. Specify UDF formula: `perc_city_tax('RESV_NAME_ID',5,10)` and **Add Rate Separate Line** selected.
2. Create rate code ABCD with transaction code `0010` (Inclusive Tax check box selected).
3. Add package `RMSERVICE` to rate code `ABCD`. The wrapper transaction code (to which room and tax is posted) is `8002`. The Rate Detail amount = $100. The following postings appear on the folio:
   - **Room Charge** - Transaction code `8002 $100`
   - **Room Service Tax** - Transaction code `0199 $4.55`

Database details would reveal the following values underlying these postings:

| Trn. Code | Amount |
|---|---|
| 0010 | 90.91 |
| 0195 | 9.09 |
| 0199 | 4.55 |

> **Note:**
>
> When a rate code includes a package that uses the Perc City Tax formula, the Rate Info screen accessed via the Rate Query (F5) screen or from the Reservation screen will reflect the Perc City Tax calculation.

The `perc_city_tax_hamburg(resv_name_id)` UDF is used in the package configuration to calculate the city tax based on the defined purpose of the stay on the reservation. To indicate which Purpose of Stay values qualify for city tax, the description of the purpose should include '*' in the beginning of the description.

An inclusive generate must be attached to the transaction code used to configure the City Tax Package.

The UDF room rate ranges per person and the qualified city tax amounts are defined as follows and cannot be modified:

- From 0.00 to 30.00 = 1.00.
- From 30.01 to 60.00 = 3.00.
- From 60.01 to 90.00 = 5.00.
- From 90.01+, each additional 30.00 increases by increments of 2.00.

### RT Extra Adult Charge

#### Description

This function calculates the package inclusive rate for a number of adults greater than a base number, per stated room types. Any price information provided in the Package Details is overridden by this function.

#### Function

```
rt_extra_adult (in_resv_name_id, X, Y, 'rmtype_1,rmtype_2,...rmtype_n')
```

#### Parameter

| Parameter | Description |
|---|---|
| in_resv_name_id | System-assigned reservation ID. Provided by the function. The default is null. |
| X | Base number of adults. |
| Y | Amount to be added for each adult over the base number specified by X. |
| rmtype_1...rmtype_n | Room types to which this calculation applies. Comma separated list. |

### Example

Rate code LEISURE, which includes a package, is priced at $150. If the package formula entered is:

```
rt_extra_adult (in_resv_name_id, 7, 15, 'DLX,STD')
```

any adult over seven adults will add $15 to the rate query amount for the LEISURE rate on room types DLX and STD. For eight adults, the rate would be priced at $165 rather than $150.

## RT Extra Adult Plus Bucket 1

### Description

This function calculates the package inclusive rate for a total number of adults plus children in child bucket 1 that is greater than a base number, per stated room types. Any price information provided in the Package Details is overridden by this function. This function will automatically refresh the total rate value shown in the Reservation screen Total field when the number of adults and/or children in child bucket 1 is changed.

### Function

```
rt_extra_adult_n_bucket1 (in_resv_name_id, X, Y,
'rmtype_1,rmtype_2,...rmtype_n')
```

### Parameter

| Parameter | Description |
|---|---|
| in_resv_name_id | System-assigned reservation ID. Provided by the function. The default is null. |
| X | Base number of adults plus number of children in child bucket 1. |
| Y | Amount to be added for each adult over the base number specified by X. |
| rmtype_1...rmtype_n | Room types to which this calculation applies. Comma separated list. |

### Example

Rate code LEISURE, which includes a package, is priced at $150. If the package formula entered is:

```
rt_extra_adult_n_bucket1(in_resv_name_id, 7, 15, 'DLX,STD')
```

Any person over seven adults plus children in child bucket 1 will add $15 to the rate query amount for the LEISURE rate on room types DLX and STD. For five adults and three children in child bucket 1, the rate would be priced at $165 rather than $150.

## RT Extra Adult Plus Bucket 2

### Description

This function calculates the package inclusive rate for a total number of adults plus children in child bucket 2 that is greater than a base number, per stated room types. Any price information provided in the Package Details is overridden by this function. This function will automatically

refresh the total rate value shown in the Reservation screen Total field when the number of adults and/or children in child bucket 2 is changed.

### Function

```
rt_extra_adult_n_bucket2 (in_resv_name_id, X, Y,
'rmtype_1,rmtype_2,...rmtype_n')
```

### Parameter

| Parameter | Description |
|---|---|
| in_resv_name_id | System-assigned reservation ID. Provided by the function. The default is null. |
| X | Base number of adults plus number of children in child bucket 2. |
| Y | Amount to be added for each adult over the base number specified by X. |
| rmtype_1...rmtype_n | Room types to which this calculation applies. Comma separated list. |

### Example

Rate code `LEISURE`, which includes a package, is priced at $150. If the package formula entered is:

```
rt_extra_adult_n_bucket2 (in_resv_name_id, 7, 15, 'DLX,STD')
```

Any person over seven adults plus children in child bucket 2 will add $15 to the rate query amount for the LEISURE rate on room types DLX and STD. For five adults and three children in child bucket 2, the rate would be priced at $165 rather than $150.

## Package Percentage

Calculates package prices based on a percentage of rate code (inclusive) price/rate amount. For example, if the price of the rate code is $150 and the package function is configured with 10 percent, a package price of $15 is calculated.

> **Note:**
>
> This function does not consider the pricing of any other packages selected for a reservation or configured on the rate code. This package function is not available if the **Advance Packages** OPERA Control is active.

### Function

```
UDF_PERC_PRICE (Percentage)
```

### Parameters

| Parameter | Description |
|---|---|
| Percentage | Percentage of package price |

**Example**

```
UDF_PERC_PRICE (10)
```

## Package Posting Rhythms

The Package Posting Rhythms can be configured from Create a New Package Code -Posting Attributes.

In the Posting Rhythms drop down list, the default selection is Post Every Night. You may make another posting rhythm choice by selecting a different option button. Some of the selections may open up fields for you to define particular features for that posting rhythm.

**Table 13-7 Description of the Restrictions effecting the stay dates**

| Posting Rhythm Choice | Description |
|---|---|
| Post Every Night | Post this package charge every night of the stay. |
| Post on Arrival Night | Post this package charge only on arrival night. When a package that has this posting rhythm configured is attached to a reservation and a begin date is specified to be different than the arrival date, the user will be prompted with a message that states, "The package does not have posting rhythm which falls in the date range selected" and the package will not be attached to the reservation. |
| Post on Every X Nights Starting Night Y | Post this package charge every X nights, beginning the Y night of stay. You are prompted to enter the start night (e.g., night 1, night 2, night 3, etc.) and how often the posting should be repeated. |
| Post on Certain Nights of the Week | You are prompted to check mark the days of the week to determine the days to post this package charge. |
| Post on Last Night | Post this package charge on the last night of the stay only. |
| Post Every Night Except Arrival Night | Post this package charge on all nights of the stay except the arrival night. |
| Post Every Night Except Last | Post this package charge on all nights of the stay except the last night. |
| Do not Post on First and Last Night | Post this package charge on all nights of the stay except the first and last nights of the stay. |
| Custom Posting Schedule (Based on Stay) | This user defined schedule lets you enter a posting rhythm over a 14-day period, starting with the arrival date, by assigning the day (number) within a guest stay for posting this package price. For example, if you check mark boxes 3, 5, and 7, OPERA Cloud will post on the third, fifth and seventh day of the stay and will repeat this posting schedule after the 14th day through the remainder of the stay. |

**Table 13-7 (Cont.) Description of the Restrictions effecting the stay dates**

| Posting Rhythm Choice | Description |
|---|---|
| Custom Posting Schedule (Based on Night) | This user defined schedule lets you enter a posting rhythm over a 14 day period. The start and end of the posting period is determined as follows:<br>• If the package is attached to a rate code: The period starts with the date when the rate code to which the package is attached becomes effective for the stay. The period ends with the date of the last night for that rate code (or the last night of the stay if the rate code remains in effect until the departure date).<br>• If the package is attached separately to the reservation: The Begin Date specified on the reservation when the package was attached is the start date for the period. The End Date specified on the reservation when the package was attached is the end date for the period. If no Begin Date and/or End Date are specified when the package is attached to the reservation, the Begin Date is assumed to be the arrival date and the End Date is assumed to be the departure date of the reservation, irrespective of when the package is attached to the reservation. |
| Floating Allowance per Stay | Allow the allowance to be consumed at anytime during the guest stay. |

## About City Tax Package Function

The City Tax package function can be configured to calculate and post a charge according to local city requirements; the tax charge can be based on a percentage of gross or net room revenue or posted as a flat amount according to amount ranges.

The following parameters are available within the package function setup:

- **Purpose of Stay Start**: You must configure Purpose of Stay codes with the code **Description** starting with the value entered.
- **Purpose of Stay**: You must configure Purpose of Stay codes matching the codes entered.
- Predefined amount ranges. For more information, see Configuring City Tax Ranges
- Net rate amount (rate amount to consider for calculation after taxes are deducted) or Gross rate amount (rate amount to consider for calculation before taxes are deducted.
- Percentage of the applicable rate amount.
- Number of children (if child rate buckets are configured).
- Special Calculation Rule (where the city tax is calculated by the number of people in the room, and posted based on the number of adults in the room).
- Packages to Include (any package that is configured with a lodging transaction code).
- Maximum Number of Nights to Post Charge.

### Purpose of Stay Configuration

Configure Purpose of Stay codes. See Configuring Purpose of Stay .

If you are using **Purpose of Stay Start** parameter to identify eligible purpose of stay codes, start the **Description** field with the character specified. For example, if**Purpose of Stay Start** is *****, create code descriptions such as ***City Tax**.

### OPERA Controls

The **Automatically Refresh Rates on Reservation** Reservation OPERA Control must be set to **Purpose of Stay**. See OPERA Controls — Reservations.

The **Purpose of Stay for City Tax Calculation** Cashiering OPERA Control determines a default Purpose of Stay if null in reservations. See OPERA Controls — Cashiering.

### City Tax Package Code Setup

City Tax is set up as Package. Select `CITY_TAX` in the **Formula** field of Package Code Posting Attributes.

**Table 13-8 Set values for the CITY_TAX parameters**

| Parameter | Data Type | Example | Example |
|---|---|---|---|
| Purpose of Stay Start (Starting character in Purpose of Stay Description ) | String | | '*' |
| Purpose of Stay (Codes) | String | 'LSR', 'CTAX' | |
| (Use) Amount Ranges See Configuring City Tax Ranges. | String | 'Y' | 'N' |
| Room (Charge) 'Net' or 'Gross' | String | 'Net' | 'Gross |
| Percentage | Number | 5 | 5 |
| Special Calculation Rule (Dresden). | | | |
| Child One (Available if **Child Rates by Defined Buckets** OPERA Control is active). | String | 'Y' | 'Y' |
| Child Two (Available if **Child Rates by Defined Buckets** OPERA Control is active). | String | 'N' | 'N' |
| Child Three (Available if **Child Rates by Defined Buckets** OPERA Control is active). | String | 'N' | 'N' |
| Packages To Include (Lodging type transaction code). | String | 'GCTAX | 'GCTAX |
| Number of Nights to Post (Available for **Post Every Night** posting rhythm). | Number | 5 | 5 |

> **Note:**
>
> Enter parameters using single quotes, except for the **Percentage** and **Number of Nights to Post** fields.

The Package Posting Attributes can be setup as Included in Rate, Add to Rate - Separate Line or Add to Rate - Combined Line.

#### Reservations

For a reservation to qualify for the city tax package charge, select a **Purpose of Stay** value according to the setup of the City Tax Package Code.

Purpose of Stay is added to the Stay Details panel using Page Composer.

## Configuring City Tax Ranges

City tax ranges are processed when the **Amount Ranges** parameter of the `CITY_TAX` function is set to **Y**.

The applicable tax charge is posted according to the range configuration, for example:

- 0.00-10.0 = 0.00
- 10.01-25.00 = 0.50
- 25.01-50.00 = 1.00
- 50.01-100.00 = 2.00
- 100.01-150.00 = 3.00
- Each additional 50.00 increases by 1.00

#### Adding City Tax Ranges

1. From the **Administration** menu, select **Financial**, select **Rate Management**, and then select **City Tax Ranges**.
2. Click **New** and complete the following:
   a. **Property**: Enter or select the property.
   b. **Amount From**: Enter a starting amount.
   c. **Amount To**: Enter the ending amount.
   d. **Tax Amount**: Enter a tax amount.
   e. **Interval Amount**: Enter an interval amount. (e.g., for every 50.00 EUR tax, increase by 1 EUR).
   f. Click **Save**.

#### Editing City Tax Ranges

1. From the **Administration** menu, select **Financial**, select **Rate Management**, and then select **City Tax Ranges**.
2. Enter search criteria, then click **Search**.

3. From search results, select the city tax range, then click the vertical ellipsis **Actions** menu and select **Edit**.
4. Update the configuration.
5. Click **Save**.

**Deleting City Tax Ranges**

1. From the **Administration** menu, select **Financial**, select **Rate Management**, and then select **City Tax Ranges**.
2. Enter search criteria, then click **Search**.
3. From search results, select the city tax range, then click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

# Package Groups

A package group is a collection of package elements that you define as a single unit and link to a rate code or sell separately on a reservation. Package groups allow commonly associated elements to be defined as a single unit that can be attached to a rate code or to a reservation. An example might be a Bed and Breakfast package which encompasses a room and breakfast service for a set rate.

Each package code, or element, is set up separately and a package group would then be configured with all of the selected package elements. The package group can then be added to the specific rate code or to reservations, rather than having to select multiple package elements every time. This approach has been designed to provide you with a powerful system which can handle simple or complex package combinations. Packages have a wide range of configuration options that will drive the way OPERA Cloud posts packages and tracks allowances based on each property's needs.

Packages can be attached to either a rate code, to a reservation, or to a rate code and a reservation both. They are not sold directly. Changing the package group configuration would impact all linked rate codes, which simplifies the ongoing maintenance.

An example would be a package group for a breakfast allowance and parking charge that you link to multiple rate codes to create various rates offering breakfast and parking entitlements.

## Configuring Package Groups

1. To search for the Package Group:
   a. From the **Administration** menu, select **Financial**, **Rate Management**, and then **Package Groups**.
   b. Under Search criteria, the default property is displayed in Property field. If the default property is not displayed, click to search for the Property.
   c. Click **Search**. The property details appear in the table below.
   d. Click **Reset** to go back to the previous information.
2. To create a New Package Group:
   a. From the **Administration** menu, select **Financial**, **Rate Management**, and then **Package Groups**.

b. On the Package Groups screen, click the vertical ellipsis and then click **New**.

c. On the Manage Package Groups screen, enter details in the mandatory fields marked ***** and click **New**. Attach Packages screen appears.

d. Select a **Package Code** from the table displayed and click **Attach**.

The attached package appears in the Package Codes table .

3. To edit Package Groups:

a. From the **Administration** menu, select **Financial**, **Rate Management**, and then **Package Groups**.

b. Click the vertical ellipsis to delete, view or edit an existing Package Group. On the Manage Package Group screen, all the details appear for the particular package that you select.

c. The fields for Property, Code, and Sell Separate are disabled. You have the option to edit the Description and Short Description fields.

4. On the Package Code panel, click **New** to create a new package group. A list of package codes appear on the Attach Package screen.

a. Select a Package Code and click **Attach**. The new attached Package Code appears in the Options table on the Manage Package Group screen.

b. Click the vertical ellipsis to delete an existing Package group.

# Configuring Package Forecast Groups

Package Forecast Groups are referenced by the Package Forecast Report which provides a forecast number of breakfasts, lunches, dinners, cocktails, tennis lessons, green fees, etc., per day. The report does not display each package element, but rather each package forecast group. This allows you to have multiple package elements combined to make one package forecast group.

Defining the package forecast groups separately gives you tremendous flexibility in the way they are used and combined.

- A rate code is based on a particular combination of forecast groups, such as a tennis package or a theater package.
- A package forecast group may be added to a number of rate codes to automatically post an associated transaction, such as tax. When the charge for the element changes, it needs to be changed only in the package element definition, and then all rate codes are automatically updated.
- Several package forecast groups may have the same name, so that related items can be posted as one. For example, the federal tax, state tax, and city/county tax can each be defined as a package forecast group all with the name TAX. It is then entered only once on each rate code.

Package Forecast Groups are referenced in package configuration.

### Adding Package Forecast Groups

1. From the **Administration** menu, select **Financial**, select **Rate Management**, and then select **Package Forecast Groups**.

> **Note:**
>
> When the **Multi Property** OPERA Control is active, package forecast groups are created by clicking the **Template** tab. Once created, you can copy the configuration to specific properties using the **Copy** action. For more information, see Copying Configuration Codes to Multiple Properties.

2. Click **New** and complete the following:
   a. **Code**: Enter a code for the package forecast group.
   b. **Description**: Enter a description for the package forecast group.
   c. **Sequence**: Enter or select a display sequence.
3. Click **Save**.

### Editing Package Forecast Groups

1. From the **Administration** menu, select **Financial**, select **Rate Management**, and then select **Package Forecast Groups**.
2. Enter search criteria, and click **Search**.
3. Select the package forecast group, then click the vertical ellipsis **Actions** menu and select **Edit**.
   a. Update configuration.
   b. **Inactive**: Select check box to mark as inactive.
   c. Click **Save**.

### Deleting Package Forecast Groups

1. From the **Administration** menu, select **Financial**, select **Rate Management**, and then select **Package Forecast Groups**.
2. Enter search criteria, and click **Search**.
3. Select the package forecast group, then click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

## Configuring Rate Classes

OPERA Cloud rate structure is divided into **Rate Class, Rate Category, Rate Code**. You must define one or more rate classes, a rate class is then associated to each Rate Category. Rate classes can be used to query rates from Look to Book sales screen. Examples of rate classes could be Negotiate, Wholesale, Discounted etc.

### Adding Rate Classes

1. From the **Administration** menu, select **Financial**, select **Rate Management**, and then select **Rate Classes**.

> **Note:**
>
> When the **Multi Property** OPERA Control is active, new Rate Classes are created by selecting the **Template** tab. Once created, you can copy Rate Classes to specific properties using the Copy action.- Copying Configuration Codes to Multiple Properties.

Click **New** and enter the following details:

a. **Property**: Enter or select the property.

b. **Code**: Enter a code for the rate class.

c. **Description**: Enter a description for the rate class.

d. **Begin Date**: Enter a begin date.

e. **End Date**: Enter an end date.

f. **Sequence**: Enter a display sequence.

2. Click **Save**.

### Editing Rate Classes

1. From the **Administration** menu, select **Financial**, select **Rate Management**, and then select **Rate Classes**.
2. Enter search criteria and click **Search**.
3. Select the rate class, then click the vertical ellipsis **Actions** menu and select **Edit**.
4. Update the configuration.
5. Click **Save**.

### Deleting Rate Classes

1. From the **Administration** menu, select **Financial**, select **Rate Management**, and then select **Rate Classes**.
2. Enter search criteria and click **Search**.
3. Select the rate class, then click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

## Configuring Rate Categories

Rate Codes are associated with a rate category in order to group similar rate codes to a common rate category. For example, the rate codes `LGOV1, LGOV2, FGOV1, FGOV2` could be grouped into a rate category GOVT for all Government Department rates. All package rates codes could be associated with a rate category for Packages. Rate categories can be used to query rates from Look to Book sales screen. Rate restrictions can also be set at the Rate Category level, affecting all rate associated with the rate category.

Rate category are then associated to a rate class.

### Adding Rate Categories

1. From the **Administration** menu, select **Financial**, select **Rate Management**, and then select **Rate Categories**.

> **Note:**
>
> When the **Multi Property** OPERA Control is active, new Rate Categories are created by selecting the **Template** tab. Once created, you can copy Rate Categories to specific properties using the Copy action.- Copying Configuration Codes to Multiple Properties.

2. Click **New** and enter the following details:
   a. **Property**: Enter or select the property.
   b. **Code**: Enter a code for the rate class.
   c. **Description**: Enter a description for the rate class.
   d. **Rate Class**: Select a rate class from the list.
   e. **Begin Date**: Enter a begin date.
   f. **End Date**: Enter an end date.
   g. **Sequence**: Enter a display sequence.
3. Click **Save**.

### Editing Rate Categories

1. From the **Administration** menu, select **Financial**, select **Rate Management**, and then select **Rate Categories**.
2. Enter search criteria, click **Search**.
3. From search results, select the rate category, then click the vertical ellipsis **Actions** menu and select **Edit**.
4. Update the configuration.
5. Click **Save**.

### Deleting Rate Categories

1. From the **Administration** menu, select **Financial**, select **Rate Management**, and then select **Rate Categories**.
2. Enter search criteria, click **Search**.
3. From search results, select the rate category, then click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

## Configuring Rate Seasons

Prerequisites for Rate Seasons

OPERA Cloud allows rate seasons to be defined for a range of dates. For example, Summer rate season from June 1st to September 1st is to identify the peak season where your property charges higher rates. When configuring rate codes you can select a rate season to automatically populate the start/end dates. Dates for rate seasons cannot overlap each other.

### Adding Rate Seasons

1. From the **Administration** menu, select **Financial**, select **Rate Management**, and then select **Rate Seasons**.
2. Click **New** complete the following:
   a. **Season Code**: Enter a code for the season. For example - SUM20
   b. **Description**: Enter a description for the season. For example - Summer 2020
   c. **Begin Date**: Enter or select the start date of the season
   d. **End Date**: Enter of select the end date of the season
   e. **Rate Code**: Select a rate code from the list to limit this rate season to a specific rate code. For more information, see About Rate Codes.
3. Click **Save**.

> **Note:**
>
> When the **Multi Property** OPERA Control is active, new Rate Seasons can only be created by clicking the **Template** tab. Once created, you can copy the configuration to specific properties using the Copy action. For more information, see Copying Configuration Codes to Multiple Properties.

### Editing Rate Seasons

1. From the **Administration** menu, select **Financial**, select **Rate Management**, and then select **Rate Seasons**.
2. Enter search criteria and click **Search**.
3. Select the rate season, then click the vertical ellipsis **Actions** menu and select **Edit**.
4. Update the configuration.
5. Click **Save**.

### Deleting Rate Seasons

1. From the **Administration** menu, select **Financial**, select **Rate Management**, and then select **Rate Seasons**.
2. Enter search criteria and click **Search**.
3. Select the rate season, then click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm..

## Configuring Display Sets

Prerequisites for Configuring Display Sets

You can create Display Set codes so that reservation agents can find rate codes based on this special grouping of rates. Example of Display Sets could be such groupings as Best Available, Corporate, Discount, Promotional, Package etc.

When creating rate codes you can select the applicable display set for the rate code. If no display set is selected for one or more rate codes, these rates will be grouped and displayed under a **No Display Set** grouping in Look To Book.

The Default Display Set OPERA Control determines which set of rates displays by default in Look to Book result.

> **Note:**
>
> In multi-property operations Display Sets configuration applies to all properties.
>
> Defaulted Display Sets are indicated with

### Adding Display Sets

1. From the **Administration** menu, select **Financial**, select **Rate Management**, and then select **Display Sets**.
2. Click **New** and enter the following details:
   a. **Code**: Enter a code for the display set.
   b. **Description**: Enter a description for the display set.
      i. **Manage Translation**: Click link to configure localized descriptions. For more information, see Configuring Localized Code Descriptions. (Available when the **Multi-language** OPERA Control is active.).
   c. **Sequence**: Enter a display sequence in lists.
3. Click **Save**.

### Editing Display Sets

1. From the **Administration** menu, select **Financial**, select **Rate Management**, and then select **Display Sets**.
2. Enter search criteria and click **Search**.
3. Select the display set, click the vertical ellipsis **Actions** menu and select **Edit**.
   a. Update details.
   b. **Inactive**: Select the make the display set inactive. Inactive codes will not display in list for selection.
4. Click **Save**.

### Deleting Display Sets

> **Note:**
>
> If the display set is selected in rate code(s) it cannot be deleted.

1. From the **Administration** menu, select **Financial**, select **Rate Management**, and then select **Display Sets**.
2. Enter search criteria and click **Search**.
3. Select the display set, click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

# About Rate Codes

Rate codes form the core of OPERA Cloud reservation and block modules. Rate codes are used to define the various prices for each room type over a particular date range or rate season.

Rate codes can be configured in multiple currencies when the Ability to Quote Rates in Foreign Currencies OPERA Control is active. For overseas agents, where contracts may be negotiated in US dollars, a separate rate code in US dollars can be added that will be converted to local currency using a predefined exchange rate. The conversion to local currency can be defined as fixed at check in, fixed at time of reservation, current date, or fixed at block.

Rate codes are also used to support property packages that include food, beverage, leisure or other elements. By associating package elements with a rate code, it is possible to build a package of entitlements for a guest staying on the rate.

> **Note:**
>
> Rate codes and related pricing schedules are purged 60 days from their end date.

## Base Rates

Prerequisites for Base Rates

**Overview**

When the Base Rates OPERA Control is active, the pricing schedule for a rate code can be derived from another (primary) rate code, called the Base Rate. The rate code that derives its pricing schedule from the base rate is called the dependent or derived rate and is indicated as a dependent rate in the rate code configuration. Up to 75 derived rates codes can be configured for a base rate. For example, if the "RACK" rate code is a primary base rate code, secondary rate codes "CORP1" through "CORP75" can be derived from RACK.

When you select a Base Rate code from the Base Rate list of values, the pricing schedule auto-populates for the current rate code (making the current rate code a dependent rate code). Any changes to the pricing schedule in the master base rate automatically affect the pricing schedule in all derived rate codes. Up to 75 rate codes can be derived from a base rate code.

The **Amount** and **Rounding** fields enable you to vary the pricing schedule for the derived rate code by a flat or percentage amount increase or reduction on the base rate. When a rate code is based on another rate, its pricing schedule is restricted from update because the Base Rate automatically controls it. This feature is useful when you have negotiated rates with a certain percentage off the property's RACK rate code. If you have multiple negotiated rates, all with different percentages of RACK, it is easy to manage rate changes. When the RACK (primary) rate code pricing schedule changes, the pricing schedule of all derived rate codes are automatically updated.

> **Note:**
>
> Derived rate codes can have packages added to the rate, but not to their pricing schedule.

> **Note:**
>
> Derived rate codes cannot be based off a Daily Rate rate code.

### Base Rate Extra Person Calculation

Base rate calculations are applied to extra adult and child rate amounts when the **Base Rate Extra Person Calculation** parameter is **On** in the Rate Management group in OPERA Controls. When the parameter is **Off**, the extra adult or child amount is not discounted by the amount set on the derived rate code. All amounts are calculated based on the status of the parameter at the time the rate is created or updated. Changes to the parameter affect all pricing schedules created from that point forward (previously created pricing schedules are not dynamically updated when changing the parameter. When an existing rate is modified, the status of the parameter is checked and the rate amounts are calculated and updated accordingly.

**Example 13-1 Example 1: Base Rate Extra Person Calculation parameter is Off**

**Table 13-9 Initial Base Rate Pricing**

| Number of Persons | Amount |
|---|---|
| 1 Adult | 100 |
| 2 Adults | 200 |
| Extra Adult | 50 |

**Table 13-10 Derived Rate Pricing Results**

| Number of Persons | Base Rate Amount | Base Rate Calculation | Derived Rate Amount | Derived Rate Calculation |
|---|---|---|---|---|
| 1 Adult | 100 | 100 | 75 | 100–25 |
| 2 Adults | 200 | 200 | 150 | 200–50 |
| 3 Adults | 250 | 200 + 1 Extra Adult @ 50 | 200 | 150 + 1 Extra Adult @ 50* |
| 4 Adults | 300 | 200 + 2 Extra Adults @ 50 | 250 | 150 + 2 Extra Adults @ 50* |
| 5 Adults | 350 | 200 + 3 Extra Adults @ 50 | 300 | 150 + 3 Extra Adults @ 50* |

> **Note:**
>
> The Extra Adult amount is not discounted when the **Base Rate Extra Person Calculation** parameter is **Off**.

**Example 13-2 Example 2: Base Rate Extra Person Calculation parameter is On**

**Table 13-11 Derived Rate Pricing Results**

| Number of Persons | Derived Rate Amount | Derived Rate Calculation |
|---|---|---|
| 1 Adult | 75 | 100 -25 |
| 2 Adults | 150 | 200 -50 |
| 3 Adults | 187.50 | 250 -62.50* |
| 4 Adults | 225 | 300 -75* |
| 5 Adults | 262.50 | 350 -87.50* |

> **Note:**
>
> When the **Base Rate Extra Person Calculation** parameter is **On**, the rate amount equals the calculated Rate Code A (Base Rate) amount minus the 25% Derived Rate discount.

## Dynamic Base Rates

Prerequisites for Dynamic Base Rates

### Overview

Dynamic Base Rates automatically calculate and display derived pricing during a rate availability search (as opposed to the pricing being stored and fetched when Base Rate functionality is used) in the same way the Base Rate calculates and shows them. However, the pricing schedule for Dynamic Base Rates appear the same as a standard rate's details.

For example, a rate code ABC could be dynamically derived from the rate code RACK with RACK defined as a Daily Rate. When viewing the Rate Code configuration for RACK, the Daily Rate screen is available. When viewing the rate details for ABC (the rate code dynamically derived from RACK), the standard static rate code's pricing schedule is available and not the Daily Rate Code's pricing schedule.

### Dynamic Base Rate from a Derived Rate

A Dynamic Base Rate's rate code can be derived from a rate code that is itself a dependent rate code.

For example, assume a base rate code RACK (Amount = 100 for 1 adult), and a rate code CORP is a dependent rate code with pricing derived from RACK (Amount = -10%). Rate code ABC is then configured as a Dynamic Base Rate with pricing derived from CORP (with flat Amount = -5.00). Rate queries would show RACK = 100, CORP = 90, and ABC = 85.

### Compare with Rate Details

For a more complex rate structure, Dynamic Base Rates can be simultaneously used with both regular static rates and the calculated dynamic based rate amounts by selecting **Compare with Rate Details** on the Rate Code Type panel. When this option is enabled, the system compares the static pricing in the Rate Code configuration and the pricing calculated by the Dynamic Base Rate's rate code calculations, conducts a comparison of the two rate amounts, and then shows the lowest rate per day in the Look to Book search results.

For example, the Dynamic Base Rate calculation returns the rate amount of 90.00 for room type DLX on 01/01. This rate code (because **Compare with Rate Detail** is selected) looks at the rate amount defined for a DLX on 01/01. Assuming this is 125.00, OPERA Cloud compares the 125.00 to the calculated value of 90.00 and returns the lower of the two values, 90.00, in the Look to Book search results. However, if the rate amount defined for DLX was 85.00, OPERA Cloud would compare the Dynamic Base Rate calculation of 90.00 against the 85.00 and return the lower of the two rates, 85.00, in the Look to Book search.

By not selecting the **Compare with Rate Details** option, rate amounts defined in the Rate Code Configuration are not used when conducting the rate calculations based on the defined Dynamic Base Rate's rate code.

> **Note:**
>
> With the Dynamic Base Rate functionality, you must enter at minimum a single rate detail. This defines the room types for which this dependent rate is available and also the 1 Adult rate amount used by external systems.

### Combing Base and Dynamic Base Rates

You can also use both Base Rates and Dynamic Base Rates for a single rate code.

The following example explores this option. Assume the following rate codes:

- RACK (Base Rate)
- ABC is a discounted rate code (Dynamic Base Rate)
- ABC-RACK (with Base Rate and Dynamic Base Rate defined)

When viewing the rate code configuration for ABC-RACK, the rate code RACK is selected as the Base Rate code and rate code ABC as its dependent Dynamic Base Rate code. The **Compare with Rate Details** option is selected so that derived pricing is considered.

When viewing ABC-RACK, a view only screen appears for the pricing schedule with its derived price taken from the Base Rate calculation.

When you search availability for ABC-RACK's pricing, OPERA Cloud dynamically fetches the rate amount from the Dynamic Base Rate's rate code (that is, ABC), returns its value, and performs the Dynamic Base Rate calculation (flat or percentage) with rounding. For this example, let's assume this returned dynamic calculation returns a rate amount of 129.99. Because the **Compare with Rate Details** option is selected, OPERA Cloud next looks at its stored values for the rate code and pulls the corresponding rate amount for the room type for the date. The pricing seen in the Rate Code configuration is determined from the rate calculation of the Base Rate. In this example, let's assume this amount is 125.25. The 129.99 is compared to the 125.25, and the lower of the two amounts, 125.25, appears within the Look to Book results.

### Tiered Rates and Dynamic Base Rates

When the Dynamic Base rate code is indicated as a tiered rate code in the Rate Code Type panel, the Base Rate LOV only shows other rate codes marked as tiered rate codes for selection as the Base Rate. Assuming **Compare with Rate Detail** is not selected when the Dynamic Base rate code is selected for a Look to Book rate query, the price that appears is the rate calculated from the base rate for the appropriate length of stay.

## Configuring Advanced Daily Rates

Prerequisites for Advanced Daily Rates

An Advanced Daily Rate behaves like a regular Daily Rate except that the pricing schedule is derived from the Daily Base Rate. Reservations made for an Advanced Daily Rate have rate amounts that can vary for each night of the stay. Rate amounts are calculated based on the Daily Rate level available for each stay night.

The Advanced Daily Rate configuration process:

- **Configure an Advanced Daily Base Rate**: These are the rate templates, and changes to the Advanced Daily Base rate are reflected in the Advanced Daily Rate codes. Each Advanced Daily Base rate configured is a separate rate level. Using the Advanced Daily Base rates, you can configure as many rate levels as needed. When the Advanced Daily Rate is configured, it references the Advanced Daily Base rate levels as its base rates.
- **Configure an Advanced Daily Rate**: When you select the Advanced Daily Rate, Rate Detail tab, the Daily Rate entry screen appears. On the Daily Rate Entry screen, you can set up the rate details for the rate code by selecting a date range and applying an Advanced Daily Base rate code (level) for each date.

  Up to 20 rate codes can be designated as 'Advanced Daily Rates'. The "Advanced Daily Rates" rate type checkbox gets disabled once 20 rate codes have been configured.

### Adding Advanced Daily Base Rate (Rate Level)

You must create multiple Advanced Daily Base rate codes to set the rate levels by using the Creating a New Rate Code presentation page.

1. From the **Administration** menu, select **Financial**, select **Rate Management**, and then select **Rate Codes**.
2. Search and select a rate code or create a new rate code.
3. From the rate code Rate Code Details, click **Rate Code Type**.
4. To identify the rate code as Advanced Daily Base rate, select the **Advanced Daily Base** check box.
5. Click **Save**.
6. Configure the pricing schedule based on the Managing Daily Rates .

### Adding Advanced (Derived) Daily Rate

Create Advanced Daily Base rate codes from the new Creating a New Rate Code presentation page.

1. From the **Administration** menu, select **Financial**, select **Rate Management**, and then select **Rate Codes**.

2. Click **New**.
3. Enter a **Rate Code**, enter **Start Sell Dates** and **End Sell Dates**, and enter a description of the rate code.
4. Select **Room Types** from the list.
5. Select a **Rate Category** from the list.
6. Select a **Transaction Code**.
7. In the Rate Code Type panel, select **Daily Rates** and **Advanced Daily Rate**.
8. Click **Save and Go to Presentation**.

#### Setting Pricing Schedule

1. Select **Pricing Schedules** link to navigate to or open the Pricing Schedule panel
2. Enter search criteria to view pricing schedule for enter Start Date, End Date, Room Class and/or room type, click **Search**.

Set Daily Rates by Date Range. You can set rates for a range up to 365 days in one update process.

1. **Apply From**: Enter or select the start date for the pricing update.
2. **Apply To**: Enter or select the end date for the pricing update
3. **Room Types**: Select the room types to which the daily rate pricing are to apply.
4. **Rate Level**: Select an Advanced Daily Base Rate from the list for each date.

> **Note:**
>
> Leaving the Rate Level field blank clears the rate for the selected room types and date range.

5. **Days of Week**: Select the days of the week (Sunday, Monday, Tuesday, etc.) to which the daily rate are to be applied (within the defined date range).
6. Click **Apply Rate Changes**.
7. Set Daily Rates by Inline Edit (Table). Thirty-one dates are listed vertically per page.
   a. **Rate Level**: Select an Advanced Daily Base Rate from the list.
   b. **Clear Rates**: Select the check box to clear the rates for the room types displayed in search result.
8. Click **Apply Rate Changes.**

## Advanced Dynamic Base Rates

Prerequisites for Advanced Dynamic Base Rates

#### Overview

The Advanced Dynamic Base Rate enables you to create a rate derived from another rate (a Base Rate) or derived from both a Base Rate and a BAR Based rate. This rate structure provides flexibility by enabling you to configure the rate as either a flat amount or a percentage. In addition, you can choose to apply the BAR rate amount to the Advanced Dynamic Rate

calculation and you can optionally select a rounding method. Advanced Dynamic Base Rate also offers the ability to compare the rate configuration details with other Base Rate amounts.

### Compare with Pricing Schedules

The **Compare with Pricing Schedules** check box in the Advanced Dynamic Base Rate on the Rate Code Type panel to compare the rate amount calculated on the pricing schedule using the Advanced Dynamic Base Rate's base rate code and the amount calculated using the **BAR** rate and then shows the lowest rate per day in the Look to Book search results.

When the **Compare with Pricing Schedules** check box is selected , the rate amount calculated on the pricing schedule using the Advanced Dynamic Base Rate's base rate code is compared to the amount calculated using the **BAR** rate (for that date and the same number of persons and room type) and then shows the lowest rate per day in the Look to Book search results.

### Bar Applied To Pricing Schedule

When **Bar Applied to Pricing Schedule** OPERA Control is active, the **Apply BAR** check box is also available on the pricing schedule under the Base Type field. Select this check Box to indicate which pricing schedule will be BAR based.

### Bar Details Display Option

When **Bar Details Display Option** OPERA Control is active and the **Apply BAR** check box is selected, the BAR Base Type , BAR Base Amount and rounding fields are displayed on the pricing schedule panel and you can define a different amount/type/rounding to apply to the BAR instead of using the Base Rate fields.

**Example 13-3 Example 1**

- ADBR (Advanced Dynamic Base rate) = to be determined
- BASE1 (BASE rate) = $100.00
- BAR1 (BAR rate) = $80.00

Rate configuration for ADBR with only **Apply Bar** selected:

**Table 13-12 Rate Code Setup**

| Base Amount | BAR Base Amount | Apply BAR | Compare with Rate Details |
|---|---|---|---|
| $10.00 (Flat) | 10% | Yes | No |

**Table 13-13 Look To Book Rate Availability Result**

| Rate Code | Nights | Adults | Amount |
|---|---|---|---|
| ADBR | 1 | 1 | $88.00 |

The BAR (BAR1) rate amount (with 10% added) was returned for the ADBR rate amount.

Rate configuration for ADBR with both **Apply BAR** and **Compare with Pricing schedule** options selected:

**Table 13-14 Rate Code Setup**

| Base Amount | BAR Base Amount | Apply BAR | Compare with Rate Details |
|---|---|---|---|
| $10.00 (Flat) | 10% | Yes | Yes |

**Table 13-15 Look To Book Rate Availability Result**

| Rate Code | Nights | Adults | Amount |
|---|---|---|---|
| ADBR | 1 | 1 | $88.00 |

The lower of the two rate amounts (between the BASE1 and BAR1) was returned for the ADBR rate code.

### Example 13-4 Example 2

- ADBR (Advanced Dynamic Base rate) = to be determined
- BASE1 (BASE rate) = $50.00
- BAR1 (BAR rate) = $80.00

Rate configuration for ADBR with both **Apply BAR** and **Compare with Rate Details** options selected:

**Table 13-16 Rate Code Setup**

| Base Amount | BAR Base Amount | Apply BAR | Compare with Rate Details |
|---|---|---|---|
| $10.00 (Flat) | 10% | Yes | Yes |

**Table 13-17 Look To Book Rate Availability Result**

| Rate Code | Nights | Adults | Amount |
|---|---|---|---|
| ADBR | 1 | 1 | $60.00 |

The BASE (BASE1) rate amount (with $10.00 added) was returned for the ADBR rate amount. This was the lower of the two rate amounts (between the BASE1 and BAR1).

Rate configuration for ADBR with only **Apply BAR** selected:

**Table 13-18 Rate Code Setup**

| Base Amount | BAR Base Amount | Apply BAR | Compare with Rate Details |
|---|---|---|---|
| $10.00 (Flat) | 10% | Yes | No |

**Table 13-19 Look To Book Rate Availability Result**

| Rate Code | Nights | Adults | Amount |
|---|---|---|---|
| ADBR | 1 | 1 | $88.00 |

The BAR (BAR1) rate amount with 10% added was returned for the ADBR rate amount.

## About Best Available Rates

Prerequisites: Best Available Rates (BAR)

Best available rates is a pricing model, commonly used to provide the lowest possible rate for a room type on a given date. OPERA Cloud offers three types of Best Available Rate. The Best Available Rate Type OPERA Control determines the Best Available Rate handling for your property.

- **Best Available Rates by Day** — (Not supported by GDS or OWS.) You can schedule up to 25 rate codes per day and room type. For more information, see Configuring Best Available Rate Schedules. Look to Book returns four best available rate codes for the stay date, by room type.

  > **Note:**
  >
  > If this setting is selected, you cannot activate the Dynamic Best Available Rates (DBAR) OPERA Control.

- **Best Available Rates by LOS** — This type of Best Available Rate allows you to schedule one rate code per length of stay per day. For more information, see Configuring Best Available Rate Schedules. Look to Book returns one rate code for the stay date and length of stay.

  > **Note:**
  >
  > If this setting is selected, you cannot activate the Dynamic Best Available Rate (DBAR) OPERA Control.

- **Best BAR by Day ((BBAR)** — (Supported by GDS and OWS). You can set up multiple Best Best Available Rate by Day rate codes via selection of the **Best Available Rate** check box in the rate code type panel. Out of all Best Available Rates setup, only the best rate code (lowest price) is displayed in Look to Book Sales screen. You can also setup base rate codes with pricing derived from BBAR

  > **Note:**
  >
  > When booking reservations in OPERA Cloud using Best Best Available Rate (Best BAR) or a dependent rate (derived from BBAR), OPERA Cloud will record the BAR rate code and the amount of the first night for tracking purposes.

# Dynamic BAR Based Rates

Prerequisites for Dynamic BAR Based Rates

Dynamic BAR Based Rates are rate codes dependent on and derived from Dynamic Best Available Rates (DBAR). For example, you could configure a corporate, negotiated rate called ABC and base it on the DBAR rate code of DBAR2. When you perform a rate search for guests with the negotiated ABC rate attached to their profile, using the ABC rate code and Dynamic BAR as search filters, the ABC rate is automatically returned with the discounted amount for the DBAR2 rate code according to the negotiated rate agreement.

Rates for the Dynamic BAR Based rate are calculated dynamically and are not entered in the Rate Code Configuration. When the **Dynamic BAR Based** option is selected under the Rate Code Type in the Rate Code Configuration, OPERA Cloud compares against the Best Available BAR for the stay dates checked during the rate availability search. An internal condition is used to compare rate details between the Dynamic BAR Based rate set and the calculated rate value. The lower of the two values is returned in the rate search results.

**Example 13-5 Example**

- If the Dynamic Best Available Rates (DBAR) rate set has a rate detail for 1 adult at $100 and the calculated value from the DBAR rate is $120, it returns $100.
- If the DBAR based rate set has a rate detail for 1 adult at $150, and the calculated value from the DBAR rate is $120, it returns $120.

### General Guidelines

The following guidelines apply when using Dynamic BAR Based rates:

- DBAR rate codes serve as the base rates for Dynamic BAR Based rates.
- Negotiated rates can be added to rate codes that are BAR or BAR Based.

### Process Overview

- DBAR rate codes must serve as the base rates and should already be configured for your property.
- Create a new rate code for your property derived from the DBAR rate code. Configure this new rate code from the **Administration** menu by selecting **Financial**, selecting **Rate Management**, and then selecting **Rate Codes**.
- Select the **Dynamic BAR Based** option under the Rate Code Type section on the Rate Code Configuration screen.

### Dynamic Best Available Rates (DBAR)

Dynamic Best Available Rates (DBAR) enable you to manage and provide the lowest rates per day to customers at your property. When DBAR is configured, the lowest prices appear based on the availability for stay dates, room type, and length of stay. Additionally, reduced rates derived from these DBAR rate codes can also be configured for different customer types, such as corporate guests or guests belonging to a membership program. These reduced rates are calculated dynamically and appear when guests with these rate codes attached to their profiles inquire about availability.

During the DBAR configuration process, you create rate codes and assign rate levels to them. Levels are assigned for various lengths of stay (LOS). For example, a rate code might be available for an arrival date (Dec. 31) for one night. This could be assigned Level 1. A different rate level, of Level 2, could be assigned to another rate code for the same arrival date (Dec.

31) for a length of stay of two nights. Another rate level, designated as Level 4, could be assigned to another rate code for the arrival date of Dec. 31, but for a length of stay of four nights. When you search for an arrival date, room type, and length of stay at your property, the lowest rates appear in the search results, according to the established Rate Level with the rate code.

Rate codes can also be classified together and configured into groups. For example, you can configure groups for rate codes associated with the government, a corporation, or for rates calculated dynamically with DBAR functionality. Each rate code can be attached to only one group regardless of the property. Also, a Rate Level and Rate Group combination is unique, whereas no two Rate Codes can have the same Rate Group and Level defined.

**Example 13-6 Example of DBAR Rate Codes and Dependent Rate Codes**

**Table 13-20 DBAR Rate Codes and Dependent Rate Codes (Dynamic BAR Based rate codes)**

| Beginning Date | Length of Stay | Room Type | Level | Group | DBAR Rate Code | DBAR Rate Amount | Dependent Rate Code (-10% based on DBAR) | Dependent Rate Code Amount (-10% based on DBAR amount) |
|---|---|---|---|---|---|---|---|---|
| 1/19 | 1 | A1B | 1 | DBAR | DBAR1 | 700.00 | CORP_RATE | 630.00 |
| 1/19 | 2 | A1B | 2 | DBAR | DBAR2 | 800.00 | CORP_RATE | 720.00 |
| 1/19 | 3 | A1B | 3 | DBAR | DBAR3 | 500.00 | CORP_RATE | 450.00 |
| 1/19 | 4 | A1B | 4 | DBAR | DBAR4 | 300.00 | CORP_RATE | 270.00 |

## BAR Based Rates

Best Available Rates (BAR) are the best rates available per room type for a property. You can create a rate code that is a BAR type and use it as a base code on which to base other rate codes. These dependent rate codes derived from the BAR rate code are called BAR Based rates.

Prerequisites for BAR Based Rates

### General Guidelines

The following guidelines apply when using BAR Based rates:

- A rate code marked as BAR Based must be of the same currency as the rate codes marked as BAR.
- Negotiated rates can be added to rate codes that are BAR or BAR Based.
- A rate code marked as BAR Based cannot also be marked as a BAR rate code.
- A rate code cannot be selected as a BAR Based rate and at the same time be selected as a Dynamic Base Rate's rate code.

- A rate code cannot be selected as a BAR Based rate and at the same time be selected as a Advanced Dynamic Base Rate's rate code.
- If the **Show Add Separate Line Pkgs to Rates on Rate Query** application parameter in the Rate Management group is **On**, OPERA Cloud ignores packages configured as Add Rate Separate Line when calculating BAR Based rate codes. For example, BAR3 is configured for 100. BAR3 has Add Rate Separate Line packages totaling 65. WEBDEAL is configured as -10% of BAR with its own Add Rate Separate Line packages totaling 50. When running an availability check through the Look to Book screen, WEBDEAL is 140 (calculated as 100 - 10% +50). The 65 Add Rate Separate Line package on BAR3 is ignored.
- When you book reservations using the Best BAR or a dependent rate (derived from the Best BAR), OPERA Cloud records the BAR rate code and the amount of the first night for tracking purposes.

**Process Overview**

BAR rate codes serve as the base rates for your BAR Based rates and should already be configured with the **BAR** option selected under the Rate Code Type on the Rate Code Configuration screen.

Once you have BAR rate codes configured, create a new rate code for your property derived from the Best BAR rate code. Configure this new rate code from the **Administration** menu by selecting **Financial**, selecting **Rate Management**, and then selecting **Rate Codes**. When setting up the rate code, you must verify the **Best Available Rate** option is not selected under the Rate Code Type. Instead, select the **BAR Based** option, which is available when the **Best Available Rate Type** setting is **Best BAR By Day**. With this setting, OPERA Cloud determines the Best BAR rate code and amount based on the stay dates selected.

Under Rate Code Type, enter the amount you want added or deducted from any BAR Based rate in the **Amount** field.

For example, when a profile has a corporate rate associated with it and you want to deduct 25.00 off the lowest, Best BAR price, you would enter -25. Select if this is based on a **Flat** rate or a **Percentage**. To apply rounding, select the method in the **Rounding** field. During the rate availability search, the system checks for the Best BAR rate code for the room type and stay dates. It then calculates and shows the price of that rate code, based on the search criteria you entered. For example, assume the Best BAR price for the arrival date and the room type is 125.00. With the corporate rate now configured as BAR Based, the system automatically deducts 25.00 from the Best BAR price for that guest profile and calculates the price for the room at 100.00.

## Configuring Rate Codes

Prior to creating rate codes ensure you have completed the configuration of

- Market Codes
- Source Codes
- Rate Categories
- Transaction Codes
- Room Types
- Display Sets

For package rate codes ensure you have also completed the configuration of

- Package Codes
- Package Groups

Various types of rates can be configured

| Rate Codes | Description |
|---|---|
| Standard Rate | Enabled the entry of pricing schedules per seasons or date range for each room type. |
| Daily Rates | Enables entry of price per day for each room type.<br>A maximum of 20 daily rate / advanced daily rate codes can be configured per property.<br>See Configuring Daily Rates |
| Advanced Daily Base | Advanced Daily Rate behaves like a regular Daily Rate except that the pricing schedule is derived from this Daily Base rate. Reservations made for an Advanced Daily rate have rate amounts that can vary for each night of the stay. Rate amounts are calculated based on the Daily Rate level available for each stay night. A maximum of 20 daily rates / advanced daily rate codes can be configured per property.<br>See Configuring Advanced Daily Rates |
| Tiered Rates | Tiered Rates enabled the configuration of pricing schedules per length of stay for each room type.<br>See Working with Tiered Rates |
| Base (Derived) Rate | Enables the pricing schedule to be derived from another (base) rate code. Any changes in the base rate's pricing schedule will automatically affect pricing on all derived rate codes. Up to 75 rate codes can be derived from a base rate code.<br>See Base Rates |
| Dynamic Base (Derived) Rate | Dynamic Base Rates calculate and display derived pricing during a rate and availability search.<br>Dynamic Base Rates can be used with both standard rate pricing and the calculated dynamic base rate pricing simultaneously. The **Compare with Rate Details** option can be selected to force OPERA Cloud to compare the static rate code pricing and the dynamically calculated pricing and display the lowest price per day during the availability search in Look to Book.<br>See Dynamic Base Rates |
| Best Available Rate (BAR) | Allows configuration of rate codes that are selected for Best Available Rate comparison. There are three types of BAR rates that can be set up in OPERA Cloud:<br>• Best Available Rates by Day<br>• Best Available Rates by LOS -<br>• Best BAR by Day<br>See Best Available Rates (BAR) |
| Best Available Rate Based Rate | Allows for configuration of pricing schedules based on the Best Available Rate.<br>See BAR Based Rates |
| Advanced Dynamic Base Rate | An Advanced Dynamic Base Rate allows you to create a rate based on another rate (a base rate) or based on both a base rate and a BAR Based rate. This rate structure provides greater flexibility on the rate details level by allowing you to configure the rate as either a flat amount or a percentage. It offers the ability to compare Rate Details with other Base Rate amounts.<br>See Advanced Dynamic Base Rates |

### Adding Rate Codes

1. From the **Administration** menu, select **Financial**, select **Rate Management**, and then select **Rate Codes**.
2. Click **New** and complete the following
   a. **Rate Code Definition**. See Configuring Rate Code Definition
   b. **Financial Details**. See Configuring Rate Code Financial Details
   c. **Rate Code Type**. See Configuring Rate Code Type
   d. **Rate Sell Controls and Distribution**. See Configuring Rate Sell Controls and Distribution.
   e. Packages
      i. Click **New** to add package items to include in the rate code.
         i. Select one or more package items or package groups.
      ii. Click **Attach**.
      iii. Click vertical ellipsis and select **Edit** to update a package item.
      iv. Click vertical ellipsis and select **Delete** to delete a package item.
      v. See Configuring Rate Code Package Inclusions.
3. Click **Save** or **Save and Goto Presentation** to continue with the rate code configuration and add a pricing schedule.

### Editing Rate Codes

1. From the **Administration** menu, select **Financial**, select **Rate Management**, and then select **Rate Codes**.
2. Enter search criteria and click **Search**.
3. Select the rate code in the search result, then click vertical ellipsis **Actions** menu and **Edit**.

> **Note:**
>
> When modifying the pricing schedule or package inclusions for a rate code, existing reservation must be 'refreshed' in order to be updated with the latest pricing and package inclusions. For more information, see Editing a Reservation. All rate code detail links are available to view and update related rate code details. See the Rate Code Detail Links table below.

**Table 13-21 Rate Code Detail Links**

| Rate Code Details | Profile Details | Billing |
|---|---|---|
| Approval Notes | Negotiated Profiles | Financial Details |
| Channel Distribution | | |
| Pricing Schedule | Restrictions | Routing Instructions |
| Rate Code Definition | | |
| Rate Code Type | | |

**Table 13-21 (Cont.) Rate Code Detail Links**

| Rate Code Details | Profile Details | Billing |
|---|---|---|
| Rate Access Exclusion | | |
| Rate Code Packages | | |
| Rate Controls & Web Channels | | |
| Rate Code Information | | |

### Copying Rate Codes to Other Properties

When the **Multi-Property** OPERA Control is active, you can copy rate code configuration to other properties from a hub location.

1. From the **Administration** menu, select **Financial**, select **Rate Management**, and then select **Rate Codes**.
2. Enter search criteria and click **Search**.
3. Select the rate code in the search result, then click vertical ellipsis **Actions** menu and select **Copy/Synch**.
    a. Select the **Copy Codes** action.
    b. **Source Property**: Select the source property from the list.
    c. **Select Rate Code(s)**: Select rate codes from the list.
        i. **Negotiated Rates**: Select check box to copy negotiated rates.
        ii. **Packages**: Select check box to copy packages.
        iii. **Pricing Schedules**: Select check box to copy pricing schedules.
        iv. **Rate Floor**: Select check box to copy rate floor.
    d. **Target Properties**: Select one or more properties from the list.
    e. Click **Save**.
4. Review, then click **Continue**.
5. Review confirmation, click **Print** to generate a report.

### Synchronizing Rate Codes to Other Properties

When the **Multi-Property** OPERA Control is active, you can synchronize rate code configuration to other properties from a hub location. The following rate code details are synchronized:

- Rate Code Definition
- Financial Details
- Rate Code Packages
- Rate Controls and Distribution

1. From the **Administration** menu, select **Financial**, select **Rate Management**, and then select **Rate Codes**.
2. Enter search criteria and click **Search**.

3. Select the rate code in the search result, then click vertical ellipsis **Actions** menu and select **Copy/Synch**.
    a. Select the **Sync Codes** action.
    b. **Source Property**: Select the source property from the list.
    c. **Select Rate Code(s)**: Select rate codes from the list.
    d. **Target Properties**: Select one or more properties from the list.
    e. Click **Save**.
4. Review, then click **Continue**.
5. Review confirmation, click **Print** to generate a report.

#### Deleting Rate Codes

A rate code cannot be deleted if any of the following apply

- The rate code is a base rate which has at least one derived rate code. Base rates are available when the **Base Rates** OPERA Control is active.
- The rate code is selected in a reservation for a future date, a reservation that is Due In or In House, or a reservation that is checked out on the current business date.
- The rate code is selected in a block with an end date greater than the current business date.

1. From the **Administration** menu, select **Financial**, select **Rate Management**, and then select **Rate Codes**.
2. Enter search criteria and click **Search**.
3. Select the rate code and click vertical ellipsis **Actions** menu, select **Delete**.
4. Click **Delete** to confirm.

## Configuring Rate Code Rate Information

Rate code information is displayed in Look to Book sales screen when details of a rate code is accessed.

When the **Multi-Language** OPERA Control is active, rate information can be added in multiple languages for rates distributed across multiple properties / countries.

#### Editing Rate Code Rate Information

1. From the **Administration** menu, select **Financial**, then **Rate Management**, and then **Rate Codes**.
2. Enter or select the property and click **Search**.
3. From search results, select the rate code and click the vertical ellipsis, and then select **Edit**.
4. On the Rate Code presentation page click the **Rate Information** details link..
5. Click **Edit** and enter the following details:
    a. **URL**: Enter a website address if rate information is available externally
    b. **Short Information**: Enter the rate information that you want to make available in **Look to Book** when the **Display Rate Short Information** OPERA Control is active.

i. **Manage Translation**: Click link to configure localized descriptions. For more information, see Configuring Localized Code Descriptions. (Available when the **Multi-language** OPERA Control is active.).

c. **Long Information**: Enter the rate information that you want to make available in Look to Book when the **Display Rate Long Information** OPERA Control is active. (maximum of 2000 characters).

i. **Manage Translation**: Click link to configure localized descriptions. For more information, see Configuring Localized Code Descriptions. (Available when the **Multi-language** OPERA Control is active.).

ii. Click **Insert Template Text** to insert the Long Information template.

6. Click **Save**.

## Configuring Rate Code Type

Before changing a rate code type, ensure no pricing schedules exist.

### Editing Rate Code Type

1. From the **Administration** menu, select **Financial**, select **Rate Management**, and then select **Rate Codes**.
2. Enter search criteria and click **Search**.
3. From search results, select the rate code and click vertical ellipsis, select **Edit**.
4. On the Rate Code presentation page click the **Rate Code Type** details link.
5. Click **Edit**.
   a. **Standard Rate**: Select to configure a standard rate code with pricing schedules by date range per room type.
   b. **Best Available Rate**: Allows for configuration of rate codes that are selected for Best Available Rate comparison. (Available when the **Best Available Rate** OPERA Control is active). For more information, see Configuring Best Available Rate Schedules.
   c. **Daily Rates**: Select the configure a Daily Rate code. Allows for configuration of pricing schedules (rate amounts) rate amounts per day. (Available when the **Daily Rates** OPERA Control is active) . For more information, see Configuring Daily Rates
   d. **Advanced Daily Base**: Select this check box if the rate is an Advanced Daily Base rate. In the pricing schedule each Advanced Daily Base rate will be configured as a separate rate level. Using the Advanced Daily Base rate, you can configure as many rate levels as needed. When Advanced Daily Rates are configured, these will use these Advanced Daily Base rate levels as its base rates. (Available when the **Advance Daily Rates** OPERA Control is active)
   e. **Advance Daily Rate**: An Advanced Daily Rate behaves like a regular Daily Rate with the exception that its pricing schedule is populated by indicating the Daily Base Rate for each date instead of manually entering the pricing schedule. (Available when the **Advance Daily Rates** OPERA Control is active). For more information, see Configuring Advanced Daily Rates.
   f. **Tiered Rate**: Allows for configuration of pricing schedules (rate amounts) based on length of stay periods. (Available when the **Rate Tiers** OPERA Control is active). For more information, see About Tiered Rate Codes

g. **Base Rate**: Allows for configuration of pricing schedules (rate amounts) derived from another rate code (Available when the **Base Rates** OPERA Control is active). For more information, see Base Rates.

h. **Best Available Rate Based Rate**: Allows for configuration of pricing schedules (rate amounts) derived from the Best Available Rate (Available when the **Best Available Rates** OPERA Control is active). For more information, see BAR Based Rates.

i. **Dynamic Base Rate**: Allows for configuration of pricing schedules (rate amounts) as base and standard rates. It provides the ability to compare between the two for the lowest rate to be displayed in the sales screen. (Available when the **Dynamic Base Rate** OPERA Control is active). For more information, see Dynamic Base Rates

j. **Advanced Dynamic Base Rate**: Allows for configuration of pricing schedules (rate amounts) comprised of base rate or standard rates by date range. (Available when the **Advanced Dynamic Base Rate** OPERA Control is active). For more information, see Advanced Dynamic Base Rates.

6. Click **Save**.

## Configuring Rate Code Financial Details

### Editing Rate Code Financial Details

1. From the **Administration** menu, select **Financial**, select **Rate Management**, and then select **Rate Codes**.
2. Enter search criteria and click **Search**.
3. From search results, select the rate code and click vertical ellipsis, select **Edit**.
4. Click **Financial Details** and complete the following
   a. **Transaction Code**: Select the accommodation revenue transaction code.
      i. When the **Revenue Posting by Room Type/Room Class** OPERA Control is active select an accommodation transaction code per room type. See Configuring Multi Transaction Code Rate Codes.
      ii. **Tax (Generate) Inclusive**: Click check box to indicate that the pricing schedule rate amounts are inclusive of taxes. If unchecked taxes are posted additional to the price.
   b. **Package Transaction Code**: Select the package wrapper transaction code; if configuring a package rate code (inclusive of package items)
   c. **Commission Code**: Select a commission code from the list. This commission code overrides the commission code selected in a Travel Agent profile.
   d. **Commission %**: Enter a commission percentage (up to 99.99) which is used by GDS systems to determine the commission that is applicable when booking this rate code. (This value has no effect on the calculation of commissions in OPERA Cloud)
   e. **Currency Code**: Select a currency code from the list. Pricing schedules will be loaded in this currency. (Available when the **Ability to Quote Rates in Foreign Currencies** OPERA Control is active)
      i. **Exchange Type**: Select an exchange type from the list (Available when alternate currency code is selected) to determine what exchange rate should be used for accommodation charges
         i. **Fixed at Check In**: Exchange rate fixed at check in date
         ii. **Fixed at Reservation**: Exchange rate fixed at reservation creation date

iii. **Current Date**: Exchange rate for current business date / posting date

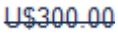
iv. **Fixed at Block**: Exchange rate fixed at date when block is opened for pickup.

f. **Folio Text**: Enter text to display on guest folio for rate code posting. Text entered here overrides the accommodation transaction code description.

i. **Manage Translation**: Click link to configure localized descriptions. For more information, see Configuring Localized Code Descriptions. (Available when the **Multi-language** OPERA Control is active.).

g. **Deposit Maturity**: Select a value from the list to indicate when any deposit payment should transfer to guest ledger. (Available when the **Advance Deposit Maturity and Allocation** OPERA Control is active)

h. **Print Rate**: Select check box to default the **Print Rate** checkbox in reservations Stay Details and Block Details. The **Print Rate** check box in Stay Details determines if the price (rate amount) is output on stationery such as the registration card and confirmation.

i. **Suppress Rate**: Select to have the rate amount displayed with strike-through formatting in OPERA Cloud, for example  . Used for confidential rates that must not be quoted to a caller. Only users with the View Suppressed Rate Details task assigned are able to view the rate amount details. (Available when the **Suppress Rate** OPERA Control is active).

j. **Discount**: Select check box to allow the reservation price (rate amount) to be discounted on ad-hoc basis. Discount Amount, Discount Percentage and Discount Reason fields are enabled in reservation stay details when this rate code is selected. (Available when the **Reservation Discount** OPERA Control is active).

k. **Day Use**: Select check box to indicate the rate code is for 0 night stays.

l. **Complimentary**: Select check box to indicate the rate code is for complimentary stays. OPERA Cloud will track reservations booked with a complimentary rate for statistical purposes.

m. **House Use**: Select check box to indicate the rate code is for internal/administration stays. OPERA Cloud will track reservations booked with a house use rate for statistical purposes.

n. **Negotiated**: Select checkbox to indicate that this rate code is only available as a negotiated rate that must be associated with a guest, company, source or travel agent profile. Available when the **Negotiated Rates** OPERA Control is active. For more information, see Managing Profile Negotiated Rates.

o. **Owner Rate**: Available when the **Identify Owner Rate** OPERA Control is active. Select check box to identify the rate code as an Owner Rate Code. No Show reservations with an owner rate code are not updated to No Show status during End of Day; instead, the arrival date is automatically updated to the next day. The **Rolling No Show Preference** OPERA Control determines whether the Arrival Date is updated until the departure day (default) or updated to the day prior to the departure day.

p. **Point (Award) Redemption**: Loyalty Select check box to indicate the rate code is eligible for selection in awards. For more information, see Configuring Membership Type Awards.

q. **Membership**: Select check box to indicate this rate code is considered a qualified rate for reference in membership point calculation rules.

r. **Day Type**: Select check box to enable the day type pricing schedule adjustments. (Available when the Day Types OPERA Control is active). For more information, see Configuring Day Types.

5. Click **Save**.

#### Rate Code Posting Rhythms

1. Select the **Posting Rhythms** tab to setup a "Free nights based on length of stay" promotional rate code. FOr more information, see About Rate Code Posting Rhythms.
    a. **Posting Rhythm**: Select **Do Not Post Every X Night** from the list.
        i. **Nights**: Enter a number for the specific posting rhythm which will define how many days a guest must stay before the rate amount will post as 0.00.
        ii. **Post Packages**: Select to post package charges and allowances on the 'free nights' .

#### Advanced Rate Code Posting Rhythms

1. Select the **Posting Rhythm** tab to setup "Buy X Nights, Get Y Nights Free" promotional rate code when the **Advanced Rate Code Posting Rhythm** OPERA Control is active. For more information, see Configuring Advanced Rate Code Posting Rhythms.
2. Click **Save**.

## Configuring Rate Code Negotiated Profiles

#### Adding Rate Code Negotiated Profiles

1. From the **Administration** menu, select **Financial**, select **Rate Management**, and then select **Rate Codes**.
2. Enter search criteria and click **Search**.
3. From search results, select the rate code and click vertical ellipsis, select **Edit**.
4. On the Rate Code presentation page click the **Negotiated Profiles** details link.
5. Click **New**.
    a. **Name**. Enter Guest or Sales Account name and click to search
    b. **Start Date**. Enter the start date of the negotiated rate
    c. **End Date**. Enter the end date of the negotiated rate
    d. **Sequence**. Enter a display sequence
    e. **Profile Discounts**. (Available when the **Profile Discounts** OPERA Control is active)
        i. Click vertical ellipsis and select **Add**
            i. **Start Date**: The start date of the rate discount
            ii. **End Date**: The end date of the rate discount
            iii. **Amount**: Enter the discount amount or percentage
            iv. **Amount/Discount**: Flat or Percentage
            v. **Days of Week**: Select the days of the week where the discount is applicable within the date range
        ii. Click **Save**.
6. Click **Save**.

### Editing Rate Code Negotiated Profiles

1. From the **Administration** menu, select **Financial**, select **Rate Management**, and then select **Rate Codes**.
2. Enter search criteria and click **Search**.
3. From search results, select the rate code and click vertical ellipsis, select **Edit**.
4. On the Rate Code presentation page click the **Negotiated Profiles** details link.
5. Enter search criteria and click **Search**
6. Select the profile and click vertical ellipsis and select **Edit**.
7. Update the details.
8. Click **Save**.

### Deleting Rate Code Negotiated Profiles

1. From the **Administration** menu, select **Financial**, select **Rate Management**, and then select **Rate Codes**.
2. Enter search criteria and click **Search**.
3. From search results, select the rate code and click vertical ellipsis, select **Edit**.
4. On the Rate Code presentation page click the **Negotiated Profiles** details link.
5. Enter search criteria and click **Search**
6. Select the profile and click vertical ellipsis and select **Delete**.
7. Click **Delete** to confirm

## Managing Rate Code Approval

### Prerequisites for Managing Rate Code Approval

Rate Code Approval is a workflow for the review, approval and "publication" of rate codes.

Users are able to create and edit rate codes (with packages, pricing schedules, restrictions, channel, etc.) and another user, with rate code approval authority, must review the new / changed rate code configuration and either approve or reject the changes.

The result is that rate codes in Unapproved, Changed Unapproved or Rejected status are not displayed or available for sale in OPERA Cloud (directly or through Availability requests to OPERA Cloud).

Business Events are only triggered for rate codes when changed to Approved status or updated once in Approved status.

A user with the Rate Code Approval task assigned to their roles is able to configure rate codes immediately in Approved status.

A user without the Rate Code Approval task assigned to their roles can:

- Create rate codes in **New Unapproved** status.
- Edit **Unapproved** or **Rejected** rate codes.
- Edit **Approved** rate codes - status will update to **Changed Unapproved**.
- Create, edit or delete approval notes; this can be a free form notes to act as a communication method between rate creators and users with authority to approve the rate.

- Submit changes on **Rejected** rate codes for approval.

### Approving Rate Codes

1. From the **Administration** menu, select **Financial**, select **Rate Management**, and then select **Rate Codes**.
2. **Property**: Enter or select the Property.
3. **Approval Status**: Select a approval status from the list (New Unapproved, Changed Unapproved).
4. Enter other criteria.
5. Click **Search**.
6. Select the rate code, click **Vertical Ellipsis** and select **Edit**.
7. Click **I Want to...** and select **Approve Rate Code**.
8. To add Approval notes, see **Managing Approval Notes** below.

### Rejecting Rate Codes

1. From the **Administration** menu, select **Financial**, select **Rate Management**, and then select **Rate Codes**.
2. **Property**: Enter or select the Property.
3. **Approval Status**: Select a approval status from the list (New Unapproved, Changed Unapproved).
4. Enter other criteria.
5. Click **Search**.
6. Select the rate code, click **Vertical Ellipsis** and select **Edit**.
7. Click **I Want to...** and select **Reject Rate Code**.
8. To add Approval notes, see **Managing Approval Notes** below.

### Updating Rejected Rate Codes

1. From the **Administration** menu, select **Financial**, select **Rate Management**, and then select **Rate Codes**.
2. **Property**: Enter or select the Property.
3. **Approval Status**: Select a approval status from the list (New Unapproved, Changed Unapproved).
4. Enter other criteria.
5. Click **Search**.
6. Select the rate code, click **Vertical Ellipsis** and select **Edit**.
7. Update the configuration of the rate code
8. To add Approval notes, see **Managing Approval Notes** below.
9. Click **Save**.

### Managing Approval Notes

#### Adding Approval Notes

1. From the **Administration** menu, select **Financial**, select **Rate Management**, and then select **Rate Codes**.
2. **Property**: Enter or select the Property.
3. **Approval Status**: Select a approval status from the list (New Unapproved, Changed Unapproved).
4. Enter other criteria.
5. Click **Search**.
6. Select the rate code, click **Vertical Ellipsis** and select **Edit**.
7. Click **Approval Notes**.
8. Click **New** and enter approval notes.
9. Click **Save** or click **Save and Continue** to add another note.

**Editing Approval Notes**

1. From the **Administration** menu, select **Financial**, select **Rate Management**, and then select **Rate Codes**.
2. **Property**: Enter or select the Property.
3. **Approval Status**: Select a approval status from the list (New Unapproved, Changed Unapproved).
4. Enter other criteria.
5. Click **Search**.
6. Select the rate code, click **Vertical Ellipsis** and select **Edit**.
7. Click **Approval Notes**.
8. Select the approval note, click **Vertical Ellipsis** and select **Edit**.
9. Update notes.
10. Click **Save**.

**Deleting Approval Notes**

1. From the **Administration** menu, select **Financial**, select **Rate Management**, and then select **Rate Codes**.
2. **Property**: Enter or select the Property.
3. **Approval Status**: Select a approval status from the list (New Unapproved, Changed Unapproved).
4. Enter other criteria.
5. Click **Search**.
6. Select the rate code, click **Vertical Ellipsis**and select **Delete**.
7. Click **Delete** to confirm.

## Configuring Rate Code Restrictions

### Prerequisites for Rate Code Restrictions

Rate Code restrictions allow you to setup restrictions for the availability of a rate code based on a date range, specific days of the week, restriction type, and inventory level.

Rate code restrictions can also be managed through Manage Rate Restrictions or automatically using rate strategy rules.

### Adding Rate Code Restrictions

1. From the **Administration** menu, select **Financial**, select **Rate Management**, and then select **Rate Codes**.
2. Enter search criteria and click **Search**.
3. From search results, select the rate code , click the vertical ellipsis and select **Edit**.
4. On the Rate Code presentation page click the **Restrictions** link.
5. Click **New** and complete the following:
    a. **Start Date**: Enter or select restriction start date. This date cannot be greater than five years from the current business date.
    b. **End Date**: Enter or select the restriction end date. This date cannot be greater than five years from the current business date.
    c. **Days of the Week**: All check boxes are pre-selected by default. Click the check box to remove the check mark for the days you do not want the restriction to be applied. For example, if a date range is for the entire month, but you do not want it to apply on Saturdays and Sundays, remove the check marks from the Saturday and Sunday check boxes.
    d. **Restriction Type**: Select a restriction type to apply to the rate code. The restriction types available depend on the Restriction Types OPERA Control..
        i. For more information, see Restrictions.
    e. **Inventory**: Select the inventory level for the rate restriction.
        i. **House**: Select to indicate that the restriction applies at the house (property) level.
        ii. **Room Class**: Select the room classes from list to which this restriction applies. (Available when the Room Class OPERA Control is active).
        iii. **Room Types**: Select the room types from list to which this restriction applies.
6. Click **Save** or **Save and Continue** to save and create another rate restriction detail.

### Editing Rate Code Restrictions

> **Note:**
>
> Only dates and days of the week can be modified. Delete the restriction and add new restriction if other changes are needed.

1. From the **Administration** menu, select **Financial**, select **Rate Management**, and then select **Rate Codes**.
2. Enter search criteria and click **Search**.
3. From search results, select the rate code record, click the row level vertical ellipsis**Actions** menu , and select **Edit**.
4. On the Rate Code Configuration screen in the Rate Code Overview section, click the **Restrictions** link.
5. Select the restriction in the calendar or list view.

6. Click vertical ellipsis and select **View**.
7. Update details.
8. Click **Save**.

### Deleting Rate Code Restrictions

1. From the **Administration** menu, select **Financial**, select **Rate Management**, and then select **Rate Codes**.
2. Enter search criteria and click **Search**.
3. From search results, select the rate code record, click the row level vertical ellipsis **Actions** menu, and select **Delete**.
4. On the Rate Code Configuration screen in the Rate Code Overview section, click the **Restrictions** link.
5. Select the restriction in the calendar or list view.
6. Update details.
7. Click vertical ellipsis and select **Delete**.
8. Click **Delete** to confirm.

### Clearing All Rate Code Restrictions for Selected Date

To clear all restrictions for a specific date:

1. From the **Administration** menu, select **Financial**, select **Rate Management**, and then select **Rate Codes**.
2. Enter search criteria and click **Search**.
3. From search results, select the rate code, click the vertical ellipsis and select **Edit**.
4. On the Rate Code presentation page click the **Restrictions** link.
5. Select the date in the calendar or list view.
6. Click **Vertical Ellipsis** click **Clear All**.
7. Confirm by clicking Clear All again in the confirmation dialog.

### View Rate Code Restrictions Changes

View a log of all changes to rate restrictions:

1. From the **Administration** menu, select **Financial**, select **Rate Management**, and then select **Rate Codes**.
2. Enter search criteria and click **Search**.
3. From search results, select the rate code, click the vertical ellipsis and select **Edit**.
4. On the Rate Code presentation page click the **Restrictions** link.
5. Click the vertical ellipsis and select **Changes Log**.
6. Enter search criteria and click **Search**.

## Configuring Rate Code Pricing Schedules

Pricing Schedules define the price for one or more room types for a specified season or date range. You can also view the pricing schedules for externally protected rate code these are rate codes created and managed in an external solution; and with the **Override External Rate** task granted to your role, you can override the pricing schedule.

When adding a pricing schedule, can also select one or more package items for a pricing schedule when a special package entitlement for specific room types / date ranges apply. For example - you may wish to include Champagne for reservations in the Executive Suite only - the package item is therefore added at the pricing schedule level for the executive suite and not as a rate code inclusion for all room types. Adding the same package as a rate code package inclusion and in a pricing schedule will result in two of the same package being applied to the rate code when the room type is booked. When the **Package Pricing and Availability Attributes** OPERA Control is active the **Minimum Nights, Maximum Nights, Minimum Guests** and **Max Guests** configured in the package are displayed.

### Adding Rate Code Pricing Schedule

1. From the **Administration** menu, select **Financial**, select **Rate Management**, and then select **Rate Codes**.
2. Enter search criteria and click **Search**.
3. In the search results, select a rate code and click the vertical ellipsis **Actions** menu and select **Edit**.
4. On the **Rate Code** presentation screen, click **Pricing Schedules**.
5. On the **Pricing Schedules** panel, click **Search** to view the existing **Pricing Schedules**.
6. Click **New** to enter new pricing schedule enter the following details as mentioned in the **Table - Manage Pricing Schedule Fields and Description**.
7. If applicable, in the **Packages** panel click **Add** to search for an existing **Package Code** to add to this specific pricing schedule. Select one or more package code from the list and click **Attach** to add the package items to the price schedule.

> **Note:**
>
> If a package element has already been added as a rate code inclusion and the same package element is added to a rate code pricing schedule, the nett room rate would then adjust for the price of two package elements (same package item sold twice on the rate). The packages visible in the list are those packages with a start and end date that encompass the dates for the pricing schedule being created.

### Editing Rate Code Pricing Schedule

1. From the **Administration** menu, select **Financial**, select **Rate Management**, and then select **Rate Codes**.
2. Enter search criteria and click **Search**.
3. In the search results, select a rate code and click the vertical ellipsis **Actions** menu and select **Edit**.
4. On the **Rate Code** presentation screen, click **Pricing Schedules**.

5. On the **Pricing Schedules** panel, click **Search** to view the existing **Pricing Schedules**.
6. Select the schedule to update and click the vertical ellipsis **Actions** menu, then click **Edit**.
7. Update pricing schedule per the **Table** below.
8. Click **Save**.

### Viewing Rate Code Pricing Schedules

To view the pricing of externally protected rate codes

1. From the **Administration** menu, select **Financial**, select **Rate Management**, and then select **Rate Codes**.
2. Enter search criteria and click **Search**.
3. In the search results, select a rate code and click the vertical ellipsis **Actions** menu and select **Edit**.
4. On the Rate Code presentation page, click **Pricing Schedules**.
5. Enter search criteria then click **Search**.
6. Select the schedule to view then click the vertical ellipsis **Actions** menu and select **View**.

### Deleting Rate Code Pricing Schedule

1. From the **Administration** menu, select **Financial**, select **Rate Management**, and then select **Rate Codes**.
2. Enter search criteria and click **Search**.
3. In the search results, select a rate code and click the vertical ellipsis **Actions** menu and select **Edit**.
4. On the **Rate Code** presentation screen, click **Pricing Schedules**.
5. On the **Pricing Schedules** panel, click **Search** to view the existing **Pricing Schedules**.
6. Select the schedule to delete and click the vertical ellipsis **Actions** menu, then click **Delete**.

### Copying a Rate Code Pricing Schedule

1. From the **Administration** menu, select **Financial**, select **Rate Management**, and then select **Rate Codes**.
2. Enter search criteria and click **Search**.
3. In the search results, select a rate code and click the **Vertical Ellipsis**, click **Edit**.
4. On the **Rate Code** presentation screen, click **Pricing Schedules**.
5. On the **Pricing Schedules** panel, click **Search** to view the existing **Pricing Schedules**.
6. Select the schedule to update and click the vertical ellipsis **Actions** menu, then click **Copy**.
7. Update new schedule per the **Table** below.
8. Click **Save**.

### Splitting Rate Code Pricing Schedule

Use this option to split a date range from the highlighted pricing schedule date range and then specify separate pricing schedule for the new date range. The **Start Date** of the new pricing schedule must be on or after the start date of the selected pricing schedule and the **End Date** of the new pricing schedule must be on or before the end date of the selected pricing schedule.

1. From the **Administration** menu, select **Financial**, select **Rate Management**, and then select **Rate Codes**.
2. Enter search criteria and click **Search**.
3. In the search results, select a rate code and click the vertical ellipsis **Actions** menu and select **Edit**.
4. On the **Rate Code** presentation screen, click **Pricing Schedules**.
5. On the **Pricing Schedules** panel, click **Search** to view the existing **Pricing Schedules**.
6. Select the schedule to update and click the vertical ellipsis **Actions** menu, then click **Split**.
7. Enter **Start Date**, **End Date** and pricing as required per the **Table** below.
8. Click **Save**.

**Table 13-22 Manage Pricing Schedule Fields and Description**

| Field | Description | |
|---|---|---|
| Dates | Season Code | Season codes are used to define a starting date and ending date for the highlighted pricing schedule. The pricing schedule can only be sold if the arrival and departure dates of a guest's reservation fall within that time frame. If a season is entered, the Start and End Date fields automatically fill with the defined season's begin and end date. If the Season field is not used in a new pricing schedule, you have the ability to change both the start and end dates. |
| | Start Date | Required field. The begin date that the pricing schedule is available. You can change dates for the pricing schedules, provided they do not overlap with another pricing schedule set with any of the same room types. If previously selecting a season code, the Start Date is already populated for you. |
| | End Date | Required field. The ending date that the highlighted pricing schedule is no longer available. If a season code has been entered, the End Date field is already populated for you. |
| | Days of the Week check boxes | Days of the week for which the specified pricing schedule may be sold. Mark the applicable days for each pricing schedule for the dates defined. The check boxes automatically default with each day marked for convenience. |
| Amounts | The Amounts section is for defining the rate amounts for room types based on the number of adults and/or children occupying the room. | |
| Adults | 1 Adult - 5 Adults. Flat or added rate amounts for 1- 5 adults for the highlighted pricing schedule. When a rate amount for 2 Adults through 5 Adults is not defined, OPERA Cloud will use the amount defined for 1 Adult. | |

**Table 13-22 (Cont.) Manage Pricing Schedule Fields and Description**

| Field | Description | |
|---|---|---|
| Children in Own Room in cases | OPERA Cloud supports rates for children who are staying in a room with an adult or who are staying in a room alone without an adult. In cases where children are staying in a room with an adult, the Extra Child rate is used to determine the amount added to the adult rate.<br>• Children on Own:<br>These rates are for children occupying the room without an adult.<br>• Extra Child:<br>When there are children staying in the room with an adult, the rate for each child is determined by the child's age. The Extra Child rate is also used for children staying in their own room if no applicable "unaccompanied child" rates have been specified. For example, if 4 children are staying in their own room and rates for 1 Child, 2 Children, and 3 Children have been specified, but not a rate for 4 Children, the rate would be the rate for 3 Children plus the rate for 1 Extra Child. | |
| Attributes | The Attributes section assists the user in noting additional information for the pricing schedule. | |
| | Market Code. | Although a market code may have been defined in the Rate Code Definition, the user may have a situation where a different market code is required for a specified period of time. Enter the market code associated with the pricing schedule for the rate code. If a market code is defined on the rate code definition and on the rate schedule, the market code specified on the rate schedule overrides the rate code definition market code when auto- populating a reservation. |
| | Source Code | Source code associated with the pricing schedule for the rate code. If a source code is defined on the rate code definition, the source code on the pricing schedule overrides it. |
| | Room Types | Select the room types that are to be available for the pricing schedule set. The attached room types available for each pricing schedule displayed are automatically populated in this field once selected. You can add a new room type, provided that this room type does not yet have pricing schedules within the specified date range. You can also delete a room type from an existing pricing schedules. The room types available for a pricing schedules are the room types specified on the rate code definition. |
| | Packages | The Packages field is where package elements can be added or deleted to the active pricing schedules. If package elements have already been assigned to the rate code and then another package element has been added to the rate code's pricing schedules set, the room rate would then include the two package elements, provided the reservation stay dates fell into the date range for that pricing schedule set.<br>The packages visible are those packages for which a package start and end date that encompass the currently highlighted pricing schedule for the rate code.<br>For same day or next day packages, you cannot delete a package that is currently being used by an inhouse reservation from the Pricing Schedule panel. |

## Configuring Rate Controls and Web Channels

The available sell controls are based on the Inventory Management OPERA Controls .

### Editing Rate Code Sell Controls and Web Channels

1. From the **Administration** menu, select **Financial**, select **Rate Management**, and then select **Rate Codes**.
2. Enter search criteria and click **Search**.
3. From search results, select the rate code and click the **vertical ellipsis**, select **Edit**.
4. On the Rate Code, presentation page click the **Rate Controls** details link.
5. Click **Edit**.
    a. **Min Occupancy**: Enter the minimum number of persons required on the reservation for this rate code to be available
    b. **Max Occupancy**: Enter the maximum number of persons allowed on the reservation for this rate code to be available.

> **Note:**
>
> Minimum and Maximum Occupancy are verified only during the initial booking process; once the reservation has been made, changes to occupancy are not verified against the minimum and maximum occupancy set on the rate code.

    c. **Min Stay Through**: Enter a value to define a minimum length of stay for the rate code.
    d. **Max Stay Through**: Enter a value to define the maximum length of stay for the rate code.
    e. **Min Advanced Booking (Days)**: Enter a value to define the minimum number of days in advance of the arrival date a reservation must be booked.
    f. **Max Advanced Booking (Days)**: Enter a value to define the maximum number of days in advance of the arrival date a reservation must be booked.
    g. **Rate Floor**: Enter a minimum rate amount for pricing schedules setup for this rate code. (Available when the Rate Floor OPERA Control is active).
    h. **Yieldable**: Select **Yes** or **No** fto determine if the rate code is Yieldable (Available when a Y**ield Management** OPERA Control is active).
        i. **Yield As**: Select a Yieldable rate code. Rate Codes identified as Yieldable and Yield As, reference the yieldable status of the rate code selected in this field.
        ii. **Yield Market Type**: Some yield systems don't base the hurdle on rate codes but rather on markets, Select the yield market would have that hurdle applied. You can select multiple Yield Market Types when the Multiple Yield Market Types OPERA Control is active.
        iii. For more information, see Yield Management.
    i. **Channel Allowed**: Select to make this rate code available through your booking channels. Select **Distribute** to open the Channel Distribution screen and publish the rate.
        i. **Restriction Update**: Used when integrated with an external channel management System. Select this to send restriction updates to the channel management system in real-time.

ii. **Market**: Select the market code to be used for reservations received from the channel management system for this rate code.

iii. **Rate Update**: Used when integrated with an external channel management system. Select this to send rate code/pricing schedule updates to the channel management system in real-time.

j. **Upload to Oracle Distribution**: Select to indicate this rate code is to upload to Oracle Distribution platform (Available when the Rate Upload To Oracle Distribution OPERA Control is active).

6. Click **Save**.

## Configuring Rate Code Package Inclusions

### Adding Packages on a Rate Code

1. From the **Administration** menu, select **Financial**, select **Rate Management**, and then select **Rate Codes**.
2. Enter search criteria and click **Search**.
3. From search results, select the rate code and click vertical ellipsis, select **Edit**.
4. On the Rate Code presentation page click the **Rate Code Packages** details link.
5. Click **New** and complete the following
   a. Enter search criteria and click **Search**.
   b. Select one or more package items.
   c. Click **Attach**.

### Editing Packages on a Rate Code

1. From the **Administration** menu, select **Financial**, select **Rate Management**, and then select **Rate Codes**.
2. Enter search criteria and click **Search**.
3. From search results, select the rate code then click vertical ellipsis **Actions** menu, and select **Edit**.
4. On the Rate Code presentation page click the **Rate Code Packages** details link.
   a. Select the package item, click the vertical ellipsis **Actions** menu and select **Edit**.
      i. **Begin Sell Date**: Enter or select the start date for the rate code package item.
      ii. **End Sell Date**: Enter or select the end date for the rate code package item.
      iii. **Description**: Enter a description of the package item.
      iv. **Posting Attributes**: See Configuring Package Code Posting Attributes.
   b. **Package Pricing Exceptions**: Click **New** and complete the following:
      i. **Start Date**: Enter or select a start date for the pricing.
      ii. **End Date**: Enter or select an end date for the pricing.
      iii. **Price**: Enter an item price (add to rate or included in rate).
      iv. **Amount**: Enter an allowance amount (available when the **Advanced Package** OPERA Control is active).

v. Click **Save**.

c. Click **Save**.

#### Deleting Packages on a Rate Code

1. From the **Administration** menu, select **Financial**, select **Rate Management**, and then select **Rate Codes**.
2. Enter search criteria and click **Search**.
3. From search results, select the rate code then click vertical ellipsis **Actions** menu, and select **Delete**
   a. On the Rate Code presentation page click the **Rate Code Packages** details link.
   b. Select the package item, click the vertical ellipsis **Actions** menu and select **Delete**.
   c. Click **Delete** to confirm.

## Configuring Rate Code Access Exclusion

Use Rate Code Access Exclusion to excluded users at selected Hub(s) from managing reservations with this rate code.

#### Adding Rate Code Access Exclusion

1. From the **Administration** menu, select **Financial**, select **Rate Management**, and then select **Rate Codes**.
2. Enter search criteria and click **Search**.
3. From search results, select the rate code and click vertical ellipsis, select **Edit**.
4. On the Rate Code presentation page click the **Rate Access Exclusion** details link.
5. Click **New**.
   a. **Hub**: Select a hub(s) from the list
   b. **Begin Date**: Enter or select the start date for this exclusion .
   c. **End Date**: Enter or select the end date for this exclusion .
   d. **Hide from Availability Screen**: Select this check box to prevent the rate code from being displayed in Look to Book to users at the select Hub(s). .
   e. **Allow Modify Reservation**: Select this check box to allow a reservation to be modified by users at the selected Hub location
   f. **Allow Create Reservation**: Select this check box to allow a reservation to be created by users at the selected Hub location.
   g. **Allow Cancel Reservation**: Select this check box to allow a reservation to be canceled by users at the selected Hub location.
6. Click **Save**.

#### Editing Rate Code Access Exclusion

1. From the Administration menu, select **Financial**, select **Rate Management**, and then select **Rate Codes**.
2. Enter search criteria and click **Search**.
3. From search results, select the rate code and click vertical ellipsis, select **Edit**.

4. On the Rate Code presentation page click the **Rate Access Exclusion** details link.
5. Select the rate code exclusion, click the vertical ellipsis and select **Edit**.
    a. Update details
    b. **Inactive**. Select to inactivate this exclusion rule.
6. Click **Save**.

#### Deleting Rate Code Access Exclusion

1. From the Administration menu, select **Financial**, select **Rate Management**, and then select **Rate Codes**.
2. Enter search criteria and click **Search**.
3. From search results, select the rate code and click vertical ellipsis, select **Edit**.
4. On the Rate Code presentation page click the **Rate Access Exclusion** details link.
5. Select the rate code exclusion, click the vertical ellipsis and select **Delete**.
6. Click **Delete** to confirm

## Configuring Rate Code Definition

#### Editing Rate Code Definition

1. From the **Administration** menu, select **Financial**, select **Rate Management**, and then select **Rate Codes**.
2. Enter search criteria and click **Search**.
3. From search results, select the rate code and click vertical ellipsis, select **Edit**.
4. On the Rate Code presentation page click the **Rate Definition** details link.
5. Click **Edit** and complete the following:
    a. **Property**: Enter or select the property
    b. **Rate Code**: Enter an alpha-numeric code (maximum **12** characters). Rate code is displayed in various areas such as Look to Book, reservation stay details and daily details and negotiated rates.
    c. **Start / End Sell Dates**: Enter the date range during which you can make a booking for this rate code; this defines the date range the rate is displayed in Look to Book (not to be confused with the stay dates / pricing schedule dates)
    d. **Privileged (Protected) Rate Code**: Select to lock the rate code and prevent users from editing or deleting it. When this check box is selected, various fields in the rate setup will be read-only to users without the Privilege Rates update task granted (Available when the **Rate Ownership** OPERA Control is active). For more information, see Configuring Rate Code Protection
    e. **Privileged Rate Restriction**: Select to lock down rate restrictions for this rate code and prevent other users from setting restrictions. Users without the Privileged Restrictions Update task granted will not be able to edit or delete rate restrictions for this rate code. Rate codes with this check box selected will not be available for selection from Rate Availability and will not be available for selection from Rate Code Restrictions.
    f. **Protection Type**: Select a value from the list. For more information, see Rate Code Protection

g. **Description**: Enter a name/description of the rate code. The description is displayed in Look to Book based on the **Display Rate Description** OPERA Control

   i. **Manage Translation**: Click link to configure localized descriptions. For more information, see Configuring Localized Code Descriptions. (Available when the **Multi-language** OPERA Control is active.).

h. **Room Types**: Select one or more room types to determine the room types eligible for setup of pricing schedules. This field may already be populated if the **Auto populate** check box is selected in room type configuration check box is selected in room type configuration. Room types may only be removed when there are no active pricing schedules configured for the room type.

i. **Rate Category**: Select a rate category from the list. For more information, see Configure Rate Categories

j. **Market**: Select a default market code for new reservations from the list. For more information, see Configuring Market Codes

k. **Source**: Select a default source code for new reservations from the list. For more information, see Configuring Source Codes

l. **Display Set**: Select a display set from the list. For more information, see Configuring Display Sets.

m. **Rate Group**: Select a rate group from the list (Available when the **Best Available Rates** and **Rate Groups** OPERA Controls are active). For more information, see Configuring Rate Groups.

n. **Sequence**: Enter a display sequence for the rate code.

6. Click **Save**.

## Configuring Rate Code Default Routing Instructions

### Prerequisites for Rate Code Default Routing Instructions

When a rate code is selected (sold) for a reservation and a profile of the specified profile type (Agent, Company, Contact) is also linked to the reservation, OPERA Cloud can prompt you to attach the rate code default routing instructions to the reservation. If you reply Yes, sales charges for the specified transactions codes are automatically routed to a separate folio window in the reservation Billing screen with the linked profiles selected as the payee.

#### Managing Rate Code Default Routing

1. From the **Administration** menu, select **Financial**, select **Rate Management**, and then select **Rate Codes**.
2. Enter search criteria and click **Search**.
3. From search results, select the rate code and click vertical ellipsis, select **Edit**.
4. On the Rate Code presentation page click the **Routing Instructions** details link.
5. Click **Edit** and complete the following:

   a. **Profile Type**: Select the profile type from list that is eligible to accept charges for the chosen transaction codes

   b. **Instructions**: Select the routing codes or sales charge transaction codes that you want to route to a separate Billing folio window.

      i. In the Search panel search for routing codes and/or transaction codes, click **Search**.

ii. Select one or more **Routing Codes** or **Transaction Codes** from the **Available** list and then click **>** to move to the selected panel.

iii. Repeat as needed.

6. Click **Save**.

**Hierarchy of Routing Instructions**

It is possible that a reservation could be associated with a source, a contact, an agent, a company, and a rate code, each of which has its own associated routing instructions. In this case, the user will be prompted to select default routing instructions in the following order:

1. The **Source** profile linked to the reservation.
2. The **Agent** profile linked to the reservation.
3. The **Company** profile linked to the reservation.
4. The **Contact** profile linked to the reservation.
5. The **Rate Code** selected for the reservation.

**Hierarchy of Routing Instructions for Profiles with Auto-Populate Routing Selected**

When the Auto Populate check box is selected for the Profile Default Routing Instructions, then the following hierarchy is used:

1. Check the **Rate Code** has a profile type to be automatically attached to the reservation. If there is then, use this as the routing instruction on the reservation.
2. If not **Rate Code**, else check if there is an automatic routing instruction attached to the **Source** profile. If there is then, use this as the routing instruction on the reservation.
3. If not **Source**, else check if there is an automatic routing instruction attached to the **Agent** profile. If there is then, use this as the routing instruction on the reservation.
4. If not **Agent**, else check if there is an automatic routing instruction attached to the **Company** profile. If there is then, use this as the routing instruction on the reservation.
5. If not **Company**, else check if there is an automatic routing instruction attached to the **Contact** profile.
6. If not **Contact**, else check if there is a routing instruction on the promotion codes.

## Configuring Multi Transaction Code Rate Codes

Prerequisites for Configuring Multi Transaction Code Rate Codes.

The multi-transaction code rate code feature supports the selection of different room revenue transaction codes for individual room types or room classes. The functionality might be useful, for example, in situations where your property is divided into business units, and the lodging revenue for each unit needs to be tracked separately.

> **Note:**
>
> You can use either room classes or room types to associate transaction codes to a specific rate code, but not both simultaneously. Lodging revenue generated on one reservation and routed to another room is posted to the transaction code linked to the room type or room class of the originating reservation and not that of the receiving reservation.

### Adding Rate Code Multi Transaction Code Details

1. From the **Administration** menu, select **Financial**, select **Rate Management**, and then select **Rate Codes**.
2. Enter search criteria then click **Search**.
3. Select the rate code in the search result then click vertical ellipsis **Actions** menu and select **Edit**.
4. Click **Financials**.
    a. Click **Edit**.
    b. Select either **Room Type** or **Room Class**.
        i. **Transaction Code**: Select an accommodation charge transaction code for each room class or room type listed
        ii. Click **OK**.
    c. Click **Save**.

### Editing Rate Code Multi Transaction Code Details

1. From the **Administration** menu, select **Financial**, select **Rate Management**, and then select **Rate Codes**.
2. Enter search criteria then click **Search**.
3. Select the rate code in the search result then click vertical ellipsis **Actions** menu and select **Edit**.
4. Click **Financials**.
    a. Click **Edit**.
    b. Click **Edit Details**.
        i. Update transaction code selection for each room class or room type listed.
        ii. Click **OK**.
    c. Click **Save**.

## Configuring Daily Rates

Prerequisites for Configuring Daily Rates.

Daily rates allow you to change the price schedule for each room type on a daily basis. This allows you to work with rates at a more detailed level by raising or lowering the pricing schedules for future dates "on the fly". Whether or not a yield management system is integrated with OPERA Cloud rates can be managed according to your daily needs.  Daily rates can coexist with other traditional date range based rate codes.

Daily Rates can also be used with another feature called Daily Rates with Dynamic Base Rates. Daily Rates with Dynamic Base Rates provide dynamic calculations of daily rates. Through a different set up and configuration, OPERA Cloud makes the pricing schedule calculation and applies the lowest daily rate for the guest's stay, based on availability. For more information, see Dynamic Base Rates.

Up to 20 rate codes can be designated as 'Daily Rates''; the **Daily Rate** rate type checkbox is disabled once 20 rate codes are configured.

### Adding Daily Rate

1. Create daily rate codes by using the Configuring Rate Codes presentation page.
2. Setup the rate code as a Daily Rate on the Rate Code Type. For more information, see Configuring Rate Code Type
3. Setup the Daily Pricing Schedule for each room type.

## Configuring Daily Rates Pricing Schedule

Daily Rates pricing can be setup  from the current business date for the period defined in the **Daily Rates Max Days** OPERA Control.

Click **View Options** to select optional fields to display. When the **Child Rates By Defined Buckets** OPERA Control active you can select view age buckets. When the **Occupant Threshold Pricing Method** OPERA Control is active you can select to view Occupant options.

### Adding or Updating (Replacing) Daily Rate Pricing by Date Range

1. From the **Administration** menu, select **Financial,** select **Rate Management,** and then select **Rate Codes**.
2. Enter search criteria and click **Search**.
3. Select the rate code in the search result, then click vertical ellipsis **Actions** menu and select **Edit**.
4. On the Rate Code presentation screen, click **Pricing Schedules**.
5. Click **Set Rate Range**.
    a. Click **Create / Replace Existing Pricing Schedule**.
    b. Enter the following details to set the pricing schedule for the room class / room type and date range required.
    c. **Room Class**: Select the room class(es) to which the daily rate pricing is to apply. (Available when the **Room Class function** is enabled)
    d. **Room Type(s)**: Select the room types to which the daily rate pricing are to apply. All room types selected in the Rate Code Definition panel, including pseudo room types, are available.

> **Note:**
>
> Included a 0.00 price for the PM pseudo room type in the event the Daily Rate code is sold in business blocks.

    e. **Start Date**: Enter or select the start date for the pricing update.
    f. **End Date**: Enter or select the end date for the pricing update.
    g. **Days of the Week**:  Select the days of the week to include within the date range you set. Deselect check boxes to exclude days within the date range.
    h. **1 Adult**: Enter the 1-person occupancy price you want to apply for the date range.
    i. **2 Adults**: Enter the 2- person occupancy price you want to apply for the date range.
    j. **Extra Adult**: Specify an extra adult charge to add to the price for reservations with more than two adults. This extra charge is applied to the booking.

k. **Extra Child**: Specify an extra child charge to add to the price for reservations that have a child accompanied by an adult. This extra charge is applied to the booking.

l. **Child Rates by Age**: When the **Child Rates By Defined Buckets** OPERA Control is active.

   i. **Child Age Range** - Enter the price per child in this age range.

   ii. **Child Age Range** - Enter the price per child in this age range.

   iii. **Child Age Range** - Enter the price per child in this age range.

m. When the **Occupant Threshold Pricing** OPERA Control is active

   i. **Adults Threshold**: Enter the maximum threshold number for the number of adults per room and the amount to charge if this threshold number is exceeded.

   ii. **Adults Amount**: Enter an amount per adult to add to the price if adult threshold is exceeded

   iii. **Children Threshold**: Enter the maximum threshold number for the number of children per room and the amount to charge if this threshold number is exceeded.

   iv. **Children Amount**: Enter an amount per child to add to the price if child threshold is exceeded.

   v. **Occupants Threshold**: Enter the maximum threshold number for the number of occupants per room and the amount to charge if this threshold number is exceeded.

   vi. **Occupants Amount**: Enter an amount per occupant to add to the price if occupant threshold is exceeded.

6. Click **Save**.

### Adjusting Daily Rate Pricing by Date Range

To incrementally adjust existing pricing.

1. From the **Administration** menu, select **Financial,** select **Rate Management,** and then select **Rate Codes**.
2. Enter search criteria and click **Search**.
3. Select the rate code in the search result, then click vertical ellipsis **Actions** menu and select **Edit**.
4. On the Rate Code presentation screen, click **Pricing Schedules**.
5. Click **Set Rate Range**.

   a. Click **Add / Subtract Existing Pricing Schedule**.

   b. Enter the following details to set the pricing schedule for the room class / room type and date range required.

   c. **Room Class**: Select the room class(es) to which the daily rate pricing is to apply. (Available when the Room Class function is enabled)

   d. **Room Type(s)**: Select the room types to which the daily rate pricing are to apply. All room types selected in the Rate Code Definition panel, including pseudo room types, are available.

> **Note:**
>
> Included a 0.00 price for the PM pseudo room type in the event the Daily Rate code is sold in business blocks.

e. **Start Date**: Enter or select the start date for the pricing update.

f. **End Date**: Enter or select the end date for the pricing update.

g. **Days of the Week**: Select the days of the week to include within the date range you set. Deselect check boxes to exclude days within the date range.

h. **1 Adult**: Enter the 1-person occupancy price adjustment you want to apply for the date range.

i. **2 Adults**: Enter the 2- person occupancy price adjustment you want to apply for the date range.

j. **Extra Adult**: Specify an extra adult charge adjustment for reservations with more than two adults. This extra charge is applied to the booking.

k. **Extra Child**: Specify an extra child charge adjustment for reservations that have a child accompanied by an adult. This extra charge is applied to the booking.

6. Click **Set Rate Range**.

a. Click **Create / Replace Existing Pricing Schedule**.

b. Enter the following details to set the pricing schedule for the room class / room type and date range required.

c. **Room Class**: Select the room class(es) to which the daily rate pricing is to apply. (Available when the **Room Class function** is enabled)

d. **Room Type(s)**: Select the room types to which the daily rate pricing are to apply. All room types selected in the Rate Code Definition panel, including pseudo room types, are available.

> **Note:**
>
> Included a 0.00 price for the PM pseudo room type in the event the Daily Rate code is sold in business blocks.

e. **Start Date**: Enter or select the start date for the pricing update.

f. **End Date**: Enter or select the end date for the pricing update.

g. **Days of the Week**:  Select the days of the week to include within the date range you set. Deselect check boxes to exclude days within the date range.

h. **1 Adult**: Enter the 1-person occupancy price you want to apply for the date range.

i. **2 Adults**: Enter the 2- person occupancy price you want to apply for the date range.

j. **Extra Adult**: Specify an extra adult charge to add to the price for reservations with more than two adults. This extra charge is applied to the booking.

k. **Extra Child**: Specify an extra child charge to add to the price for reservations that have a child accompanied by an adult. This extra charge is applied to the booking.

l. **Child Rates by Age**: When the **Child Rates By Defined Buckets** OPERA Control is active.

i. **Child Age Range (0 - 2)** - Enter the price per child in this age range.

ii. **Child Age Range (3 - 6)** - Enter the price per child in this age range.

iii. **Child Age Range (7 - 10)** - Enter the price per child in this age range.

m. When the **Occupant Threshold Pricing** OPERA Control is active

i. **Adults Threshold**: Enter the maximum threshold number for the number of adults per room and the amount to charge if this threshold number is exceeded.

ii. **Adults Amount**: Enter an amount per adult to add to the price if adult threshold is exceeded

iii. **Children Threshold**: Enter the maximum threshold number for the number of children per room and the amount to charge if this threshold number is exceeded.

iv. **Children Amount**: Enter an amount per child to add to the price if child threshold is exceeded.

v. **Occupants Threshold**: Enter the maximum threshold number for the number of occupants per room and the amount to charge if this threshold number is exceeded.

vi. **Occupants Amount**: Enter an amount per occupant to add to the price if occupant threshold is exceeded.

7. Click **Save**.

### Deleting Daily Rate Pricing Schedules

The Delete Daily Rate Pricing Schedules for a Date Range enables you to apply mass updates to rate amounts based on the room type, room class, days of the week, and date range entered.

1. From the **Administration** menu, select **Financial,** select **Rate Management,** and then select **Rate Codes**.
2. Enter search criteria and click **Search**.
3. Select the rate code in the search result, then click vertical ellipsis **Actions** menu and select **Edit**.
4. On the Rate Code presentation screen, click **Pricing Schedules**.
5. Click **Set Rate Range**.
   a. Click **Delete Existing Pricing Schedule**.
   b. Enter the following details to set the pricing schedule for the room class / room type and date range required.
   c. **Room Class**: Select the room class(es) to which the daily rate pricing is to apply. (Available when the **Room Class function** is enabled).
   d. **Room Type(s)**: Select the room types to which the daily rate pricing are to apply. All room types selected in the Rate Code Definition panel, including pseudo room types, are available.

> **Note:**
>
> Included a 0.00 price for the PM pseudo room type in the event the Daily Rate code is sold in business blocks.

e. **Start Date**: Enter or select the start date for the pricing deletion.

f. **End Date**: Enter or select the end date for the pricing deletion.

g. **Days of the Week**: Select the days of the week to include within the date range you set. Deselect check boxes to exclude days within the date range.

h. Click **Save**.

### Adding or Editing Daily Rates Pricing Schedules Inline

The Daily Rate calendar displays all room types and their rate amounts from the Start date you searched. You can update individual rate amounts for a specific date, room type, adult and extra adult, or child directly in the calendar.

Click the navigation arrows **< >** on the calendar header to advance or revert the dates by seven days.

1. From the **Administration** menu, select **Financial,** select **Rate Management,** and then select **Rate Codes**.
2. Enter search criteria and click **Search**.
3. From search results, select the rate code and click vertical ellipsis, select **Edit**.
4. On the Rate Code presentation screen, click **Pricing Schedules**.
5. Enter search criteria then click Search.
6. Click **Edit**.
7. The rate amount fields for **1 Adult**, **2 Adult**, **Extra Adult**, and **Extra Child** are enabled for editing.
8. Click **Set Rate Range**.
   a. Click **Create / Replace Existing Pricing Schedule**.
   b. Enter the following details to set the pricing schedule for the room class / room type and date range required.
   c. **Room Class**: Select the room class(es) to which the daily rate pricing is to apply. (Available when the Room Class function is enabled)
   d. **Room Type(s)**: Select the room types to which the daily rate pricing are to apply. All room types selected in the Rate Code Definition panel, including pseudo room types, are available.

> **Note:**
>
> Included a 0.00 price for the PM pseudo room type in the event the Daily Rate code is sold in business blocks.

   e. **Start Date**: Enter or select the start date for the pricing update.
   f. **End Date**: Enter or select the end date for the pricing update.
   g. **Days of the Week**: Select the days of the week to include within the date range you set. Deselect check boxes to exclude days within the date range.
   h. **1 Adult**: Enter the 1-person occupancy price you want to apply for the date range.
   i. **2 Adults**: Enter the 2- person occupancy price you want to apply for the date range.

j. **Extra Adult**: Specify an extra adult charge to add to the price for reservations with more than two adults. This extra charge is applied to the booking.

k. **Extra Child**: Specify an extra child charge to add to the price for reservations that have a child accompanied by an adult. This extra charge is applied to the booking.

l. **Child Rates by Age**: When the Child Rates By Defined Buckets OPERA Control is active.

   i. **Child Age Range** - Enter the price per child in this age range.

   ii. **Child Age Range** - Enter the price per child in this age range.

   iii. **Child Age Range** - Enter the price per child in this age range.

m. When the **Occupant Threshold Pricing** OPERA Control is active

   i. **Adults Threshold**: Enter the maximum threshold number for the number of adults per room and the amount to charge if this threshold number is exceeded.

   ii. **Adults Amount**: Enter an amount per adult to add to the price if adult threshold is exceeded

   iii. **Children Threshold**: Enter the maximum threshold number for the number of children per room and the amount to charge if this threshold number is exceeded.

   iv. **Children Amount**: Enter an amount per child to add to the price if child threshold is exceeded.

   v. **Occupants Threshold**: Enter the maximum threshold number for the number of occupants per room and the amount to charge if this threshold number is exceeded.

   vi. **Occupants Amount**: Enter an amount per occupant to add to the price if occupant threshold is exceeded.

9. Enter or update pricing for each date and room type as required.

10. Click **Save**.

## Configuring Best Available Rate Schedules

### Prerequisites for Configuring Best Available Rate Schedules

The Best Available Rates Scheduler allows you to schedule the availability of your Best Available Rates by Day and/or Length of Stay, depending on the setting selected for the **Best Available Rate Type** OPERA Control.

When you initiate an availability search from Look To Book, the Best Available Rates display set returns the best available rates scheduled for that day and/or length of stay.

> **Note:**
>
> Only rate codes configured as Best Available Rate Code Type are available for scheduling.

#### Adding Best Available Rate Schedules

1. From the **Administration** menu, select **Financial**, select **Rate Management**, and then select **Best Available Rate Schedule**.

2. Click **New** and complete the following fields:

a. **Property**: Enter or select the property.

b. **Rate Code**: Enter or select one or more rate codes from the list. Note: You can create multiple rate codes in the same action when the **Best Available Rate Type** OPERA Control is set to BAR by Day.

c. **From Date**: Enter or select the from date of the schedule.

d. **To Date**: Enter or select the end date of the schedule (no greater than five years after the From Date).

e. **Days of Week**: Select the days of the week for the schedule.

f. **Length of Stay**: Select the length of stays for the schedule (Available when the **Best Available Rate Type** OPERA Control is set to BAR by Length of Stay).

3. Click **Save** or click **Save and Continue** to add another.

#### Deleting Best Available Rate Schedules

1. From the **Administration** menu, select **Financial**, select **Rate Management**, and then select **Best Available Rate Schedule**.
2. Enter search criteria and click **Search**.
3. From the search result, select the **Rate Schedule**, click the **vertical ellipsis**, and select **Delete**.

#### Deleting Multiple Best Available Rate Schedules

1. From the **Administration** menu, select **Financial**, select **Rate Management**, and then select **Best Available Rate Schedule**.
2. Click **Mass Delete** and complete the following fields:

   a. **Property**: Enter or select the Property.

   b. **Rate Code**: Enter or select one or more rate codes from the list.

   c. **From Date**: Enter or select the from date of the schedule.

   d. **To Date**: Enter or select the end date of the schedule (no greater than five years after the From Date).

   e. **Days of Week**: Select the days of the week to be deleted.

   f. **Length of Stay**: Select the length of stays to be deleted (enabled when the Best Available Rate Type OPERA Control is set to BAR by Length of Stay).

3. Click **Delete**.

## About Occupant Threshold Pricing

### Prerequisites for Occupant Threshold Pricing

With Occupant Threshold Pricing, fixed values can be setup based on the number of Adults, Children, and/or Occupants for one or more room types. Once any of these variables is exceeded for a reservation, the fixed amount specified is added to the price , per Occupant, Adult, Children or any combination as defined.

The following fields can be used independently of each other or used in combination to define the occupant threshold.

- **Adults**: Enter the maximum threshold number of adults per room and the amount to charge if the adult threshold number is exceeded.

- **Children**: Enter the maximum threshold for the number of children per room and the amount to charge if the child threshold number is exceeded.
- **Occupants**: Enter the maximum threshold number for the number of occupants per room and the amount to charge if the occupancy threshold number is exceeded.

> **Note:**
>
> When the **Base Rate Extra Person Calculation** OPERA Control is active, Base Rate rules will then apply to the threshold amounts for Base Rates only. From a Dynamic Base Rate and Advance Dynamic Based Rates point of view, threshold amounts will not be included in the calculation when calculating pricing for these two rate types.

**Occupant Threshold Pricing Example**

Rate Code : SPECIAL

**Pricing Schedule**

Room Types : APT2, APT3

Adult - $100.00

Child - $100.00

**Occupancy Thresholds**

Adults :  Threshold = 3 / Amount = $20.00

Children : Threshold = 3 / Amount = $10.00

Occupants : Threshold = 4 / Amount = $50.00

**Reservation**

Nights = 1

Rate Code = SPECIAL

Room Type = APT3

The following lists the prices calculated based on the number of occupants for the reservation :

| Adults | Children | Price | Calculation |
|---|---|---|---|
| 1 | 1 | $100.00 | Below all thresholds |
| 2 | 2 | $100.00 | Below all thresholds |
| 3 | 3 | $200.00 | Exceeds Occupancy threshold - an additional $50.00 added for each occupant over the threshold of 4<br>$100.00+$50.00+$50.00 |

| Adults | Children | Price | Calculation |
|---|---|---|---|
| 4 | 4 | $330.00 | Exceeds Adult threshold of 3 - an additional $20.00 added for every adult over the threshold<br>Exceed Child threshold of 3 - an additional $10.00 added for every child over the threshold<br>Exceeds Occupancy threshold of 4 - an additional $50.00 for every occupant over the threshold<br>$100.00+$20.00+$10.00+$50.00+$50.00+$50.00 +$50.00 |
| 5 | 5 | $460.00 | Exceeds Adult threshold of 3 - an additional $20.00 added for every adult over the threshold<br>Exceed Child threshold of 3 - an additional $10.00 added for every child over the threshold<br>Exceeds Occupancy threshold of 4 - an additional $50.00 for every occupant over the threshold<br>$100.00+$20.00+$20.00+$10.00+$10.00+$50.00 +$50.00+$50.00+$50.00+$50.00+$50.00 |

**Note:**

When the **Child Rates By Defined Buckets** OPERA Control is active and prices have been specified for these child age buckets, then these prices will also be included in the calculation of the occupant threshold pricing.

## Age Buckets

Child Rates By Defined Buckets function lets you set separate rates based on the number of children when the children are staying in the room without an adult. Rates can be set for one child, two children, three children, and four children. When the number of children staying in a room with or without an adult is greater than the number for which separate rates have been specified, an Extra Child rate is applied.

The handling of children rates depends on whether the Rate Management - **Child Rates By Defined Buckets** OPERA controls is set to Active or Inactive. If the Rate Management - Child Rates By Defined Buckets OPERA controls is set to inactive, the extra child rate is used.

When there are children staying in the room with an adult, the rate for each child is determined by the child's age.

The child age buckets are also used when there are children staying in the room without an adult and the number of children is greater than the number for which "Children on Own" rates are specified. In this case that the rate for any extra children is determined by the age bucket to which the youngest child in the entire group belongs. For example, if four children, ages 3, 4, 7, and 11 years are staying in their own room, and rates for 1 Child, 2 Children, and 3 Children have been specified, but not a rate for 4 Children, the rate would be the rate for 3 Children plus the rate for one child 0-5 years, because the youngest child is 3.

### Excluding Child Age Buckets from Threshold Calculations

When the **Rate Management** > **Occupant Threshold Pricing Method** - **Child Rates By Defined Buckets** OPERA controls are set to Active, child age buckets can be excluded from the occupant threshold calculations. Selecting the **Exclude** check box next to a child age bucket excludes the bucket from being used to determine if a threshold has been excluded.

Following are some examples on how this functionality works:

Example 1

- **Reservation Guests**: 2 Adults, 3 Children - 1 in each bucket
- **Pricing Schedule Value**: 1 child free per every 3 children booked per room
- **Charges Result**: 2 Adults and 2 Children will be charged for the stay, but the child in Rate Bucket 1 will not be charged

Example 2

- **Reservation Guests**: 2 Adults, 8 Children - 1 in Rate Bucket 1, 1 in Rate Bucket 2, 6 in Rate Bucket 3
- **Pricing Schedule Value**: 1 child free per every 4 children booked per room
- **Charges Result**: 2 Adults and 6 Children will be charged for the stay, but 1 child in Rate Bucket 1 and 1 child in Rate Bucket 2 will not be charged.

## About Rate Code Posting Rhythms

Prerequisites for Rate Code Posting Rhythm

Rate Code Posting Rhythm is used to setup a free nights based on length of stay.

> **Note:**
>
> Posting rhythm functionality can be used with daily rates. When configuring a Dynamic Base Rate or an Advanced Dynamic Base Rate, the **Posting Rhythm** field defaults to the Base Rate configuration and you can change the **Posting Rhythm** to a different value. When a rate is BAR based, the **Posting Rhythm** is not inherited because there may be multiple rates configured as BAR.

The Posting Rhythms are exchanged through OXI XML messages based on the Handle Rates Posting Rhythm OXI parameter.

### Do Not Post Every X Night

This functionality is used to offer a free night based on the length of stay and define which night will be offered as the free night. Optionally, you may specify whether packages (both packages attached to the rate code and packages attached to the reservation) should be posted.

> **Note:**
>
> Reservation Fixed Charges are not affected by this feature and will continue to post to the reservation account.

> **Note:**
>
> If the transaction code associated with the rate code has a tax generate configured using the Amount option (that is, the generate is a flat amount rather than a percentage of accommodation charge), then the tax generate will be posted to the reservation account every night even if the rate amount is not posted.

The following fields are available when Do Not Post Every X Nights is selected as the Posting Rhythm.

- **Nights**: Enter a number for the specific posting rhythm which will define how many days a guest must stay before the rate amount will post as 0.00, giving the guest a promotional free night. For example, if you enter a 3 into this field, and the guest is staying for 3 nights, the room charge for the third night accommodation will post as 0.00 in the reservation account. (The maximum value that can be entered is 14).

  > **Note:**
  >
  > As the Rate Amount is posted as 0.00 for the reservation, this will not be displayed on the guest folio.

**Post Packages**

Available when you have defined a value for the Do Not Post Every X Nights field. Select this check box if, on the "free" night, you want to post charges for packages that are included in the rate code and packages attached to the reservation. (Selecting this check box affects only packages that have a posting rhythm, which would make them eligible for posting on the "free" night).

> **Note:**
>
> When the check box is unchecked, the system will not post any associated packages with this posting rhythm. When this check box is checked, the system will post any associated packages with this posting rhythm. Any associated packages will post as they currently do today albeit inclusively or exclusively.

If the **Post Packages** check box is unchecked (such as, do not post packages) then on the free night where accommodation posts as 0.00, no packages and no allowances (loss or profit) will post. If the **Post Packages** check box is selected (such as, post packages) then on the free night where accommodation posts as 0.00, the associated packages and allowances (loss of profit) will post and will result in negative room revenue for package items included in the rate.

When a package attached to a rate code is configured as Add to Rate Combined Line or Add to Rate Separate Line and the **Post Packages** check box is selected, the rate amount on the reservation for the "free night" will still reflect the package amount, as will the Rate Information. (This behavior is the same as when you have a 0 amount rate code and an Add to Rate Combined Line package).

For example:

A rate code with a rate amount of $100 includes a $50 package that is setup as Add to Rate Combined Line. The **Posting Rhythm** for the rate code is "Do Not post every 2 nights" and Post Packages is selected. When you perform a search in Look to Book for a 2-night stay, the rate information will show the first night with Room Revenue = $100 and Package Revenue = 0. The second night will show Room Revenue = 0 and Package Revenue = $50.

## Configuring Advanced Rate Code Posting Rhythms

### Prerequisites for Configuring Advanced Rate Code Posting Rhythms

With the **Advanced Rate Code Posting Rhythm** OPERA Control enabled you can configure **Buy X Nights, Get Y Nights Free** promotional rate codes.

For each rate you define a required length of stay in order to receive free night(s). Multiple posting rhythm rules can be defined for a rate code, however there cannot be overlapping dates. For example, a promotion may be offered for the month of June where guests who stay 7 nights will receive 2 free nights. Additionally, you can choose to repeat the posting rhythm within a stay for multi-segment reservations and/or repeat within the sell segment.

OPERA Cloud will recognize when the free night(s) occur during the reservation and ensures no accommodation revenue is posted.

Package items selected on the rate code or sold separately in the reservation will continue to post; for zero rate **free nights** this will result in negative room revenue for package items included in the rate.

#### Adding Advanced Posting Rhythm Rules for Rate Codes

1. From the **Administration** menu, select **Financial**, select **Rate Management**, and then select **Rate Codes**.
2. Enter search criteria and click **Search**.
3. From search results, select the rate code and click **Vertical Ellipsis**, select **Edit**.
4. Select the **Financials** link.
5. Select the **Posting Rhythms** tab.
6. Click **New** and enter the following details:
    a. **Code**: Enter a code to identify the posting rhythm rule. This field is read-only once the posting rhythm rule has been saved.
    b. **Description**: Enter a description of the posting rhythm.
    c. **Begin Sell Date**: Enter or select the start date.
    d. **End Sell Date**: Enter or select an end date.
    e. **Required Paid Nights**: Enter the number of nights required to receive free nights. The value must be between 1 and 99.
    f. **Eligible Free Nights**: Enter the number of free nights after achieving the required number of paid nights. The value must be between 1 and 99.
    g. **Repeat Within Stay for Multi-Segment**: Select to allow more than a single redemption of an advanced rate code posting rhythm offer during the entire stay.
    h. **Repeat Within Sell Segment**: Select to allow more than a single redemption of an advanced rate code posting rhythm offer within a specific sell segment within the entire reservation
    i. Click **Save**.

### Editing Advanced Posting Rhythm Rules for Rate Codes

1. From the **Administration** menu, select **Financial**, select **Rate Management**, and then select **Rate Codes**.
2. Enter search criteria and click **Search**.
3. Select the rate code in the search result, then click vertical ellipsis **Actions** menu select **Edit**.
    a. Click the **Financials** link.
    b. Select the **Posting Rhythms** tab.
    c. Select the Posting Rhythm rule then click the vertical ellipsis **Actions** menu and select **Edit**.
    d. Update details.
    e. Click **Save**.

### Deleting Advanced Posting Rhythm Rules for Rate Codes

1. From the **Administration** menu, select **Financial**, select **Rate Management**, and then select **Rate Codes**.
2. Enter search criteria and click **Search**.
3. Select the rate code in the search result, then click vertical ellipsis **Actions** menu select **Edit**.
    a. Click the **Financials** link.
    b. Select the **Posting Rhythms** tab.
    c. Select the Posting Rhythm rule then click the vertical ellipsis **Actions** menu and select **Delete**.
    d. Click **Delete** to confirm.

## Rate Ownership

Rate ownership handling is useful if your organization wants to identify rates that are managed by the property versus rates managed centrally. When the **Rate Ownership Handling** OPERA Control is active a **Protection Type** list field is displayed in Rate Code Definition.

**Table 13-23 Four Levels of Rate Ownership**

| Types | Description |
|---|---|
| Property | Property Protection applies to all rate codes that are indicated as owned by Property. The Property Protection is available for editing when the **Rate Ownership Handling** OPERA Control is active. By default, all fields are editable for users with the applicable tasks granted to their user role. Users with the **Override Property Rate Protection** task granted are able to update the configuration. |
| Custom | Custom Protection applies to all rate codes that are generated in OPERA Cloud and whose ownership is not set to Central or Property. The Custom Protection is available for editing and by default allows for all fields to be editable by users with the applicable tasks granted to their user role. Users with the **Override Custom Rate Protection** task granted are able to update the configuration. |

**Table 13-23 (Cont.) Four Levels of Rate Ownership**

| Types | Description |
|---|---|
| Central | Central Protection applies to all rate codes indicated as owned by Central. The Central Protection is available for editing when the **Rate Ownership Handling** OPERA Control is active. By default, all fields are editable for users with the applicable tasks granted to their user role. Users with the **Override Central Rate Protection** task granted are able to update the configuration. |
| External | External Protection applies to rate codes defined outside of OPERA Cloud in an external Central Reservations System or Revenue Management system. With External Protection, all fields and detail links are read only. Users with the **Override External Rate** task granted can update the following:<br>• Pricing Schedule<br>• Rate Code Definition (except Privileged Rate code and Protection Type )<br>• Rate Code Package<br>• Rate Code Type<br>• Rate Control and Web Channel<br>• Rate Information<br>• Negotiated Profile<br>• Routing Instructions<br>• Financial |

# About Tiered Rate Codes

Prerequisites for Rate Tiers

Tiered Rates allows you to setup pricing schedules by length of stay. The extended-stay concept of rate tiers is usually "the longer the guest stays, the lower the rate the guest pays". For example: a reservation with a stay within Tier 1 (1 -5 nights) would pay a rate of $180 per night; whereas a reservation that extends into the second stay tier (6-15 nights) would pay a rate of $160 per night, commencing from the first night of the stay.

Between 2 and 5 rate tiers can be configured for your property in Rate Management OPERA Controls. As the tiers are configured, the next tier set automatically defaults to the start day of +1 from the end day of the last tier. For example, if tier 1 is configured from 1 -5 days. Tier 2 automatically starts from day 6 by default and you cannot edit it unless the first tier end date is altered.

You can manage rate restrictions of tiered rates by placing a Min. Stay Through restriction or a Max Stay Through restriction at the rate code level. Any restriction placed at the rate code level is applicable to all pricing schedules, and thus tiers within that rate code. For example: If Tier 1 equals 1-5 nights, and a 3-night Min. Stay Through restriction is set at the rate code level, OPERA Cloud does not allow you to sell one-night stays and two-night stays for that rate code but will allow you to sell three-night stays and greater for that rate code.

When a tiered rate is sold in a Block allocation, OPERA Cloud uses the lowest tier for revenue forecasting.

### Configuring Tiered Rates

To configure a tiered rate code, select the **Tiered Rates** check box on the Rate Code Type panel.

> **Note:**
>
> OPERA Cloud prevents you from changing an existing standard rate to a tiered rate. Therefore, all rates that have at least one standard pricing schedule configured will cause the Tiered Rates check box to be disabled for update.

Base Rate fields (available when **Base Rate** OPERA Control is active) are removed when a rate code is indicated as a Tiered Rate.

The configured tiers are displayed in the Pricing Schedules panel. For example, if 2 stay tiers are configured, only 2 tiers are visible in the Pricing Schedules panel. You can add the tier pricing schedules either by date ranges or seasons.

> **Note:**
>
> The Market, Source and Package fields do not appear on the Pricing Schedules panel; this is to ensure that the compiling of statistics and posting of package allowances is correct and does not cause imbalances.

For more information, see Configuring Rate Codes.

# Configuring Rate Code Protection

Prerequisites for Configuring Rate Code Protection

Rate Code Protection prohibits users from updating certain attributes of a rate code. You can flag attributes as protected and limit who can make changes. User assigned to roles granted Override Custom Rate Protection, Override Property Rate Protection, Override Central Rate Protection tasks have the ability to update the protected attribute. The rate ownership is selected in rate code definition.

### Editing Rate Code Protection

1. From the **Administration** menu, select **Financial**, then **Rate Management**, and then **Rate Code Protection**.
2. Enter or select the property and click **Search**.
3. Click **Edit**.
4. Expand the screen/field name sections.
5. **Rate Ownership**: Select check boxes to nominate who has the ability to make rate code changes.
    a. **Custom**: Nominate these attributes as editable for rate codes that are created within OPERA Cloud and not indicated as owned by Property or Central.
    b. **External**: Nominate these attributes as editable for rate codes that are managed by an external system.
    c. **Property**: Nominate these attributes as editable for rate codes that are identified as Property ownership (Available when the **Rate Ownership Handling** OPERA Control is active).

d. **Central**: Nominate these attributes as editable for rate codes that are indicated as Central ownership (Available when the **Rate Ownership Handling** OPERA Control is active).

6. Click **Save**.

# Configuring Promotion Groups

Prerequisites for Configuring Promotion Groups

Promotion groups provide a way to group multiple promotion programs around a common theme. For example, you might create a promotion group called Summer Program and then create separate promotion codes for special rates or amenities to offer to guests during the summer months. You must create promotion groups prior to creating promotion codes. When the **Membership Promotions** OPERA Control is active, the Profile promotion group is created automatically.

### Adding Promotion Groups

> **Note:**
>
> When the **Multi Property** OPERA Control is active, new Promotion Groups are created by selecting the **Template** tab. Once created, you can copy Promotion Groups to specific properties using the Copy action. See Copying Configuration Codes to Multiple Properties for more information.

1. From the **Administration** menu, select **Financial**, select **Rate Management**, and then select **Promotion Groups**.
2. Click **New** and enter the following details:
   a. **Promotion Group (Code)**: Enter a code for the Promotion group.
   b. **Promotion Group Name**: Enter a name for the Promotion group.
   c. **Program Type**: Enter the type of promotion group (e.g., radio, TV, Internet/Web, email, etc.).
   d. **Description**: Enter a description of the promotion group.
3. Click **Save** or **Save and Continue** to add another Promotion Group.

### Editing Promotion Groups

1. From the **Administration** menu, select **Financial**, select **Rate Management**, and then select **Promotion Groups**.
2. Enter search criteria and click **Search**.
3. From search results, select the promotion group, then click the vertical ellipsis **Actions** menu and select **Edit**.
4. Update the configuration.
5. **Inactive**: Select check box to mark as inactive.
6. Click **Save**.

### Deleting Promotion Groups

1. From the **Administration** menu, select **Financial**, select **Rate Management**, and then select **Promotion Groups**.
2. Enter search criteria and click **Search**.
3. From search results, select the promotion group, then click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

## Configuring Promotion Codes

Prerequisites for Promotion Codes

Promotion Codes are used to configure, track promotional campaigns. Various rate codes can be linked to a promotion code which are displayed to reservation agents in Look To Book when filtering room and rate availability based on a promotion search. When the **Hide Promotion Rates** OPERA Control is active, rate codes linked to a promotion code are not displayed in Look to Book sales screen when the promotion is not selected for the availability search. When the **Membership Promotions** OPERA Control is active, promotion codes based on the Profile Promotion Group can be configured.

Prior to configuring promotion codes ensure you have configured Promotion Groups and Rate Codes.

### Adding Promotion Codes

1. From the **Administration** menu, select **Financial**, select **Rate Management**, and then **Promotion Codes**.

> **Note:**
>
> Promotion Codes based on Profile Promotion Group can only be created by selecting the **Template** tab. Promotion codes based on Profile Promotion Group are defaulted with the **Global** checkbox selected and are copied to all properties and are not editable at the property level.

2. Click **New** and enter the following details:
   a. **Property**: Confirm or select the property.
   b. **Promotion Code**: Enter an alphanumeric code for the promotion; this code cannot be changed once the promotion code is saved.
   c. **Description**: Enter the description of the promotion.
      i. **Manage Translation**: Click link to configure localized descriptions. For more information, see Configuring Localized Code Descriptions. (Available when the **Multi-language** OPERA Control is active.).
   d. **Promotion Group**: Select the Promotion Group from the list. Profile group can be selected when the **Membership Promotions** OPERA Control is active.
   e. **Category**: Enter a category for the highlighted promotion code. You may enter any information, such as the membership program or level.
   f. **Booking Start Date**: Define the selling start date to determine the time frame this promotion code is active (Available only for reservation promotion codes).

g. **Booking End Date**: Define the selling end date to determine the time frame this promotion code is active (Available only for reservation promotion codes).

h. **Check in Time**: Enter the allowed check in time.

i. **Check out Time**: Enter the allowed checkout time.

j. **Stay Start Date**: Define the Start stay dates for which this promotion code may be used.

k. **Stay End Date**: Define the End stay dates for which this promotion code may be used.

l. **Membership Type**: Select a membership type from the list (enabled when the **Promotion Group** selected is **Profile** and the**Membership Promotions** OPERA Control is active).

m. **Global**: Defaults to selected and enabled when the **Promotion Group** selected is Profile.

n. **Upgrade Allowed**: Select this checkbox if the promotion signifies a room upgrade.

o. **Update Outside Booking Dates**: Select this check box to allow edit of a reservation after the booking end date has passed.

p. **Long Description** Enter a long description of the promotion.

q. **Instructions**: Enter instructions for reservation agent. This information is available from the Promotion Details screen.

r. **Information**: Enter details that further describe the promotion code. This information is available from the Promotion Details screen.

s. **Rate Codes**

   i. Select **Rate Codes** for the promotion.

   ii. Click **New**.

   iii. Make your choice from the rate codes list that appears.

   iv. Click **Select**.

   v. Repeat to add another rate code.

   vi. To delete a rate code, click **Vertical Ellipsis**, click **Delete**.

   vii. Click **Delete** to confirm.

3. Click **Save**.

### Adding Promotion Codes with Comp Routing Instructions

Gaming

Prerequisites for Promotion Codes with Comp Routing Instructions

1. From the **Administration** menu, select **Financial**, select **Rate Management**, and then select **Promotion Codes**.
2. Click **New** and select the **Property** tab. Enter the following details:

> **Note:**
>
> Comp Routing Instructions can only be added to a promotion code at the property level, not at the template level.

a. **Property**: Confirm or select the property.

b. **Promotion Code**: Enter an alphanumeric code for the promotion. You cannot change this code once the promotion code is saved.

c. **Description**: Enter a description of the promotion.

   i. **Manage Translation**: Click link to configure localized descriptions. For more information, see Configuring Localized Code Descriptions. (Available when the **Multi-language** OPERA Control is active.).

d. **Promotion Group**. Select the **Promotion Group** to which this promotion code belongs. For more information, see Configuring Promotion Groups.

e. **Category**: Enter a category for the highlighted promotion code. You may enter any information, such as the membership program or level.

f. **Booking Start Date**: Define the selling start date to determine the time frame this promotion code is active (Available only for reservation promotion codes).

g. **Booking End Date**: Define the selling end date to determine the time frame this promotion code is active (Available only for reservation promotion codes).

h. **Check in Time**: Enter the allowed check in time.

i. **Check out Time**: Enter the allowed checkout time.

j. **Stay Start Date**: Define the Start stay dates for which this promotion code may be used.

k. **Stay End Date**: Define the End stay dates for which this promotion code may be used.

l. **Upgrade Allowed**: Select this option if the promotion signifies a room upgrade.

m. **Update Outside Booking Dates**. Select this check box to allow edit of a reservation after the booking end date has passed.

n. **Long Description** : Enter a long description of the promotion.

o. **Instructions**: Enter instructions for the reservation agent. This information is available from the Promotion Details screen.

p. **Information**: Enter details that further describe the promotion code. This information is available from the Promotion Details screen.

q. **Attached Rate Codes**: Use this section to search for rate codes and attach them to this promotion code.

   i. Click **New**.

   ii. Make your choice from the rate codes list that appears.

   iii. Click **Select**.

   iv. Repeat to add another rate code.

   v. To delete a rate code, click the **vertical ellipsis** and select **Delete**.

   vi. Click **Delete** to confirm.

r. **Promotion Routing Instruction**. Use this section to attach comp routing instructions to the promotion code.

i. Click **New** to add a comp routing instruction. See Managing Comp Routing Instructions for details.

ii. **Authorizer Name**: Click the **vertical ellipsis** and select **New** to add an authorizer for the comp routing instruction. See Comp Authorizers and Authorizer Groups for more information.

4. Click **Save** or click **Save and Continue** to save and add another code.

#### Editing Promotion Codes

1. From the **Administration** menu, select **Financial**, select **Rate Management**, and then **Promotion Codes**.
2. Enter search criteria and click **Search**.
3. From search results, select the promotion code, then click the vertical ellipsis **Actions** menu and select **Edit**.
4. Update the configuration
5. Click **Save**.

#### Deleting Promotion Codes

1. From the **Administration** menu, select **Financial**, select **Rate Management**, and then **Promotion Codes**.
2. Enter search criteria and click **Search**.
3. From search results, select the promotion group, then click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

## About Hurdle Rates

Revenue Management (yield) solutions calculate the actual hurdle rates which OPERA Cloud compares against. The revenue management software receives data from OPERA Cloud and evaluates the changes that have occurred in OPERA Cloud. Based on these changes as well as historical data, the revenue management solution determines hurdle rates, which are updated in OPERA Cloud; these hurdle rates are used to determine the rate code/room type availability at the time of making a reservation.

Hurdle Rates represent the monetary hurdle value calculated by the revenue management solution after considering the information received from OPERA Cloud. This is the value that must be reached for OPERA Cloud to display a rate code/room type on the rate grid. Hurdle rates are sometimes referred to as bid prices or opportunity costs. All values will be in your property's base currency.

## Configuring Hurdle Rates

### Prerequisites for Hurdle Rates

An integrated Revenue Management (yield) solution calculates the actual hurdle rates which OPERA Cloud compares against. The revenue management software fetches data from OPERA Cloud and evaluates changes in occupancy, average rate and RevPAR. Based on these changes, as well as historical and predictive data, the revenue management solution determines hurdle rates, which are then updated in OPERA Cloud. These hurdle rates are

used to determine the rate code/room type availability at the time of making a reservation. Hurdle Rates represent the monetary hurdle value calculated by the revenue management solution after considering the information received from OPERA Cloud. This is the value that must be reached for OPERA Cloud to display a rate code/room type on the rate grid. Hurdle rates are sometimes referred to as bid prices or opportunity costs. All values are in your property's base currency.

Before any consideration is made concerning hurdle rates OPERA Cloud first checks its own rate availability controls to determine whether the rate code is open or closed and visible in rate availability. OPERA Cloud completes the following checks to determine whether or not a rate code is available:

- The Rate Code Start Sell and End Sell dates are valid.
- Pricing schedule for at least one room type is available for this rate code.
- During a Look To Book sales query, OPERA Cloud checks if the proposed reservation falls within the boundaries of these two fields, **Max Rooms Sold** and **Actual Rooms Sold**.
- OPERA Cloud's normal rate availability status still applies and therefore the dates must at least be open.

### Adding Hurdle Rates

1. From the **Administration** menu, select **Financial**, select **Rate Management**, and then select **Hurdle Rates**.
2. Click **New**.
   a. **Property**: Enter or select the property.
   b. **Hurdle Date**: Enter or select a date when this hurdle rate is effective.
   c. **Room Type**: Select a room type from the list.

      > **Note:**
      >
      > The **Yield Category** is selected in room type configuration.

   d. **Delta**: Represents a monetary value, which is 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, for the first room sold the rate value needs to be $80.00 or more. For the second room the rate value needs to be $81.00, for the third $82.00 and more up to the **Ceiling**value, at which time no additional delta values are added.
   e. **Ceiling**: Enter the number of rooms to be sold to which the delta value should be added. For example:
      - Hurdle is $90.00
      - Delta is $5.00
      - Ceiling is 3
        - The first reservation must achieve the hurdle value of $90.00.
        - The second reservation must achieve the hurdle value of $95.00.
        - The third reservation must achieve the hurdle value of $100.00.
        - The fourth reservation must achieve the hurdle value of $105.00.

      All subsequent reservations must achieve the hurdle value of $105.00 until **Max Room Sold** is reached, at which point the date is restricted.

f. **Max Rooms Sold**: Enter the maximum number of rooms to be sold for the selected room type.

g. **Actual Rooms Sold**: Displays the actual number of rooms sold for the selected room type.

h. **Length of Stay**: Enter a length of stay.

i. **Yield Market**: Select a yield market type for this hurdle rate. (Available when the **Yield Market Types** OPERA Control is active).

j. Click **Save**.

#### Editing Hurdle Rates

1. From the **Administration** menu, select **Financial**, select **Rate Management**, and then select **Hurdle Rates**.
2. Enter search criteria, then click **Search**.
3. Select the hurdle rate in the search result then click the vertical ellipsis **Actions** menu and select **Edit**.
4. Update configuration.
5. Click **Save**.

#### Deleting Hurdle Rates

1. From the **Administration** menu, select **Financial**, select **Rate Management**, and then select **Hurdle Rates**.
2. Enter search criteria, then click **Search**.
3. Select the hurdle rate in the search result then click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

## About Yield Management

OPERA Cloud supports integration with partner revenue management (yield) solutions for the update of Hurdle, Overbooking and Restriction details.

Prerequisites for Yield Management

## Configuring 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 Yield Adjustment Codes

When the **Multi Property** OPERA Control is active, new Yield Adjustment Codes are created by selecting the **Template** tab. Once created, you can copy Yield Adjustment Codes to specific properties using the **Copy** action. For more information, see Copying Configuration Codes to Multiple Properties.

1. From the **Administration** menu, select **Financial**, select **Rate Management**, and then select **Yield Adjustment Codes**.
2. Click **New** and complete the following:

   a. **Property**: Search and select the property.

b. **Code**: Enter code up to 10 characters.

c. **Description**: Enter the description up to 25 characters.

d. **Type**: Select valid types are Per Stay, Per Night, Per Person Per Night, and Per Person Per Stay.

e. **Amount**: The amount field displays currency in the search table that is being used for the Yield Adjustment.

f. **Currency**: Search and select the currency.

3. Click **Save** or **Save and Continue**.

### Editing Yield Adjustment Codes

1. From the **Administration** menu, select **Financial**, select **Rate Management**, and then select **Yield Adjustment Codes**.
2. Enter search criteria and click **Search**.
3. Select a yield adjustment code, then click the vertical ellipsis**Actions** menu, and select **Edit**.
4. Update the configuration.
5. Click **Save**.

### Deleting Yield Adjustment Codes

1. From the **Administration** menu, select **Financial**, select **Rate Management**, and then select **Yield Adjustment Codes**.
2. Enter search criteria and click **Search**.
3. Select a yield adjustment code, then click the vertical ellipsis **Actions** menu, and select **Delete**.
4. Click **Delete** to confirm the deletion.

## Configuring Yield Categories

Yield categories are groupings of like or similar rooms that are presented to customers in OPERA Cloud based on either the target market or pricing structure at the property. All room types for 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. Along with yield categories, hurdle steps will have to be configured to define the exact hurdle amounts (price slices) that will be forecasted for all yieldable room types in a property.

> **Note:**
>
> When the **Multi Property** OPERA Control is active, new Yield Categories are created by selecting the **Template** tab. Once created, you can copy Yield Categories to specific properties using the **Copy** action. Refer Copying Configuration Codes to Multiple Properties for more information.

### Adding Yield Categories

1. From the **Administration** menu, select **Financial**, select **Rate Management**, and then select **Yield Categories**.
2. Click **New** and complete the following
    a. **Property**: Search and select the property.
    b. **Yield Category**: Enter the yield category.
    c. **Description**: Enter the description.
3. Click **Save** or **Save and Continue**.

### Editing Yield Categories

1. From the **Administration** menu, select **Financial**, select **Rate Management**, and then select **Yield Categories**.
2. Enter search criteria and click **Search**.
3. Select a yield category, then click the vertical ellipsis**Actions** menu, and then select **Edit**.
4. Update the configuration
5. Click **Save**.

### Deleting Yield Market Type

1. From the **Administration** menu, select **Financial**, select **Rate Management**, and then select **Yield Categories**.
2. Enter search criteria and click **Search**.
3. Select a yield category, then click the vertical ellipsis**Actions** menu, and select **Delete**.
4. Click **Delete** to confirm.

## Configuring Yield Market Type

Yield Market Types can be 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 (say 195) than a second hurdle rate (200) configured with a yield market type called Non-entitlement.

### Adding Yield Market Type

When the **Multi Property** OPERA Control is active, new Yield Market Types are created by selecting the **Template** tab. Once created, you can copy Yield Market Type to specific properties using the **Copy** action. Refer to Copying Configuration Codes to Multiple Properties for more information.

1. From the **Administration** menu, select **Financial**, select **Rate Management**, and then select **Yield Market Type**.
2. Click **New** and complete the following
    a. **Property**: Search and select the property.
    b. **Code**: Enter Yield Market Type code .
    c. **Alternative Market Code**: Search and select the Alternative Market Code.

d. **Description**: Enter the description.

3. Click **Save** or **Save and Continue**.

### Editing Yield Market Type

1. From the **Administration** menu, select **Financial**, select **Rate Management**, and then select **Yield Market Type**.
2. Enter search criteria and click **Search**.
3. Select a yield market type, then click the vertical ellipsis **Actions** menu, and select **Edit**.
4. Update the configuration
5. Click **Save**.

### Deleting Yield Market Type

1. From the **Administration** menu, select **Financial**, select **Rate Management**, and then select **Yield Market Type**.
2. Enter search criteria and click **Search**.
3. Select a yield market type, then click the vertical ellipsis **Actions** menu, and select **Delete**.
4. Click **Delete** to confirm.

## Configuring Rate Strategies

Rate strategies enables you to configure rules that automatically set rate restrictions according to occupancy levels or the number of times a specific rate category or rate code is sold.

Typically when configuring a rate strategy rule to close or set **Length of Stay Restrictions** on a rate when X% occupancy is reached , you would also configure a corresponding rate strategy rule to open or remove the LOS restriction on the rate when Y% (lower) occupancy is reached.

The restriction types available are determined by the **Restriction Types** OPERA Control.

Rate strategies run continually as a background process and overrides any manually set rate restrictions for overlapping restriction date periods. For more information on Rate Restrictions, see Restrictions.

> **Note:**
>
> Rate Strategy rules with a Evaluation End Date that is at least 60 days before than the current business date are purged.

**Examples**:

- Configure a rule so when occupancy reaches 65%, all rate codes in the Discount rate category are closed. You would set **When Occupancy Reaches** = 65 then **Status** = Close. Conversely configure a rule with condition **When Occupancy** = 65 then **Status** = Open.
- Configure a rule for the sale of the Employee discount rate code "STAFF". You can configure a rate strategy rule to ensure that only 3 reservations (rooms) are sold per day for the STAFF rate code. You would set **When Times Sold Reaches** = 3 and **Status** =

Close. Conversely configure a rule with condition **When Times Sold is Less** than 3 then **Status** =Open.

### Adding Rate Strategy Rules

1. From the **Administration** menu, select **Financial**, select **Rate Management**, and then select **Rate Strategies**.
2. Click **New** and enter the following details:
    a. **Property**: Enter or select the property.
    b. **Sequence**: Use the sequence number to control the order in which strategies will be executed by OPERA Cloud. When multiple strategies apply in a given scenario (e.g., for a specific rate category, rate code and date combination) the strategy with the highest sequence number will be executed first.
    c. Condition
        i. **Condition**: Select a condition from the list.
            i. **If Occupancy Reaches/If Occupancy Is Less**: These two conditions use the % occupancy level of the property to execute the rate strategy rule.
            ii. **If Times Sold Reaches/If Times Sold Is Less**: These two conditions execute a strategy based on an integer for number of times a rate is sold (booked).
        ii. **Value**: Enter the value for the condition
        iii. **Dates to Restrict From**: Enter or select the start date to set the restriction.
        iv. **Dates to Restrict To**: Enter or select the end date to set the restriction.
        v. **Days of Week**: Select specific days of the week within the restriction date range.
        vi. **Consider Sell Limits**: Select to ensure OPERA Cloud will consider the sell limits set to determine occupancy %. (Enabled when the **Sell Limits** OPERA Control is active).
        vii. **Consider Out of Order Rooms**: Select to ensure OPERA Cloud will take into consideration the out of order rooms in determining occupancy %.
    d. Restriction
        i. **Restriction Type**: Select the restriction type from list. For more information, see Restrictions.
        ii. **Rate Category/Code**: Select the rate category or rate code(s) this rule applies to (Rate Code selection is enabled when the Rate Code Restrictions OPERA Control is active; Rate Category selection is enabled when the Rate Category Restrictions OPERA Control is active)
            i. **None**: Rule is for all rate code/categories.
        iii. **Room Type/Class**: Select the room type(s) or room class. This rule applies to Room Class selection is enabled when then **Room Class** OPERA Control is active.
            i. **None**: Rule is for entire property.
    e. Evaluation Dates (Execution Dates)
        i. **By Date**: Enter start and end dates when the rule should execute and evaluate the rule.
        ii. **By Advanced Days**: Use these fields to define the number of days in advance of the Restriction To/From Dates that OPERA Cloud must start to monitor .

3. Click **Save**.

### Editing Rate Strategy Rules

1. From the **Administration** menu, select **Financial**, select **Rate Management**, and then select **Rate Strategies**.
2. Enter search criteria and click **Search**.
3. Select a Rate Strategy Rule in the search result, then click the vertical ellipsis **Actions** menu and click **Edit**.
4. Update the configuration.
5. Click **Save**.

### Deleting Rate Strategy Rules

> **Note:**
>
> Deleting a rate strategy rule does not "undo" any restrictions already set by the rate strategy processor when the rule was active.

1. From the **Administration** menu, select **Financial**, select **Rate Management**, and then select **Rate Strategies**.
2. Enter search criteria and click **Search**.
3. Select a Rate Strategy Rule in the search result, then click the vertical ellipsis **Actions** menu and click **Delete**.
4. Click **Delete** to confirm.

## Configuring Rate Groups

### Prerequisites for Configuring Rate Groups

When Rate Groups are enabled, out of all Best Available Rates only the "Best" rate code for each rate group is displayed. You can also setup BAR Based rate codes to calculate the rate amount based on Best BAR rate code's amount of a particular rate group.

For more information, see Dynamic BAR Based Rates and Best Available Rates. For more information, see Best BAR by Day Configuration

### Adding Rate Groups

1. From the **Administration** menu, select **Financial**, select **Rate Management**, and then **Rate Groups**.
2. Click **New** and complete the following:
   a. **Code**: Enter a code for the rate group.
   b. **Description**: Enter a description for the rate group.
3. Click **Save** or click **Save and Continue** to add another.

### Editing Rate Groups

1. From the **Administration** menu, select **Financial**, select **Rate Management**, and then **Rate Groups**.
2. Enter search criteria then click **Search**.
3. Select the rate group, then click the vertical ellipsis **Actions** menu and select **Edit**.
4. Update configuration.
5. Click **Save**.

### Deleting Rate Groups

1. From the **Administration** menu, select **Financial**, select **Rate Management**, and then **Rate Groups**.
2. Enter search criteria then click **Search**.
3. Select the rate group, then click the vertical ellipsis **Actions** menu and select **Delete**.
4. Update configuration.
5. Click **Delete** to confirm.

# Property Calendar

Prerequisites for Property Calendar

Use the Property Calendar to manage the calendar events and setup day type rate adjustments for selected dates.

- Day types are used to increase or decrease the pricing of rate codes by either a flat amount or a multiplying factor. You must set the rate code financial details to be adjustable by Day Types. For more information, see Configuring Rate Code Financial Details

> **Note:**
>
> Day type pricing adjustments are not supported by GDS, ADS, OTA or OPERA Exchange Interface (OXI) integrated solutions. Solutions integrated using the Oracle Hospitality Integration Platform will have rate pricing adjusted by Day Types.

- Calendar events identify local area events which may have an impact on your property operations and occupancy levels.

For more information, see Using the Property Calendar .

## Configuring (Calendar) Event Codes

Calendar events are used to identify activities and events such as local festivals, sporting events, concerts and so on occurring in the local area.

Events are setup for dates using the property calendar and are then indicated on the Room Diary and through the Calendar icon displayed in the Look to Book Sales Screen.

When the **Membership Rate Rules** and **Guaranteed Availability for Members** OPERA Controls are active, a **BlackOut** check box is enabled to setup event codes that will restrict members with rate rules from booking guaranteed rates on black out dates.

### Adding Calendar Event Codes

> **Note:**
>
> When the **Multi Property** OPERA Control is active, new Event Codes are created by selecting the **Template** tab. Once created, you can copy Event Codes to specific properties using the Copy action. For more information, see Copying Configuration Codes to Multiple Properties

1. From the **Administration** menu, select **Financial**, select **Rate Management**, and then select **Event Codes**.
2. Click **New** and complete the following fields:
   a. **Property**: Select or confirm the Property code.
   b. **Code**: Enter an abbreviate Code for the event.
   c. **Description**: Enter a Description for the event.
   d. **Sequence**: Enter a number that determines the position of the code in lists.
   e. **Blackout**: Select check box to identify this event code as Blackout dates. Closed room/rate code combinations for dates selected on calendar cannot be overridden and booked for reservations even if the guest has a membership type and level with a defined membership rate rules (Available when the **Membership Rate Rules** and **Guaranteed Availability for Members** OPERA Controls are active).
3. Click **Save**.

### Editing Calendar Event Codes

1. From the **Administration** menu, select **Financial**, select **Rate Management**, and then select **Event Codes**.
2. Enter the search criteria and click **Search**.
3. Select the code in the search result, then click the vertical ellipsis **Actions** menu and select **Edit**.
4. Update the configuration.
5. **Inactive**: Select check box to mark the event code inactive. Inactive Event Codes do not appear in the list of codes.
6. Click **Save**.

### Deleting Calendar Event Codes

1. From the **Administration** menu, select **Financial**, select **Rate Management**, and then select **Event Codes**.
2. Enter the search criteria and click **Search**.
3. Select the code in the search result, then click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

# Configuring Day Types

Prerequisites for Day Types

When the **Multi Property** OPERA Control is active, new Day Types are created by selecting the **Template** tab. Once created, you can copy Day Types to specific properties using the Copy action. For more information, see Copying Configuration Codes to Multiple Properties.

### Adding Day Types

1. From the **Administration** menu, select **Financial**, select **Rate Management**, and then select **Day Types**.
2. Click **New** and complete the following:
    a. **Property**: Enter or select the property.
    b. **Code**: Enter a code the Day Type.
    c. **Description**: Enter a description for the Day Type.
    d. **Multiplier**: Enter a multiplier for the rate a mount. For example, a multiplier of two would double the price. A multiple of 0.90 would reduce the price by 10%.
    e. **Adder**: Enter a flat amount to add or subtract from the rate amount
    f. **Display Color**: Select a color for the Day Type; displayed on the property calendar.
    g. **Sequence**: Enter a number to determine the display order for the day type in lists.
3. Click **Save** .

### Editing Day Types

1. From the **Administration** menu, select **Financial**, select **Rate Management**, and then select **Day Types**.
2. Enter search criteria then click **Search**.
3. Select the day type, and click the vertical ellipsis **Actions** menu, then click **Edit**.
4. Update the configuration.
5. Click **Save**.

### Deleting Day Types

1. From the **Administration** menu, select **Financial**, select **Rate Management**, and then select **Day Types**.
2. Enter search criteria then click **Search**.
3. Select the day type, and click the vertical ellipsis **Actions** menu, then click **Delete**.
4. Click **Delete** to confirm.

# Configuring Distribution Attributes and Channel Rate Mapping

With an Oracle Hospitality OPERA Distribution Channel Cloud Service subscription, you can configure distribution attributes as well as channel rate mapping.

### Adding Distribution Attributes and Channel Rate Mapping

1. From the **Administration** menu, select **Financial**, select **Rate Management**, and then select **Channel Distribution**.
2. For more information, see Oracle Hospitality OPERA Cloud Distribution and (DOC ID 11529).

# End of Day (Night Audit) Procedures

Prerequisites for Interim / Final Procedures and Reports.

You can add or edit optional procedures to execute during end of day, and setup the reports to generate. Each optional procedure and report can be configured to execute as frequently as you need: daily, weekly, monthly or just once per year.

When the **Income Audit** OPERA Control active you are required to setup optional procedures and reports for:

- **Interim** end of day, where the business date remains open for adjustment to charges.
- **Final** end of day, when the business date is closed.

## Configuring Interim / Final Procedures and Reports

When the **Income Audit** OPERA Control is active you have the option to configure Interim Procedures and Reports as well as Final Procedures and Reports; this is available to exclude procedures from the interim End Of Day and ensure the procedure only executes once the business date is closed and the final End of Day is run.

> **Note:**
>
> To list inactive optional procedures, click the vertical ellipsis **Actions** menu and select **Show Inactive**. To reactivate an inactive procedure, select the procedure then click the vertical ellipsis **Actions** menu and select **Activate**.

> **Note:**
>
> Mandatory procedures are displayed with and cannot be edited.

### Adding End of Day Procedures

1. From the **Administration** menu, select **Financial** select **Routine Management** and then select **End Of Day Interim Procedures and Reports** or **End of Day Final Procedures and Reports**.
2. Select property and click **Search**.
3. Select the **Interim/Final Procedure** tab.
4. Click **New** and complete the following:
   a. **Name**: Enter a name for the procedure.

b. **Procedure Name**: Enter the procedure name. For more information, see Mandatory and Optional End of Day Sequence Procedures.

c. **Sequence**: Enter a sequence for the procedure.

d. **Frequency**: Select the frequency for the procedure.

   i. **Daily**: Run this procedure daily.

   ii. **Weekly**: Run this procedure once per week; select the Day of the Week to run.

   iii. **Monthly**: Run this procedure once per month; select the day during the month or End Of Month to run on the final calendar date in the month.

   iv. **Yearly**: Run this procedure one per year, select the DD/MM.

e. Click **Save**.

### Editing End of Day Procedures

Only optional procedures can be updated.

1. From the **Administration** menu, select **Financial** select **Routine Management** and then select **End Of Day Interim Procedures and Reports** or **End of Day Final Procedures and Reports**.
2. Select property and click **Search**.
3. Select the **Interim/Final Procedure** tab.
4. Select the procedure in the result, click **Vertical Ellipsis** and click **Edit**.
   a. **Inactive**: Click to mark this procedure as inactive; this procedure will not execute in the future.
   b. Update details.
5. Click **Save**.

### Adding End of Day Reports

> **Note:**
>
> Reports setup for email delivery are sent to the email addresses specified in the **End Of Day Email Address** OPERA Control and the **Email Address** specified for each report.

1. From the **Administration** menu, select **Financial** select **Routine Management** and then select **End Of Day Interim Procedures and Reports** or **End of Day Final Procedures and Reports**.
2. Select property and click **Search**.
3. Select the **Interim/Final Procedure** tab.
4. Click **New** and complete the following:
   a. **Report Details**
      i. **Report Type**: Select Oracle Report.
      ii. **Internal Name** (Report Name): Select the report from the list. For more information, see Report Descriptions.
      iii. **Sequence**: Enter a sequence for the report

iv. **Display Name**: Enter the procedure name

v. **Parameter Form**: Select **Existing** and select the parameter form for the selected Report Name. For example, **res1** parameter form for the **RES_DETAIL** report. Ensure you select the correct parameter form for the report selected.

> **Note:**
>
> Enter the internal name into the search, click **Search** to find the matching parameter form.

b. **Reports Parameters**

i. Setup the report parameters: filters, display options, sort order etc for the report

c. **Destination**

i. **Spool Name**: Enter a filename for the report.

ii. **File Format**: Select a output format for the report.

iii. **Destination**: Select one of the following destination:

i. **None**: Select to generate the report to file only; the report can be viewed and downloaded at a later time. For more information, see Managing End of Day Reports.

ii. **Email**: Select to generate the report and transmit through email.

i. **Email Address**: Enter email recipient addresses, separated with comma.

iii. **Email / Print**: Select to generate the report and transmit through email and print the report.

iv. **Copies**: Select the number of copies to generate.

iv. **Frequency**

i. **Daily**: Generate this report daily.

ii. **Weekly**: Generate this report once per week; select the Day of the Week to run.

iii. **Monthly**: Generate this report once per month; select the day during the month or **End Of Month** to run on the final calendar date in the month.

iv. **Yearly**: Generate this report once per year, select the DD/MM.

v. **Watermark**

i. Select a watermark option for the report. For more information, see Working with Watermarks.

d. Click **Save** or **Save and Continue** to add another report.

### Editing End of Day Reports

1. From the **Administration** menu, select **Financial** select **Routine Management** and then select **End Of Day Interim Procedures and Reports** or **End of Day Final Procedures and Reports**.
2. Select property and click **Search**.
3. Select the **Interim/Final Procedure** tab.
4. Select the report in the list and click **Vertical Ellipsis** and select **Edit**.

a. **Inactive**: Select to inactive this report.

b. Update details as required.

5. Click **Save**.

# Mandatory or Optional End of Day Sequence Procedures

The following End of Day procedures are available based on the Cloud Service subscriptions and OPERA Controls active at your property.

**Table 13-24 Mandatory or Optional Procedures**

| Module Name | List Name | Description | Status |
|---|---|---|---|
| artrx.post_ar_finance_charges | Posting AR finance charges | Posts financial charges setup for the AR account type. For more information, see Configuring Accounts Receivable Account Types. (Available when the Finance Charges OPERA Control is active). | Mandatory |
| artrx.post_ar_fixed_charges | Post AR Fixed Charges | Posts fixed charges setup for the AR account. For more information, see Managing Accounts Receivables Fixed Charges . (Available when the AR - Fixed Charges OPERA Control is active). | Mandatory |
| dailyrates.addonenight | Add next night record for daily rate code after the daily rate max parameter | Required when the Daily Rates OPERA Control is active. | Optional |
| dailyrates.deleteonenight | Purge all the rate details for previous night which is not needed for daily rate code | Required when the Daily Rates OPERA Control is active. | Optional |
| delete_waitlist | Cancel Wailtlist Reservations | Cancels all wait list reservations for the previous business date. | Optional |

**Table 13-24 (Cont.) Mandatory or Optional Procedures**

| Module Name | List Name | Description | Status |
|---|---|---|---|
| eod_misc.assign_tax_reg_no | Assign Tax Registration No to In House reservations | Enabled when the Generate Tax Registration Number OPERA Control is active. A registration number is assigned to each Arrival reservation and appears in the Registration Number field in Reservation Stay Details panel. The registration number is sequentially assigned to arrivals. | Mandatory |
| eod_misc.reset_tax_reg_seq | Reset the Tax Registration sequence number | Resets the Tax Registration sequence number. | Optional |
| Generate_Export_NA_Data | Generate Data-Export | Generate export files setup for processing during End of Day (Available when the Exports OPERA Control is active). | Optional |
| hkpkg.update_room_status_proc | Updating Room Statuses | Updates all no show rooms to the room status selected in the Update Room Status for No Show and Cancelled Reservations OPERA Control. If no status is selected, then the room status of the no show rooms is not changed. If a reservation with an assigned room cancels on the expected day of arrival, the reservation too shall adhere to this set room status. | Mandatory |
| insert_resv_commissions | Populate the temporary store table for Processing Commissions | Searches for reservations with travel agent commissions attached, and places all commission-able reservations into a temporary table, and calculates commissions. | Optional |

**Table 13-24 (Cont.) Mandatory or Optional Procedures**

| Module Name | List Name | Description | Status |
|---|---|---|---|
| night_audit_authorization | Credit Card Authorization | At check in, a property usually seeks credit card authorization for a certain dollar amount (estimate of the amount of charges to be settled upon check out) for each reservation. If stay charges approach the property's initial estimate, this procedure will attempt to authorize a higher credit limit. If the authorization is not given (for whatever reason) an exception report can be produced allowing the property to contact the guest the next day to rectify the situation. | Optional |
| night_audit_deposit_processing | Batch Deposit Processing | This procedure will check for reservations having deposit requests with a due date that matches the current business date and a credit card payment method and process them. Available with an active OPI integration and the Advanced Deposit Handling OPERA Control is to 0. | Optional |
| ovos_rotation_api.eod_points_processing | Room Rotation Points Processing | Room rotation point calculation and period reset processes. (Available when the Room Rotation OPERA Control is active). | Mandatory |

**Table 13-24 (Cont.) Mandatory or Optional Procedures**

| Module Name | List Name | Description | Status |
|---|---|---|---|
| pms_grgrid.night_allotment_cutoff | Allotment Cutoff | Searches for all block allocations where cutoff date matches the previous business date; all unreserved (non picked up) rooms are released back to general house inventory. | Optional |
| pms_grgrid.night_allotment_pattern_cutoff | Block Wash Schedule | Processes Block Wash Schedules<br>(Available when the Wash Schedule OPERA Control is active). | Optional |
| pms_grgrid.turn_bookings_to_actuals | Turn Business Blocks Actual upon Arrival | Updates business blocks that have arrived today to Actual status.<br>Block Status Code must be configured as both<br>• Room Status Type = 'ACTUAL'<br>• Indicated as 'Allow Pickup' | Optional |
| POST_ROOM_AND_TAX | Posting Room and Tax | Procedure posts room, tax, package, package profit, and loss transactions to guests that are in house on the current business date. | Mandatory |
| pr_b_del_msg_on_chkout | Delete Messages | Deletes traces and messages for checked out reservations. | Optional |
| property_charges_pkg.prop_charges_statistics | Custom Charges Statistics. | Generates customer charges related statistical information. | Optional |
| rate_strategy_pkg.set_rate_strategy | Execute Rate Strategies | Process rate strategy rules. | Mandatory |
| refresh_fin_summary.populate_audit_box | Populate Audit Box | Populates Audit box. | Optional |

**Table 13-24 (Cont.) Mandatory or Optional Procedures**

| Module Name | List Name | Description | Status |
|---|---|---|---|
| orspms_stay.stage_process_all_na | Process Guest Stay Data | When the Stay Records OPERA Control is active<br>• Creates stay records for checked-out reservations to track stays and revenue for profiles. These stay records are the basis for the creation of Membership Transactions, used to calculate member Awards and Tier points for a property with an Oracle Hospitality OPERA Cloud Service, Loyalty subscription or when the Loyalty Membership Configuration OPERA Control is active.<br>• Creates Projected Stay Records for checked-in reservations to calculate Stay Projections for profiles based on Membership Point Calculation Rules configuration (currently Stay Projection is available when the Loyalty Membership Configuration OPERA Control is active (and integrated with OPERA Customer Loyalty Tracking Cloud Service) and the Exclude Checked In | Optional |

**Table 13-24 (Cont.) Mandatory or Optional Procedures**

| Module Name | List Name | Description | Status |
|---|---|---|---|
| | | Reservation from Stay Projections OPERA Control is inactive.<br>For more information, see Viewing Guest Stay Statistics | |
| refresh_fin_summary.populate_trial_balance | Populating Trial Balance | Populates a summary table of the day's transaction totals for each transaction code, for the Trial Balance report. | Mandatory |
| refresh_fin_summary.refresh_resv_summary | Creating Guest ledger | Updates the balance for every reservation account. | Mandatory |
| reservation.no_show | Reservation No Shows | Reclassifies all due in reservations for the previous business date to no show status. | Mandatory |
| reset_control_seq | Year End Procedure | Resetting of bill numbers during End of Year. Originally developed for Italy but can be used by others. | Optional |
| remote_checkout.start_auto_check_in_process | Start Auto Check In Process | Starts the auto check in of advance checked in reservations process if it was paused the day before. (Available when the **Advance Check In** and **Auto Check In of Advance Checked In Reservations** OPERA Controls are active). | Mandatory |
| sc_activity.generate_activities | Automatic Activity Generation | Generate sales activities according to the Activity Auto Trace rules<br>(Available when the Auto Traces OPERA Control is active). | Mandatory |

**Table 13-24 (Cont.) Mandatory or Optional Procedures**

| Module Name | List Name | Description | Status |
|---|---|---|---|
| synchronize_fo_status | Synchronizing Front Office Statuses | Synchronizes (matches) the number of persons and room status (occupied/vacant) in the room table with the number of persons and room status from the reservations table. | Mandatory |
| update_invpurgedtl_bucket | A/R Aging | Updates the Accounts Receivable (A/R) invoice aging. (Available when the AR OPERA Control is active). | Optional |
| update_statistics.update_statistics_main | Generating Reservation Statistics | Calculated reservation statistics; such as, number of rooms, number of guests and revenue. | Mandatory |

# About Transaction Codes

Transaction codes are used to post sales charges and payments to the Deposit, Guest, Package and AR (City) ledgers.

- Sales charge transaction codes are required to post revenue , non-revenue and tax charges to guest, package, and city ledgers.
- Payment transaction codes are required to post payment to deposit, guest, or city ledgers and would include cash, check, all credit card types, and other payment types such as bank EFT bank transfers and Travel Agent Commission (withheld).

For Sales Charges there are various options enabled to further define the charge:

- You can include the charge in the calculation of reservation deposit and cancellation rules .
- You can enable manual posting of the charge or limit to interfaces only.
- You can set a default, minimum and maximum amounts to be posted.
- You can nominate the charge requires a Check Number when posted
- You can nominate the charge as eligible for member point calculation groups.
- You can nominate the charge as a Paid Out, affecting the cashiers balance at shift drop.
- You can nominate the ledgers where the charge can be posted - Guest (Cashier) and AR.

For Payments there are various options enabled to further define the payment.

- You can nominate the ledgers where the payment can be posted - Deposit, Guest (Cashier) and AR
- You can nominate rounding of (cash) payment. Available when the Rounding Factor OPERA Control is active. For more information, see About Rounding Factors.

- You can nominate the merchant commission for credit card payments
- You can nominate the AR Account to use for tracking debtors collection from credit card merchants

There are several other transaction codes required for internal posting requirements.

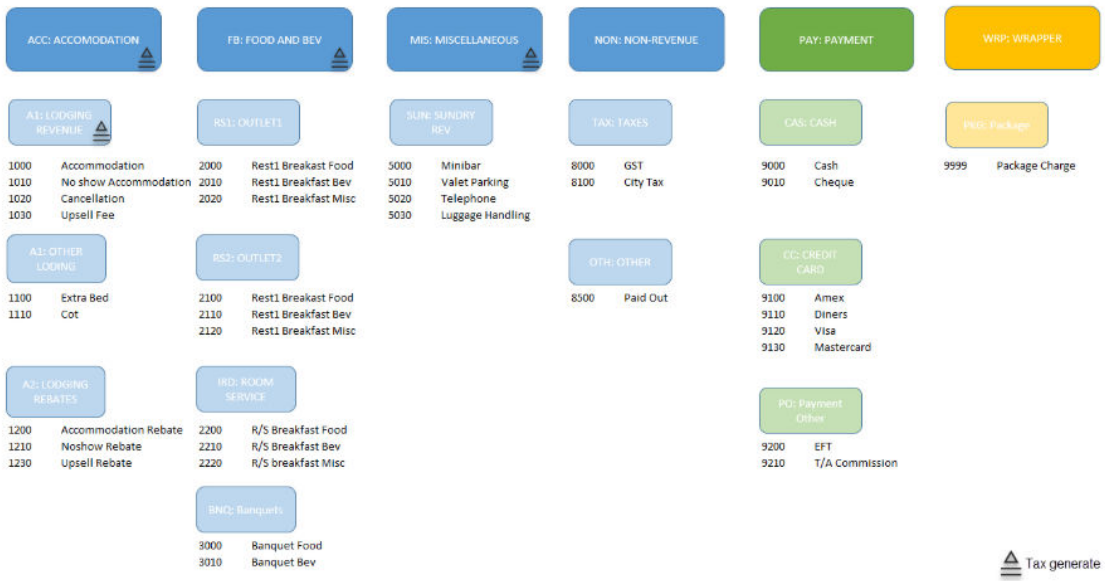
- A Package Wrapper transaction code is a single transaction code used to post the package (rate) charge to guest ledger; this amount is credited in the package ledger where the itemized package revenue charges are then posted. Applicable when the Advanced Packages OPERA Control is active.
- Cash Shift Drop (Charge)
- Check Shift Drop (Charge)
- AR Old Balance (Charge)
- Deposit Ledger Transfer (Payment)

Each transaction code is linked to a transaction subgroup, and each sub-group is linked to a transaction main group. The main-group hierarchy defines the transaction code as either.

- Sales Charge (Revenue/Non-Revenue/Taxes)
- Payment
- Wrapper

For each Sales Charge transaction code, you can define other transactions to post automatically each time the charge is posted. These additional charges are called generates and are used to handle the calculation and posting of service charges and taxes. Generates are setup on a specific transaction code, on a sub-group or a main-group. For more information, see Generates Configuration. When configuring transaction codes for posting tax you must select the Transaction Type=Tax, this will enable the Tax Code field for the selection of a tax bucket; use these buckets to group various tax transactions into one total on the folio and in reports.

**Figure 13-6 Transaction Codes**



Transaction code numbers can be a 1-8 digit value. Consider numbering your transaction codes in a logical order to keep the auditing simple. For example, all room related charges could be in the 1000 group; food and beverage related charges in the 2000 group, and so on. You should always allow for future growth as your requirements change by leaving openings in the transaction code sequence.

Transaction codes are not fixed until they are posted to a ledger, so you are able to change them until you are satisfied. After posting transaction codes to a ledger, you are unable to change or delete the transaction code.

Various Cashier OPERA Controls reference a transactions code. Consequently, you cannot delete transaction codes if they are referenced in an OPERA Control, even if the transaction code has not been posted to a ledger. For example, a payment transaction code selected for the Deposit Ledger (Transfer) Transaction Code OPERA Control.

# Configuring Transaction Codes

### Adding Sales Charge Transaction Codes

> **Note:**
>
> When the **Multi-Property** OPERA Control is active, new transaction codes are created by selecting the Template tab. Once created, you can copy transaction to specific properties using the Copy action. See Copying Configuration Codes to Multiple Properties for more information.

> **Note:**
>
> When the Country Mode = PL (Poland) in the property, country specific Service Types are available for selection.

Sales charges are all revenue, non-revenue and tax charges.

1. From the **Administration** menu, select **Financial**, select **Transaction Management**, and then select **Transaction Codes**.
2. Click **New** and complete the following:
   a. **Code**: Enter a numeric code; maximum of six digits.
   b. **Description**: Enter a description for the transaction code (appears in Billing and on the folio).
      i. **Manage Translation**: Click link to configure localized descriptions. For more information, see Configuring Localized Code Descriptions. Localized description appears on stationery (example: folio), based on **Language** selected in the profile. (Available when the **Multi-language** OPERA Control is active).
   c. **Subgroup**: Select a transaction sub-group from the list. This selection determined whether the transaction code is **Sales**, **Payment** or **Wrapper** based on the associated group configuration.
   d. **Transaction Type**: Select a transaction type from the list. Transaction types are used to group similar transaction codes in reports. This field is optional; however, certain reports (Managers Report, Financial Transactions with Generates, Financial

Transactions by Folio No.) output financial information and totals based on the Transaction Type. Available options are Lodging, Food and Beverage, Telephone, Minibar, Other Revenue, Tax, Non-Revenue or blank.

i. **Tax Code**: Enter a tax bucket (1-20) to provide a sub-total on the folio footer using the elements: **TAX_DESC1 / VAT1_AMT / NET1_AMT** through to **TAX_DESC20 / VAT20_AMT / NET20_AMT** and in reports. (Enabled when **Transaction Type** = Tax).

e. **Adjustment Code**: Select a (separate) transaction code to use when posting an adjustment to charges posted on this transaction code.

f. **Default Price**: Enter a default price for sale charge transaction codes. The price will populate to the amount field when posting a charge in Billing or Accounts Receivable.

g. **Minimum Amount**: Enter a minimum charge amount. If the minimum is not met, a warning message appears when posting a charge.

h. **Maximum Amount**: Enter a maximum charge amount. If the maximum is not met, a warning message appears when posting a charge.

i. **Accounting Code**: Enter a GL accounting code for the transaction code.

j. **Quantity Code**: Enter a default quantity to post.

k. **Options**

i. **Revenue Group**: Select this check box if this sales transaction code is revenue. If unchecked the charges posted are treated as non-revenue.

ii. **Paid Out**: Select this check box if the transaction code is used for posting cash paid out. Paid out transaction codes must be linked to a sales charge transaction group via the subgroup.

iii. **Point Redemption**: Select this check box if this sales or wrapper transaction code is eligible for payment award redemption. (Available when the **Loyalty Payment Award with Eligible Transactions** OPERA Control is active)

iv. **Include in Dep/Cxl**: Select this checkbox to include the transaction code in the calculation of deposit and/or cancellation rule fees. You can use this feature to include / exclude costs such as packages, tax generates, and fixed charges associated with a reservation when calculating deposit requests and cancellation penalties.

v. **Membership**: Select this check box if the sales transaction code is eligible for membership points. (Available when the **Loyalty Member Configuration** OPERA Control is active).

vi. **Generates Inclusive**: Select this checkbox if the amount posted is inclusive of all tax generates. In not selected tax generates will posted additional to the amount posted.

vii. **Check Number Mandatory**: Select this check box if a check number must be entered when posting charges using this transaction code

viii. **Manual Posting**: Select this checkbox to enable manual posting in Billing and Accounts Receivable; if not selected charges can only be posted from an integrated systems such as POS, PBX or Video or automatically during End of Day. For example, Accommodation.

ix. **Post Covers**: Select check box to post and adjust covers (Available when the **Post Covers** OPERA Control is active).

x. **Service Type**: Select a value from the list (enabled when the **Service Type** OPERA Control is active for Wrapper and Sales charge transaction codes).

3. Click **Save**.

### Adding Payment Transaction Codes

> **Note:**
>
> When the **Multi-Property** OPERA Control is active, new transaction codes are created by selecting the Template tab. Once created, you can copy transaction to specific properties using the Copy action. See Copying Configuration Codes to Multiple Properties for more information.

Payments include Cash, Check, Credit Card, AR (City Ledger) Transfer and other payments such as EFT, Bank Transfer.

1. From the **Administration** menu, select **Financial**, select **Transaction Management**, and then select **Transaction Codes**.
2. Click **New** and complete the following:
    a. **Code**: Enter a numeric code; maximum of eight digits.
    b. **Description**: Enter a description for the transaction code (appears in Billing and on stationery).
        i. **Manage Translation**: Click link to configure localized descriptions. For more information, see Configuring Localized Code Descriptions. Localized description appears on stationery (example: folio), based on **Language** selected in the profile. (Available when the **Multi-language** OPERA Control is active).
    c. **Subgroup**: Select a payment-associated sub-group from the list.
    d. **Transaction Type**: Leave selection blank.
    e. **Payment Details**: Enabled for payment transaction codes; based on the sub-group selected.
        i. **Payment Type**
            i. **Credit Card**: Select this option if the payment transaction code is a credit card transaction code.
            ii. **Cash**: Select this option if the payment transaction code is a cash transaction code.
            iii. **Check (Cheque)**: Select this option if the payment transaction code is a check transaction code.
            iv. **Other**: Select this option if the payment transaction is none of the above (Examples: Bank Deposit, T/Agent Commission, Direct Bill Transfer, Merchant Commission).
        ii. **Processing Type** (for credit card transaction codes).
            i. **EFT (OPI)**: Select this option if the credit card payment transaction code is processed by an integrated payment partner.
            ii. **Manual**: Select this option if the credit card payment transaction code is manual managed in Accounts Receivable.
                i. **AR Account**: Select the accounts receivable account to use for the current payment transaction code. This determines the AR account to which all credit card postings are transferred. For example, you might

specify an AR account if you want to transfer a specific type of credit card payments (for example, American Express) to an AR account to enable tracking the remittance by the credit card merchant.

f. **Options**

i. **Cashier Payments**: Select this checkbox to enable the payment transaction code in Billing 'cash' windows 1-8 (Guest Ledger).

ii. **Round Factor**: For more information, see About Rounding Factors (Available when the **Rounding Factor** OPERA Control is active).

iii. **AR Payments**: Select this checkbox to enable the payment transaction code in Accounts Receivable (City Ledger).

iv. **Deposit Payments**: Select this checkbox to enable the payment transaction code in deposits (Deposit Ledger). (Available when the **Deposit Handling** OPERA Control is active).

v. **Comp Payment**: Select this checkbox if this payment transaction code is available for settlement of comp windows 101-108 in Billing. Gaming

3. Click **Save**.

### Adding Package Wrapper Transaction Code

When the **Multi-Property** OPERA Control is active, new transaction codes are created by selecting the **Template** tab. Once created, you can copy transaction to specific properties using the Copy action. See Copying Configuration Codes to Multiple Properties for more information.

This internal transaction code is referenced in the Default Package Transaction Code OPERA Control and selected in rate code financial details and used to post the package charge to the reservation account.

1. From the **Administration** menu, select **Financial**, select **Transaction Management**, and then select **Transaction Codes**.
2. Click **New** and complete the following:
   a. **Code**: Enter a numeric code; maximum of eight digits.
   b. **Description**: Enter a description for the transaction code (appears in Billing and on stationery.)
      i. **Manage Translation**: Click link to configure localized descriptions. For more information, see Configuring Localized Code Descriptions. Localized description appears on stationery (example: folio), based on **Language** selected in the profile. (Available when the **Multi-language** OPERA Control is active).
   c. **Subgroup**: Select the wrapper-associated sub-group from the list.
   d. **Transaction Type**: Leave selection blank.
   e. **Service Type**: Select G- Goods or S- Services from list (Available when the **Service Type** OPERA Control is active )
3. Click **Save**.

### Editing Transaction Codes

1. From the **Administration** menu, select **Financial**, select **Transaction Management**, and then select **Transaction Codes**.
2. Enter search criteria and click **Search**.

3. Select the transaction code in the search result, then click the vertical ellipsis **Actions** menu and select **Edit**.
    a. Update configuration.
    b. **Inactive**: Click to inactivate the transaction code. Inactive codes are not available for future use but retained for historical purposes.
4. Click **Save**.

### Deleting Transaction Codes

1. From the **Administration** menu, select **Financial**, select **Transaction Management**, and then select **Transaction Codes**.
2. Enter search criteria and click **Search**.
3. Select the transaction code in the search result, then click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

### Performing Transaction Code Health Check

To evaluate the accuracy of a transaction code configuration.

1. From the **Administration** menu, select **Financial**, select **Transaction Management**, and then select **Transaction Codes**.
2. Enter search criteria and click **Search**.
3. Select the transaction code in the search result, then click the vertical ellipsis **Actions** menu and select **Health Check**.
    a. Review the result.

## About Transaction Diversion

### Prerequisites for Transaction Diversion

Transaction diversion is a process whereby postings against selected transaction codes can be automatically diverted to a pseudo room based on the membership type and level, or the VIP level associated with the reservation. Transaction diversion rules determine the conditions under which the posting will be diverted. For example, a transaction diversion rule could state that charges for Internet access are to be diverted to pseudo room 9020 for reservations that have a Platinum level Priority Club membership attached. Transaction diversion rules apply at the property level and are not applied to individual reservations.

You should be aware:

- The transaction diversion rule is validated only on the initial posting of the transaction, not upon transfer / adjust / split / refresh / routing, etc.
- When transaction diversion applies to a reservation, transaction diversion rules will be applied to postings before routing.
- When generates (such as taxes) apply to a charge made to a reservation, and that charge is covered by transaction diversion, the generates will be diverted to the applicable pseudo room along with the charge to the main transaction code.
- Transaction codes will display only revenue transaction codes excluding tax, package wrapper, package profit/loss and internal transaction codes. Routing codes will not be displayed here for selection.

- It is not recommended that transaction codes that are defined for package elements be selected for transaction diversion rules. Nevertheless, if these transaction codes are included in a transaction diversion rule, and the package charge is posted to a reservation, the complete package charge is posted directly to the guest room. If you post a charge directly against the same transaction code, the posting will be diverted. However, where a package allowance applies to the package that includes the element having the diverted transaction code, no consumption against the allowance is recorded.
- If for some reason the target pseudo room defined for a transaction diversion rule is not checked in at the time a qualifying posting is made, the posting will follow the normal process and be charged to the guest room. The Reference field on the Transaction Details screen will include a notation similar to the following: "Attempted trans. diversion (room number) not checked in." This notation will also appear on the guest's folio next to the charge that has been posted to the guest's room. If you prefer that the notation not appear on the folio, place the Reference notation inside square brackets. For example: [Attempted trans. diversion #9002 not checked in.]
- A charge that has already been automatically diverted to a pseudo room can be transferred back to the guest room or any other room using normal charge transfer functionality.
- Transaction diversion does not apply to passer-by postings because there is no reservation to which a membership or VIP level can be attached.
- In the event there are routing instructions for a transaction code on the target room, the charge will be routed per normal routing functionality.
- If at any point a transaction diversion rule is changed, existing postings per that rule are not modified, but all future postings will be affected.
- All the transaction diversion rules must be a unique combination of VIP level or membership type/level, transaction code, and pseudo room.

When viewing the diverted posting on the target room's Billing screen, the Billing screen Reference field will contain details pertaining to the room number and guest name from which the charge was diverted.

If a transaction is eligible for diversion but is not diverted due to the target room not being checked in, the Reference field will contain details as such.

> **Note:**
>
> The sequence number of the rules determines the priority of which pseudo room the charge will be diverted to in the event there is a situation where the same transaction code is attached to a membership type or level and VIP code, and the reservation has this same membership type or level and VIP code. When the posting is made, OPERA Cloud will always validate against the diversion rules starting with the rule having sequence number 1 and continue to subsequent rules; whichever rule is satisfied first, and the posting will be diverted to the defined pseudo room for that rule, provided the pseudo room is checked in. If the pseudo room is not checked in, the charge remains on the original guest folio.

In case of a POS check that could possibly contain multiple transaction codes, each of the transaction codes needs to be validated separately for transaction diversion.

If there are multiple memberships attached to the reservation (for example, a loyalty and FF membership), and there are transaction diversion rules for both membership types for the same transaction code, then when posting, OPERA Cloud looks at the rule with the lowest

sequence number (that is, the highest priority) and posts to the associated Posting Master (PM) room.

## Configuring Transaction Diversion

### Adding Transaction Diversions Rules

> **Note:**
>
> Any defined thresholds precede partial diversion using Amount or Percentage.

1. From the **Administration** menu, select **Financial**, select **Transaction Management**, and then select **Transaction Diversion Rules**.
2. Click **New** and complete the following.
    a. **Property**. Confirm or select the property
    b. **Level**: Select a level from the list
        i. **Property**: Rule applies to all reservations at the property.
        ii. **Reservation**: Rule applies to selected reservation(s)
    c. **Code**: Enter the code that identifies the transaction diversion rule. Up to 20 alphanumeric characters can be entered.
    d. **Description**: Enter the description for the transaction diversion rule.
    e. **Rule Type**: Select the rule type
        i. **VIP**: (Available when the **VIP** OPERA Control is active).
            i. **VIP Level**: Select a value from the list
        ii. Membership.
            i. **Membership Type**: Select the membership type from the list.
            ii. **Membership Level**: Select a membership level from the list (optional).
    f. **Transaction Codes**: Click to search for and select the transaction codes. The list of transaction codes does not include package wrapper, generate transaction codes, package profit and package loss transaction codes, and OPERA Cloud system transaction codes.
    g. **Room**: Enter or search and select the pseudo room reservation account to which postings for this transaction diversion rule will be diverted.
    h. **(Maximum) Amount**: Select to divert a partial amount from the original charge amount. If the original amount is less than the amount specified, then the entire charge is diverted.
        i. **Amount**: Enter an amount.
    i. **Percentage**: Select to divert a percentage of the posted amount.
        i. **Percentage**: Enter a percentage.
    j. **Sequence**: Enter a unique sequence number that determines the priority this transaction diversion rule has when determining which pseudo room charges will be

diverted to in the event that the same transaction code is selected in a membership rule and a VIP rule, both of which apply to the same reservation.

k. **Thresholds (optional)**

i. **Based on**: Select a value from the list

i. **Count**: Diversion occurs after a number of postings. Each posting may be more Qty > 1.

ii. **Minutes**: Diversion occurs based on the minutes attribute of the posting time.

iii. **Quantity**: Diversion occurs after a quantity is posted. Each posting may be more Qty > 1.

ii. **Minimum Required**: Enter the Counts, Quantities, or Minutes value that must be posted before diversion takes effect

iii. **Calculation**: Select a value from the list

i. **Per Day**: The Minimum Required and Complimentary values apply to each day of the stay

ii. **Per Stay**: The Minimum Required and Complimentary values apply to the entire stay

iv. **Complimentary**: The Diversion Rule will be executed based on the complimentary value, after the Minimum Required number satisfied. For example: if Count is set to Minimum Required = 3 and Complimentary = 5, the following result will occur: OPERA Cloud will post 3 counts of charge for any of the selected transaction codes to the reservation folio; the diversion will begin when the 4th count of the charge is posted; OPERA Cloud will divert 5 counts of the charges to the designated PM reservation.

3. Click **Save**.

### Editing Transaction Diversions Rules

1. From the **Administration** menu, select **Financial**, select **Transaction Management**, and then select **Transaction Diversion Rules**.
2. On the Transaction Diversion Rules screen, search for and select the required transaction diversion rule that you want to edit and then click on the vertical ellipsis.
3. Enter search criteria and click **Search**.
4. Select the diversion rule, click the vertical ellipsis **Actions** menu, then select **Edit**.
   a. Update the configuration as needed.
   b. **Inactive**: Select checkbox to inactive the rule.
5. Click **Save**.

### Deleting Transaction Diversions Rules

1. From the **Administration** menu, select **Financial**, select **Transaction Management**, and then select **Transaction Diversion Rules**.
2. Enter search criteria and click **Search**.
3. Select the diversion rule, click the vertical ellipsis **Actions** menu, then select**Delete**.
4. Click **Delete** to confirm.

# Revenue Buckets Overview

Prerequisites for Revenue Buckets

Revenue buckets allow you to group the various revenue, non-revenue and payment transaction codes transaction codes configured at your property into buckets. Rather than displaying or outputting totals per transaction code, revenue buckets display or output the summarized total per bucket. The following buckets types are seeded on provisioning for the following uses:

- **BILLING**: Revenue summary in Billing. For more information, see Viewing the Billing Summary
- **PROFILE**: Revenue and payment buckets in a profile's stay revenue details. For more information, see Viewing Guest Stay Statistics
- **DEFAULT**: Revenue and payment buckets for exports files generated. For more information, see Exports
- **COMP**: Revenue buckets for Comp Accounting transaction codes. Comp revenue buckets are used to consolidate charges in reports and exports. The Billing Summary allows displays comp revenue buckets for casino hosts to review a side-by-side summary comparison of the "cash" and "comped" charges for a reservation account. Gaming

## Configuring Revenue Buckets

Gaming With an Oracle Hospitality OPERA Cloud Service, Casino and Gaming Management Add-on subscription comp transaction codes can be assigned to revenue buckets of the bucket type 'COMP.'

### Adding Revenue Buckets

1. From the **Administration** menu, select **Financial**, select **Transaction Management** and then select **Revenue Bucket Codes**.
2. Click **New** and complete the following:
    a. **Property**: Select or confirm the property.
    b. **Bucket Type**: Select the bucket type from the list. See Configuring Revenue Bucket Types.
    c. **Code**: Enter a code for the bucket.
    d. **Description**: Enter a description for the bucket .
    e. **Bucket Value**: Enter an optional bucket value.
    f. In the **Transaction Codes** panel, select the transaction codes you want to include in this revenue bucket:
        i. Enter the transaction code in Available filter or select codes from the list and click **Go**.
        ii. Highlight the transaction codes in the **Available** panel that you want to include in this revenue bucket.
        iii. Click **>** to move the selected transaction codes to the **Selected** panel.
    g. Click **Save** or **Save and Continue** to add another revenue bucket.
3. Click **Save**.

### Editing Revenue Buckets

1. From the **Administration** menu, select **Financial**, select **Transaction Management** and then select **Revenue Bucket Codes**.
2. Enter search criteria and click **Search**.
3. Select the bucket code, click the vertical ellipsis and select **Edit**.
4. Update the configuration.
5. Click **Save**.

### Deleting Revenue Buckets

1. From the **Administration** menu, select **Financial**, select **Transaction Management** and then select **Revenue Bucket Codes**.
2. Enter search criteria and click **Search**.
3. Select the bucket code, click the vertical ellipsis and select **Delete**.
4. Click **Delete** to confirm

### Copying Revenue Buckets

Copying Configuration Codes to Multiple Properties

## Configuring Revenue Bucket Types

In addition to the seeded revenue bucket types, additional bucket types can be configured for generic fiscal payload/FLIP functionality.

### Adding Revenue Bucket Types

1. From the **Administration** menu select **Financial**, select **Transaction Management** and then select **Revenue Bucket Types**.
2. Click **New** and complete the following:
   a. **Property**: Enter or select the property.
   b. **Code**: Enter the code for the revenue bucket type.
   c. **Description**: Enter a description for the revenue bucket type.
   d. Click **Save** or **Save and Continue** to add another.

### Editing Revenue Bucket Types

1. From the **Administration** menu select **Financial**, select **Transaction Management** and then select **Revenue Bucket Types**.
2. Enter search criteria and click **Search**.
3. Select the revenue bucket type, click the vertical ellipsis and select **Edit**.
4. Update the configuration.
5. Click **Save**.

### Deleting Revenue Bucket Types

1. From the **Administration** menu select **Financial**, select **Transaction Management** and then select **Revenue Bucket Types**.

2. Enter search criteria and click **Search**.
3. Select the revenue bucket type, click the vertical ellipsis and select **Delete**.
4. Click **Delete** to confirm.

# Configuring Routing Codes

Prerequisites for Routing Codes

For each reservation, OPERA Cloud has up to 8 separate "cash" billing windows (1-8) to which charges can be posted. When the OPERA Comp Accounting Cloud Service is active an additional 8 billing windows are available (101-108) for comp charges. Charges can be automatically transferred to one of these billing windows using routing instructions.

Routing Codes allows you to group transaction codes into meaningful units in order to simplify the process of setting up charge Managing Profile Routing Instructions.

**Table 13-25 Routing Codes Example**

| Routing Code | Description | Transaction Codes |
|---|---|---|
| PH | Phone | 3000, 3010, 3020 |
| RT | Room & Tax | 1000, 1010, 1020, 1030, 1040 |
| FD | Food | 2000, 2010, 2020, 2030, 2040, 2050 |
| BV | Beverage | 2005, 2015, 2025, 2035, 2045, 2055 |
| FB | Food and Bev | 2000, 2010, 2020, 2030, 2040, 2050, 2005, 2015, 2025, 2035, 2045, 2055 |

### Adding Routing Codes

1. From the Administration menu, select **Financial**, select **Transaction Management**, and select **Routing Codes**.
2. Click New and complete the following.
   a. **Code**. Enter a code for the routing code.
   b. **Description**. Enter a Description of the code.
   c. **Apply To**. Select the default days of the week.
   d. **Routing Limits**. Select the default Routing Limits. Routing Limits impose a limit on the total value of transactions that can be routed. (Available when the Routing Limits OPERA Control is active).
      i. **Amount**: specify a maximum amount for this routing instruction. The limit accepts the total amount you can route for any one reservation using this routing instruction. No limit is set if you leave the Limit field blank.
      ii. **Percentage**: select this to route a percentage of the transactions associated with the routing instruction. For example, enter 10 in this field to route 10% of each transaction. Generates such as taxes and service charges are also split by the designated percentage.
      iii. **Covers**: specify a default number of covers to auto-populate in the Covers field on the Routing Instructions screen when this routing code is selected. Covers indicate the number of charges or transaction codes the routing code covers. When charges via an interface are made against any of the transaction codes included in the routing code, OPERA Cloud divides each charge by the number of covers

specified by the interface. If the number of POS covers is greater than or equal to the number of covers on the routing instruction, the per-cover charge is multiplied by the number of covers on the routing instruction and that amount is routed. If the number of POS covers is less than the number of covers on the routing instruction, the charge is not routed.

iv. **Apply (Limit) Per Day**. Select the check box to generate a separate routing instruction for each day of the stay. This may be useful, for example, when you want the routing limit to apply to each day of the stay rather than to the entire stay or to a range of dates.

e. **Transaction Codes**. Select the transaction codes to include in the routing code.

i. From the **Available** panel search and select the transaction code(s) to associate with the new routing code (hold down the Ctrl key to select multiple transaction codes).

ii. Click > to move the selected codes to the **Selected** panel.

iii. You can filter the Available list or the Selected list of transaction codes by entering a transaction code in the Filter field and clicking Go.

3. Click **Save**.

### Editing Routing Codes

1. From the Administration menu, select **Financial**, select **Transaction Management**, and select **Routing Codes**.
2. Enter search criteria for routing codes and click **Search**.
3. In the search results, select the routing code and click the vertical ellipsis and select **Edit**.
4. Update the routing code configuration
5. Click **Save**.

### Deleting Routing Codes

1. From the Administration menu, select **Financial**, select **Transaction Management**, and select **Routing Codes**.
2. Enter search criteria for routing codes and click **Search**.
3. In the search results, select the routing code and click the vertical ellipsis and select **Delete**.
4. Click **Delete** to confirm.

### Copying Routing Codes

When the Multi Property OPERA Control is active you can copy routing codes to other properties from a hub location.

To copy routing codes to another property, the transaction codes included in the routing code must exist at the "target" property.

See Copying Configuration Codes to Multiple Properties

## Configuring Transaction Code Groups

Transaction groups are required for defining the transaction code type for transaction codes linked to the group via a subgroup. You can define tax generates at the group level per property; all transaction codes linked to the group will inherit the generates in the group.

### Adding Transaction Code Groups

1. From the **Administration** menu, select **Financial**, select **Transaction Management**, and then select **Transaction Groups**.

> **Note:**
>
> When the **Multi-property** OPERA Control is active, new Transaction Groups can only be created by clicking the **Template** tab. Once created, you can copy the configuration to specific properties using the Copy action. For more information, see Copying Configuration Codes to Multiple Properties.

2. Click **New** and complete the following:
   a. **Property**: Enter or select the property.
   b. **Type**
      i. **Revenue**: Defines the group as Sales (revenue and non-revenue) Charges.
      ii. **Payment**: Defines the group as Payment.
      iii. **Wrapper**: Defines the group as Wrapper (package). Only 1 group is required.
   c. **Code** : Enter an alpha-numeric code.
   d. **Description** : Enter a description of the transaction code group.
   e. **Sequence**: Enter a display sequence for the code when displayed as a list.
   f. Click **Save** or click **Save and Add Generates** to configure tax generates. For more information, see Tax Generates.

### Editing Transaction Code Groups

1. From the **Administration** menu, select **Financial**, select **Transaction Management**, and then select **Transaction Groups**.
2. Enter search criteria and click **Search**.
3. Select the transaction group, then click the vertical ellipsis **Actions** and select **Edit**.
4. Make the required changes.
5. Click **New** to configure tax generates on the transaction group. For more information, see Tax Generates.
6. Click **Save**.

### Deleting Transaction Code Groups

1. From the **Administration** menu, select **Financial**, select **Transaction Management**, and then select **Transaction Groups**.
2. Enter search criteria and click **Search**.
3. Select the transaction group, then click the vertical ellipsis **Actions** and select **Delete**.
4. Click **Delete** to confirm.

# Configuring Transaction Code Subgroups

Transaction codes are linked to a subgroup, a transaction subgroup is then linked to a transaction-group. For each transaction group, you must have at least one transaction subgroup. Tax generates can be defined at the subgroup level per property and will be inherited by all transaction codes linked to the subgroup.

### Adding Transaction Code Subgroups

1. From the **Administration** menu, select **Financial**, select **Transaction Management**, and then select **Transaction Subgroups**.

> **Note:**
>
> When the **Multi-property** OPERA Control is active, new Transaction Subgroups can only be created by clicking the **Template** tab. Once created, you can copy the configuration to specific properties using the **Copy** action. For more information, see Copying Configuration Codes to Multiple Properties.

2. Click **New** and complete the following:
   a. **Code** : Enter an alpha-numeric code.
   b. **Description** : Enter a description of the transaction code subgroup.
   c. **Transaction Group** : Select a transaction group from the list. After you select a transaction group, the **Type** field value will display the transaction code type: Revenue (Sales), Payment, or Wrapper.
   d. **Sequence**: Enter a display sequence to determine or order of this subgroup when it appears in a list.
3. Click **Save**.

### Editing Transaction Code Subgroups

1. From the **Administration** menu, select **Financial**, select **Transaction Management**, and then select **Transaction Subgroups**.
2. Enter search criteria and click **Search**.
3. Select the transaction sub group in the search result, then click the vertical ellipsis **Actions** menu and select **Edit**.
4. Make the desired changes.
   a. Click **New** to configure tax generates on the sub group. For more information, see Tax Generates.
5. Click **Save**.

### Deleting Transaction Code Subgroups

1. From the **Administration** menu, select **Financial**, select **Transaction Management**, and then select **Transaction Subgroups**.
2. Enter search criteria and click **Search**.

3. Select the transaction sub group in the search result, then click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

# Tax Generates

Generates are rules used to calculate and post additional charges, such as service charges and taxes, when a particular sales charge transaction code is posted to guest, package or AR ledgers.

Generates can be configured in various ways:

- Calculate as a percentage of the charge.
- Post a flat amount each time the charge (any amount) is posted.
- Calculate using a predefined function (Country specific).
- Calculated per tax type, which refer to the specific reservation or profile to determine the generate rule(s) to process.

The **Generates Inclusive** checkbox on each sales charge transaction code determines if the generated tax charges are posted additionally and separately to the posted amount (referred to as Exclusive Tax) , or if the generated tax charges are included in the posted amount (referred to as Inclusive tax). When negative charge amounts are posted (for example a rebate), negative generates also post according to the generate rules that apply to the transaction code.

**Table 13-26 5.5% Tax Generate Example**

| Generates Inclusive | Posted Amount | Generate (5.5% Base) | Nett Revenue | Balance |
|---|---|---|---|---|
| Yes | $105.50 | $5.50 | $100.00 | $105.50 |
| No | $100.00 | $5.50 | $100.00 | $105.50 |

You can setup Generates on a transaction code group, transaction code subgroup or individual sales charge transaction codes. If all charges are subject to the same type of tax at the same tax rate, then the generate can be configured on the transaction group and inherited by all transaction codes linked back to the transaction group via subgroups. If tax only applies to some charges, then the tax generate can be configured on sub-groups or individual transaction codes. When a generate is configured at the group level and a different generate is configured on a subgroup, the transaction codes linked to subgroup inherit both the generates. You can add as many generates to a transaction code, transaction group, or transaction subgroup as necessary.

Furthermore, you can use the result of one generate calculation as the basis for calculating subsequent generates. For example, assume you want to calculate a tax based on the total that results from the posted charge amount plus a service charge amount the base amount of the posting is held in each bucket that has been selected to include the transaction amount. If the bucket has not been selected to include the transaction amount, the starting amount for that bucket is zero.

**Table 13-27 Tax on Tax Generates Example**

| Generates Inclusive | Posted Amount | Generate1 (10% Base) | Generate2 (5.5% from Sub1) | Nett Revenue | Balance |
|---|---|---|---|---|---|
| Yes | $116.05 | $10.00 | $6.05 | $100.00 | $116.05 |
| No | $100.00 | $10.00 | $6.05 | $100.00 | $116.05 |

When the Advanced Generates OPERA Control is active you can setup additional options for Generates; such as Days to Stop Posting and Adjustment options.

When the Tax Types OPERA Control is active you setup Generate rules for each tax type specified on profiles or reservations; tax type Generate rules support tax exemption and tax concession.

> **Note:**
>
> You cannot configure Generates for transaction codes linked back to a Transaction Group configured as Payment or the transaction code linked back to a transaction group configured as Wrapper.

## Generate UDF Functions

### Generate Based on Adults

#### Description

This function accepts a number (for example, a package price or allowance) and multiplies it against the number of adults associated with the reservation.

#### Function

```
generate_on_adults (RESV_NAME_ID,number)
```

#### Parameter

| Parameter | Description |
|---|---|
| RESV_NAME_ID | System-assigned reservation ID. Provided by the function. |
| number | A number (for example, a package price or allowance) |

#### Example

Assume that a meal allowance on a transaction code is based on the number of adults on the reservation. If the meal allowance is 140 per adult, use this function as follows to determine the allowance:

```
generate_on_adults (RESV_NAME_ID,140)
```

### GEN Tax UDF

#### Description

This function calculates an accommodation tax that depends on the net room rate per adult as described below.

The default "threshold" net room rate values and the resulting per-adult tax amounts are hard coded into the function, however, the function (gen_tax_udf.fun) can be edited to change the following values:

- If the net room rate per adult (excluding tax, service charge, and package elements) is less than 10,000, there is zero tax.
- If the net room rate per adult (excluding tax, service charge, and package elements) is between 10,000 and 15,000, the tax is 100 per adult.
- If the net room rate per adult (excluding tax, service charge, and package elements) is above 15,000, the tax is 200 per adult.
- In the event of sharing guests, the function calculates based on the rate per adult in the room.
- When routing room rate to a PM room, the number of adults is taken from the originating room rather than from the PM room.

> **Note:**
>
> When the room charge is routed, the Cashiering > Tax Type Calculation application setting must be set to **Reservation** for the number of adults to be based on the source reservation rather than the target (PM) reservation.

#### Function

```
udf_city_tax(RESV_NAME_ID, BASE)
```

#### Parameters

| Parameter | Description |
|---|---|
| RESV_NAME_ID | System-assigned reservation ID. Provided by the function. |
| BASE | Net room rate per adult (excluding tax, service charges, package elements). |

#### Example 1

Two guests are sharing a room, each with a (split) rate of 8000 (total 16,000). Zero tax is applicable since the rate per person (16,000/2) is less than 10,000. If the sharing guest has a zero rate (the primary guest has a 16,000 rate and the sharer has a 0 rate), the rate per adult is still less than 10,000 (16,000/2) and the tax is 0.

#### Example 2

If the net room rate is 12,500 for each of 2 sharing guests (the per-adult rate is between 10,000 and 15,000), a tax of 100 would be posted to each guest. If the sharing guest has a zero rate (the primary guest has a 25,000 rate and the sharer has a 0 rate), the rate per adult is 12,500 (25,000/2) the tax is 200.

#### Calculate Tax (General Excise Tax) on Rate Code if Package is Included

**Description**

This function calculates a tax on the full amount of a rate code if (and only if) a reservation has a package attached either to the rate code or directly on the reservation. The function checks whether a package exists on the reservation and, if so, calculates the specified percentage over the full amount. This function should be configured as a generate on the lodging transaction code.

**Function**

```
gen_tax_udf_full(RESV_NAME_ID,BASE,get_tax)
```

**Parameters**

| Parameter | Description |
|---|---|
| RESV_NAME_ID | System-assigned reservation ID. Provided by the function. |
| BASE | Rate amount (excluding other taxes and service charges). Rate amount includes packages. |
| get_tax | Tax to be applied to full amount of the rate code. |

**Example 1**

All generates are configured as Tax Exclusive.

Rate for Rate Code TEST for 1 person is 500.00 (which includes a package for Breakfast for 20.00). Sales tax is 7.25% and TAT (Transient Accommodation Tax) is 7.25% on Room only. GET (General Excise Tax) is 4.166%.

The Sales tax, TAT and GET are configured using generates on their transaction codes.

GET generate employs gen_tax_udf_full function to calculate 4.166% over 500.

```
gen_tax_udf_full(resv_name_id,base,4.166)
```

Create a reservation with the rate and check it in. Post room and tax. The postings are as follows:

- Lodging 480.00 + 7.25% TAT tax (34.80)
- Food 20.00 + 7.25% Sales tax (1.45)
- GET calculated over 500.00 = 20.83

## Configuring Generates

#### Adding Non-Tax Type Generates

You can configure generates for individual transaction codes, a transaction subgroup, or a transaction group.

> **Note:**
>
> The Generates panel is not enabled for transaction codes linked to a Wrapper Group or a Payment Group.

The percentage field on the Generates screen only allows values from -100.00 to 100.00.

> **Note:**
>
> In the event that -100.00 percent is configured as an Exclusive Generate for a transaction code and is then edited to set Generates Inclusive = Y, the change is saved. However, the tax would be calculated as 0.00 amount.

1. From the **Administration** menu, select **Financial**, select **Transaction Management**, and then select one of the following: **Transaction Codes**, **Transaction Groups**, or **Transaction Subgroups**.
2. Enter search criteria and click **Search**.
3. Select the **Transaction Code**, **Transaction Group**, or **Transaction Subgroup** for which to create generates, click the vertical ellipsis **Actions** menu, and select **View**.
4. Navigate to the **Generates** panel and click **New**.
    a. **Generate Code**: Select the charge transaction code to be generated and posted.
    b. Select the **Generate Type**.
        i. **Non-Tax Type**: Select to set up a regular Generate.
    c. Select **Posting Rule Details**:
        i. **Percentage**: Select if the generate is a percentage of the transaction charge amount. In the Calculation On field, select the down arrow and select the value against which the percentage should be applied. Usually the percentage is applied to the base amount of the posting. However, you can also select the value stored in Subtotal 1 (S1), Subtotal 2 (S2), or Subtotal 3 (S3) if you are calculating a Generate on result of another Generate.
            i. **Percentage**: Enter a percentage.
            ii. **Calculation On**: Select a bucket holding the amount on which to calculate the Generate (Base, S1, S2, S3). This is used to calculate tax on tax.
            iii. **Use Tax Bracket**: Select to use a tax bracket.
        ii. **Amount**: Select if the generate is a flat amount.
            i. **Amount**: Enter a flat amount.
        iii. **UDF Function** (Predefined Function): Select if the generate is calculated based on a predefined function.
            i. **UDF Function**: Select a predefined function from the list. For more information, see Generate UDF Functions and Oracle Hospitality Localization Center for Hotel (Doc ID 2221741.2).
    d. **Add Calculated Amount to**: Select to store the results of a calculation in a bucket for use by a subsequent generate calculations. The value of a specific Subtotal bucket will be cumulative if later generate calculations also store their results in the same Subtotal bucket. Each bucket designated to hold the transaction amount should also hold the base amount of the posting.
    e. **Advance Generate Handling** (available when the **Advanced Generates** OPERA Control is active):
        i. **Do not post after (n) days**: Enter a value after which the generate stops posting.
        ii. Adjustment Options.

- **During End of Day**: Automatically adjust any posting with this transaction code used as the generate on the nth day during the End of Day Process. When an adjustment is made for this adjustment type, OPERA Cloud automatically inserts a Checkout alert for you. The message indicates an adjustment has been completed for this guest. If the Do Not Post After Days field is set to 30 and the adjustment type is set to During End of Day, the adjustment will be made for any posting of that generate within those 30 days. Stopping of generates will take place during the End of Day Sequence on the day after the stop days when the adjustment level type is During End of Day. If the generate indicates Do Not Post After Days of 30, the generate will not post during the End of Day Sequence on the 31st day.
- **Prompt at Checkout**: If you select the Checkout button in the Billing screen or perform an Early Departure, you are prompted accordingly. OPERA Cloud also tracks the adjustments that are already made. That way you do not receive the message to adjust twice if there is nothing to adjust. During the checkout process when you select the Checkout button, if the generate is marked as Prompt at Checkout, the Adjust Generates screen appears with this prompt: “The following generates have been evaluated for adjustment. Please select/unselect and click **OK** to continue.” Mark the generates you want to adjust in the X column and select the OK button. The adjustment prompt appears before the Payment screen appears or the checkout process is completed. If the guest bill is 0.00, and there are adjustments, the prompt appears before the guest checkout process starts.
- **No Adjustment**: The adjustment is not made automatically, and you will not be prompted with a message during checkout. This is the default type.

5. Click **Save**.

### Adding Tax Type Generates

Tax types are available when the **Tax Type** OPERA Control is active. Tax types enable you to set up unique Generate calculation rules for each tax type.

To set up tax exemption, select 'Do Not Post' as the posting rule for the specific tax type.

> **Note:**
>
> The Generates panel is not enabled for transaction codes linked to a Wrapper Group or a Payment Group.

1. From the **Administration** menu, select **Financial**, select **Transaction Management**, and then select one of the following: **Transaction Codes**, **Transaction Groups**, or **Transaction Subgroups**.
2. Enter search criteria and click **Search**.
3. Select the **Transaction Code**, **Transaction Group**, or **Transaction Subgroup** for which to create generates, click the vertical ellipsis **Actions** menu, and select **View**.
4. Navigate to the **Generates** panel and click **New**.
   a. **Generate Code**: Select the charge transaction code to be generated and posted.
   b. Select the **Generate Type**.
      i. **Tax Type**: Select to set up Generates per tax type.
   c. Select a **Tax Type Rule**, click the vertical ellipsis **Actions** menu, and select **New**.

d. Posting Rule Details:

   i. **Percentage**: Select if the generate is a percentage of the transaction charge amount.

      i. **Start Date**: Enter a start date for the generate to commence.

      ii. **Percentage**: Enter a percentage.

      iii. **Calculation On**: Select a bucket holding the amount on which to calculate the Generate (Base, S1, S2, S3). This is used to calculate tax on tax.

      iv. **Use Tax Bracket**: Select to use a tax bracket.

   ii. **Amount**: Select if the generate is a flat amount.

      i. **Amount**: Enter a flat amount.

   iii. **UDF Function** (Predefined Function): Select if the generate is calculated based on a predefined function.

      i. **UDF Function**: Select a predefined function from the list. See Generate UDF Functions and Oracle Hospitality Localization Center for Hotel (Doc ID 2221741.2).

   iv. **Do Not Post**: Do not calculate or post a generated charge (exempt from the tax/charge).

e. **Add Calculated Amount to**: Select to store the results of a calculation in a bucket for use by a subsequent generate calculations. The value of a specific Subtotal bucket is cumulative if later generate calculations also store their results in the same Subtotal bucket. Each bucket designated to hold the transaction amount should also hold the base amount of the posting.

f. **Advance Generate Handling** (available when the **Advanced Generates** OPERA Control is active):

   i. **Do not post after (n) days**: Enter a value after which the generate stops posting.

   ii. Adjustment Options.

      - **During End of Day**: Automatically adjust any posting with this transaction code used as the generate on the nth day during the End of Day Process. When an adjustment is made for this adjustment type, OPERA Cloud automatically inserts a Checkout alert for you. The message indicates an adjustment is completed for this guest. If the Do Not Post After Days field is set to 30, and the adjustment type is set to During End of Day, the adjustment is made for any posting of that generate within those 30 days. Stopping of generates takes place during the End of Day Sequence on the day after the stop days when the adjustment level type is During End of Day. If the generate indicates Do Not Post After Days of 30, the generate will not post during the End of Day Sequence on the 31st day.

      - **Prompt at Checkout**: If the Checkout button is selected in the Billing screen, or if an Early Departure is performed, you are prompted accordingly. OPERA Cloud also tracks the adjustments that are already made. That way you do not receive the message to adjust twice if there is nothing to adjust. During the checkout process when you select the Checkout button, if the generate is marked as Prompt at Checkout, the Adjust Generates screen appears with this prompt: “The following generates have been evaluated for adjustment. Please select/unselect and press OK to continue.” Mark the generates you want to adjust in the X column and select the OK button. The adjustment prompt appears before the Payment screen appears or the checkout process is

completed. If the guest bill is 0.00 and there are adjustments, the prompt appears before the guest checkout process starts.

- **No Adjustment**: The adjustment is not made automatically, and you will not be prompted with a message during checkout. This is the default type.

5. Click **Save**.
6. Repeat for each Tax Type Rule.

### Editing Generates

> **Note:**
>
> If only the View action is available, the generate is inherited from another level and cannot be edited.

1. From the **Administration** menu, select **Financial**, select **Transaction Management**, and then select one of the following: **Transaction Codes**, **Transaction Groups**, or **Transaction Subgroups**.
2. Enter search criteria and click **Search**.
3. Select the **Transaction Code**, **Transaction Group**, or **Transaction Subgroup** for which to create generates, click the vertical ellipsis **Actions** menu, and select **View**.
4. Navigate to the **Generates** panel.
5. Select the Generate, click the vertical ellipsis **Actions** menu, and select **Edit**.
6. Update details.
7. Click **Save**.

### Deleting Generates

> **Note:**
>
> If only the View action is available, the generate is inherited from another level and cannot be edited.

1. From the **Administration** menu, select **Financial**, select **Transaction Management**, and then select one of the following: **Transaction Codes**, **Transaction Groups**, or **Transaction Subgroups**.
2. Enter search criteria and click **Search**.
3. Select the **Transaction Code**, **Transaction Group**, or **Transaction Subgroup**, click the vertical ellipsis **Actions** menu, and select **View**.
4. Navigate to the **Generates** panel.
5. Select the **Generate**, click the vertical ellipsis **Actions** menu, and select **Delete**.
6. Click **Delete** to confirm.

**Testing Generate Calculations**

1. From the Administration menu, select **Financial**, select **Transaction Management**, and then select one of the following: **Transaction Codes**, **Transaction Groups**, or **Transaction Subgroups**.
2. Enter search criteria and click **Search**.
3. Select the **Transaction Code**, **Transaction Group**, or **Transaction Subgroup**, click the vertical ellipsis **Actions** menu, and select **View**.
4. Navigate to the Generates panel.
5. Click the vertical ellipsis **Actions** menu and select **Calculate Posting**.
    a. Enter **Posted Amount**.
    b. Select a **Tax Type** from the list (available when the Tax Type OPERA Control is active).
    c. Select a **Room Type** from the list.
    d. Click **Search**.
    e. The Generate calculations appear for the values entered; check the result.

**Tax Inclusive Example**:

- Total Base / Transaction amount -> 50.00
- Inclusive Tax 1 (6.0%) -> 2.67
- Inclusive Tax 2 (6.5%) -> 2.89
- Net Amount -> 44.44

For the example above, OPERA Cloud calculates the amounts like this:

1. 50.00 (Tax1 6.0%, Tax2 6.5%)

2. 50.00/1.125 (add 6.0% + 6.5% =>12.5%; to get the inclusive amount, divide by 1.125) = 44.44444444 (base amount)

3. (44.44444444 * 1.06) - 44.44444444 => 2.666666666667

4. (44.44444444 * 1.065) - 44.44444444 => 2.888888888889

5. 44.44444444 + 2.666666666667 + 2.888888888889 => 50.00

# About Rounding Factors

## Prerequisites for About Rounding Factors

Due to the discontinuation of smaller denominated coins in some currencies, it may be necessary to setup currency rounding for cash payments.

Activating the **Rounding Factor** OPERA Control enables two additional OPERA Control settings to setup payment rounding:

- **Rounding Multiple (Factor)** - sets the rounding factor to be used. Available factors are 5, 10, 50, 100, 1000, and 10000.
- **Rounding Multiple (Transaction) Code** - defines the sales charge or (other) payment transaction code used to post the rounding difference.

> **Note:**
>
> When Rounding Difference is setup to post as payment, these payments are included in the Miscellaneous Payments Cashier Report.

Rounding is only applied to the payment transaction codes that you designate for rounding; typically Cash. For more information, see Configuring Transaction Codes

**Feature Behavior**

At settlement (Check Out, Early Departure, Quick Check Out) or when posting payment, OPERA Cloud applies the rounding factor (as appropriate for the payment method selected) before displaying the **Amount** field in the Payment screen.

The rounding difference is posted only if the balance due is an amount that needs to be rounded and is being fully paid off, for example, 25.22 is rounded to 25.20 for a bill being paid in full.

Note: If the payment method is (or is changed to) a payment method that does not use the rounding factor, OPERA Cloud displays the regular payment amount. When rounding is applied, the Billing screen displays the rounding difference posted as well as the rounded payment.

Payments posted in foreign currency are not subject to rounding.

The rounding difference posting cannot be edited, deleted, transferred independently, adjusted or split. If the payment that posted a rounding difference is transferred, the rounding difference posting is also transferred.

The folio generated will show the rounding adjustment posted along with the payment. A TOTAL_ROUNDING merge code may be added to the footer section of your customized folio template to show the net rounding applied to the payments posted.

Other areas where the rounding factor is applied include:

- Passerby payments
- Post It payments
- Currency exchange
- AR payments

> **Note:**
>
> When performing folio settlement and posting partial payments using various payment methods, if the final amount is .02 or .01, OPERA Cloud automatically posts a rounding difference irrespective of the earlier payment methods. This is because amounts such as .02 or .01 are not considered when using credit cards or cash, besides the fact that OPERA Cloud will always round down to 0.00 and cannot post 0.00 amounts.
> For example, Suppose a billing window has a balance of .01 or .02 when selecting Payment or Settlement. In that case, it will not display the Payment screen, and a rounding difference gets posted automatically. This payment or settlement is applicable for Passerby, AR, POST IT, and so on.

### Rounding Examples

> **Note:**
>
> This feature uses a computational function similar to MROUND used in Microsoft Excel.
>
> `MROUND(number,multiple)`
>
> where number is the number to round and multiple is the multiple to round the number to MROUND(10,3) rounds 10 to the nearest multiple of 3, or 9.
>
> MROUND rounds up, away from zero, if the remainder after dividing the number by multiple is greater than or equal to half the value of multiple.

**Table 13-28 Rounding factor = 5; two decimal currency**

| Value Before Rounding | Value After Rounding | Notes |
|---|---|---|
| 80.01 | 80.00 | Rounds up or down to the nearest multiple of 5. |
| 80.03 | 80.05 | |
| 80.07 | 80.05 | |
| 80.08 | 80.10 | |

**Table 13-29 Rounding factor = 5; zero decimal currency**

| Value Before Rounding | Value After Rounding | Notes |
|---|---|---|
| 120.57 | 121 | The rounding functionality executes prior to rounding due to the decimal setting. |
| 120.47 | 120 | |

**Table 13-30 Rounding factor = 10; zero decimal currency**

| Value Before Rounding | Value After Rounding | Notes |
|---|---|---|
| 14 | 10 | Rounds up or down to the nearest multiple of 10. |
| 26 | 30 | |

**Table 13-31 Rounding factor = 50; zero decimal currency**

| Value Before Rounding | Value After Rounding | Notes |
|---|---|---|
| 121 | 100 | Rounds up or down to the nearest multiple of 50. |
| 256 | 250 | |
| 144 | 150 | |
| 277 | 300 | |

**Table 13-32 Rounding Factor = 100; zero decimal currency**

| Value Before Rounding | Value After Rounding | Notes |
|---|---|---|
| 22 | 0 | Rounds down to 0 or the nearest multiple of 100. |
| 144 | 100 | |
| 211 | 200 | |
| 166 | 200 | Rounds up to 100 or the nearest multiple of 100. |
| 88 | 100 | |

**Table 13-33 Rounding Factor = 1000; zero decimal currency**

| Value Before Rounding | Value After Rounding | Notes |
|---|---|---|
| 1311 | 1000 | Rounds up or down to the nearest multiple of 1000. |
| 3192 | 3000 | |
| 1712 | 2000 | |

**Table 13-34 Rounding Factor = 10000; zero decimal currency**

| Value Before Rounding | Value After Rounding | Notes |
|---|---|---|
| 12453 | 10000 | Rounds up or down to the nearest multiple of 10000. |
| 5192 | 10000 | |
| 78911 | 80000 | |

# Configuring Payment Methods

Configure the payment methods accepted at your property. Payment methods are referenced in reservations payment instructions. You can define a credit limit to each payment method and other features related to payment methods. The setup of the referenced payment transaction code determines the availability of the payment method for Deposits, Billing and Accounts Receivable payments.

### Adding Payment Methods

1. Select the **Administration** menu, select **Financial**, select **Transaction Management** and then select **Payment Methods**.
2. Click **New** and complete the following:
   a. **Property**: Enter or select the property.
   b. **Code**: Enter an alpha-numeric code. The code entered here is displayed for selection when an agent is prompted for a payment method while booking a reservation and when checking in the reservation.
   c. **Description**: Enter a description for the payment method.
   d. **Transaction Code**: Select a payment transaction code from the list. For more information, see Configuring Transaction Codes.
   e. **Credit Card Type**: Select a credit card type from the list when the payment method is a credit card.

f. **Credit Limit**: Enter a default credit limit.

g. **Merchant Number**: Enter the merchant number when the payment method is a credit card.

h. Surcharge (Available when the **Credit Card Transaction Surcharge** OPERA Control is active).

   i. **Surcharge Percentage**: Enter the percentage to charge for using this credit card payment method. This percentage is added to the total payment amount when posting deposit, guest or AR ledger payments.

   ii. **Surcharge Minimum**: Enter the minimum payment amount before the credit card surcharge percentage is to be added.

> **Note:**
>
> Configure a sales charge transaction code to post the credit card surcharge and update the **Default Surcharge Transaction Code** OPERA Control.

i. **Sequence**: The number you enter here determines the position of the payment method code in the list of payment methods.

j. **No Post**: Select this check box to default the reservation payment instructions No Post checkbox when this payment method is selected as the payment type. No Post status restricts charges being posted to the reservation account.. For more information, see Managing Reservation Payment Instructions.

k. **Reservation**: Select this check box to allow the payment type to appear as a payment option from the Reservation Payment Instructions and block rooming list.

l. **Card Information**: Enter the following details for credit card payment methods. Values will default based on the **Credit Card Type** selected.

   i. **Card Length**: Enter the total number of characters used in the credit card number for this card type

   ii. **Card Prefix**: If applicable, enter the common numbers that always precede the user's unique credit card number for this credit card brand. If the brand includes multiple prefixes, separate the prefix entries with a comma.

   iii. **Validation Rule**: Select a validation rule from the list. Select the method to use for initial verification - Mod 7, Mod 10, User Defined, or No Validation.

   iv. In the BIN range grid, enter the **Card Range From** and **Card Range To** numbers that define the BIN number ranges of valid credit card numbers that begin with each card prefix you specified in Card Prefix.

   v. To Add a row, click **New**.

   vi. To Delete a row, click the vertical ellipsis **Actions** menu and select **Delete**.

3. Click **Save**.

### Editing Payment Methods

1. Select the **Administration** menu, select **Financial**, select **Transaction Management** and then select **Payment Methods**.
2. Enter search criteria and click **Search**.
3. In the search results, click the vertical ellipsis **Actions** menu and select **Edit**.

4. In the **Manage Payment Method** panel, edit the required information. Property, Code and Transaction Code fields are not editable in this panel.
5. In the **Card Information** panel, edit the required information and click **Save**.

### Deleting Payment Methods

1. Select the **Administration** menu, select **Financial**, select **Transaction Management** and then select **Payment Methods**.
2. Enter search criteria and click **Search**.
3. In the search results, click the vertical ellipsis **Actions** menu and select **Delete**.
4. In the **Manage Payment Method** panel, delete the required information. Property, Code and Transaction Code fields are not editable in this panel.
5. In the **Card Information** panel, delete the required information and click **Save**.

### Copying Payment Methods

When the **Multi Property** OPERA Control is active, you can copy Payment Methods to other properties from a Hub location using the **Copy** action. For more information, see Copying Configuration Codes to Multiple Properties.

## Configuring Transaction Code Protection (Ownership)

Prerequisites for Transaction Code Protection.

Transaction Code Protection enables you to configure a Transaction Code for Property Ownership or Central Ownership. This feature is useful for a property that would like to limit what values can be changed on Transaction Codes as well as which users are allowed to make those changes.

The Transaction Code Protection screen shows the fields and check boxes configured for Property and/or Central Ownership in the property.

### Editing Transaction Code Protection

1. From the **Administration** menu, select **Financial**, select **Transaction Management**, and then select **Transaction Code Protection**.
2. Enter or select a **Property** to search for Transaction Code Protection configuration and click **Search**.
3. Click **Edit** to modify the ownership of a Transaction Code field or checkbox.
4. Under Transaction Code Ownership, select the check boxes under the **Property** column if you want property ownership of the transaction code or select the check boxes under **Central** if you want ownership to be central. You can also select the check boxes for both **Property** and **Central** for each transaction code.
5. Click **Save**.

## Configuring Articles

Prerequisites for Managing Articles

One transaction code can sometimes serve as an umbrella for multiple items or articles, which can be posted using that transaction code. For example, a single mini bar food transaction

code might cover potato chips, crackers, peanuts, pretzels, and so on. By using articles, you can specify an individual article number for each of the mini bar food items and specify a default price, just as you can for transaction codes. Instead of posting a lump-sum charge to the mini bar food transaction code, you have the option to post each individual article, its quantity and price. Therefore, rather than posting 7.75 to mini bar food, you can post 5.00 for two bags of peanuts and 2.75 for potato chips. Two separate mini bar food charges appear in the reservation account and on the folio (one for 5.00 and one for 2.75).

Articles can also be configured to display in post it, which provides a point-of-sale interface on desktops and tablets, for posting charges to a cart and processing the settlement. Display colors can be used to differentiate and group articles appearing in Post-It; for example, food items displayed in green and beverage items displayed in blue. Post It is also available in OPERA Cloud Mobile. (Available when the **Post It** OPERA Control is active).

### Adding Articles

1. From the **Administration** menu, select **Financial**, select **Transaction Management** and then select **Articles**.
2. Click **New** and enter the following details:
    a. **Property**: Select or confirm the property.
    b. **Code**: Enter a numeric code for an article. Codes must be at least 2 characters in length. A maximum of 8 digits.
    c. **Transaction Code**: Select a transaction code from the list to link article to sales charge transaction code to post article charge.
    d. **Description**: Enter a description .
    e. **Price**: Enter a default price. When this article is posted, the amount specified automatically appears in the Posting Amount column. It is also the price displayed in Charge-It.
    f. **Available in Post It**: Select check box to display this article in Post-It. For more information, see Charging Purchases Using Post It.
        i. **Display Color**: Select the display color from the list of colors.
        ii. **UPC**: Enter a Universal Product Code barcode value. Manually enter a numeric value or scan item with barcode scanner to populate the field. This value must be unique for each article and is typically 12 digits. Within Post-It the barcode on items can be scanned in order to post the article to the cart.
    g. **Sequence**: Enter a sequence. If no sequence number is assigned to an article, it is displayed in alphabetical order by Description following those article codes that have a sequence number.
3. Click **Save**.

### Editing Articles

1. Select the **Administration** menu, select **Financial**, select **Transaction Management** and then select **Articles**.
2. Enter search criteria and click **Search**.
3. Select the article, then click the vertical ellipsis **Actions** menu, and select **Edit**.
    a. Update article configuration
    b. **Inactive**: Select this check box to inactive the article; inactive articles are no longer displayed in list or Post It.

4. Click **Save**.

### Deleting Articles

1. Select the **Administration** menu, select **Financial**, select **Transaction Management** and then select **Articles**.
2. Enter search criteria and click **Search**.
3. Select the article, then click the vertical ellipsis**Actions** menu, and select **Delete**.
4. Click **Delete** to confirm.

# About Revenue Type Mapping

Prerequisites for Configuring Revenue Type Mapping

Revenue Type Mapping configuration is used when generating the proforma invoice and in Posting Charges for Events. When the proforma invoice is generated, the revenue type mapping provides the ability to calculate the postings (including tax generates) configured in the mapping as well as on the actual transaction code, which provides a more accurate estimate of charges. In Event Posting, the revenue type mapping determines which transaction codes are used based on the event type, space, catering only value, and revenue type.

## Configuring Revenue Type Mapping

Revenue Type Mapping configuration is used when generating the proforma invoice and in Event Posting.

When generating the proforma invoice, the revenue type mapping enables the calculation of postings (including tax generates) configured in the mapping and on the actual transaction code, which provides a more accurate estimate of charges.

In Event Posting, the revenue type mapping determines which transaction codes are used based on the event type, space, catering only value, and revenue type.

### Adding Revenue Type Mapping

1. From the **Administration** menu, select **Financial**, select **Transaction Management**, and select **Revenue Type Mapping**.
2. Click **New** and complete the following:
   a. **Property**: Enter or select the property.
   b. **Revenue Type**: Select a revenue type from a list of types such as food, beverage, audio/visual equipment, and so on.
   c. **Transaction Code**: Select a transaction code from a list of configured event transaction codes. Only transaction codes configured for Manual Posting are available.
   d. **Event Type**: Select an event type from the list. Taking the revenue type mapping down to the event type level enables the hotel to break out the revenue on a transaction code level by event type. For example, you can have a transaction code for Banquet Breakfast and a separate code for Banquet Lunch.
   e. **Space**: Select a space from a list of configured function spaces at the property. While not mandatory, this mapping might be valuable. For example, if the event takes place in a restaurant space, the hotel might want to charge the revenue to a different transaction code or revenue center.

f. **Catering Only**: Select a suitable option:

   i. **Yes**: Indicates a catering-only revenue type cross reference (cross reference applies when Catering Only is selected on the business block).

   ii. **No**: Indicates a revenue type cross reference that is not catering-only (cross reference applies when Catering Only is not selected on the business block).

   iii. **Both**: Indicates the revenue cross reference is applicable to both types of business blocks.

g. **Service Charge Details**: If the transaction code already has a service charge configured as a generate, service charge details are not required here. Adding it in both places causes a duplicate service charge on the posting.

   i. **Percentage**: Enter a percentage to apply a service charge as a percentage of the charges.

   ii. **Transaction Code**: Select a service charge transaction code from the list.

   iii. **Calculation Method**: Select **Net** to calculate the service charge on the net charge. Select **Gross** to calculate the service charge on the gross charge.

h. Click **Save** or click **Save and Continue** to add another Revenue Type Mapping.

### Editing Revenue Type Mapping

1. From the **Administration** menu, select **Financial**, select **Transaction Management**, and select **Revenue Type Mapping**.
2. Enter search criteria and click **Search**.
3. Select the revenue type mapping, click the vertical ellipsis **Actions** menu and select **Edit**.
4. Update the configuration.
5. Click **Save**.

### Deleting Revenue Type Mapping

1. From the **Administration** menu, select **Financial**, select **Transaction Management**, and select **Revenue Type Mapping**.
2. Enter search criteria and click **Search**.
3. Select the revenue type mapping, click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

### Viewing Transaction Codes

1. From the **Administration** menu, select **Financial**, select **Transaction Management**, and select **Revenue Type Mapping**.
2. Enter search criteria and click **Search**.
3. Select the revenue type mapping, click the vertical ellipsis **Actions** menu, and select **View Transaction Code**.
4. See Adding Transaction Codes.

### Viewing Service Charge Transaction Codes

1. From the **Administration** menu, select **Financial**, select **Transaction Management**, and select **Revenue Type Mapping**.

2. Enter search criteria and click **Search**.
3. Select the revenue type mapping, click the vertical ellipsis **Actions** menu and select **View Service Charge Transaction Code**.
4. See Adding Transaction Codes

## Copying a Revenue Type Mapping

The copy function lets you copy a Revenue Type Mapping record to other Event Types and/or Spaces. If any of the selected Event Types or Spaces would create a duplicate record, the copy is not allowed.

1. From the **Administration** menu, select **Financial**, select **Transaction Management**, and select **Revenue Type Mapping**.
2. Select a **Property**, enter any additional search criteria, and click **Search**.
3. From your search results, select a **Revenue Type Mapping** record, click the **vertical ellipsis**, and select **Copy**.
4. In the Copy Revenue Type Mapping dialog, select **Event Type,** or **Space**, or **Catering Only**.
   a. If you select Event Type, select the **Event Type** from the search list.
   b. If you select Space, select the **Functional Space** from the search list.
   c. If you select Catering Only, select the **catering Transaction Code** from the search list.
5. Click **Save**.

# Configuring Credit Card Types

Prerequisites for Credit Card Types

Credit Card Types are two-character values that represent a specific type of credit card, such as a Master Card or Visa. Credit Card Types are available for selection when you configure a credit card payment method.

Standard credit card types are automatically configured when your property is provisioned; you cannot delete these seeded Credit Card Types and can only edit the sequence value. However, you can create additional Credit Card Types. You can also delete the Credit Card Types you create as well as edit the description and sequence values.

### Adding Credit Card Types

1. From the **Administration** menu, select **Financial**, select **Transaction Management**, and then select **Credit Card Types**.
2. Click **New** and complete the following:
   a. **Property**: Enter or select a property for the Credit Card Type.
   b. **Code**: Enter a code to identify the Credit Card Type, such as MC for Master Card.
   c. **Description**: Enter a description of the Credit Card Type.
   d. **Sequence**: Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
3. Click **Save**.

### Editing Credit Card Types

1. From the **Administration** menu, select **Financial**, select **Transaction Management**, and then select **Credit Card Types**.
2. Enter search criteria, and click **Search**.
3. Select the credit card type, click the vertical ellipsis **Actions** menu, and then select **Edit**.
4. Make the desired changes.
5. Click **Save**.

### Deleting Credit Card Types

1. From the **Administration** menu, select **Financial**, select **Transaction Management**, and then select **Credit Card Types**.
2. Enter search criteria, and click **Search**.
3. Select the credit card type, click the vertical ellipsis **Actions** menu, and then select **Delete**.
4. Click **Delete** to confirm.

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# Booking Administration

## Prerequisites for Booking Administration

This chapter of the OPERA Cloud User Guide lists the prerequisites for Booking Administration menu.

### Prerequisites for Alerts

**OPERA Controls**

**Group**: Reservations

**Functions**: Alerts

**Parameters**: Welcome Offer

**Settings**:

- Welcome Offer Payment Transaction Code
- Welcome Offer Posting Master
- Welcome Offer Options

**OPERA Cloud Tasks**

Reservation Management

- Manage Alerts
  - New/Edit Alerts
  - Delete Alerts

### Prerequisites for Configuring Booking Types

**OPERA Controls**

**Group**: Blocks

**Parameter**: Business Block Type

**OPERA Cloud Tasks**

**Group**: Booking Admin

**Tasks**: Block Management

Booking Types

- New/Edit Booking Types
- Delete Booking Types

## Prerequisites for Configuring Block Cancellation Reasons

**OPERA Cloud Tasks**

**Group**: Booking Admin

**Tasks**: Block Management

- Block Cancellation Reasons
  - New/Edit Block Cancellation Reasons
  - Delete Block Cancellation Reasons

## Prerequisites for Configuring Conversions

**Licenses / Subscriptions**

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

**OPERA Controls**

**Group**: Blocks

**Parameters**: Conversion

**OPERA Cloud Tasks**

**Group**: Booking Admin

**Tasks**: Block Management

Block Conversion

- New/Edit Block Conversion
- Delete Block Conversion

## Prerequisites for Block Ranking

**Licenses / Subscriptions**

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

**OPERA Controls**

**Group**: Blocks

**Parameters**: Block Ranking

**OPERA Cloud Tasks**

**Group**: Booking Admin

**Tasks**: Block Management

Block Ranking

- New/Edit Block Ranking
- Delete Block Ranking

## Prerequisites for Reservation Methods

**OPERA Controls**

**Group**: Blocks

**Settings**: Room List Reservation Methods

## Prerequisites for Configuring Sales Allowances

**Licenses / Subscriptions**

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

Or

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

**OPERA Controls**

**Group**: Blocks

**Functions**: Sales Allowance

**OPERA Cloud Tasks**

**Group**: Booking Admin

**Tasks**: Block Management

Sales Allowance

- New/Edit Sales Allowance
- Delete Sales Allowance

## Prerequisites for Block Wash Schedule

**OPERA Controls**

**Group**: Blocks

**Parameter**: Wash Schedule

**OPERA Cloud Tasks**

**Group**: Bookings

**Tasks**: Manage Blocks

Block Wash Schedule

- New/Edit Wash Schedule
- Delete Wash Schedule

# Prerequisites for Cancel Penalties

**OPERA Controls**

**Group**: Cashiering

**Functions**: Cancellation Handling

**OPERA Cloud Tasks**

**Group**: Booking Admin

**Tasks**: Booking Rules and Schedules

Cancellation Penalties

- New/Edit Cancellation Penalties
- Delete Cancellation Penalties

# Prerequisites for Cancel Penalty Schedules

**OPERA Controls**

**Group**: Cashiering

**Functions**: Cancellation Handling

**OPERA Cloud Tasks**

**Group**: Booking Admin

**Tasks**: Booking Rules and Schedules

Cancellation Penalties Schedules

- New/Edit Cancellation Penalties Schedules
- Delete Cancellation Penalties Schedules

# Prerequisites for Reservation Deposit Rules

**OPERA Controls**

**Group**: Cashiering

**Functions**: Deposit Handling

- Advanced Deposit Maturity and Allocation

**OPERA Cloud Tasks**

**Group**: Financial Admin

**Tasks**: Booking Rules and Schedules

Deposit Rules

- New/Edit Deposit Rules

- Delete Deposit Rules

## Prerequisites for Deposit Rule Schedules

**OPERA Controls**

**Group**: Cashiering

**Functions**: Deposit Handling

**OPERA Cloud Tasks**

**Group**: Booking Admin

**Tasks**: Booking Rules and Schedules

Deposit Rules Schedules

- New/Edit Deposit Rule Schedules
- Delete Deposit Rule Schedules

## Prerequisites for Reservation Types

**OPERA Cloud Tasks**

**Group**: Booking Admin

**Tasks**: Booking Rules and Schedules

Reservation Types

- New/Edit Reservation Types
- Delete Reservation Types

## Prerequisites for Reservation Type Schedules

**OPERA Cloud Tasks**

**Group**: Booking Admin

**Tasks**: Booking Rules and Schedules

Reservation Type Schedules

- New/Edit Reservation Type Schedules
- Delete Reservation Type Schedules

## Prerequisites for Catering Codes

**Licenses / Subscriptions**

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

Or

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

**OPERA Controls**

**Group**: Events

**Functions**: Event Resources

**OPERA Cloud Tasks**

**Group**: Booking Admin

**Tasks**: Resource Management

Catering Codes

- New/Edit Catering Codes
- Delete Catering Codes

## Prerequisites for Configuring Sell Messages

**OPERA Controls**

**Group**: Reservations

**Parameters**: Activate the Sell Message Functionality

- Always Show Sell Messages

**OPERA Cloud Tasks**

**Group**: Marketing Management

**Tasks**: Sell Messages

- New/Edit Sell Messages
- Delete Sell Messages

## Prerequisites for eCoupons

**OPERA Controls**

**Group**: Reservations

**Functions**: eCoupons

**OPERA Cloud Tasks**

Reservation Management

- eCoupons
- New/Edit eCoupons
- Delete eCoupons

# Prerequisites for Pre-Registration Rules

**OPERA Controls**

**Group**: Reservations

**Functions**: Pre-Registration Check In

**OPERA Cloud Tasks**

**Group**: Booking Admin

**Tasks**: Reservation Management

Pre-Registration Rules

- New/Edit Pre-Registration Rule
- Delete Pre-Registration Rules

# Prerequisites for Immigration Status

**OPERA Cloud Tasks**

**Group**: Booking Admin

**Tasks**: Reservation Management

Immigration Status

- New/Edit Immigration Status
- Delete Immigration Status

# Prerequisites for Auto Attach Elements

**OPERA Controls**

**Group**: Reservations

**Functions**:

- Advanced Discount
- Reservation Auto Attach Elements

# Prerequisites for Configuring Room Assignment

**OPERA Controls**

**Group**: Front Desk

**Functions**: Enhanced Room Assignment

**OPERA Cloud Tasks**

**Group**: Booking Admin

**Functions**: Reservation Management

Room Assignment Ratings

- Edit Room Assignment Ratings

## Prerequisites for Discount Reasons

**OPERA Controls**

**Group**: Reservations

**Functions**:

- Advanced Discount
- Reservation Discounts

**OPERA Cloud Tasks**

**Group**: Booking Admin

**Tasks**: Reservation Management

Discount Reasons

- New/Edit Discount Reasons
- Manage Advanced Discounts
- Delete Discount Reasons

## Prerequisites for Trace Texts

**OPERA Controls**

**Group**: Accounts Receivables

**Functions**: Traces

**Group**: Blocks

**Functions**: Traces

**Group**: Reservations

**Functions**: Reservation Traces

**OPERA Cloud Tasks**

**Group**: Booking Admin

**Tasks**: Reservation Management

Manage Trace Texts

- New/Edit Trace Texts
- Delete Trace Texts

# Prerequisites for Turnaway Codes

**OPERA Controls**

**Group**: Look To Book Sales Screen

**Functions**: Turnaway Functionality

**OPERA Cloud Tasks**

**Group**: Booking Admin

**Tasks**: Reservation Management

- Turnaway Codes
  - New/Edit Turnaway Codes
  - Delete Turnaway Codes

# Prerequisites for Upgrade Rules

**OPERA Controls**

**Group**: Reservations

**Functions**:

- Fixed Rates
- Reservation Upgrade

**OPERA Cloud Tasks**

**Group**: Booking Admin

**Tasks**: Reservation Management

Upgrade Rules

- New/Edit Upgrade Rules
- Delete Upgrade Rules

# Prerequisites for Waitlist Codes

**OPERA Controls**

**Group**: Reservations

**Functions**: Waitlist

**OPERA Cloud Tasks**

**Group**: Booking Admin

**Tasks**: Reservation Management

- **Waitlist**

  - New/Edit Waitlist
  - Delete Waitlist

## Prerequisites for Reservation Colors

**OPERA Controls**

**Group**: Reservations

**Settings** : Reservation Color Definition = [RESERVATION_COLOR_DEFINITION]

**OPERA Cloud Tasks**

**Group**: Booking Admin

- Reservation Management
  - **Task**: Manage Reservation Colors

## Prerequisites for Resource Management

**Licenses / Subscriptions**

Oracle Hospitality OPERA Cloud Service, Sales and Event Management Essentials Edition

Or

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

Or

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

## Prerequisites for Catering Packages / Event Templates

**OPERA Controls**

**Group**: Events

**Functions**:

- Event Packages
- Event Templates

## Prerequisites for Configuring Event Forecasts

**Licenses/Subscriptions**

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

Or

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

**OPERA Controls**

**Group**: Events

**Functions**: Forecast Event Revenue

## Prerequisites for Item Class

**OPERA Controls**

**Group**: Events

**Functions**: Event Resources

**Group**: Reservations

**Functions**: Item Inventory (PMS)

**OPERA Cloud Tasks**

**Group**: Booking Admin

**Tasks**: Resource Management

- Item Class
  - New/Edit Item Class
  - Delete Item Class

## Prerequisites for Configuring Item Inventory

**OPERA Controls**

**Group**: Events

**Functions**: Event Resources

**Group**: Reservations

**Functions**: Item Inventory (PMS)

**OPERA Cloud Tasks**

**Group**: Booking Admin

**Tasks**: Item Inventory

- New/Edit Item Inventory
- Delete Item Inventory

## Prerequisites for Configuring Item Pools

**OPERA Controls**

**Group**: Reservations

**Functions**: Item Inventory (PMS)

- Item Inventory Pool

**OPERA Cloud Tasks**

**Group**: Booking Admin

**Tasks**: Item Pools

- New/Edit Item Pools
- Delete Item Pools

## Prerequisites for Configuring Item Rate Rules

**License/Subscription**

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

Or

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

**OPERA Controls**

**Group**: Events

**Functions**: Event Resources

**OPERA Cloud Tasks**

**Group**: Booking Admin

**Tasks**: Resource Management

Item Rates

- New/Edit Item Rates
- Delete Item Rates

## Prerequisites for Configuring Item Templates

**Licenses / Subscriptions**

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

**OPERA Controls**

**Group**: Events

**Functions**: Item Templates

**OPERA Cloud Tasks**

**Group**: Booking Admin

**Tasks**: Resource Management

Item Templates

- New/Edit Item Templates

- Delete Item Templates

## Prerequisites for Configuring Meal Periods

**OPERA Controls**

**Group**: Events

**Functions**: Event Resources

**Parameters**: Catering Meal Periods

**OPERA Cloud Tasks**

**Group**: Booking Admin

**Tasks**: Resource Management

Meal Periods

- New/Edit Meal Periods
- Delete Meal Periods

## Prerequisites for Configuring Menus

**OPERA Controls**

**Group**: Events

**Functions**: Event Resources

**OPERA Cloud Tasks**

**Group**: Booking Admin

**Tasks**: Resource Management

Menu Management:

- New/Edit Menu Management
- Delete Menu Management

## Prerequisites for Configuring Menu Items

**OPERA Controls**

**Group**: Events

**Functions**: Event Resources

**OPERA Cloud Tasks**

**Group**: Booking Admin

**Tasks**: Resource Management

Menu Management

- New/Edit Menu Management
- Delete Menu Management

## Prerequisites for Configuring Sales Manager Goals

**Subscription**

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

**OPERA Controls**

**Group**: Blocks

**Functions**: Sales Manager Goals

**OPERA Cloud Tasks**

**Group**: Booking Admin

**Sales Manager Goals**

- New / Edit Sales Manager Goals
- Delete Sales Manager Goals

## Prerequisites for Configuring Block Cutoff Schedules

**Licenses / Subscriptions**

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

Or

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

**OPERA Controls**

**Group**: Blocks

**Parameters**: Cutoff

**Function**: Cutoff Schedule

**OPERA Cloud Tasks**

**Group**: Booking Admin

**Tasks**: Block Management

Cutoff Schedule

- New/Edit Cutoff Schedule
- Delete Cutoff Schedule

# About Reservation Alerts

Prerequisites for Alerts

OPERA Cloud offers three kinds of alert messages.

- **Reservation Alert Messages** that you can manually set up on individual reservations.
- **Global Alerts** that generate automatically for all reservations that meet the alert condition.
- **Welcome Offer Alerts** that generate automatically for all reservations that meet the alert condition.

You can configure alerts to appear in the application or print directly to an email addressable printer. Also, configured alerts can trigger in any of the following areas (events): at check in, at check out, at edit of in house reservations, and when you open the reservation to make updates.

# Configuring Reservation Alert Messages

Reservation alerts provide information that appears on reservations during check in, check out, or any time you open the reservation of an in-house guest.

Alert messages are referenced in Global Alert rule-based alert configuration or used in the manual setup of Alerts on a reservation.

### Adding Alert Messages

> **Note:**
>
> When the Multi Property OPERA Control is active, new Alert Messages are created by selecting the **Template** tab. Once created, you can copy Alert Messages to specific properties using the **Copy** action. Refer to Copying Configuration Codes to Multiple Properties for more information.

1. From the **Administration** menu, select **Booking**, select **Alerts**, and then select **Alert Messages**.
2. Click **New** and enter the following details:
   a. **Code**: Enter a code for the alert message
   b. **Description**: Enter the alert message.
3. Click **Save**.

### Editing Alert Messages

1. From the **Administration** menu, select **Booking**, select **Alerts**, and then select **Alert Messages**.
2. Enter search criteria and click **Search**.
3. Select an alert message code in the search result, then click the vertical ellipsis **Actions** menu and select **Edit**.
4. Edit the description or sequence.
5. Click **Save**.

### Deleting Alert Messages

1. From the **Administration** menu, select **Booking**, select **Alerts**, and then select **Alert Messages**.
2. Enter search criteria and click **Search**.

3. Select an alert message code in the search result, then click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

# Global Alert (Rule) Definitions

When the Track It OPERA Control is active, you can setup global alerts to print an alert chit to a designated printer in Housekeeping or at Bell Desk or Valet based on the Track It Groups, when a Track It ticket is linked to a reservation. For more information, see Configuring Track It

Global alerts are rule-based alerts for reservations that generate when a reservation meets the conditions set up, based on attributes from either the reservation or the primary linked profile. Global alert rules eliminate the need for users to manually add alerts to reservations for commonly required use-cases.

You can set up global alerts to trigger in any of the following areas (events): Edit Reservation, Check In, Edit In House or Check Out. For Check In and Check Out areas there is a **Stop Check-In** or **Stop Check-Out** option available to stop the check-in or check-out process if the condition is true. For example, an alert condition setup for "If VisaNumber is empty then Stop the Check in." , forcing a user to populate the VisaNumber field to proceed with the check in.

You set up alert notifications to appear on-screen or to print directly to an email-addressable printer (or both). When configuring a printed alert, a customizable alert template is selected that defines the layout of the alert to be printed. For more information, see Stationery Report Groups.

Each global alert rule consists of the following:

- WHO: Reservation & Profile Filter Condition
- WHAT: Alert Message
- WHEN: Trigger event – Reservation Edit, Check in, In house or Check out
- WHERE: Notification type – Screen or Printer

For example, you could configure a rule to display a message regarding long-term parking on-screen at check in when the **Nights** field is greater than or equal to 7. Or, you might configure a rule to print an alert to the printer in room service instructing staff to deliver a fruit basket at check-in when the **Specials** field contains the code for a fruit basket.

You must set up at least one condition under which the global alert appears. The condition consists of an Attribute and an Operator that you select. You can edit, delete, or add multiple conditions.

When the Track It OPERA Control is active, you can setup global alerts to print an alert chit to a designated printer in Housekeeping or at Bell Desk or Valet based on the Track It Groups, when a Track It ticket is linked to a reservation. For more information, see Configuring Track It.

# Configuring Global Alert Rules

### Adding Global Alert Rules

1. From the **Administration** menu, select **Booking**, select **Alerts**, and then select **Global Alert Definitions**.
2. Click **New** and complete the following:.

3. In the Manage Global Alert Definition screen, enter the following details:

   a. **Step 1: Set Alert Definition**

      i. **Property**: Select or confirm the property.

      ii. **Code**: Select an alert message from the list see Configuring Reservation Alerts. The message text define for the alert code appears in the **Description** field below where it can be updated.

      iii. **Area**: Select the area (event) when the alert is to be generated.

      - **Reservation**: Alert is triggered when opening reservation presentation (manage reservation) for future date reservation.
      - **In-House**: Alert is triggered when opening reservation presentation (manage reservation) for in house reservation
      - **Check-In**: Alert is triggered at the time the reservation checks in, prior to opening Check in Reservation.
      - **Check-Out**: Alert is triggered at the time the reservation checks out, prior to opening Billing.

      > **Note:**
      >
      > When you select Check-In or Check-Out areas a **Stop Check-In** or **Stop Check-Out** check box appears. Select this check box to validate the condition defined in this Alert rule and stop the check-in or check-out process if the condition is true. This can be used to check for mandatory fields that are NULL in the reservation or linked profile and halt the check-in or check-out.

      iv. **Notification Options**: Select where to generate the alert message.

         i. **Screen Notification**: Select this check box to generate alert notification to the user on-screen when the alert criteria are satisfied. This check box is selected by default.

         ii. **Printer Notification**: Select this check box to generate alert notification by printing a selected alert report at the designated email-addressable printer.

            i. **Printer**: When the Print Notification option is selected, you must also select the printer. This printer must already be configured with Use Alert Printing selected on Printer setup. See Configuring Printers.

            ii. **Report**: You must also select a customized alert template If no alert template is selected, the alphabetically first alert template auto-populates the report field. See Stationery Report Groups.

         iii. **Description**: Populates with the alert message text for the selected alert code. This message text can be edited.

   b. **Step 2 : Set Filter Conditions**

      Here, you can define the filter condition to specify to which reservations and linked profile the alert applies . When you complete all the steps and select the **Add** button; the condition statement you composed appears in the text box in the lower part of the screen. If necessary you can construct complex conditions that contain multiple (and possibly nested) statements.

      Following is a description of the basic steps for building a set of conditions.

i. Click **Add**: Select a field from the list that will be used as a filter for the condition. The field list contains fields from the reservation record and the primary linked profile record typically the guest's profile.

ii. Select an **Operator**:

- **Dates**: After, Before, Business Date, Is Between, Is Equal To, Is Equal to Business Date, Is Equal to Business Date +1.
- **Time or Number Amounts**: Greater Than or Equal To, Is Between, Is Empty, Is Equal To, Is Not Empty, Is Not Equal To, Less Than or Equal To.
- **Text Items**: Contains Multiple Values (exact match), Greater Than or Equal To, Is Between, Is Empty, Is Equal To, Is Not Empty, Is Not Equal To, Less Than or Equal To, Not Contains Multiple Values (exact match), Not Partially Contains Within (multiple values), Not Partially Contains at Beginning, Partially Contains Within (multiple values), Partially Contains at Beginning.

iii. Specify a **Value(s)**: depending on the operator chosen select one or matching values.

Repeat these steps to add additional criteria if they are required, selecting either the **AND** or **OR** operator from the list:

- With the AND logical operator the Global Alert rule is only executed if ALL filter criteria specified are met.
- With the OR logical operator the Global Alert rule is executed if either or the entire filter criteria is met.

To nest statements click **ADD()** to place the condition in parentheses - these are evaluated first.

4. Click **Save**.

### Editing Global Alert Rules

1. From the **Administration** menu, select **Booking**, select **Alerts**, and then select **Global Alert Definitions**.
2. Enter search criteria and click **Search**.
3. Select an alert rule in the search result, then click the vertical ellipsis **Actions** menu and select **Edit**.
4. Update the configuration.
5. Click **Save**.

### Deleting Global Alert Rules

1. From the **Administration** menu, select **Booking**, select **Alerts**, and then select **Global Alert Definitions**.
2. Enter search criteria and click **Search**.
3. Select an alert rule in the search result, then click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

### Alert Printing

Alerts can be displayed on screen and/ or printed to an email-addressable printer. When you select the Printer Notification check box, you are required to specify the destination printer and select the customized alert template to be printed.

Merge codes available on the Alert template include:

- Alert Area
- Last Name
- First Name
- Room Number
- Alert Description
- Date/Time (Current at time of printing)
- Arrival Date
- Departure Date

# Configuring Welcome Offer Alerts Rules

Prerequisites for Alerts

Welcome offers provide guests with certain options to select on check in, based on the Welcome Offer Options OPERA Control.

**Valid options:**

- **eCoupons**: Select eCoupons to add to a reservation. See Managing Reservation eCoupons.
- **Items**: Select item inventory to add to the reservation. See Reservation Item Inventory.
- **Post It**: Select an article from the Post It screen, post and settle to a PM room. See Charging Purchases Using Post It.

Welcome Offer Alert rules determine under which conditions the Welcome Offer is presented during check in. See Arrivals - Managing Welcome Offers

### Adding Welcome Offer Alerts

1. From the **Administration** menu, select **Booking**, select **Alerts**, and then select **Global Alert Definitions**.
2. Click **New** and enter the following details:
   a. In the **Set Alert Definition** section, complete the necessary alert definition fields:
      i. **Property**: Enter or select the property.
      ii. **Code**: Select the alert code for the welcome offer.
      iii. **Description**: The description of the message to be displayed, by default upon check in.
      iv. **Welcome Offer**:  Select check box to indicate a Welcome Offer alert.
      v. **Area**: Value defaults to Check in and the field is disabled.
      vi. **Notification**: The Screen check box is automatically selected (Welcome Offer alerts can't be printed; print option is disabled).
   b. In the **Set Filter Conditions** section:
      i. Click **Add**
         - Set up the conditions that need to be satisfied for the Welcome Offer Alert to display.

- See Configuring Global Alert Rules.

ii. Click **OK**.

3. Click **Save**.

### Editing Welcome Offer Alerts

1. From the **Administration** menu, select **Booking**, select **Alerts**, and then select **Global Alert Definitions**.
2. Enter search criteria and click **Search**.
3. Select the welcome offer alert, then click the **vertical ellipsis** and select **Edit**.
4. Update the configuration.
5. Click **Save**.

### Deleting Welcome Offer Alerts

1. From the **Administration** menu, select **Booking**, select **Alerts**, and then select **Global Alert Definitions**.
2. Enter search criteria and click **Search**.
3. Select the welcome offer, then click the **vertical ellipsis** and select **Delete**.
4. Click **Delete** to confirm.

# Block Management Overview

Following are the configuration types and their description:

| Configuration Types | Description |
|---|---|
| Booking Types | You can associate a booking type with a business block to categorize business blocks for reporting purposes. For example, business blocks might be associated with a wedding, a commercial exhibition, a tour, a conference, or so on, and it may be useful to view block revenues and other information segregated by these types. |
| Cancellation Reasons | A business block cancellation reason is required when you change a block's status to Cancelled. |
| Lost Reasons | A business block lost reason is required when you change a block's status to Lost. |
| Conversions | A block conversion gives sales managers a way to assign a likelihood of conversion to blocks. |
| Destination Codes | Destination codes are used to identify competitors or alternate properties where a client has decided to book when a block status turns to Cancelled or Lost. |
| Rankings | A block ranking gives sales managers a way to assign a priority to blocks. |
| Rate Override Reasons | Rate Override Reasons are required when a rate code is applied to a block, but a user manually overrides the rate amount on the room grid. When this option is used, you must also select an override reason. |
| Refused Reasons | This configuration allows you to create codes that specify why a block was refused. A block refused reason is required when you change a block's status to Refused. |

| Configuration Types | Description |
|---|---|
| Reservation Methods | This configuration allows you to indicate how reservations are expected to be picked up for the block. In many cases it will be done via rooming lists, but reservation pick-up could also be handled via individual guest calls, a convention bureau, or others. |
| Wash Schedules | Properties often set aside rooms for block reservations. As the block date approaches, you can reduce the number rooms in the block by transferring a number or percentage of them to general house availability. Block wash schedules enable this transfer. The End of Day final procedure activates the scheduled transfers. You can schedule the room transfers by date and by a percentage or a set number of rooms. When creating or editing wash schedules:<br>• Attach schedules to a block prior to the block's cutoff date.<br>• Configure only one details record per wash schedule for each day prior to arrival.<br>• Set the Block Wash Schedule in Routine Management to Active. |

# Configuring Booking Types

## Prerequisites for Configuring Booking Types

You can set up business block booking types to categorize blocks for custom reporting purposes. For example, you might categorize a block as a wedding, a commercial exhibition, a tour group, a conference, or so on. **Booking Type** is selected on the Block Overview panel.

### Adding Booking Types

1. From the **Administration** menu, select **Booking**, select **Block Management**, and then select **Booking Types**.
2. Click **New** and complete the following:
   a. **Code**: Enter a code to identify the business block booking type.
   b. **Description**: Enter a description of the business block booking type.
      i. **Manage Translation**: Click link to configure localized descriptions. For more information, see Configuring Localized Code Descriptions. (Available when the Multi-language OPERA Control is active.).
   c. **Sequence**: Enter a Sequence number to indicate the position of this booking type in lists.
   d. Click **Save** or **Save and Continue** to add another.

### Editing Booking Types

1. From the **Administration** menu, select **Booking**, select **Block Management**, and then select **Booking Types**.
2. Enter search criteria then click **Search**.
3. In the search results, select the Booking Type code, click the vertical ellipsis **Actions** menu and select **Edit**.
4. Update the configuration.
5. Click **Save**.

### Deleting Booking Types

1. From the **Administration** menu, select **Booking**, select **Block Management**, and then select **Booking Types**.
2. Enter search criteria then click **Search**.
3. In the search results, select the Booking Type code, click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

## Configuring Block Cancellation Reasons

### Prerequisites for Configuring Block Cancellation Reasons

A cancellation reason is required when you change the status of a block or events to Canceled. Cancellation reasons is global configuration shared by all properties in multi-property operations.

### Adding Block Cancellation Reasons

1. From the **Administration** menu, select **Booking**, select **Block Management**, and then select **Cancellation Reasons**.
2. Click **New** and complete the following fields:
   a. **Code**: Enter a code for reservations that are canceled (for example, WEATHER or FLIGHT).
   b. **Description**: Enter a description that clarifies a canceled reservation code (for example, weather conditions, flight cancellation, and so on).
   c. **Display Seq.**: Enter a number that controls the position of the code in listings. Codes not assigned a sequence number are listed in alphabetical order following codes with an assigned sequence.
   d. Click **Save** or click **Save and Continue** to add another cancellation reason.

### Editing Block Cancellation Reasons

1. From the **Administration** menu, select **Booking**, select **Block Management**, and then select **Cancellation Reasons**.
2. Enter search criteria and click **Search**.
3. In the search results, select the code, click the vertical ellipsis **Actions** menu, and select **Edit**.
4. Update the configuration.
5. Click **Save**.

### Deleting Block Cancellation Reasons

1. From the **Administration** menu, select **Booking**, select **Block Management**, and then select **Cancellation Reasons**.
2. Enter search criteria and click **Search**.
3. In the search results, select the code, click the vertical ellipsis **Actions** menu, and select **Delete**.

4. Click **Delete** to confirm.

# Configuring Block Conversions

Prerequisites for Configuring Conversions

Block conversion enables sales managers to assign a likelihood of conversion to blocks. The conversion rating is selected on the Block Overview panel and appears on the Group Rooms Control screen and on the Function Diary. The conversion rating also appears in reports including the Group Rooms Reservation Sheet and the Business Block Short List reports.

### Adding Block Conversion

1. Select the **Administration** menu, select **Booking**, select **Block Management**, and then select **Conversions**.
2. Click **New** and complete the following fields:
    a. **Code**: Enter a code (up to 10 characters) for the conversion rating.
    b. **Description**: Enter a text description of the conversion rating.
    c. **Sequence**: Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
3. Click **Save**.

### Editing Block Conversion

1. Select the **Administration** menu, select **Booking**, select **Block Management**, and then select **Conversions**.
2. Enter search criteria and click **Search**.
3. In the search results, select the code and click the vertical ellipsis **Actions** menu and select **Edit**.
    a. Update the configuration
    b. **Inactive**: Select to mark this code inactive. Inactive codes are not available for selection from lists. The code remains for historical and statistical purposes only.
4. Click **Save**.

### Deleting a Block Conversion

1. Select the **Administration** menu, select **Booking**, select **Block Management**, and then select **Conversions**.
2. Enter search criteria and click **Search**.
3. In the search results, select the code and click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

# Configuring Destination Codes

Destination codes are used to identify competitors or alternate properties when a business block status is updated to Cancelled or Lost.

### Adding Block Destination Codes

1. From the **Administration** menu, select **Booking**, select **Block Management**, and then select **Destination Codes**.
2. Click **New** and complete the following fields:
    a. **Code**: Enter a code (up to 10 characters) for the destination.
    b. **Description**: Enter a text description of the destination.
        i. **Manage Translation**: Click link to configure localized descriptions. For more information, see Configuring Localized Code Descriptions (Available when the Multi-language OPERA Control is active.).
    c. **Sequence**: Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
    d. Click **Save**.

### Editing Block Destination Codes

When editing an existing block cancellation reason, you cannot modify the code.

1. From the **Administration** menu, select **Booking**, select **Block Management**, and then select **Destination Codes**.
2. Enter search criteria, then click **Search**.
3. Select a block destination code in the search result, then click the vertical ellipsis **Actions** menu and select **Edit**.
4. Update the configuration.
5. Click **Save**.

### Deleting Block Destination Codes

1. From the **Administration** menu, select **Booking**, select **Block Management**, and then select **Destination Codes**.
2. Enter search criteria, then click **Search**.
3. Select a block destination code in the search result, then click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

## Configuring Lost Reason Codes

Lost Reasons specify why a business block was lost. and is required when you change the status of a business block to Lost.

### Adding Block Lost Reasons

1. From the **Administration** menu, select **Booking**, select **Block Management**, and then select **Lost Reasons**.
2. Click New and complete the following fields:
    a. **Code**: Enter a code (up to 10 characters) for the lost reason

b. **Description**: Enter a text description of the lost reason

c. **Sequence**: Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.

d. Click **Save**.

### Editing Block Lost Reasons

When editing an existing block cancellation reason, you cannot modify the code.

1. From the **Administration** menu, select **Booking**, select **Block Management**, and then select **Lost Reasons**.
2. Enter search criteria, then click **Search**.
3. Select a block lost reason in the search result, then click the vertical ellipsis **Actions** menu and select **Edit**.
4. Update the configuration.
5. Click **Save**.

### Deleting Block Lost Reasons

1. From the **Administration** menu, select **Booking**, select **Block Management**, and then select **Lost Reasons**.
2. Enter search criteria, then click **Search**.
3. Select a block lost reason in the search result, then click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

## Configuring Block Rankings

### Prerequisites for Rankings

Block ranking enables sales managers to assign a priority to blocks. The ranking value is selected on the Block Overview panel and appears on the Using Group Rooms Control screen and on the Function Diary. Ranking also appears in reports including the Group Rooms Reservation Sheet and the Business Block Short List reports.

### Adding Block Ranking

1. From the **Administration** menu, select **Booking**, select **Block Management**, and then select **Rankings**.
2. Click **New** and complete the following fields:
   a. **Code**: Enter a code (up to 10 characters) for the ranking.
   b. **Description**: Enter a text description of the ranking.
   c. **Sequence**: Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
3. Click **Save**.

### Editing Block Ranking

1. From the **Administration** menu, select **Booking**, select **Block Management**, and then select **Rankings**.
2. Enter search criteria and click **Search**.
3. Select a ranking in the search result, then click the vertical ellipsis **Actions** menu and select **Edit**.
4. Update the configuration.
5. Click **Save**.

### Deleting Block Ranking

1. From the **Administration** menu, select **Booking**, select **Block Management**, and then select **Rankings**.
2. Enter search criteria and click **Search**.
3. Select a ranking in the search result, then click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

## Configuring Rate Override Reasons

Rate override reasons are used to justify overriding rates on the Business Block room grids when the Allow Rate Editing with Rate Code OPERA Control is active. Selecting the **Rate Override** action in the room grid allows you to update rates by occupancy even when a rate code is selected for the business block.

### Adding Rate Override Reasons

1. From the **Administration** menu, select **Booking**, select **Block Management**, and then select **Rate Override Reasons**.
2. Click **New** and complete the following:
   a. **Code**: Enter a Code that will identify the rate override reason.
   b. **Description**: Enter a Description for the the rate override reason.
   c. **Sequence**: Enter a Sequence number to indicate the position of this rate override reason code in a list of displayed values.
   d. Click **Save**.

### Editing Rate Override Reasons

When editing an existing block cancellation reason, you cannot modify the code.

1. From the **Administration** menu, select **Booking**, select **Block Management**, and then select **Rate Override Reasons**.
2. Enter search criteria, then click **Search**.
3. Select an override reason in the search result, then click the vertical ellipsis **Actions** menu and select **Edit**.
4. Update the configuration.

5. Click **Save**.

### Deleting Rate Override Reasons

1. From the **Administration** menu, select **Booking**, select **Block Management**, and then select **Rate Override Reasons**.
2. Enter search criteria, then click **Search**.
3. Select an override reason in the search result, then click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

## Configuring Refused Reasons Codes

Refused reasons specify why a business block was refused. A block refused reason is required when you change the status of a business block to Refused.

### Adding Refused Reasons Codes

1. Select the Administration menu, select **Booking**, select **Block Management**, and then select **Refused Reasons**.
2. Click **New** and complete the following:
   a. **Code**: Enter a Code that will identify the reason the block was refused.
   b. **Description**: Enter a description of the code, such as insufficient budget or conflicting booking.
   c. **Sequence**: Enter a sequence number to indicate the position of this refused reason in a list of displayed values.
3. Click **Save**.

### Editing Refused Reasons

1. Select the Administration menu, select **Booking**, select **Block Management**, and then select **Refused Reasons**.
2. Enter search criteria then click **Search**.
3. In the search results, select the code, click the vertical ellipsis **Actions** menu, and select **Edit**.
4. Update the configuration.
5. Click **Save**.

### Deleting Refused Reasons

1. Select the Administration menu, select **Booking**, select **Block Management**, and then select **Refused Reasons**.
2. Enter search criteria then click **Search**.
3. In the search results, select the code, click the vertical ellipsis **Actions** menu, and select **Delete**.
4. Click **Delete** to confirm.

# Configuring Reservation Methods

## Prerequisites for Reservation Methods

Reservation methods are selected on the Block Details panel and appear in the Block search; and indicate how reservations are expected to be picked up for the block.

In many cases, reservation pickup is done through entry of a rooming list, but reservation pickup could also be handled through individual guest calls, a convention bureau, or external system.

### Adding a Reservation Method

1. From the **Administration** menu, select **Booking**, select **Block Management**, and then select **Reservation Methods**.
2. Click **New** and complete the following:
   a. **Code**: Enter a code for the Reservation Method.
   b. **Description**: Enter the text that describes the Reservation method.
   c. **Sequence**: Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
3. Click **Save**.

### Editing a Reservation Method

1. From the **Administration** menu, select **Booking**, select **Block Management**, and then select **Reservation Methods**.
2. Enter search criteria and click **Search**.
3. In the search results, select the code, click the vertical ellipsis **Actions** menu, and then click **Edit**.
4. Update the configuration.
5. Click **Save**

### Deleting a Reservation Method

1. Select or confirm the **Property**.
2. Enter search criteria and click **Search**.
3. In the search results, select the code, click the vertical ellipsis **Actions** menu, and then click **Delete**.
4. Click **Save**.

# Configuring Sales Allowances

## Prerequisites for Configuring Sales Allowances

A Sales Allowance sets the maximum number of rooms that sales agents can book per day, separate to the general availability of rooms at a property. The per-day sales allowance is evaluated whenever group blocks are created or updated (change of block status, shift dates, copy to new) and a warning is issued whenever the amount of deduct-inventory rooms

exceeds the Sales Allowance. Sales agents are identified by the **Act As** field in user configuration , and an **Originating Application** field can be added to Create Block and Manage block using Page Composer to determine if the block is affected by the sales allowance according to the **Block Origin for Sales Allowance** OPERA Control.
The **Overbook Sales Allowance** task can be granted to permit sales agents to override the sales allowance limit and continue with the group block creation.

Using Sales Allowance you can:

- Define a number of rooms for a specific date range.
- Select the days of the week affected by the sales allowance within the date range.
- Define cutoff days for the date range.
- Enable an increase or a decrease in the entered number of rooms and date range.

### Loading Sales Allowances

1. From the **Administration** menu, select **Booking**, select **Block Management**, and then select **Sales Allowance**.
2. Click **Load** and enter or select the following:
    a. **Property**: Select or confirm the property.
    b. **Start Date**: Beginning date that the sales allowance is valid.
    c. **End Date**: The last day that the sales allowance is valid.
    d. **Sales Allowance**: Number of room nights to allocate as the sales allowance for the specified dates (note: the value cannot be greater than the total number of inventory rooms).
    e. **Cutoff Days**: The number of days the allowance is in effect before it is cut off. The cutoff date must be within the specified date range.
    f. **Days of the Week**: Select the days of the week in which the sales allowance is valid.
    g. Click **Save**.

### Updating Sales Allowances

1. From the **Administration** menu, select **Booking**, select **Block Management**, and then select **Sales Allowance**.
2. Enter search criteria then click **Search**.
3. Search results show configured sales allowances start dates and cutoff dates, plus the following columns of information:
    a. **Allowance**: The number of rooms allowed for group reservations during the date range.
    b. **Available**: The current number of rooms available out of the sales allowance.
    c. **Booked**: The number of rooms currently booked out of the sales allowance.
    d. **Overbooked**: The number of rooms overbooked above the sale allowance.
4. From search results, click **Load**and enter or select the following:
    a. **Property**: Select or confirm the property.
    b. **Start Date**: Beginning date that the sales allowance is valid.
    c. **End Date**: The last day that the sales allowance is valid.

d. **Increase/Decrease**: Select the check box to enable increasing or decreasing the existing sales allowance quantity. Enter a minus sign (such as -10) before the number to decrease the quantity. Otherwise, the number is added to the pre-existing quantity.

e. **Sales Allowance**: Number of room nights to allocate as the sales allowance for the specified dates (note: the value cannot be greater than the total number of inventory rooms).

f. **Cutoff Days**: The number of days the allowance is in effect before it is cut off. The cutoff date must be within the specified date range.

g. **Days of the Week**: Select the days of the week in which the sales allowance is valid.

h. Click **Save**.

### Deleting Sale Allowances

You can delete sales allowance records unless the rooms are allocated to blocks.

1. From the **Administration** menu, select **Booking**, select **Block Management**, and then select **Sales Allowance**.
2. Enter search criteria then click **Search**.
3. From search results, select a **Sales Allowance** and click **Delete**.

> **Note:**
>
> If rooms are allocated during the date range, you are prevented from deleting the record.

4. Click **Delete**.

## Configuring Block Wash Schedules

Prerequisites for Block Wash Schedule

You can setup standard block wash schedule 'templates' that can be selected when setting up the wash schedule for a specific Block; saving time and effort setting up the wash schedule. A block wash schedule is used to reduce the number of rooms in a block allocation by a percentage of rooms or fixed amount of rooms, at a defined schedule.

### Adding a Block Wash Schedule

1. From the **Administration** menu, select **Block Management**, and then select **Wash Schedule**.
2. Click **New** and complete the following fields:
   a. **Code**: Enter a code to identify the Block Wash Schedule.
   b. **Description**: Enter the text that describes the Block Wash Schedule.
3. In the Schedule Details panel, click **New** and complete the following fields:
   a. **Days prior to arrival**: Enter the number of days prior to arrival to determine when the system performs the wash.
   b. **Wash by number of rooms**: Select to determine the number of rooms to return to house inventory based on occupancy levels and enter the occupancy levels.
   c. **Wash by %**: Select to determine the percentage of rooms to return to house inventory and enter the percentage.

4. Click **Save**.

### Editing a Block Wash Schedule

1. From the **Administration** menu, select **Block Management**, and then select **Wash Schedule**.
2. Enter search criteria, then click **Search**.
3. Select the block wash schedule in the search result, then click the vertical ellipsis **Actions** menu and select **Edit**.
4. Update the configuration.
5. Click **Save**.

### Deleting a Block Wash Schedule

1. From the **Administration** menu, select **Block Management**, and then select **Wash Schedule**.
2. Enter search criteria, then click **Search**.
3. Select the block wash schedule in the search result, then click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

## Block and Catering Event Statuses

Status codes are used in Blocks and Catering Events (when the Catering Events OPERA Control is active) to determine the impact of a block allocation on room inventory and Events on event space availability. Both Blocks and Events progress through a series of statuses and as such a status flow must be configured once status code configuration is complete. See Configuring Status Code Flow. Block Status and Block Status Flow is a global configuration. A maximum of 20 status codes can be configured.

When the **Use Single Block Status for Rooms and Catering** OPERA Control is active, the status of block and associated events is controlled by the block status. When the **Use Single Block Status for Rooms and Catering** OPERA Control is inactive, a **Catering Status** field is enabled in the Block Catering Details panel to select a different status for events. The **Default New Block Status** OPERA Control determines the default status for new blocks. The **Copy Booking Status** OPERA Control determines the default Room Status when copying a block, The **Default Catering Status** OPERA Control determines the default status for catering events. The **Catering Status when Copying an Event** OPERA Control determines the status **Catering Status** when copying an event.

Each status code configured has a status type. The available **Status Types** are:

- INQUIRY (Doesn't deduct allocated rooms and function space from inventory)
- NON DED INV (Doesn't deduct allocated rooms and function space from inventory)
- DED INV (deduct allocated rooms and function space from inventory)
- CANCEL (releases allocated rooms and function space to house availability)
- For Sales and Event Management subscribers, the **Turn Booking into Action Upon** OPERA Control determine when blocks are automatically updated to Actual status.
  - ARRIVAL (Bookings auto-update to ACTUAL on the booking arrival date).
  - DEPARTURE (bookings auto-update to ACTUAL on the booking departure date).

- NOT USED (Bookings do not auto-update to ACTUAL).

Additionally, status codes identify when a block is open for pickup, allowing the entry of reservations and deducting a room from the current block allocation. See About Rooming Lists.

When the **Owner** and **Block Owner Locking** OPERA Controls are active, you can select a status for the **Block Owner Locking Status Setting** OPERA Control that locks the block and prevents update of the **Block Owner** field.

When the **Catering Events** and **Event Waitlist** OPERA Controls are active, an additional **Waitlist Status Type** is available to manage events on waitlist. When creating the waitlist status code, both the **Room Status Type** and **Catering Status Type** value must be set to Waitlist. There can be only one Waitlist status code configured, and this status code is not referenced in the Block Status Flow.

Central When the **Central Sales** OPERA Control is active, central sales leads are sent to properties as an inquiry/non-deduct block. The **Property Lead New** Block Status OPERA Control must be updated with a block status configured as Inquiry or Non-Deduct **Room Status Type** to identify leads/opportunities, for example, a LEAD status to track new business leads. See About Central Sales. A block status with the **Return Inventory** check box selected must also be configured to track lost leads, for example, a LOST status to track lost leads / opportunities.

Premium When the **Opportunities** OPERA Control is active, an OPP block status (as Inquiry **Status Type**) is seeded to identify leads/opportunities. The **Convert Opportunity to Block Status** OPERA Control determines the default status of confirmed (won) Opportunities. The **Release Opportunity Status** OPERA Control determines the status code for released (lost) Opportunities and must be updated with a block status configured with **Return Inventory** check box selected, for example, a LOST status to track lost leads/opportunities.

> **Note:**
>
> Ensure the OPP block status code is updated with a default **Reservation Type** and **Display Color**.

## Configuring Block and Catering Event Status Codes

Configure the status codes to be used in Blocks and Events. (Available when the Catering Events OPERA Control is active.) Both Blocks and Events progress through a series of statuses and, as such, a block (and event) status flow must be configured. See Configuring Status Code Flow.

> **Note:**
>
> In multi-property operations, Block Status and Block Status Flow is a global configuration enabling you to configure a maximum of 20 status codes.

### Adding Status Codes

1. From the **Administration** menu, select **Booking**, select **Block Status**, and then **Status Codes**.

2. Click **New** and enter the following details:
    a. **Code**: Enter a code that is used to define the status.
    b. **Description**: Enter a description for the status.
    c. **Sequence**: Enter a sequence that indicates the order the status code. The sequence order is important for when you set up the Block Status Flow. Only status codes with a higher sequence value can be selected as a 'next status'.
    d. **Room Status Type**: Select a room status type from the list:
        i. **Inquiry**: Indicates the initial status of a group. This block status does not deduct rooms from the inventory. The **Include Inquiry in Non Deduct Inventory Calculations** OPERA Control determines whether status codes configured as **Inquiry** should be included in the **Non-Deduct Inventory** calculation on Group Rooms Control and the Function Diary.
        ii. **Non Deduct Inventory**: Does not deduct from the inventory.
        iii. **Deduct Inventory**: Deducts rooms from inventory.
        iv. **Actual**: Deducted from inventory. Status is automatically updated to Actual based on the Turn Booking into Actual Upon OPERA Control.
        v. **Waitlist**: This status type is only used to Waitlist catering events. (Available when the Catering Events and Event Waitlist OPERA Controls are active.)
        vi. **Cancel**: This status returns the number of rooms deducted to house availability; used in conjunction with the **Return Inventory** check box.
    e. **Catering Status Type**: Select a catering status type to use with the status code (Available when the Catering Events OPERA Control is active).
        i. **Inquiry**: Indicates the initial status of catering events. Does not deduct function space from inventory.
        ii. **Non Deduct Inventory**: Does not deduct function spaces from inventory.
        iii. **Deduct Inventory**: Deducts function space from inventory.
        iv. **Actual**: Actual is deducted from inventory, and status is automatically updated to Actual based on the Turn Booking into Actual Upon OPERA Control.
        v. **Waitlist**: This status type is only used to waitlist catering events. (Available when the Catering Events and Event Waitlist OPERA Controls are active.)
        vi. **Cancel**: This status returns the function space deducted to availability.
    f. **Default Reservation Type**: Select a reservation type to be used for this status code. The reservation type and status code must have the same deduct/no deduct status. For more information, see Reservation Types
    g. **Color**: Select a display color to associate with the status code. The select color identifies the event status on the Group Rooms Controls and the Function Diary.
    h. **Starting**: Select check box to indicate this status code is a starting status. Blocks and events can commence in this status.
    i. **Return Inventory**: Select the check box to indicate the block in this status code will have its room allocation returned to house availability.
        i. **Reason Type**: Select a return inventory reason type from the list. This option is enabled when the **Return Inventory** check box is selected.
            i. Cancellation
            ii. Lost

iii. Refused

j. **Allow Pickup**: Select check box to indicate the block is open for pickup (reservation rooming list entry) when in this status. See (link: c_rooming_lists_group_rooming_lists_ch.htm

k. **Diary**: Select check box to display events in this status in the Function Diary .

l. **Log Catering Changes**: Select check box to track event changes to the event change log (link: t_viewing_the_events_changes_log.htm) once events are in this status.

3. Click **Save**.

### Editing Status Codes

1. From the **Administration** menu, select **Booking**, select **Block Status**, and then select **Status Codes**.
2. Enter search criteria and click **Search**.
3. Select the Status Code, then click the vertical ellipsis **Actions** menu and select **Edit**.
4. Update details.
5. Click **Save**.

### Deleting Status Codes

You cannot delete status codes used in Blocks, Events, or configured as part of the Block Status Flow.

1. From the **Administration** menu, select **Booking**, select **Block Status**, and then **Status Codes**.
2. Enter search criteria and click **Search**.
3. Select the Status Code, then click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

## Configuring Block and Event Status Flow

The status flow defines the one-way progression for block and event statuses. Multiple **Next Available Status Codes** can be selected. For example - from TENT (Tentative) status blocks/ events may progress to DEF (Definite), CXL (Cancelled) or LST (Lost).

### Editing Block and Event Status Flow

1. From the **Administration** menu, select **Booking**, select **Block Status** and then select **Status Code Flow**.
2. Enter search criteria then click **Search**.
3. Select a status code, then click the vertical ellipsis **Actions** menu and select **Edit**.
   a. Select one or more statuses from the **Next Available Status Codes** panel and click **>** to move selected values to the **Selected Status Codes** panel.

> **Note:**
>
> Only status codes with a higher sequence value than the current status code can be selected as a next status.

4. Click **Save**.

# Configuring Block Cutoff Schedules

Prerequisites for Configuring Block Cutoff Schedules

Use block cutoff schedules to configure block allocation cutoff rules for selected date ranges and room types. Start by configuring the block cutoff codes, then load the cutoff schedule for each cutoff code.

A Cutoff Schedule can then be selected within a block to automate the setup of the cutoff dates for the various room types in the block allocation. For more information, see Managing Block Room and Rate Grid.

### Adding Block Cutoff Schedules

1. From the **Administration** menu , select **Booking**, select **Block Management**, and then select **Cutoff Schedule**.
2. Click **New** and complete the following :
    a. **Property**: Enter or select the property.
    b. **Code**: Enter a code for the cutoff schedule (20 character maximum).
    c. **Description**: Enter a text description of the cutoff schedule.
    d. **Default Days**: Enter the cutoff days for any room type for which a schedule is not configured.
    e. **Start Date**: Enter start date of the cutoff schedule.
    f. **End Date**: Enter end date of the cutoff schedule.
    g. Click **Save**.

### Loading Block Cutoff Schedules

1. From the **Administration** menu , select **Booking**, select **Block Management**, and then select **Cutoff Schedule**.
2. Enter search criteria and click **Search**.
3. Select a block cutoff code in the search result, then click the vertical ellipsis **Actions** menu and select **Edit**.
4. Click **Load** and enter the following:
    a. **Start Date**: Enter or select the start date that the cutoff schedule is valid.
    b. **End Date**: Enter or select the last day that the cutoff schedule is valid.
    c. **Room Types**: Select the room types for which the cutoff schedule applies (a maximum of 5 room types can be selected).
    d. **Cutoff Days**: Enter the number of cutoff days.
    e. **Days of the Week**: Select days of the week that the block cutoff schedule applies.
    f. Click **Save**.
5. Click **Save**.

### Editing Block Cutoff Schedules

1. From the **Administration** menu , select **Booking**, select **Block Management**, and then select **Cutoff Schedule**.
2. Enter search criteria and click **Search**.
3. Select a block cutoff code in the search result, then click the vertical ellipsis**Actions** menu and select **Edit**.
4. Update the configuration.
5. Click **Save**.

### Deleting Block Cutoff Schedules

> **Note:**
>
> If cutoff schedule is allocated to blocks during the date range, you are prevented from deleting the record.

1. From the **Administration** menu , select **Booking**, select **Block Management**, and then select **Cutoff Schedule**.
2. Enter search criteria and click **Search**.
3. Select a block cutoff code in the search result, then click the vertical ellipsis**Actions** menu and select **Delete**.
4. Click **Delete**.

# Booking Rules and Schedules

Booking Rules and Schedules enables you to configure a variety of options related to reservation booking rules, such as deposit and cancellation policies and reservation types. The available options are dependent on the active controls at your property.

## Cancel Penalties (Cancellation Penalty Rules)

### Prerequisites for Cancel Penalties

Cancel Penalties (Cancel Penalty Rules) define the penalty amount to be charged if a reservation is canceled. The amount can be a flat amount, a percentage of the rate, a percentage of the first night's rate, or it can be based on the number of nights.

Cancel Penalties also define the number of days or date prior to the arrival date that the reservation can be canceled without penalty. The date can be associated with a time (for example, 5:00 PM) before which the reservation must canceled to avoid penalty.

Cancellation rules can be associated to a reservation type, to a rate code, or to a combination of reservation type and rate code through the setup of Cancel Penalty Schedules. Rules scheduled for the reservation type and/or rate code automatically populate to the reservation at the time the reservation is created.

In addition, you can select a cancellation rule (as well as non-rule-based cancellation requirements) for a reservation by selecting the Deposit / Cancellation details link on the reservation. The Reservation Deposits and Cancellations topic has more information on reservation deposits and cancellations.

Only one cancellation rule can apply to a reservation at a time, even if the reservation type, rate code, and reservation itself each has its own rule attached. The rate code rule takes precedence over any other type of rule, followed by the reservation type rule, and finally, the rule attached to the reservation itself.

> **Note:**
>
> When the Cancellation Penalty Rule is configured as a percentage of revenue ensure the applicable sales charge transaction codes have the **Include in Dep/Cxl.** check box selected.

## Configuring Cancel Penalties

### Adding a Cancel Penalty

1. From the **Administration** menu, select **Booking**, select **Booking Rules and Schedules**, and then select **Cancel Penalties**.
2. Click **New** to create a new cancel penalty. Complete the following fields:

> **Note:**
>
> When the Multi Property OPERA Control is active, new cancel penalties can only be created by clicking the **Template** tab. Once created, you can copy the configuration to specific properties using the Copy action. For more information, see Copying Configuration Codes to Multiple Properties.

   a. **Code**. Enter the cancellation rule code that appears on the reservation.
   b. **Description**. Enter the description of the cancellation code.
   c. **Type**. Select the method used to compute the penalty. Select from the following types:
      - **Flat** - The penalty amount is the exact amount of the cancellation charge in the property currency.
      - **Percent** - The penalty amount is a percentage of the entire stay's room rate plus any fixed charges, packages, and generates associated with the rate. For example, if the Penalty Amount is 50, the guest will pay a charge of 50% of the total stay room rate. If the room rate is $300 a night for 3 nights, the guest pays $450 (0.50 x $900). Notice that "of Stay" appears following the field when **Percent** is selected.
      - **Percentage of Nightly Rate** - The penalty amount is based on the percentage of the first night's room rate. Schedule the time period when this rule is effective. When a cancellation is made, the cancellation schedule generates the correct values in the appropriate currency.
      - **Nights** - The penalty amount is determined by the guest's room rate plus any fixed charges, packages, and generates associated with the rate for this number of

nights. For example, assume the guest is planning to stay 3 nights. If the Penalty Amount is 1, and the nightly room rate is $150, the cancellation charge would be $150 ($150 x 1 nights).

- **Non-Cancelable** - The reservation cannot be canceled.

d. **Amount**. Enter the Cancel Penalty Amount. The meaning of this field varies depending on the Type (computation method) used for this rule.

e. **Days Before Arrival**. Enter the number of days before the arrival date up to which the reservation can be canceled without penalty.

f. **Before Time**. Enter the time before which the guest must cancel to avoid penalty (used in conjunction with the days Before Arrival value). For example, if the Before Arrival is 5, and the Before Time is 6:00 PM, the guest must cancel before 6:00 PM five days prior to the arrival date to avoid the cancellation penalty. The configured time appears on the cancellation message when canceling a reservation.

g. **Seq**. Enter the sequence number that determines the position of this rule in the Cancellation Penalty Rules LOV.

3. Click **Save** or **Save and Continue** to add more rules.

### Editing a Cancel Penalty

1. From the **Administration** menu, select **Booking**, select **Booking Rules and Schedules**, and then select **Cancel Penalties**.
2. Select or confirm the **Property**, enter optional search criteria, and click **Search**.
3. From search results, click the row level **vertical ellipsis** for the Cancel Penalty and select **Edit**.
4. Make the desired changes.
5. Inactive. Select to make the Cancel Penalty Rule inactivate. Inactive cancellation penalty rules are no longer available for selection in Cancellation Penalty Schedules.
6. Click **Save**

### Deleting a Cancel Penalty

1. From the **Administration** menu, select **Booking**, select **Booking Rules and Schedules**, and then select **Cancel Penalties**.
2. Select or confirm the **Property**, enter optional search criteria, and click **Search**.
3. From search results, click the row level **vertical ellipsis** for the Cancel Penalty and select **Delete**.
4. Click **Delete** to confirm.

## Cancel Penalty Schedules

Prerequisites for Cancel Penalty Schedules.

Cancellation penalty schedules enable you to impose cancellation charges or penalties when a reservation is cancelled within a specified period before the arrival date.

You can specify the cancellation rule along with the begin date and end date that define the period during which the schedule is in effect. Duplicate schedules for the same effective period are not permitted.

You can also configure credit ratings for use with cancellation schedules. Guests and callers who make reservations with your property will have a cancellation rule applied to their reservation based on the credit rating indicated on their profile. For more information, see Configuring Credit Ratings.

## Configuring Cancel Penalty Schedules

### Adding a Cancel Penalty Schedule

1. From the **Administration** menu, select **Booking**, select **Booking Rules and Schedules**, and then select **Cancel Penalty Schedules**.
2. Click **New** and complete the following fields:
   a. **Property**: Confirm or enter the property for the cancel penalty schedule.
   b. **Begin / End Date**: Define the effective period for the cancel penalty schedule by selecting its start date and end date. Duplicate rule schedules cannot have overlapping effective periods. For example, assuming you have two cancellation penalty schedules for the FLAT cancellation rule, and both are applied to the AARP rate code and the 6 PM reservation type. One rule schedule cannot have effective dates of 06-01 through 07-31 if the other already has effective dates of 07-15 through 08-15.
   c. **Rule**: Choose a cancel penalty rule from the list to apply to this schedule.
   d. **Rate Code**: Choose the rate codes to which this schedule applies. When creating a new rule schedule, this is a multi-select list of values. If a rate code is selected, block code or credit rating cannot be selected for the rule schedule.
   e. **Block Code**: Choose the block codes to which this schedule applies. When creating a new rule schedule, this is a multi-select list of values. If a block code is selected, rate code or reservation type or credit Rating cannot be selected for the rule schedule.
   f. **Reservation Type**: Choose the reservation types to which this schedule applies. When creating a new rule schedule, this is a multi-select list of values. If a reservation type is selected, block code or credit Rating cannot be selected for the rule schedule.
   g. **Credit Rating**: Select a **Credit Rating** to limit this cancellation schedule to reservations with a credit rating as indicated on their profile. When creating a new rule schedule, this is a multi-select list of values. If a credit rating is selected, block code or rate code or reservation type cannot be selected for the rule schedule. (Available when the Credit Rating OPERA Control is active).
   h. **Season Code**: Choose a **Season Code** to limit this schedule to a specific rate season.
   i. **Seq**: Enter the sequence number that determines the position of this rule schedule in a list of values.
   j. **Override**: Select if you want this rule to override all others that might apply to a date or range of dates.
3. **Save** or click **Save and Continue** to add more cancel penalty schedules.

> **Note:**
>
> When multiple criteria are selected separate schedules are created for each combination.
>
> - Rate Code
> - Reservation Type
> - Credit Rating
> - Block Code

### Editing a Cancel Penalty Schedule

1. From the **Administration** menu, select **Booking**, select **Booking Rules and Schedules**, and then select **Cancel Penalty Schedules**.
2. Select or confirm the **Property**, enter optional search criteria, and click **Search**.
3. From search results, click the row level **vertical ellipsis** for the schedule and select **Edit**.
4. Make the desired changes.
5. **Inactive**. Select to make this rule schedule inactive.
6. Click **Save**.

### Deleting a Cancel Penalty Schedule

1. From the **Administration** menu, select **Booking**, select **Booking Rules and Schedules**, and then select **Cancel Penalty Schedules**.
2. Select or confirm the **Property**, enter optional search criteria, and click **Search**.
3. From search results, click the row level **vertical ellipsis** for the schedule and select **Delete**.
4. Click **Delete** to confirm.

## Configuring Deposit Rules

Deposit Rules provide a way to manage the deposit requirements for reservations, blocks, and related events. They specify deposit amounts or percentages and when deposits must be paid.

Deposit rules can be associated to a reservation type, to a rate code, or to a combination of reservation type and rate code through the setup of Deposit Schedules. Rules scheduled for the reservation type or rate code will automatically populate to the reservation at the time the reservation is created.

In addition, you can select a deposit rule (as well as non-rule-based deposit requirements) for a reservation or a block by selecting the Deposit / Cancellation details link on the reservation.

Only one deposit rule may apply to a reservation at a time, even if the reservation type, rate code, and reservation itself each has its own rule attached. The rate code rule takes precedence over any other type of rule, followed by the reservation type rule, and finally, the rule attached to the reservation itself.

> **Note:**
>
> When the Multi Property OPERA Control is active, new Deposit Rules are created by selecting the **Template** tab. Once created, you can copy Deposit Rules to specific properties using the **Copy** action. See Copying Configuration Codes to Multiple Properties for more information.

### Adding a Deposit Rule

1. From the **Administration** menu, select **Booking**, select **Booking Rules and Schedules**, and then select **Deposit Rules**.
2. Click **New** and enter the following details:
   a. **Property**: Enter or select the property.
   b. **Deposit Rule**: Enter characters or numbers to identify the new deposit rule.
   c. **Description**. Enter a text description of the rule.
   d. **Type**. Select a deposit type.
   e. **Amount**. Enter a deposit amount based on the deposit type.
   f. **Type of Charges**. (Available if either **Simple Events** or **Catering Events** is active in OPERA Control.) Select the type of charge. For example, when selecting **Catering** or **ALL**, the Projected Catering Revenue from the block is used for the deposit calculation. When **None** is selected, the deposit rule can be applied to any type of revenue: Rooms, Catering, or All.
   g. **Before Arrival**. Enter a number of days to indicate when the deposit is due before the arrival.
   h. **After Booking**. Enter a number of days to indicate when the deposit is due after the booking.
   i. **Sequence**. Enter the sequence number that determines the position of this rule in a list of values.
3. Click **Save** to save and exit, or **Save and Continue** to save and add a new deposit rule.

### Editing a Deposit Rule

1. From the **Administration** menu, select **Booking**, select **Booking Rules and Schedules**, and then select **Deposit Rules**.
2. Select or confirm the Property.
3. Enter search criteria and click **Search**.
4. In the search results, select the code and then click the **vertical ellipsis** and select **Edit**.
5. Select **Inactive** if you want to make the rule code inactive.
6. Update the configuration.
7. Click **Save**.

### Deleting a Deposit Rule

1. From the **Administration** menu, select **Booking**, select **Booking Rules and Schedules**, and then select **Deposit Rules**.
2. Select or confirm the Property.

3. Enter search criteria and click **Search**.
4. In the search results, select the code and then click the **vertical ellipsis** and select **Delete**.
5. Click **Delete** to confirm.

# Configuring Deposit Rule Schedules

Prerequisites for Deposit Rule Schedules

Deposit rule schedules provide a way to manage the advance deposit requirements for reservations. You can specify deposit rule along with the begin date and end date that define the period during which the schedule is in effect. Duplicate schedules for the same effective period are not permitted.

You can also configure credit ratings for use with deposit schedules. Guests and callers who make reservations with your property will have deposit rules applied to their reservation based on the credit rating indicated on their profile. For more information, see Configuring Credit Ratings.

### Adding Deposit Rule Schedules

1. From the **Administration** menu, select **Booking**, select **Booking Rules and Schedules**, and then select **Deposit Rules Schedules**.
2. Click **New** and complete the following fields:
    a. **Property**: Confirm or enter the property for the deposit rule schedule.
    b. **Begin / End Date**: Define the effective period for this rule schedule by selecting its start date and end date. Duplicate rule schedules cannot have overlapping effective periods. For example, assuming you have two deposit rule schedules for the FLAT deposit rule, and both are applied to the AARP rate code and the 6 PM reservation type. One rule schedule cannot have effective dates of 06-01 through 07-31 if the other already has effective dates of 07-15 through 08-15.
    c. **Rule**: Choose the cancellation rule to which this deposit rule schedule applies.
    d. **Rate Code**: Choose the rate code to which this deposit rule schedule applies. When creating a new rule schedule, this is a multi-select list of values. If a rate code is selected, block code or credit rating cannot be selected for the rule schedule.
    e. **Block Code**: Choose the block codes to which this deposit rule schedule applies. When creating a new rule schedule, this is a multi-select list of values. If a block code is selected, rate code or reservation type or credit Rating cannot be selected for the rule schedule.
    f. **Reservation Type**: Choose the reservation type to which this deposit rule schedule applies. When creating a new rule schedule, this is a multi-select list of values. If a reservation type is selected, block code or credit Rating cannot be selected for the rule schedule.
    g. **Credit Rating**: Select a credit rating from the list to limit this deposit rule to reservations, based on the credit rating as indicated on their profile. When creating a new rule schedule, this is a multi-select list of values. If a credit rating is selected, block code or rate code or reservation type cannot be selected for the rule schedule. (Available when the Credit Rating OPERA Control is active).
    h. **Season Code**: Select a season code from the list to limit this schedule to a specific rate season.

i. **Seq**: Enter the sequence number that determines the position of this rule schedule in a list of values.

j. **Override**: Select if you want this rule to override all others that might apply to a date or range of dates.

3. **Save** or click **Save and Continue** to add more deposit rule schedules.

> **Note:**
>
> When multiple criteria are selected separate schedules are created for each combination.
>
> - Rate Code
> - Reservation Type
> - Credit Rating
> - Block Code

### Editing Deposit Rule Schedules

1. From the **Administration** menu, select **Booking**, select **Booking Rules and Schedules**, and then select **Deposit Rules Schedules**.
2. Enter search criteria, then click **Search**.
3. Select a deposit rule schedule in the search result, then click the vertical ellipsis **Actions** menu and select **Edit**.
4. a. Update the configuration.

   b. **Inactive**: Select check box to make this deposit rule schedule inactive.

   c. Click **Save**.

### Deleting Deposit Rule Schedules

1. From the **Administration** menu, select **Booking**, select **Booking Rules and Schedules**, and then select **Deposit Rules Schedules**.
2. Enter search criteria, then click **Search**.
3. Select a deposit rule schedule in the search result, then click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

## Reservation Types

Prerequisites for Reservation Types .

Reservation types determine whether or not a reservation deducts a room from inventory. Prior to check in the reservation type selection can be updated in a reservation and in doing so any of the following profile / reservation attributes can be made mandatory:

- Address
- Deposit
- Arrival Time

- Phone Number
- Credit Card

**Table 14-1 Reservation Type Examples**

| Res Type | Description | Deduct Y/N | Address Required | Deposit Required | Arrival Time Required | Phone Number Required | Credit Card Required |
|---|---|---|---|---|---|---|---|
| TENT | Tentative | N | N | N | N | Y | N |
| CCGT | Credit Card Guaranteed | Y | N | N | Y | Y | Y |
| DEPR | Deposit Required | N | N | Y | N | Y | N |
| PAID | Deposit Paid | Y | N | Y | Y | Y | N |
| 6PM | Hold until 6PM | Y | N | N | Y | Y | N |

Non deduct reservations are not included in the availability calculations by default, but they can be included if you select the **Non-deduct Rooms Sold** and the **Available Rooms with Non-deduct (Rooms Sold)** view options when you access the Property Availability.

Group blocks and allotments must also have a reservation type selected. This selection provides several different combinations to cover guaranteed / deduct blocks with non-deduct reservations, or non-deduct groups and allotments with deduct reservations.

## Configuring Reservation Types

> **Note:**
>
> When the **Multi Property** OPERA Control is active, reservation type configuration can be copied to other properties. For more information, see Copying Configuration Codes to Multiple Properties.

### Adding Reservation Types

1. From the **Administration** menu, select **Booking**, select **Booking Rules and Schedules**, and then select **Reservation Types**.
2. Click **New** and complete the following fields:
   a. **Reservation Type**. Enter a code for the reservation type. Make this code informative for the user. For example, if the reservation type is to be “Guaranteed until 6:00 pm," you might enter ‘6PM.’ When editing an existing reservation type, you cannot change this code.
   b. **Description**. Enter a description for the reservation type (for example, "Guaranteed until 6:00 pm").

c. **Manage Translation**: Click link to configure localized descriptions. For more information, see Configuring Localized Code Descriptions. (Available when the Multi-language OPERA Control is active.).

d. **Sequence**. Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.

e. **Address**. (Required) Select to indicate an address is required for reservations made using this reservation type.

f. **Deposit**. (Required) Select if a deposit is required when making a reservation for this reservation type. This check box is provided for informational purposes only. Deposit requirements must be set by deposit rule schedules.

g. **Arrival Time**. (Required) Select to indicate a mandatory arrival time is required for reservations made using this reservation type.

h. **Deduct Inventory**. Select to indicate the reservation type will deduct a room from the inventory count when a reservation is made using this reservation type. If deselected, the reservation type is non-deduct, meaning a room will not be deducted from the inventory count.

i. **Phone Number**. (Required) Select to specify a phone number is required for reservations made using this reservation type.

j. **Credit Card**. (Required) Select to specify a credit card is required for reservations made using this reservation type.

3. Click **Save**.

### Editing Reservation Types

1. From the **Administration** menu, select **Booking**, select **Booking Rules and Schedules**, and then select **Reservation Types**.
2. Enter search criteria, then click **Search**.
3. Select a reservation type in the search result, then click the vertical ellipsis **Actions** menu and select **Edit**.
   a. Update the configuration.
   b. **Inactive**: Select check box to make this reservation type inactive and exclude from the reservation type list.
   c. Click **Save**.

### Deleting Reservation Types

1. From the **Administration** menu, select **Booking**, select **Booking Rules and Schedules**, and then select **Reservation Types**.
2. Enter search criteria, then click **Search**.
3. Select a reservation type in the search result, then click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

## Reservation Type Schedules

Prerequisites for Reservation Type Schedules.

Reservation Type Schedules enable you to schedule reservation types by associating a rate code, date range, or season code with the reservation type. When a reservation type is linked with a rate code, you can only select the linked reservation type while shopping with that rate code. Guest and booker credit ratings can also be associated with a reservation type.

## Configuring Reservation Type Schedules

Reservation Type Schedules enable you to schedule reservation types by associating a rate code, date range, or season code with the reservation type. When a reservation type is linked with a rate code, you can only select the linked reservation type while shopping with that rate code. The guest and booker credit ratings can also be associated with a reservation type.

### Adding Reservation Type Schedules

1. From the **Administration** menu, select **Booking**, select **Booking Rules and Schedules**, and then select **Reservation Type Schedules**.
2. Click **New** and complete the following fields:
    a. **Begin Date / End Date**. Define the effective period for this reservation type schedule by selecting its start date and end date. Begin date defaults to the business date. Duplicate reservation type schedules cannot have overlapping effective periods. For example, assuming you have two reservation type schedules for the reservation type 6 PM, and both are applied to the RACK rate code. One rule schedule cannot have effective dates of 06-01 through 07-31 if the other already has effective dates of 07-15 through 08-15. When multiple reservation types are selected while adding a rule, a separate rule record is created for each selected reservation type.
    b. **Rate Code**. Choose the rate code to which this reservation type schedule applies. When creating a new rule schedule, this is a multi-select list of values. If a rate code is selected, credit rating cannot be selected for the schedule.
    c. **Reservation Type**. Choose the reservation type to which this rule schedule applies. When creating a new rule schedule, this is a multi-select list of values. Once the schedule is saved, this field becomes a single-select list of values when editing the rule schedule.
    d. **Credit Rating**. (Available when **Credit Ratings** is active in OPERA Controls). Choose a **Credit Rating** to associate this rule to the credit rating according to the start and end dates and other parameters. Guests and bookers who make reservations with this property will have these reservation type schedules applied, based on their credit rating as indicated on their profile. When creating a new rule schedule, this is a multi-select list of values. If a credit rating is selected, rate code cannot be selected for the schedule.
    e. **Season**. (Available when **Rate Seasons** is active in OPERA Controls). Select the **Season Code** to be assigned to this rule. Rate seasons are defined for a range of dates. The date range automatically completes the Begin Date and End Date fields.
    f. **Sequence**. Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
    g. **Override**. Select if you want this rule to override all others that might apply to a date or range of dates. Select this option to take advantage of special events or holidays where one rule might supersede all others.
3. Click **Save**.

> **Note:**
>
> When multiple criteria are selected separate schedules are created for each combination.
>
> - Rate Code
> - Credit Rating

#### Editing Reservation Type Schedules

1. From the **Administration** menu, select **Booking**, select **Booking Rules and Schedules**, and then select **Reservation Type Schedules**.
2. Select or confirm the **Property**, enter optional search criteria, and click **Search**.
3. Select a reservation type schedule in the search result, then click the vertical ellipsis **Actions** menu and select **Edit**.
   a. Update the configuration.
   b. **Inactive**: Select check box to make this deposit rule schedule inactive.
   c. Click **Save**.

#### Deleting a Reservation Type Schedule

1. From the **Administration** menu, select **Booking**, select **Booking Rules and Schedules**, and then select **Reservation Type Schedules**.
2. Select or confirm the **Property**, enter optional search criteria, and click **Search**.
3. Select a reservation type schedule in the search result, then click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

# Catering Codes

Prerequisites for Catering Codes Prerequisites for Catering Codes

The Catering Codes screen lets you set up standard codes for use in events, such as menu items and servings, along with their descriptions and language translations.

## Configuring Menu Item Containers

Menu Item Containers describe how individual menu item are sold (for example, per piece, per dozen, or each) when they are not included in the price of the menu. The description prints on reports such as the Banquet Event Order (BEO) and Proforma Invoice. The Menu Item Containers are assigned to menu items using the Menu Item Configuration screen. For more information, see Resource Management

#### Adding Menu Item Containers

1. From the Administration menu, select **Booking**, select **Catering Codes**, and then select **Menu Item Container**.
2. Click **New** and complete the following fields:

a. **Code**: Enter a code for the Menu Item Container.

b. **Description**: Enter a description of the menu item container.

c. **Manage Translation**: Click link to configure localized descriptions. For more information, see Configuring Localized Code Descriptions. (Available when the Multi-language OPERA Control is active.).

d. **Sequence**: Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.

3. Click **Save**.

### Editing Menu Item Containers

1. From the Administration menu, select **Booking**, select **Catering Codes**, and then select **Menu Item Container**.
2. Enter search criteria and click **Search**.
3. From your search results, select the **Menu Item Container**, click the **vertical ellipsis**, and select **Edit**.
4. Make changes to the **Description**, **Manage Translation**, or **Sequence**.
5. Click **Save**.

### Deleting Menu Item Containers

You can delete a Menu Item Container only if it is not assigned to a Menu Item.

1. From the Administration menu, select **Booking**, select **Catering Codes**, and then select **Menu Item Container**.
2. Enter search criteria and click **Search**.
3. From your search results, select the **Menu Item Container**, click the **vertical ellipsis**, and select **Delete**.
4. Click **Delete** to confirm.

## Configuring Servings

The Serving screen enables you to modify the descriptions for how menus are sold. Menus are sold per person or per table.
Use the Menu configuration screen to assign Servings menu items. For more information, see Resource Management

### Editing Servings

1. From the Administration menu, select **Booking**, select **Catering Codes**, and then select **Serving**.
2. Enter search criteria and click **Search**.
3. From your search results, select the **Serving**, click the **vertical ellipsis**, and select **Edit**.
4. Update the following:

a. **Description**: Enter a Description for the serving.

b. **Manage Translation** Click link to configure localized descriptions. For more information, see Configuring Localized Code Descriptions. (Available when the Multi-language OPERA Control is active.).

c. **Sequence**: Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with an assigned sequence.

5. Click **Save**.

# Marketing Management

Marketing Management enables you to create codes that identify markets, market groups, cities and regions, sell messages, and similar information. You can attach these codes to reservations and other screens to track the origins of your reservation business.

## Configuring Marketing Cities

Use Marketing City codes to define where marketing cities are located in relation to your property.

> **Note:**
>
> When the Multi Property OPERA Control is active, new Marketing Cities are created by selecting the Template tab. Once created, you can copy Marketing Cities to specific properties using the Copy action. Refer to Copying Configuration Codes to Multiple Properties for more information.

### Adding Marketing City Codes

1. Select the **Administration** menu, select **Booking**, select **Marketing Management**, and then select **Marketing Cities**.
2. Click **New** and complete the following fields:
   a. **Property**. Search for and select a property or confirm the property.
   b. **Marketing City**. Enter the name of the city in the surrounding area near the property.
   c. **Description**. Enter a description for the city.
   d. **Region Code**. Enter a marketing region. For more information, see Configuring a Marketing Region.
   e. **Distance**. Enter the distance to the center of the marketing city from the property (for example, 1 mile, 5 miles, 10 miles, and so on).
   f. **Driving Time**. Enter the approximate length of time to travel to the marketing city by car or bus (for example, 10 minutes, 1 hour, 1/2 day).
   g. **Distance Type**. Enter the measurement type for the distance to the marketing city (for example, miles, kilometers, and so on).
   h. **Direction**. Enter the general direction of the marketing city in relation to the property (for example, North, South, East, or West).

3. Click **Save**.

### Deleting Marketing City Codes

1. Select the **Administration** menu, select **Booking**, select **Marketing Management**, and then select **Marketing Cities**.
2. Enter search criteria and click **Search**.
3. Select the marketing city code in the search result, then click the vertical ellipsis **Action** menu and select **Edit**.
    a. **Inactive**: Select to mark this code inactive. Inactive codes are not available for selection from lists in OPERA Cloud. The code remains for historical and statistical purposes only.
    b. Update the configuration.
4. Click **Save**.

### Deleting a Marketing City Code

1. Select the **Administration** menu, select **Booking**, select **Marketing Management**, and then select **Marketing Cities**.
2. Enter search criteria and click **Search**.
3. Select the marketing city code in the search result, then click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** and confirm the deletion.

## Configuring Market Codes

A market code is required in each reservation and group block and is used track the room nights and revenue generated by each reservation for statistical purposes.

When defining these codes, you must assign the appropriate market group to each market code. When booking a reservation, you must select the appropriate market code by either entering the market code or selecting a rate code with the market code linked to it (the market code is automatically populated for you). Based on the market segmentation codes, OPERA Cloud can produce daily, month-to-date, and year-to-date statistics of revenue, number of guests, number of rooms occupied, and average room rate. Again, these market codes must be linked to a market group. In addition, monthly revenue budgets can be entered for each of the market codes.

> **Note:**
>
> When the Multi Property OPERA Control is active, new Marketing Codes are created by selecting the Template tab. Once created, you can copy Marketing Codes to specific properties using the Copy action. See Copying Configuration Codes to Multiple Properties for more information.

### Adding Market Codes

1. From the **Administration** menu, select **Booking**, select **Marketing Management**, and then select **Market Codes**.

2. Click **New** and complete the following fields:
    a. **Property**: Search for and select a property or confirm the property.
    b. **Market Code**: Enter an alpha-numeric code to be used for the market code (for example, `FGOV`, `SGOV`, `GA`, `GC`, `CO`, `HS`, `CORP`, `LCORP`, and so on).
    c. **Description**: Enter a description of the market code (for example, Federal Government, State Government, Group Association, Corporate Group, Complimentary, House Use, Corporate, Local Corporate, and so on).
    d. **Manage Translations**: (Available when the **Multi Language** function under the **General** group is active). Select to open the multi-language descriptions screen and configure a language translation for the description.
    e. **Market Group**: Select the Market Group to which the market code belongs.

    For more information, see Configuring Market Groups.
    f. **Color**: Assign a display color code to any or all market codes to differentiate between reservations for each market segment on the Room Diary or Telephone Operator screens. In OPERA Controls, the **Reservation Color Definition** setting under the Reservations group must be set to **Market Code**.
    g. **Sequence**: Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
3. Click **Save** to save and exit or click **Save and Continue** to save this code and add another.

### Editing Market Codes

1. From the **Administration** menu, select **Booking**, select **Marketing Management**, and then select **Market Codes**.
2. Enter search criteria, then click **Search**.
3. Select the market code in the search result, then click the vertical ellipsis **Actions** menu and select **Edit**.
4. Update the details.
5. Click **Save**.

### Deleting Market Codes

1. From the **Administration** menu, select **Booking**, select **Marketing Management**, and then select **Market Codes**.
2. Enter search criteria, click **Search**.
3. Select the market code in the search result, then click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

## Configuring Market Groups

You can group market codes into categories or market groups that correspond to your property's marketing strategy. This segmentation provides both statistics and financial reporting at the group level as well as at the code level.

OPERA Cloud produces statistical reports showing room revenue, number of nights, average room rate, food and beverage revenue, and other revenue based on the market code referenced in each reservation record. Market Groups are used to group and summarize statistical data from various linked market codes.

Typical market groups are Corporate, Government, Wholesale, Package, and Discount. Using this example, you would create specific market codes (for example, Local Company, National Company, and International Company) under the Corporate main group. Revenue and room nights are attributed to each market code and can be totaled at the market group level.

> **Note:**
>
> When the Multi Property OPERA Control is active, new Marketing Groups are created by selecting the Template tab. Once created, you can copy Marketing Groups to specific properties using the Copy action. See Copying Configuration Codes to Multiple Properties for more information.

### Adding Market Groups

1. From the **Administration** menu, select **Booking**, select **Marketing Management**, and then select **Market Groups**.
2. Click **New** and complete the following fields:
   a. **Property**. Search for and select a property or confirm the property.
   b. **Market Group**. Enter an alpha-numeric code to be used for the market group (for example, CORP, GOVT, WHLS, and so on).
   c. **Description**. Enter a description of the market code (for example, Corporate, Government, Wholesale, and so on).
   d. **Manage Translations**. (Available when the **Multi Language** function under the **General** group is active.) Select to open the multi-language descriptions screen and configure a language translation for the description.
   e. **Sequence**. Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
3. Click **Save**.

### Editing Market Groups

1. From the **Administration** menu, select **Booking**, select **Marketing Management**, and then select **Market Groups**.
2. Enter search criteria and click **Search**.
3. Select the market group in the search result, then click the vertical ellipsis **Actions** menu and select **Edit**.
4. Update the details.
5. Click **Save**.

### Deleting Market Groups

1. From the **Administration** menu, select **Booking**, select **Marketing Management**, and then select **Market Groups**.

2. Enter search criteria and click **Search**.
3. Select the market group in the search result, then click the vertical ellipsis **Actions** menu and select **Delete**

   .
4. Click **Delete** to confirm.

# Configuring Marketing Region

You can configure Marketing Region codes and then associate them with Marketing Cities. This provides the ability to designate smaller areas within your property's area as "marketing regions," as opposed to the larger geographical regions. You can search for properties within the smaller marketing region when making reservations.

> **Note:**
>
> When the Multi Property OPERA Control is active, new Marketing Regions are created by selecting the Template tab. Once created, you can copy Marketing Regions to specific properties using the Copy action. See Copying Configuration Codes to Multiple Properties for more information.

### Adding Marketing Region

1. From the **Administration** menu, select **Booking**, select **Marketing Management**, and then select **Marketing Regions**.
2. Click **New** and complete the following fields:

   > **Note:**
   >
   > In a multi-property operation, Marketing Region codes are configured in the template and then copied to properties. This ensures consistent configuration across all properties.

   a. **Code**: Enter an alpha-numeric code to represent the marketing region.
   b. **Description**: Enter a description for the marketing region.
   c. **Manage Translations**: (Available when the **Multi Language** function under the **General** group is active.) Select to open the multi-language descriptions screen and configure a language translation for the description.
   d. **Sequence**: Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
3. Click **Save** to save and exit or click **Save and Continue** to save this code and add another.

### Editing Marketing Region

1. From the **Administration** menu, select **Booking**, select **Marketing Management**, and then select **Marketing Regions**.

2. Enter search criteria, then click **Search**.
3. Select the marketing region in the search result, then click the vertical ellipsis **Actions** menu and select **Edit**.
4. Update the details.
5. Click **Save**.

### Deleting Marketing Region

1. From the **Administration** menu, select **Booking**, select **Marketing Management**, and then select **Marketing Regions**.
2. Enter search criteria, click **Search**.
3. Select the marketing region in the search result, then click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

## Configuring Origin Codes

OPERA Cloud maintains origin of business statistics, which enables you to track reservations by setting up origin codes (the originating media source for the reservation). Just as market codes can be grouped into market groups for reporting purposes, origin codes are attached to reservation records to track how reservations come into the property. Each property or property chain determines the breakdown of the origin information it requires (for example, mail, telephone, fax, central reservations, travel agency, GDS, and so on).

> **Note:**
>
> When the Multi Property OPERA Control is active, new Origin Codes are created by selecting the Template tab. Once created, you can copy Origin Codes to specific properties using the Copy action. See Copying Configuration Codes to Multiple Properties for more information.

### Adding Origin Codes

1. From the **Administration** menu, select **Booking**, select **Marketing Management**, and then select **Origin Codes**.
2. Click **New** and complete the following fields:
   a. **Code**: Enter the origin code used to assign to an origin (for example, PH, FX, WI, INT, and so on).
   b. **Description**: Enter text that describes the origin code (for example, telephone, fax, walk-in, Internet, and so on).
   c. **Manage Translations**: (Available when the **Multi Language** function under the **General** group is active.) Select to open the multi-language descriptions screen and configure a language translation for the description.
   d. **Sequence**: Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
3. Click **Save** to save and exit or click **Save and Continue** to save this code and add another.

### Editing Origin Codes

1. From the **Administration** menu, select **Booking**, select **Marketing Management**, and then select **Origin Codes**.
2. Enter search criteria, then click **Search**.
3. Select the origin code in the search result, then click the vertical ellipsis **Actions** menu and select **Edit**.
4. Update the details.
5. Click **Save**.

### Deleting Origin Codes

1. From the **Administration** menu, select **Booking**, select **Marketing Management**, and then select **Origin Codes**.
2. Enter search criteria, click **Search**.
3. Select the origin code in the search result, then click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

## Configuring Sell Messages

Prerequisites for Configuring Sell Messages

**Watch Video**

You can setup sell messages to help your reservation and sales agents secure a booking during a customer query. Sell messages contain important date-driven information or can be motivation messages for sales or reservation agents.

For reservation agents appropriate sell messages appear depending on your point in the reservation flow and depending on the selections you make. For example, when on the reservations screen, general sell messages appear. Once a property is selected for the reservation, property-level sell messages appear. In addition, when searching availability, availability-level sell messages appear depending on room-type and rate code selections. When the **Always Show Sell Messages** OPERA Control is active users will always see sell messages in reservation presentation.

Premium For properties with an Oracle Hospitality OPERA Cloud Service, Sales and Event Management Premium Edition subscription, sell messages can be setup to display in the Group Rooms Control, the Function Diary, and Blocks.

Sell messages can also be setup in multiple languages and, by default, appear in the language selected in your user profile.

### Adding a Sell Message

1. From the **Administration** menu, select **Booking**, select **Marketing Management**, and then select **Sell Messages**.
2. Click **New** and complete the following fields:
3. **Location**

a. **Global** : Select to setup a global sell message (all properties).

b. **Hub**: Select to setup for all properties associated with a hub.

   i. **Hub**: Enter or select the hub.

c. **Property**: Select to setup a property-specific sell message.

   i. **Property**: Enter or select the property.

4. **Begin Date / End Date**: Enter the **Start** and **End** dates during which this sell message appears to reservation agents.
5. **Language**: Enter or select the language code for the sell message. If a language code is specified, this sell message only appears when the language code matches the language code of the user in their user account.
6. **Display Sell Message**: Select the area(s) from the list for the sell message to display.

   a. **Blocks** Manage Blocks (Available when the **Business Block** OPERA Control is active).

   b. **Function Diary** : (Available when the **Catering Events** OPERA Control is active).

   c. **GRC**: Group Rooms Control. (Available when the **Business Block** OPERA Control is active).

   d. **LTB**: Create Reservation.

   e. **Reservations**: Manage Reservations.
7. **Rate Code**: Enter or select the rate code for which this sell message should appear.
8. **Block Code**: Enter or select the block code for which this sell message should appear.
9. **Room Type**: Enter or select the room type for which this sell message should appear.
10. **Sequence**: Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
11. **Sell Message**: Enter the sell message to display to users; in the language selected.
12. Click **Save**.

### Editing a Sell Message

1. From the **Administration** menu, select **Booking**, select **Marketing Management**, and then select **Sell Messages**.
2. Enter search criteria and click **Search**.
3. Select the sell message in the search result, then click the vertical ellipsis **Actions** menu and select **Edit**.
4. Update the configuration.
5. Click **Save**.

### Deleting a Sell Message

1. From the **Administration** menu, select **Booking**, select **Marketing Management**, and then select **Sell Messages**.
2. Enter search criteria and click **Search**.
3. Select the sell message in the search result, then click the vertical ellipsis **Actions** menu and select **Delete**.

4. Click **Delete** to confirm.

# Configuring Source Codes

Use source codes to manage and track the source of business at your hotel, such as mail, telephone, fax, central reservations, travel agency, and so on. OPERA Cloud maintains the source of business statistics. Just like market codes, source codes are attached to reservation records to track how the reservations come to the property. Source codes are also grouped into source groups for reporting. Every property or property chain determines the breakdown of the source information it requires.

> **Note:**
>
> When the Multi Property OPERA Control is active, new Source Codes are created by selecting the Template tab. Once created, you can copy Source Codes to specific properties using the Copy action. See Copying Configuration Codes to Multiple Properties for more information.

### Adding Source Codes

1. From the **Administration** menu, select **Booking**, select **Marketing Management**, and then select **Source Codes**.
2. Click **New** and complete the following fields:
   a. **Property**: Search for and select a property or confirm the property.
   b. **Source Code**: Enter an alpha-numeric code to be used for the source code (for example, TEL, FAX, WK, and so on).
   c. **Description**: Enter a description of the source code (for example, Telephone, Facsimile, Walk in, and so on).
   d. **Manage Translations**: (Available when the **Multi Language** function under the **General** group is active.) Select to open the multi-language descriptions screen and configure a language translation for the description.
   e. **Source Group**: Select the associated source group to which this source code belongs.

      For more information, see Configuring Source Groups.
   f. **Sequence**: Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
   g. **Inactive**: Select to mark this code inactive. Inactive codes are not available for selection from lists in OPERA Cloud. The code remains for historical and statistical purposes only.
3. Click **Save** to save and exit or click **Save and Continue** to save this code and add another.

### Editing Source Codes

1. From the **Administration** menu, select **Booking**, select **Marketing Management**, and then select **Source Codes**.
2. Enter search criteria, then click **Search**.

3. Select the source code in the search result, then click the vertical ellipsis **Actions** menu and select **Edit**.
4. Update the details.
5. Click **Save**.

### Deleting Source Codes

1. From the **Administration** menu, select **Booking**, select **Marketing Management**, and then select **Source Codes**.
2. Enter search criteria, click **Search**.
3. Select the source code in the search result, then click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

## Configuring Source Groups

Source Groups enable you to group several different types of source codes for reporting and tracking purposes.

> **Note:**
>
> When the Multi Property OPERA Control is active, new Source Groups are created by selecting the Template tab. Once created, you can copy Source Groups to specific properties using the Copy action. See Copying Configuration Codes to Multiple Properties for more information.

### Adding Source Groups

1. From the **Administration** menu, select **Booking**, select **Marketing Management**, and then select **Source Groups**.
2. Click **New** and complete the following fields:
   a. **Property**: Search for and select a property or confirm the property.
   b. **Source Group**: Enter an alpha-numeric code to be used for the source group.
   c. **Description**: Enter a description of the source group.
   d. **Sequence**: Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
   e. **Inactive**: Select to mark this code inactive. Inactive codes are not available for selection from lists in OPERA Cloud. The code remains for historical and statistical purposes only.
3. Click **Save**.

### Editing Source Groups

1. From the **Administration** menu, select **Booking**, select **Marketing Management**, and then select **Source Groups**.
2. Enter search criteria, then click **Search**.

3. Select the source group in the search result, then click the vertical ellipsis **Actions** menu and select **Edit**.
4. Update the details.
5. Click **Save**.

#### Deleting Source Groups

1. From the **Administration** menu, select **Booking**, select **Marketing Management**, and then select **Source Groups**.
2. Enter search criteria, click **Search**.
3. Select the source group in the search result, then click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

# Reservation Management

The reservation components you can configure include things such as guest messages, reservation alerts, and deposit rules.

## Configuring Reservation eCoupons

eCoupons are complimentary items such as drinks / meals etc offered and redeemed by a guest in POS outlets (bar, cafe or restaurant), the charge for which is posted to a specified posting master room reservation. eCoupons are added to a reservations and are visible in the outlet Point Of Sale (POS). In POS , the user is able to settle the charge to the guest's room by selecting the appropriate eCoupons displayed. Therefore, the eCoupons will be counted as used and the charge will be automatically transferred to the designated PM room reservation instead of posting to the guest reservation account. If specific rate codes entitles guests to an eCoupon you can select the rate code(s) so that a reservation is automatically updated with the eCoupon.

#### Adding an eCoupon

1. From the **Administration** menu, select **Booking**, select **Reservation Management**, and then select **eCoupons**.
2. Click **New** and enter the following details:
   a. **Property**: Enter or select the property.
   b. **eCoupon Code**: Enter a maximum of 8 alphanumeric characters.
   c. **Description**: Enter a description of the eCoupon. This field allows a maximum of 100 characters.
   d. **Rate Code**: Select one or more About Rate Codes , this eCoupon will be automatically added to any reservation with this rate code.
   e. **Posting Room**: Select the PM rooms applicable for the selected property. The list of values shows all PM rooms regardless of whether they are checked in or not. This Pseudo room must be checked in for the eCoupons related charges to be successfully diverted to it.
   f. **Default Quantity**: Enter a value from 1 to 99. This field defaults to 1.

g. **Sequence**: Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.

h. **Welcome Offer**: Select to make this eCoupon available as a welcome offer to the guest during check in. (Available when the Welcome Offer OPERA Control is active).

3. Click **Save** to save and exit or click **Save and Continue** to save and add additional eCoupons.

### Editing an eCoupon

1. From the **Administration** menu, select **Booking**, select **Reservation Management**, and then select **eCoupons**.
2. Select or confirm the **Property**, enter optional search criteria, and click **Search**.
3. From search results, click the row level **vertical ellipsis** for the code and select **Edit**.
4. Make the desired changes.
5. **Inactive**: Select to make the eCoupon inactivate.
6. Click **Save**.

### Deleting an eCoupon

1. From the **Administration** menu, select **Booking**, select **Reservation Management**, and then select **eCoupons**.
2. Select or confirm the **Property**, enter optional search criteria, and click **Search**.
3. From search results, click the row level **vertical ellipsis** for the code and select **Delete**.
4. Click **Delete** to confirm.

### Copying eCoupons

When the Multi Property OPERA Control is active you can copy eCoupons to other properties from the Hub location. See Copying Configuration Codes to Multiple Properties.

## Configuring Pre-Registration Rules

Prerequisites for Pre-Registration Rules

You can define pre-registration rules to identify which reservations qualify for a pre-registered check-in.

### Adding a Pre-Registration Rule

1. From the Administration menu, select **Booking**, select **Reservation Management**, and then select **Pre-Registration Rules**.
2. Click **New**.
3. Choose a **Rule Type** from the list of values. Allowed rule types are Special, Market Code, Time, Origin, Rate Code, Reservation Type, VIP, and Membership.

   a. **Special.** When selected, the screen lists all available Special Request Codes applicable for the property. You can select one or more **Specials** for which the pre-registered check-in applies.

b. **Market Code.** When selected, the screen lists all available Market codes applicable for the property. You can select one or more **Market Codes** for which the pre-registered check-in applies.

c. **Origin.** When selected, the screen lists all available Origin codes applicable for the property. You can select one or more **Origin Codes** for which the pre-registered check-in applies.

d. **Rate Code.** When selected, the screen lists all available rate codes applicable for the property. You can select one or more **Rate Codes** for which the pre-registered check-in applies.

e. **Reservation Type.** When selected, the screen lists all available Reservation Types applicable for the property. You can select one or more **Reservation Types** for which the pre-registered check-in applies.

f. **VIP.** When selected, the screen lists all available VIP codes applicable for the property. You can select one or more **VIP Codes** for which the pre-registered check-in applies.

g. **Membership.** When selected, you can select one or more **Membership Types**.

h. **Time.** When selected, the below fields become available. By default, the rule is based on the Check-In Time. **Allow (n) hours before property check in time**: The hours prior to check-in. Enter the number of hours before the property's official check-in time that the reservation is eligible for pre-registered check-in. The official check-in time for the property is based on the value entered in the **Check-In Time** field on the General Information screen.**Allow (n) hours after property check in time**: The hours after check-in. Enter the number of hours after the property's official check-in time that the reservation is eligible for pre-registered check-in.

4. Select the **Property** for which the rule is applicable.
5. Select the applicable **Start Date / End Date** for the rule. If an end date is not selected, the rule is applicable for any future date from the Start Date.
6. Click **Save** to close or click **Save and Continue** to add additional rules.

### Editing a Pre-Registration Rule

1. From the Administration menu, select **Booking**, select **Reservation Management**, and then select **Pre-Registration Rules**.
2. Select or confirm the **Property**, enter optional search criteria, and click **Search**.
3. From search results, click the row level **vertical ellipsis** for the code and select **Edit**.Make the desired changes.
4. Click **Save**.

### Deleting a Pre-Registration Rule

1. From the Administration menu, select **Booking**, select **Reservation Management**, and then select **Pre-Registration Rules**.
2. Select or confirm the **Property**, enter optional search criteria, and click **Search**.
3. From search results, click the row level **vertical ellipsis** for the code and select **Delete**.
4. Click **Delete** to confirm.

## Configuring Immigration Status

Prerequisites for Immigration Status

You can specify the immigration status for guests staying at your property. For example: Permanent Resident, US Citizen, Tourist. Once you configure these Immigration Statuses you can add the **Immigration Status** field to Profile Presentation using Page composer.

### Adding Immigration Statuses

1. From the **Administration** menu, select **Booking**, select **Reservation Management**, and then select **Immigration Status**.
2. Click **New** and complete the following fields:
   a. **Code**. Enter a code for the Immigration Status value.
   b. **Description**. Enter a description for the Immigration Status.
      i. **Manage Translation**: Click link to configure localized descriptions. For more information, see Configuring Localized Code Descriptions. (Available when the Multi-language OPERA Control is active.).
   c.
   d. **Sequence**. Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
3. Click **Save** to close or click **Save and Continue** to add another.

### Editing Immigration Statuses

1. From the **Administration** menu, select **Booking**, select **Reservation Management**, and then select **Immigration Status**.
2. Enter search criteria, then click **Search**.
3. From search results, select the Immigration Status, then click the vertical ellipsis **Actions** menu and select **Edit**.
4. Update the configuration.
5. Click **Save**.

### Deleting an Immigration Status

1. From the **Administration** menu, select **Booking**, select **Reservation Management**, and then select **Immigration Status**.
2. Enter search criteria, then click **Search**.
3. From search results, select the Immigration Status, then click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

## Auto Attach Elements

Prerequisites for Auto Attach Elements

Auto attach elements are rules defined to auto-update various fields (elements) on a new reservation entered via the Look to Book Sales screen.

When Reservations > Advanced Discount is active in OPERA Controls, an Advanced Discount element type is enabled for the following base conditions:

- Membership

- Preferences
- Rate Code (rate code must be indicated as discountable in rate definition)
- Room Type
- Specials

Select an advanced discount reason code to attach to the reservation based on the condition specified. For example: based on membership = OR, attach the advanced discount code, OR10, to the reservation.

When the Auto Attach rule applies, the Element Type field updates automatically on the reservation.

> **Note:**
>
> The Auto-attach Elements function does not apply to reservations made from the rooming list entry.

The fields that are updated on a reservation are determined by the condition defined in the rule, for example:

- Specials updated on a reservation based on membership type.
- Specials updated on a reservation based on rate code.
- Specials updated on a reservation based on room type.
- Traces added to the reservation based on rate code.
- Traces added to the reservation based on room type.
- Packages updated on a reservation based on membership type.

For example, a rule could be configured as follows:

```
IF RATE CODE = 'CORP01'


then UPDATE SPECIALS with 'FB' (Fruit Basket)
```

## Configuring Auto Attachment Rules

### Prerequisites for Auto Attach Elements

Auto-attach Elements enable properties to automatically update new reservations with selected benefits. For example, a reservation for a VIP reservation might auto-update with a package item for a fruit platter or a trace to housekeeping for special amenities to be placed in the room.

#### Adding Auto Attachment Rules

1. Select the **Administration** menu, select **Booking**, select **Reservation Management**, and then select **Auto Attachment Elements**.
2. Select **New**.
3. Complete the following fields:
   a. **Property**. Select or enter a property code.

b. **Code**. Enter a unique code (identifier) for the rule.

> **Note:**
>
> Different field prompts appear on the screen depending on the **Based On** and **Element Type** values you select.

4. Select the **Based On Conditions** on which to base the auto attach rule.
   a. Options are: Membership, Rate Code, Preference, Room Type, Adults, Children, Specials, VIP, or Keyword Type.
   b. Based on the conditions you select, other fields or options appear enabling you to add details to the conditions. For example, if selecting Membership, the Membership Type field and Membership Level selector appear.
5. Select an **Element Type**. Select the field to update on the reservation. The available Element Types will vary depending on the Based On Condition you selected.
6. **Details** (field prompt will vary according to the element type you selected). Select code(s) from the list to update on the selected field (element type) on the reservation – these are the values being attached to the reservation.

> **Note:**
>
> When the Reservations > Advanced Discount is active in OPERA Controls, an Advanced Discount element type and an Advanced Disc Code field are enabled for certain conditions. Select an Advanced Discount code to update on reservations, resulting in a dynamically calculated discount.

7. Click **Save**.

### Editing Auto Attachment Rules

1. Select the **Administration** menu, select **Booking**, select **Reservation Management**, and then select **Auto Attachment Elements**
2. Select or confirm the Property.
3. Enter search criteria and click **Search**.
4. In the search results, select the code and then click on the vertical ellipsis.
5. Select **Edit**.
6. Select **Inactive** if you want to make the rule code inactive.
7. Update the configuration and then click **Save**.

### Deleting Auto Attachment Rules

1. Select the **Administration** menu, select **Booking**, select **Reservation Management**, and then select **Auto Attachment Elements**
2. Select or confirm the Property.
3. Enter search criteria and click **Search**.
4. In the search results, select the code and then click on the vertical ellipsis.
5. Select **Delete**.

# Configuring Reservation Cancellation Reasons

OPERA Cloud requires a reason to be selected for every reservation cancellation. These cancellation reasons are used for individual reservations and are not displayed for block cancellations. See Configuring Block Cancellation Reasons.

Cancellation reasons is global configuration shared by all properties in multi-property operations.

### Adding a Reservation Cancellation Reason

1. From the **Administration** menu, select **Booking**, select **Reservation Management**, and then select **Cancellation Reasons**.
2. Click **New** and enter the following details:
    a. **Code**. Enter a code for the cancel reason
    b. **Description**. Enter a description for the cancel reason
        i. **Manage Translation**: Click link to configure localized descriptions. For more information, see Configuring Localized Code Descriptions. (Available when the Multi-language OPERA Control is active.).
    c. **Display Seq**. Enter a number that controls the position of this code in listings. Codes not assigned a sequence number are listed in alphabetical order following codes with an assigned sequence.
3. Click **Save**.

### Editing a Reservation Cancellation Reason

1. From the **Administration** menu, select **Booking**, select **Reservation Management**, and then select **Cancellation Reasons**.
2. Enter search criteria and click **Search**.
3. In the search results, select the **code**, click the **vertical ellipsis**, and select **Edit**.
4. Update the configuration.
5. Click **Save**.

### Deleting a Reservation Cancellation Reason

1. From the **Administration** menu, select **Booking**, select **Reservation Management**, and then select **Cancellation Reasons**.
2. Enter search criteria and click **Search**.
3. In the search results, select the **code**, click the **vertical ellipsis**, and select **Delete**.
4. Select **Delete** to confirm.

# Configuring Country Entry Points

Country End Points specify where a guest has entered the country (for example, cities or airports). Once codes are configured, you can select the Country Entry Point code from the customized Reservation Stay Details panel in Reservation Presentation.

### Adding Country Entry Points

1. Select the **Administration** menu, select **Booking**, select **Reservation Management**, and then select **Country Entry Points**.
2. Click **New** and enter the following details::
   a. **Code**: Enter the code to identify an entry point.
   b. **Description**: Enter a description of the entry point.
   c. **Display Seq**: Enter a number that controls the position of this code in listings.
3. Click **Save**.

### Editing Country Entry Points

1. Select the **Administration** menu, select **Booking**, select **Reservation Management**, and then select **Country Entry Points**.
2. Enter search criteria and click **Search**.
3. Select the Country Entry Point, then click the **vertical ellipsis** and select **Edit**.
4. Update the configuration.
5. Click **Save**.

### Deleting Country Entry Points

1. Select the **Administration** menu, select **Booking**, select **Reservation Management**, and then select **Country Entry Points**.
2. Enter search criteria and click **Search**.
3. Select the Country Entry Point, then click the **vertical ellipsis** and select **Delete**.
4. Click **Delete** to confirm.

## Configuring Room Assignment Ratings

### Prerequisites for Configuring Room Assignment Ratings

Room Assignment Ratings are required for the Enhanced Room Assignment feature in OPERA Cloud; you can apply a rating to attributes in order for OPERA Cloud to assign the available rooms in order of importance (by the rated attributes).

You must also assign a desirability rating to each room so that when conducting Batch (Auto) Room Assignment, attributes ranked **Most Important** will result in these reservations being ordered first in the process, and those attributes ranked **Least Important** result in reservations being ordered last. Ensuring the most important reservations are allocated the most desirable rooms.

### Editing Room Assignment Ratings

1. From the **Administration** menu, select **Booking**, then select **Reservation Management**, then **Room Assignment Ratings**.
2. Select the required tab.
3. Enter search criteria and click **Search**.
4. Select **Edit**.

a. For each entry listed in the result select a **Rating** from the list.

b. Repeat the rating selection for all entries listed.

5. Click **Save**.

# Configuring Discount Reasons

## Prerequisites for Discount Reasons

When the Reservation Discounts OPERA Control is active, discount reasons are used to identify why a flat amount or percentage discount is applied to a reservation rate amount. Discounts field are enabled in the Stay Details panel when the reservation rate code is setup as eligible for discount. For more information, see Configuring Rate Code Financial Details

Alternatively, when the Advanced Discount OPERA Control is active, discounts can be configured and then referenced in Auto Attach Element rules to dynamically setup a reservation discount based on the rules you configure.

These discount reasons are referenced in Auto Attach Element rule configuration to dynamically setup a reservation discount amount based on the rules you configure. The following business logic applies for advanced discount rules:

- **Occupancy %**:

  Advance Discount Occupancy = Total Rooms Sold / Total Inventory Rooms.

  – **Total Rooms Sold**: Includes Day Use, Complimentary, No Show, and Advance Discount reservations.

  – Total Inventory Rooms = Total number of physical rooms configured at your property. Does not subtract Out Of Order (OOO) or Out Of Service (OOS).

- **Average Daily Rate (ADR)**:

  Advance Discount ADR = Total Gross Room Revenue - Advance Discount Revenue / Total Rooms Sold.

  – Total Gross Room Revenue = Includes all lodging (type) charges, including No Shows, Day Use, Cancellation fees, Late Checkout fees, Upgrade fees. Does not subtract revenue adjustments (credits). Does not include Advance Discount rate postings, but includes manually posted lodging transactions. Lodging transactions posted on the OPERA business date will be considered for Total Gross Room Revenue regardless of the reservation stay dates.

  – Total Rooms Sold = Total room sold per business day. Includes Day Use & Points and Cash and No Show reservations. Does not include Complimentary or Advance Discount reservations.

  Either discount options can be activated for your property.

### Adding Discount Reasons

1. From the **Administration** menu, select **Booking**, select **Reservation Management**, and then select **Discount Reasons**.
2. Click **New** and complete the following fields:

   a. **Code**: Enter the code you want to assign to a discount reason. For example, ERR, WALK, RG, or MGMT.

b. **Description**: Enter a discount reason explanation, such as agent error, walked guest, repeat guest, management decision, and so on.

c. **Display Seq**: Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.

d. **Adding Advance Discount Calculation Rules**: Advanced Discount Reasons allow you to configure rule based discounting based on an occupancy range, discount amount, and a calculation rule (% of ADR). (Available when the Advanced Discount OPERA Control is active).

> **Note:**
>
> Advanced Discount Reasons do not appear in the discount field list in Reservation Stay Details.

i. Click the **Advanced check box** to identify the discount reason as an Advanced discount.

ii. Click **Add Row** to add new rules.

iii. Enter the **Max Occupancy** and the **Discount** (% of ADR) per rule:

i. The Min Occupancy % auto-populates for the new rule added.

ii. Click **X** to delete a rule.

e. Click **Save and Continue** to add another rule.

3. Click **Save**.

### Editing Discount Reasons

1. From the **Administration** menu, select **Booking**, select **Reservation Management**, and then select **Discount Reasons**.
2. Enter search criteria and click **Search**.
3. In the search results, select the code, click the vertical ellipsis **Actions** menu, and then click **Edit**.
4. Update the configuration.
5. Click **Save**.

### Deleting Discount Reasons

1. From the **Administration** menu, select **Booking**, select **Reservation Management**, and then select **Discount Reasons**.
2. Enter search criteria and click **Search**.
3. In the search results, select the code, click the vertical ellipsis **Actions** menu, and then click **Delete**.
4. Click **Delete** to confirm.

# Configuring Guest Locators

Locator texts define the standard texts available for selection when a user must add a guest locator to an inhouse reservation. You can add a locator to a reservation via the telephone operator or from the reservation details link.

To facilitate the faster entry of locators, you can define standard locator texts so that the GSA/ phone operator only has to select a locator from a list instead of typing the full location each time.

> **Note:**
>
> When the Multi Property OPERA Control is active, new locators are created by selecting the Template tab. Once created, you can copy locators to specific properties using the Copy action. See Copying Configuration Codes to Multiple Properties for more information.

### Adding a Locator Text

1. Select the **Administration** menu, select **Booking**, select **Reservation Management**, and then select **Guest Locators**.
2. Click **New** to add a new Guest Locator and complete the following fields.
   a. **Property**. Enter or search for and select a property.
   b. **Code**. Enter a number to assign to the locator code.
   c. **Description**. Enter the text that describes the locator.
   d. **Sequence**. Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
3. Click **Save**.

### Editing a Locator Text

1. Select or confirm the **Property**.
2. Enter search criteria and click **Search**.
3. In the search results, select the code and click the **vertical ellipsis**.
4. Click **Edit**.
5. Select **Inactive** if you want to mark the locator code inactive.
6. Update the configuration and click **Save**.

### Deleting a Locator Text

1. Select or confirm the **Property**.
2. Enter search criteria and click **Search**.
3. In the search results, select the code and click the **vertical ellipsis**.
4. Click **Delete**.

For more information, see Telephone Operator.

# Configuring Guest Messages

Message templates enable you to define standard message texts within OPERA Cloud to ensure consistency in the format of guest messages.

You can configure messages in multiple languages. Messages are added to a reservation by the telephone operator or directly on a reservation from the Messages details link.

> **Note:**
>
> When the Multi Property OPERA Control is active, new guest message texts are created by selecting the Template tab. Once created, you can copy guest message texts to specific properties using the Copy action. Refer to Copying Configuration Codes to Multiple Properties for more information.

### Adding Guest Message Formats

1. From the **Administration** menu, select **Booking**, select **Reservation Management**, and then select **Guest Messages**.
2. Click **New** and complete the following fields:
   a. **Property**. Enter or search for and select a property.
   b. **Code**. Enter the code for the message format (for example, FAX, VISIT, or CALLBACK).
   c. **Description**. Enter the text of the message. (For example, you could enter the following text: We received a fax for you at the reception. <Visitor Name> came to visit you. <Caller Name> has called. Please call back!)
   d. **Manage Translation**: Click link to configure localized descriptions. For more information, see Configuring Localized Code Descriptions. (Available when the Multi-language OPERA Control is active.).
   e. **Sequence**. Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
3. Click **Save**.

### Editing Guest Message Formats

1. From the **Administration** menu, select **Booking**, select **Reservation Management**, and then select **Guest Messages**.
2. Enter search criteria and click **Search**.
3. In the search results, select the message format then click the **vertical ellipsis** then click **Edit**.
4. Update the configuration.
5. Click **Save**.

### Deleting Guest Message Formats

1. From the **Administration** menu, select **Booking**, select **Reservation Management**, and then select **Guest Messages**.

2. Enter search criteria and click **Search**.
3. In the search results, select the message format then click the **vertical ellipsis** then click **Delete**.
4. Click **Delete** to confirm.

# Configuring Guest Status

The Guest Status Screen is used to create Guest Status Codes based on your Property's local requirements.

The Guest Status list field can be added to the Reservation Overview Reservation and Stay Details panel of Reservation Presentation using Customizing or Personalizing a Screen with Page Composer.

The Guest Status Codes, such as tourist-cl1 (class1), tourist-cl2, goverment-cl1, government-cl2 and so on are used to track the registration status of guests in countries such as Croatia and can be included in exports required by local authorities.

### Adding Guest Statuses

1. From the **Administration** menu, select **Booking**, select **Reservation Management**, and then select **Guest Status**.
2. Click **New** and complete the following fields:
   a. **Code**: Enter a code for the Guest Status code.
   b. **Description**: Enter the text that describes the Guest Status.
   c. **Sequence**: Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
3. Click **Save**.

### Editing Guest Statuses

1. From the **Administration** menu, select **Booking**, select **Reservation Management**, and then select **Guest Status**.
2. Enter search criteria and click **Search**.
3. In the search results, select the code, click the vertical ellipsis **Actions** menu, and then select **Edit**.
4. Update the configuration.
5. Click **Save**.

### Deleting Guest Statuses

1. From the **Administration** menu, select **Booking**, select **Reservation Management**, and then select **Guest Status**.
2. Enter search criteria and click **Search**.
3. In the search results, select the code, click the vertical ellipsis **Actions** menu, and then select **Delete**.
4. Click **Delete** to confirm.

# Configuring Guest Types

The Guest Types Screen is used to create Guest Type Codes, such as Tourist, Delegates, Business Traveler and so on.

The Guest Type list field can be added to the Reservation Overview Reservation and Stay Details panel on the Reservation Presentation page using Customizing or Personalizing a Screen with Page Composer.

### Adding Guest Types

1. From the **Administration** menu, select **Booking**, select **Reservation Management**, and then select **Guest Types**.
2. Click **New** and complete the following fields:
    a. **Code**: Enter a code for the Guest Type.
    b. **Description**: Enter the text that describes the Guest Type.
    c. **Sequence**: Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
3. Click **Save**.

### Editing Guest Types

1. From the **Administration** menu, select **Booking**, select **Reservation Management**, and then select **Guest Types**.
2. Enter search criteria and click **Search**.
3. In the search results, select the code, click the vertical ellipsis **Actions** menu, and then select **Edit**.
4. Update the configuration.
5. Click **Save**.

### Deleting Guest Types

1. From the **Administration** menu, select **Booking**, select **Reservation Management**, and then select **Guest Types**.
2. Enter search criteria and click **Search**.
3. In the search results, select the code, click the vertical ellipsis **Actions** menu, and then select **Delete**.
4. Click **Delete** to confirm.

# Configuring Property Move Reasons

Define the property move reasons that reservation agents must select from when moving a reservation to another property. For more information, see Moving Reservations to Other Properties.

### Adding a Property Move Reason

1. From the **Administration** menu, select **Booking**, select **Reservation Management**, and then select **Property Move Reasons**.
2. Click **New** and complete the following fields:
   a. **Code**: Enter a code for the Property Move Reason.
   b. **Description**: Enter the text that describes the Property Move Reason, for example, sold out, weather, management, or group extended.
   c. **Sequence**: Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
3. Click **Save**.

### Editing a Property Move Reason

1. From the **Administration** menu, select **Booking**, select **Reservation Management**, and then select **Property Move Reasons**.
2. Enter search criteria and click **Search**.
3. In the search results, select the code and click the vertical ellipsis **Actions** menu, then click **Edit**.
4. Update the configuration.
5. Click **Save**.

### Deleting a Property Move Reason

1. From the **Administration** menu, select **Booking**, select **Reservation Management**, and then select **Property Move Reasons**.
2. Enter search criteria and click **Search**.
3. In the search results, select the code and click the vertical ellipsis **Actions** menu, then click **Delete**.
4. Click **Delete** to confirm.

## Configuring Purpose of Stay

The **Purpose of Stay** list field is displayed in Look to Book , and in reservation stay details to identify the purpose of the guests stay. Purpose of Stay can be used for statistical reporting and may also be reported to local authorities via reports, exports or integration with external systems. Purpose of Stay may also be used in city tax calculation rules. For more information, see About City Tax Function.

### Adding Purpose of Stay

1. From the **Administration** menu, select **Booking**, select **Reservation Management**, and then select **Purpose of Stay**.
2. Click **New** and complete the following fields.
   a. **Code**: Enter a code for the Purpose of Stay (for example, BUS, TRAV, LEIS, CONF, or SEM).

b. **Description**: Enter the text that describes the Purpose of Stay (for example, Business, Travel, Leisure, Conference, or Seminar).

c. **Sequence**: Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.

3. Click **Save**.

### Editing Purpose of Stay

1. From the **Administration** menu, select **Booking**, select **Reservation Management**, and then select **Purpose of Stay**.
2. Enter search criteria and click **Search**.
3. In the search results, select the purpose of stay, click the vertical ellipsis **Actions** menu, and then click **Edit**.
4. Update the configuration.
5. Click **Save**.

### Deleting Purpose of Stay

1. From the **Administration** menu, select **Booking**, select **Reservation Management**, and then select **Purpose of Stay**.
2. Enter search criteria and click **Search**.
3. In the search results, select the purpose of stay, click the vertical ellipsis **Actions** menu, and then click **Delete**.
4. Click **Delete** to confirm.

## Configuring Room Move Reasons

Room move reasons are used when moving a guest from one room in a property to another room in the same property after the reservation has been checked in.

### Adding a Room Move Reason

1. From the **Administration** menu, select **Booking**, select **Reservation Management**, and then select **Room Move Reasons**.
2. Click **New** and complete the following fields:

a. **Code**: Enter a code for the Room Move Reason.

b. **Description**: Enter the text that describes the reason for the room move.

c. **Sequence**: Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.

3. Click **Save**.

### Editing a Room Move Reason

1. From the **Administration** menu, select **Booking**, select **Reservation Management**, and then select **Room Move Reasons**.
2. Enter search criteria and click **Search**.

3. In the search results, select the code, click the vertical ellipsis **Actions** menu, and then click **Edit**.
4. Update the configuration.
5. Click **Save**

### Deleting a Room Move Reason

1. From the **Administration** menu, select **Booking**, select **Reservation Management**, and then select **Room Move Reasons**.
2. Enter search criteria and click **Search**.
3. In the search results, select the code, click the vertical ellipsis **Actions** menu, and then click **Delete**.
4. Click **Save**.

## Configuring Trace Texts

### Prerequisites for Trace Texts

You can setup default trace texts for commonly used messages and instruction for reservation, blocks, or AR account traces. These default trace texts can be selected and used as-is, or they can be modified as necessary by a user. Each default trace texts is associated with a department .

### Adding a Trace Text

1. Select the **Administration** menu, select **Booking**, select **Reservation Management**, and then select **Trace Texts**.
2. Click **New** and complete the following fields.
    a. **Location**: Select either **Global** (available for all properties) or **Property** (available for only the selected property) for the trace text location. If you select **Property**, you must enter or search for and select a property.
    b. **Department Code**: Enter or search and select the department associated with this trace text.
    c. **Trace Text**: Enter the text of the trace message. Up to 256 characters can be entered.
    d. **Sequence**: Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
3. Click **Save**.

### Editing a Trace Text

1. Select the **Administration** menu, select **Booking**, select **Reservation Management**, and then select **Trace Texts**.
2. Enter search criteria and click **Search**.
3. In the search results, select the code and click the vertical ellipsis **Actions** menu, and then click **Edit** .
4. Update the configuration.
5. Click **Save**.

### Deleting a Trace Text

1. Select the **Administration** menu, select **Booking**, select **Reservation Management**, and then select **Trace Texts**.
2. Enter search criteria and click **Search**.
3. In the search results, select the code and click the vertical ellipsis **Actions** menu, and then click **Delete**.
4. Click **Delete** to confirm.

## Configuring Turnaway Codes

Prerequisites for Turnaw ay Codes

Use Turnaway functionality to record the number of potential reservations that were "turned away" and could not be confirmed. The Turnaway entry page is displayed when a reservation agent select **Exit Booking** without confirming the reservation.  Turnaway statistics are reported as daily total on the Managers Report and you can create customized statistical reports in Reporting and Analytics.

You must classify each turnaway reason as either a denial or regret:

- Denials are reasons your property turned away the reservation (for example: sold out, room or rate code not available, restricted guest and so on).
- Regrets are reasons why a caller did not confirm the reservation (for example: price sensitivity, location, shopping, and so on).

### Adding Turnaway Codes

1. Select the **Administration** menu, select **Booking**, select **Reservation Management**, and then select **Turnaway Codes**.
2. Click **New** and complete the following fields:
   a. **Property**:. Enter or search for and select a property.
   b. **Code**: Enter a code that defines the reason for the turnaway (for example, SO, PR, RT, WL, or BQ).
   c. **Description**: Enter a description for the turnaway code, such as Sold out, Price resistance, Room type requested not available, Wrong location, Banquet facilities not available, and so on.
   d. **Turnaway Type**: Classify the turnaway as either a **Denial** (the property denies business from the guest) or a **Regret** (a guest denies business from the property).
   e. **Sequence**: Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
3. Click **Save**.

### Editing Turnaway Codes

1. Select the **Administration** menu, select **Booking**, select **Reservation Management**, and then select **Turnaway Codes**.
2. Enter search criteria and click **Search**.

3. In the search results, select the code, click the vertical ellipsis **Actions** menu, and then click **Edit**.
4. **Inactive**: Select checkbox to mark a code as inactive. If inactive, it is excluded from the display .list.
5. Update the configuration.
6. Click **Save**.

### Deleting Turnaway Codes

1. Select the **Administration** menu, select **Booking**, select **Reservation Management**, and then select **Turnaway Codes**.
2. Enter search criteria and click **Search**.
3. In the search results, select the code, click the vertical ellipsis **Actions** menu, and then click **Delete**.
4. Click **Delete** to confirm.

# Upgrade Rules

Prerequisites for Upgrade Rules

Upgrade Rules enable you to configure the rules for calculating the reservation upgrade amounts. Rules define the date period, lead time, to/from room types and reservation filters, the upgrade pricing calculation and the sales charge transaction code to be used to post the upgrade revenue.

Prior to configuring upgrade rules, ensure you have configured the upgrade room class and room type hierarchies.

You can then upgrade a reservation during the reservation creation, during update or during check-in.

> **Note:**
>
> Reservations associated with a block are eligible for upgrade whether or not they have a rate code associated with them.

You cannot upgrade reservations under the following conditions:

- The reservation status is Checked In, Cancelled, No Show, or Waitlist.
- The reservation has a fixed rate. This is only available if the Allow Fixed Rate Reservations parameter is active under the Reservations group in OPERA Controls.
- The reservation is a shared reservation.
- The reservation already has rate discounts applied. This is only available if the Allow Reservation Discounts parameter is active under the Reservations group in OPERA Controls.
- The reservation has multiple rate codes.

# Configuring Reservation Upgrade Rules

Upgrade Rules enable you to configure the rules for calculating the reservation upsell amounts for specific room types and date ranges.

### Adding an Upgrade Rule

1. Select the **Administration** menu, select **Booking**, select **Reservation Management**, and then select **Upgrade Rules**.
2. Click **New**.
3. Select either **Room Type** or **Room Class**.
   a. **Room Type**. Select this tab to create an upsell rule from room type to room type.
   b. **Room Class**. Select this tab to create an upsell rule from room class to room class (Available when the Room Class OPERA Control is active).
4. Complete the following fields:
   a. **Property**. Enter or search for and select a property for the upgrade rule configuration.
   b. **Code**. Enter a code that represents the upgrade rule.
   c. **Description**. Enter a description for the upgrade rule (for example, “Upgrade from Standard to Deluxe King”).
   d. **Start Date / End Date**. Select a start date and an end date for the date range during which the upgrade rule is valid
   e. **From Room Type / To Room Type**. Select a “from” room type (that is, the original room type requested by the guest) and a “to” room type (that is, the upsell room type).
   f. **From Room Class / To Room Class**. Select the down arrow and choose a "from" room class (that is, the original room class requested by the customer) and a “to” room class (that is, the upsell room class).
   g. **Filters**: Select from the following filters:
      - **Rate Codes**. Select the rate codes for which the upsell rule is being created.
      - **Rate Categories**. Select the rate categories for which the upsell rule is being created.

        > **Note:**
        >
        > When considering which rate codes/rate categories to select for the upsell rule, you should base your decision on the rate already being paid by the guest. In other words, if your property is already achieving a higher profit margin on the original rate, your property might allow a discount on the rate for an upsell room type. However, if the guest is already receiving a substantially discounted rate, you might not want to apply the same upsell consideration.

      - **Membership Types**. Select the membership types for which the rule is applicable.
      - **Membership Levels**. Select the membership levels for which the rule is applicable.
      - **Reservation Types**. Select the reservation types for which the rule is applicable.

- **Market Codes**. Select the market codes for which the rule is applicable.
- **Source Codes**. Select the sources for which the rule is applicable.
- **Channels**. Select the channels for which the rule is applicable.

h. **Formula**. Select from the following options:

- **Flat Amount**: Adds the value in the Amount field to the original rate.
- **% of Difference**: Calculates the difference between the original rate and the upgrade charge, and then the difference percentage is added to the original rate.
- **% of Original** : Calculates a percentage of the original rate and adds it to the original rate.

i. **Upgrade By**: Select from the following options:

- **Amount**. Select to upgrade by amount and then enter the value used to calculate the upgrade amount/percentage. This value is dependent on the selected **Formula**.
- **Occupancy Levels**. Select to upgrade by occupancy levels and then enter an upgrade amount for each occupancy range percentage (for example, 0 to 50% occupancy or 51 to 100 % occupancy). These levels are defined in OPERA Controls.

j. **Currency Code**. Enter or select a currency code for the upgrade rule.

k. **Rounding Rule**. Select a rounding operation for the rule depending on how you want to round the calculated rates. The following options are available:

- **Up**. Rounds up to the next highest whole number (12% x 110 = 13.20; Rounded up = 14).
- **Down**. Rounds down to the next lowest whole number (12% x 110 = 13.20; Rounded Down = 13).
- **None**. Does not round.
- **Up-Keep Decimal**. Keeps the decimal increments while rounding up to the next highest whole unit (12% x 110 = 13.20; Rounded Up Keep Decimal = 14.20).
- **Down-Keep Decimal**. Keeps the decimal increments while rounding down to the next lowest whole unit. (12% x 110 = 13.20; Rounded Down Keep Decimal = 13.20)

l. **Maximum Days in Advance**. Enter the maximum number of days in advance of the reservation arrival date that a reservation can be upgraded using this rule. For example, if this field is set to 10, then the reservation must be booked at least 10 days before the arrival date for the upsell offer to be presented.

m. **Transaction Code**. Enter or select a transaction code for the upgrade rule.

5. Click **Save** to save and exit or click **Save and Continue** to save this code and add another.

### Editing an Upgrade Rule

1. Select the **Administration** menu, select **Booking**, select **Reservation Management**, and then select **Upgrade Rules**.
2. Enter search criteria and click **Search**.
3. In the search results, select the code, click the vertical ellipsis **Actions** menu, and then click **Edit**.

4. Update the configuration.
5. Click **Save**.

### Deleting an Upgrade Rule

1. Select the **Administration** menu, select **Booking**, select **Reservation Management**, and then select **Upgrade Rules**.
2. Enter search criteria and click **Search**.
3. In the search results, select the code, click the vertical ellipsis **Actions** menu, and then click **Delete**.
4. Click **Delete** to confirm.

# Waitlist

Prerequisites for Waitlist Codes

You can place bookings on a waitlist if the requested room type or rate is not available. When a reservation is created and then moved to the waitlist, the system requires a reason and a priority

Use waitlist reason codes to designate why a reservation is being placed on a waitlist (rate not available, room not available, dates not available, and so on) and use waitlist priorities to determine the priority on waitlist.

## Configuring Waitlist (Reason) Codes

Waitlist reasons are used when moving a reservation to waitlist.

### Adding Waitlist Codes

1. From the **Administration** menu, select **Booking**, select **Reservation Management**, and then select **Waitlist Codes**.
2. Click **New** and complete the following:
   a. **Code**: Enter a code that defines the reason for the waitlist.
   b. **Description**: Enter a description for the waitlist reason code.
   c. **Sequence**: Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
3. Click **Save**.

### Editing Waitlist Codes

1. From the **Administration** menu, select **Booking**, select **Reservation Management**, and then select **Waitlist Codes**.
2. Enter search criteria and click **Search**.
3. In the search results, select the code, click the vertical ellipsis **Actions** menu, and then click **Edit**.
4. Update the configuration.
5. Click **Save**

### Deleting Waitlist Codes

1. From the **Administration** menu, select **Booking**, select **Reservation Management**, and then select **Waitlist Codes**.
2. Enter search criteria and click **Search**.
3. In the search results, select the code, click the vertical ellipsis **Actions** menu, and then click **Delete**.
4. Click **Save**.

## Configuring Waitlist Priorities

You can move a reservation to waitlist status if the requested rate or room type are not available for the dates required. When a reservation is created and then moved to waitlist, you can set different priorities for confirming these waitlisted reservations.

### Adding a Waitlist Priority Code

1. From the **Administration** menu, select **Booking**, select **Reservation Management**, and then select **Waitlist Priorities**.
2. Click **New** and complete the following fields:
   a. **Code**: Enter a code that represents the waitlist priority (for example, HI, LO, 1, or 2).
   b. **Description**: Enter a description for the waitlist priority, such as high priority, low priority, level one, level two, and so on.
   c. **Sequence**: Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
3. Click **Save**.

### Editing a Waitlist Priority Code

1. From the **Administration** menu, select **Booking**, select **Reservation Management**, and then select **Waitlist Priorities**.
2. Enter search criteria and click **Search**.
3. In the search results, select the code, click the vertical ellipsis **Actions** menu, and then click **Edit**.
4. Update the configuration.
5. Click **Save**.

### Deleting a Waitlist Priority Code

1. From the **Administration** menu, select **Booking**, select **Reservation Management**, and then select **Waitlist Priorities**.
2. In the search results, select the code, click the vertical ellipsis **Actions** menu, and then click **Delete**.
3. Click **Delete** to confirm.

## Configuring Reservation Colors

### Prerequisites for Reservation Colors

Reservation colors are used to uniquely identify a subset of reservations at your property; for example, guests with disability or other special needs.

Configure the descriptions for the Display Color list field displayed in reservation stay details.

The available colors are:

- Black
- Blue
- Cyan
- Green
- None
- Red
- White
- Yellow

**Editing Reservation Colors**

1. From the **Administration** menu, select **Booking**, select **Reservation Management**, and then select **Colors**.
2. Enter search criteria, then click **Search**.
3. Select the color in the search result, then click the vertical ellipsis and select **Edit**.
   a. **Description**: Enter a description for the color
   b. **Sequence**: Enter a number that controls the display position of this code in list.
   c. **Inactive**: Select checkbox to make the color inactive.
4. Click **Save**.

# Resource Management

### Prerequisites for Resource Management

Use Resource Management to configure and manage event related resources such as items, menus, catering revenue types, catering packages/templates, and so on.

## Configuring Catering Packages / Templates

### Prerequisites for Catering Packages / Event Templates

Catering packages and templates are designed to make it easier for you to set up Events. They provide pre-configured resources typically used for Events. Templates and packages are similar except that templates do not include prices.

### Adding a Catering Package / Template

1. From the **Administration** menu, select **Booking**, select **Resource Management**, and then select **Catering Package / Template Setup**.
2. Click **New** and complete the following fields:
    a. **Type**. Select an option based on whether you are creating a catering package or a template:
        i. **Package** - a group of events with defined resources priced at a flat rate or per person price that remain linked together after you add the package to a block.
        ii. **Template** - a group of events with defined resources that do not continue linked together and are not priced as a group after you add the template to a block.
    b. **Code**. Enter a code representing the catering package, such as Daily.
    c. **Description**. Enter a description of the catering package, such as Daily Meeting Planner Package.
    d. **Manage Translations**. Click link to configure localized descriptions. For more information, see Configuring Localized Code Descriptions. (Available when the Multi-language OPERA Control is active.).
    e. **Duration**. The number of days covered by the package or template. For example, a package might include two days with lunch and dinner on each day.
3. Click **Save and Go To Presentation** to save and open the presentation so that you can complete the catering package configuration.

### Editing a Catering Package / Template

1. From the **Administration** menu, select **Booking**, select **Resource Management**, and then select **Catering Package / Template Setup**.
2. Enter search criteria and click **Search**.
3. From your search results, select the **package**, click the **vertical ellipsis**, and select **Edit**.
4. In the Catering Package Details panel, click **Edit**.
5. Make the required changes and click **Save**.

### Deleting a Catering Package / Template

1. From the **Administration** menu, select **Booking**, select **Resource Management**, and then select **Catering Package / Template Setup**.
2. Enter search criteria and click **Search**.
3. From your search results, select the **package**, click the **vertical ellipsis**, and select **Delete**.
4. Click **Delete** to confirm.

## Configuring Catering Template Events and Notes

### Adding Events to Catering Templates

1. From the Administration menu, select **Booking**, select **Resource Management**, and then select **Catering Package / Template Setup**.
2. Enter search criteria and click **Search**.

3. From your search results, select the **package**, click the **vertical ellipsis**, and select **Edit**.
4. In the Events panel, click **New** to add events that should be included in this catering panel. Complete the following fields:
    a. **Day**. Enter the Day 1 of the catering package indicating when the event will take place within the duration of the package, for example, Day 1, Day 2, and so on.
    b. **Event Type**. Select the type of event, such as Breakfast, Exhibition, and so on.
    c. **Event Name**. The name appears automatically based on the Event Type you select.
    d. **From and To**. Enter the start time and end time of the event.
    e. **Space**. Enables you to select a function space for the event.
    f. **Setup Style**. If you select a function space, select a setup style.
5. Click **Save** to continue to the Resources panel.

### Editing Events on Catering Templates

1. From the Administration menu, select **Booking**, select **Resource Management**, and then select **Catering Package / Template Setup**.
2. Enter search criteria and click **Search**.
3. From your search results, select the **package**, click the **vertical ellipsis**, and select **Edit**.
4. In the Events panel, click the event's row level **vertical ellipsis** and select **Edit**.
5. Make the required changes in the Events panel and click **Save**.
6. To edit resources attached to events, click the panel level **Edit** button, click the **Item drawer** or the **Menus drawer**, select **resources**, and click **Save**.

### Deleting Events from Catering Templates

1. From the Administration menu, select **Booking**, select **Resource Management**, and then select **Catering Package / Template Setup**.
2. Enter search criteria and click **Search**.
3. From your search results, select the **package**, click the **vertical ellipsis**, and select **Edit**.
4. In the Events panel of Manage Catering Packages and Templates, select the event's row level **vertical ellipsis** and click **Delete**.
5. Click **Delete** to confirm.

### Adding Event Notes

1. From the Administration menu, select **Booking**, select **Resource Management**, and then select **Catering Package / Template Setup**.
2. Enter search criteria and click **Search**.
3. From your search results, select the **package**, click the **vertical ellipsis**, and select **Edit**.
4. In the Events panel, select the event's row level **vertical ellipsis** and click **Add Note**.
5. Complete the following fields:
    a. **Type**. Select the appropriate note type.
    b. **Internal**. Select this check box if the note you are adding is considered Internal. On certain customer facing reports, such as BEO Contract, you have the option to display Internal notes.

c. **Title**. This value defaults based on the event type you select. You can modify it here if required.

d. **Comments**. Enter the text for this note in the box.

6. Click **Save**.

### Editing Event Notes

1. From the Administration menu, select **Booking**, select **Resource Management**, and then select **Catering Package / Template Setup**.
2. Enter search criteria and click **Search**.
3. From your search results, select the **package**, click the **vertical ellipsis**, and select **Edit**.
4. In the Events panel, click the **Note** icon on the event.
5. In the Package Event Notes dialog, click the note's **vertical ellipsis** and select **Edit**.
6. Make your changes and click **Save**.

### Deleting Event Notes

1. From the Administration menu, select **Booking**, select **Resource Management**, and then select **Catering Package / Template Setup**.
2. Enter search criteria and click **Search**.
3. From your search results, select the **package**, click the **vertical ellipsis**, and select **Edit**.
4. In the Events panel, click the **Note** icon on the event.
5. In the Package Event Notes dialog, click the note's **vertical ellipsis** and select **Delete**.
6. Click **Delete** to confirm.

### Converting a Regular Event to a Sub Event

You can convert a regular event to a sub event in a catering package/template. When doing so, you must select a master event for the sub event.

1. From the Administration menu, select **Booking**, select **Resource Management**, and then select **Catering Package / Template Setup**.
2. Select or confirm the **Property**, enter additional search criteria, and click **Search**.
3. From your search results, select the **package/template**, click the **vertical ellipsis**, and select **Edit**.
4. In the Events panel, click the regular event's **vertical ellipsis** and select **Convert to Sub Event**.
5. From the Select a Master Event dialog, select a **Master Event** and click **Save**.

### Creating a Sub Event on a Catering Package/Event Template Event

You can create a sub event attached to an event. The event you select cannot be a sub event.

1. From the Administration menu, select **Booking**, select **Resource Management**, and then select **Catering Package / Template Setup**.
2. Enter search criteria and click **Search**.
3. From your search results, click the row level **vertical ellipsis** and select **Edit**.
4. In the Events panel, select the event's row level **vertical ellipsis** click **Create Sub Event**.

5. Complete the following fields:
    a. **Event Type**. Select the appropriate event type.
    b. **Event Name**. This value defaults based on the event type you selected. You can modify the event name, if required.
    c. **From and To**. Enter the start time and end time of the event.
    d. **Space**. If required, select a function space for this event.
    e. **Setup Style**. If a function space selected, select a setup style.
6. Click **Save**.

# Configuring Catering Template Resources and Notes

### Adding Resources

1. From the Administration menu, select **Booking**, select **Resource Management**, and then select **Catering Package / Template Setup**.
2. Enter search criteria and click **Search**.
3. From your search results, select the **package**, click the **vertical ellipsis**, and select **Edit**.
4. To add a menu, click the **Menus** tab to open the Menu Selection drawer. Menus configured for the selected Event Type appear. To change the filter criteria, click the **(+)** symbol in the Search bar and make the necessary changes.
5. To view the Menu Item details of a menu, select the **Menu Name** link.
6. To select a menu, click the **menu row** (not the Menu Name link).
7. Click **Save** to add the menu and close the drawer.
8. Click **Save and Add More** to add the menu and remain in the drawer with the option of adding additional menus.
9. To add an Item, click the **Items** tab to open the Item Selection drawer.
10. Items configured for the selected Event Type appear. If you want to change the filter criteria, click the **+ sign** in the Search bar and make the necessary changes.
11. Click the **(+)** symbol in the results list to expand an Item Class and see the Items listed within.
12. To select one or several items, click the **item name** check box.
13. Click **Save** to add the item(s) and close the drawer.
14. Click **Save and Add More** to add the item(s) and remain in the drawer with the option of adding additional items.

### Editing Resources

1. From the Administration menu, select **Booking**, select **Resource Management**, and then select **Catering Package / Template Setup**.
2. Enter search criteria and click **Search**.
3. From your search results, select the **package**, click the **vertical ellipsis**, and select **Edit**.
4. From the Resources panel, select the **resource** check box and click the **Edit** button.
5. Make your changes to the Sequence or Setup and click **Save**.

### Deleting Resources

1. From the Administration menu, select **Booking**, select **Resource Management**, and then select **Catering Package / Template Setup**.
2. Enter search criteria and click **Search**.
3. From your search results, select the **package**, click the **vertical ellipsis**, and select **Edit**.
4. From the Resources panel, select the **resource**, click the **vertical ellipsis** next to the Edit button, and select **Delete**.
5. Click **Delete** to confirm.

### Adding Resource Notes

1. From the Administration menu, select **Booking**, select **Resource Management**, and then select **Catering Package / Template Setup**.
2. Enter search criteria and click **Search**.
3. From your search results, select the **package**, click the **vertical ellipsis**, and select **Edit**.
4. In the Resources panel, select the resource **vertical ellipsis** and select **Add Note**.
5. Complete the following fields:
    a. **Type**. Select the appropriate note type.
    b. **Internal**. Select this check box if the note you are adding is considered Internal. On certain customer facing reports, such as BEO Contract, you have the option to display Internal notes.
    c. **Title**. This value defaults based on the event type you select. You can modify it here if required.
    d. **Comments**. Enter the text for this note in the box.
6. Click **Save**.

### Editing Resource Notes

1. From the Administration menu, select **Booking**, select **Resource Management**, and then select **Catering Package / Template Setup**.
2. Enter search criteria and click **Search**.
3. From your search results, select the package, click the **vertical ellipsis**, and select **Edit**.
4. From the Resources panel, click the **Note** icon on the event.
5. In the Package Resource Notes dialog, click the note **vertical ellipsis** and select **Edit**.
6. Make your changes and click **Save**.

### Deleting Resource Notes

1. From the Administration menu, select **Booking**, select **Resource Management**, and then select **Catering Package / Template Setup**.
2. Enter search criteria and click **Search**.
3. From your search results, select the package, click the **vertical ellipsis**, and select **Edit**.
4. From the Resources panel, click the **Note** icon on the event.
5. In the Package Resource Notes dialog, click the note **vertical ellipsis** and select **Delete**.

6. Click **Delete** to confirm.

# Configuring Catering Package Pricing

Catering packages can include a package price code covering the various event components the package offers. You can configure a flat price catering package or a per person package. When booking a flat price package, the revenue associated with the events is applied and does not change based on the number of attendees on the package. Use the following steps to configure a package price code.

### Adding Pricing to Packages

1. From the Administration menu, select **Booking**, select **Resource Management**, and then select **Catering Package/Template Setup**.
2. Enter or confirm the **Property**, click **Packages** type, and click **Search**.

> **Note:**
>
> If you select **Templates** type or **Both** types, the option for pricing will not be available, as pricing is specific to packages.

3. From your search results, select the package, click the vertical ellipsis **Actions**, and select **Edit**.
4. In the Pricing panel, click **New** and enter the following details:
   a. **Price Code**. Enter a code that represents the price details, such as 2021MPKG.
   b. **Description.** Enter a description for the price code, such as 2020-2021 Meeting Package.
   c. **Market Code.** Select a market code, if applicable. Selecting a Market Code limits the availability of the price code based on the Market Code of the block. When the market code selected matches the market code of the block, the price code becomes available.
   d. **Sell Date From and To.** Enter the date range the package price is available for sale.
   e. **Booking Type.** Visible when the OPERA Control is Business Block Type is On, select a booking type, if applicable. Selecting a Booking Type limits the availability of the price code based on the booking type of the block. When the booking type selected matches the booking type of the block, the price code becomes available.
   f. **Block Date From and To.** Enter the data range the block must be within for this price code to be available.
   g. **Attendees Minimum.** Enter the minimum number of attendees for this price code to be available.
   h. **Attendees Maximum.** Enter the maximum number of attendees for this price code to be available Flat Price.
   i. **Flat Price.** Select the check box if you are selling the package at a set amount that is not calculated based on the number of attendees.
5. In the Revenue Details section of the Pricing panel, enter a price for each event and revenue type. The package price will increase.

a. In the **Forecast** field, you can also enter the estimated value of the Price Code. The amount entered is this field is used for revenue forecasting.

b. In the **Price** field, the amount entered is how much revenue should be allocated for the event and revenue type combination.

c. The **Cost Split** field represents the hotel's internal cost and is visible when the OPERA Control for Resource Cost is On. For example, if the package includes a dinner with a menu that includes wine and stuffed chicken, the hotel package pricing could look like the following:

   Dinner + Bev: Forecast: $8 /Price: $8 /Cost Split: $3.50

   Dinner + Food: Forecast: $30 /Price: $30 /Cost Split: $14

6. If additional Revenue Type records are needed, click **New**. Add a new revenue type record using the following:

   a. Select the **Event Type**.

   b. Select a **Revenue Type**.

   c. Select **Ok** to save and add the record to the pricing screen.

   d. In the price code configuration screen, the newly created is available. Enter the **applicable values** for Forecast, Price, and Cost Split.

7. Click the vertical ellipsis **Actions** next the New button and select **Refresh** to update the screen after entering pricing. The revenue detail totals for Forecast, Price and Cost Split update to reflect changes made.

8. Click **Save**.

### Editing Pricing on Packages

1. From the Administration menu, select **Booking**, select **Resource Management**, and then select **Catering Package / Template Setup**.
2. Enter search criteria and click **Search**.
3. From your search results, select the **package**, click the vertical ellipsis **Actions**, and select **Edit**.
4. In the Pricing panel, select the **Price Code**, select the vertical ellipsis **Actions**, and select **Edit**.
5. Make the required changes.
6. Click **Save**.

### Deleting Pricing from Packages

1. From the Administration menu, select **Booking**, select **Resource Management**, and then select **Catering Package / Template Setup**.
2. Enter search criteria and click **Search**.
3. From your search results, select the **package**, click the vertical ellipsis **Actions**, and select **Edit**.
4. In the Pricing panel, select the **Price Code**, select the vertical ellipsis **Action**s, and select **Delete**.
5. Click **Delete** to confirm.

# Configuring Catering Revenue Groups

Revenue Groups are high-level categories for Revenue Types, which track revenue, costs, and margins. You can report revenues from the Revenue Group level, if desired.

### Adding Catering Revenue Groups

1. From the **Administration** menu, select **Booking**, select **Resource Management**, and then select **Catering Revenue Groups**.
2. Click **New** and complete the following fields:
   a. **Code**: Enter a code for the revenue group, such as FB for Food and Beverage.
   b. **Description**: Enter a description for the revenue group , such as Food and Beverage.
      i. **Manage Translations**: Click link to configure localized descriptions. For more information, see Configuring Localized Code Descriptions. (Available when the Multi-language OPERA Control is active.).
   c. **Sequence**: Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
   d. **Inactive**: Select this check box when a Revenue Group should no longer be available for selection.

> **Note:**
>
> To see Inactive codes in search results, click the page level **vertical ellipsis** on the search screen and select **Show Inactive**.

3. Click **Save** to save and return to the Search panel.

### Editing Catering Revenue Groups

> **Note:**
>
> To see inactive codes in search results, click the page level vertical ellipsis **Actions** menu and select Show Inactive.

1. From the **Administration** menu, select **Booking**, select **Resource Management**, and then select **Catering Revenue Groups**.
2. Enter search criteria and click **Search**.
3. Select a Revenue Group in the search then click the vertical ellipsis **Actions** menu and select **Edit**.
4. Make the required changes.
5. **Inactive**: Select this check box when a Revenue Group should no longer be available for selection.
6. Click **Save** to save and return to the Search panel.

### Deleting Catering Revenue Groups

You can delete a Catering Revenue Group only if it has not been assigned to a Catering Revenue Type.

1. From the **Administration** menu, select **Booking**, select **Resource Management**, and then select **Catering Revenue Groups**.
2. Enter search criteria and click **Search**.
3. Select a Revenue Group in the search then click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

## Configuring Catering Revenue Types

All Catering Resources (Function Space, Menus, and Item Inventory) are associated with a Catering Revenue Type to facilitate quick, easy, and accurate reporting on catering revenue. You can link Catering Revenue Types to a Transaction Code to enable efficient posting of actualized revenue from an event to the block posting master.

### Adding a Catering Revenue Type

1. Select the Administration menu, select **Booking**, select **Resource Management**, and then select **Catering Revenue Types**.
2. Click **New** and complete the following fields:
   a. **Revenue Group**. Select the appropriate group. Configuring Catering Revenue Groups.
   b. **Code**. Enter a code for the revenue type, such as AV, BEV, and so on.
   c. **Description**. Enter a description of the revenue type, such as Audio Visual, Beverage, and so on.
   d. **Manage Translations**. Click link to configure localized descriptions. For more information, see Configuring Localized Code Descriptions. (Available when the Multi-language OPERA Control is active.).
   e. **Sequence**. Enter a number that controls the position of this code in listings. Codes without an assigned sequence number appear in alphabetical order following codes with an assigned sequence.
   f. **Food and Beverage**. When selected, this check box identifies the revenue type that should be bucketed together as Food and Beverage revenue.
   g. **Inactive**. Select this check box when a Revenue Group should no longer be available for selection.
3. Click **New** to add property specific tax considerations by completing the following fields:
   a. **Property**. Select the appropriate property.
   b. **Tax Percentage**. Enter the percentage to charge for this revenue type.
4. Click **Save** to save and close or click **Save and Continue** to save and create another record.

### Editing a Catering Revenue Type

1. Select the Administration menu, select **Booking**, select **Resource Management**, and then select **Catering Revenue Types**.
2. Enter search criteria and click **Search**.
3. From your search results, select the **code**, click the **vertical ellipsis**, and select **Edit**.
4. Make the required changes.
5. Click **Inactive** to make a code inactive. Inactive codes are not available for selection.
6. Click **Save**.

### Deleting a Catering Revenue Type

You cannot delete Catering Revenue Types. You can only mark them as inactive.

## Configuring Event Forecasts

Prerequisites for Configuring Event Forecasts

Premium

You can establish Event Type/Revenue Type forecasts by date range. You can define Event Forecasts to manage different revenue forecasts for different types of bookings, such as corporate versus social. You can also copy Event Forecasts. The capabilities are designed to reduce manual updates, provide accurate forecasts, and improve reporting.

### Adding Event Forecasts

1. From the **Administration** menu, select **Booking**, select **Resource Management**, and select **Event Forecast Maintenance**.
2. Select or confirm the **Property**.
3. Click **New** and complete the following:
   a. **Event Type**. Select an Event Type from the list; OPERA Cloud autofills a description and currency type.
   b. **Start Date**. Enter a start date for the forecast.
   c. **End Date**. Enter an end date for the forecast.
   d. **Market Code**. Select a market code code from the list. Available when the Advanced Event Forecast Handling OPERA Control is active.
   e. **Block Type**. Select a block type from the list. Available when the Booking Type and Advanced Event Forecast Handling OPERA Controls are active.
4. Click **New** to open the Revenue Details dialog and complete the following:.
   a. **Revenue Type**. Select a revenue type from the list.
   b. **Amount**. Enter a forecast amount.
   c. **Forecast Type**. Select to apply the amount as either a flat amount or per person.
5. Click **Save**.

6. Click **Save** again.

### Editing Event Forecasts

1. From the **Administration** menu, select **Booking**, select **Resource Management**, and select **Event Forecast Maintenance**.
2. Enter search criteria and click **Search**.
3. From your search results, select the Event Forecast, then click the vertical ellipsis **Actions** menu , and select **Edit**.
4. Make your changes.
5. Click **Save**.

### Deleting Event Forecasts

1. From the **Administration** menu, select **Booking**, select **Resource Management**, and select **Event Forecast Maintenance**.
2. Enter search criteria and click **Search**.
3. From your search results, select the Event Forecast, then click the vertical ellipsis **Actions** menu, and select **Delete**.
4. Click **Delete** again to confirm.

### Copying Event Forecasts

1. From the **Administration** menu, select **Booking**, select **Resource Management**, and select **Event Forecast Maintenance**.
2. Click the vertical ellipsis **Actions** menu and select **Copy**.
   a. Enter search criteria and click **Search**.
   b. From the search results, select the Event Types Forecasts you want to copy, then click the down arrow to move the selection to the bottom of the screen Selected panel.

      > **Note:**
      >
      > You can return moved Event Types Forecasts from the bottom of the screen Selected panel to the list of all Event Types Forecasts by selecting them and then clicking the up arrow.

   c. Click **Save**. On the Review and Copy panel, complete the following fields:
      i. **Copy Event Type As**: Select an event type from the list.
      ii. **Copy Start Date As**: Select the start date.
      iii. **Copy End Date As**: Select the end date.
      iv. **Copy Market Codes As**: Select a market code from the list. (Available when the Advanced Event Forecast Handling OPERA Control is active).
      v. **Copy Block Type As**: Select a block type from the list. (Available when the Booking Type and Advanced Event Forecast Handling OPERA Controls are active).
3. Click **Copy and Continue**. Verify the Copy Results and click **Print**.

# Configuring Item Class

## Prerequisites for Item Class

Inventory items are categorized into logical entities called Item Classes. Item Classes assist you in filtering when selecting items for an block, event or for a reservation. For example, you might have an item class for different kinds of audiovisual equipment, for floral decorations, for recreational equipment, and so on.

### Adding an Item Class

1. From the **Administration** menu, select **Booking**, select **Resource Management**, and then select **Item Class**.
2. Click **New** and complete the following:
    a. **Code**. Enter a code for the item class, such as AV.
    b. **Description**. Enter a description of the item class, such as Audio Visual.
        i. **Manage Translations**. Click link to configure localized descriptions. For more information, see Configuring Localized Code Descriptions. (Available when the Multi-language OPERA Control is active.).
    c. **Event Types**: Select the event types most likely to use the items associated with this Item Class. The items associated to this item class inherit the event types you select.
    d. **Responsible Department**: Select the departments that will most likely be responsible for servicing the items associated to this item class. The values selected here are inherited by the items associated to this item class. For more information, see Configuring Departments.
    e. **Sequence**: Enter a number that controls the position of this code in listings. Codes without an assigned sequence number appear in alphabetical order following codes with an assigned sequence.
    f. **Reservation**: Select the check box if the items in this Item Class should be available for selection in blocks and reservations (Available when Item Inventory OPERA Control is active).
    g. **Events**.Select the check box if the items in this Item Class should be available for selection in events. For more information, see About Event Resources (Available when Event Resources OPERA Control is active).
        i. **Discountable**. Select the check box if the items in this Item Class are eligible for discounting after you attach them to an event. The field is visible only when the Events check box is selected. The value entered in the item class is inherited by the items attached to it.
        ii. **Bookable through website**: Select the check box if this item class should be available for selection when an event is booked through OWS.
3. Click **Save**.

### Editing an Item Class

1. Select the Administration menu, select **Booking**, select **Resource Management**, and then select **Item Class**.
2. Enter search criteria and click **Search**.
3. From your search results, click the **Item Class**, click the **Vertical Ellipsis**, and select **Edit**.

4. Make the required changes.
5. Click **Save**.

### Deleting an Item Class

You can delete an Item Class only if it does not have any items associated with it.

1. Select the Administration menu, select **Booking**, select **Resource Management**, and then select **Item Class**.
2. Enter search criteria and click **Search**.
3. From your search results, click the **Item Class**, click the **Vertical Ellipsis**, and select **Delete**.

## Configuring Item Inventory

### Prerequisites for Configuring Item Inventory

Inventory items or simply “items” include any equipment, products, supplies, or services that can be rented or sold to a catering customer or guest as part of a catering function or reservation add-on. For example, you can configure audio visual equipment, bartenders, extra beds, golf carts, and so on as inventory items to facilitate their management. When the Reservation Item Inventory OPERA Controls is active, items can also be configured and attached to reservations for equipment such as, rollaway beds and cribs.

### Adding an Item

1. From the Administration menu, select **Booking**, select **Resource Management**, and then select **Item Inventory**.
2. Click **New** and complete the following:
   a. **Item Class**: Select the appropriate value from the list. Associating an item to an item class allows for easier searching when adding an item to an event for grouping items when printing them on the Banquet Event Order (BEO).
   b. **Revenue Types**: Select the appropriate value from the list. The revenue generated for this item will be attributed to the revenue type.
   c. **Name**: Enter a Description of the item, such as a flip chart with easel. This is what will print for this item in external reporting, for example, in the BEO or contract.
   d. **Manage Translation**: Click link to configure localized descriptions. For more information, see Configuring Localized Code Descriptions. (Available when the Multi-language OPERA Control is active.).
   e. **Description**: If the item requires more details than what the Name provides, enter it here.
   f. **Quick Insert** Premium: Enter a shortcut for the item to make regularly used items easier to recall. If not entered, a code is automatically assigned when the inventory item saved. Available when the Quick Insert OPERA Control is active.
   g. **Sequence**: Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
   h. **Event Types**: Select the appropriate value(s) for the item you are configuring. The values available for selection are limited by those selected on the item class that are

associated with this item. Associating event types with an item streamlines the filtering when attaching them to an event.

i. **Available From / Available To**: If the item is available for a certain period of time each day, enter the start time and end time in these fields.

j. **Departments**: Select the departments that will most likely be responsible for providing servicing of the item. The departments listed are limited to those selected on the item class selected for this item.

k. **Setup Time**: Enter the number of minutes required to set up this item, if applicable.

l. **Tear Down Time**: Enter the number of minutes required to tear down this item, if applicable.

m. **Default Quantity**: Enter the quantity that should default when this item is selected to be added to an event, if applicable.

n. **Quantity in Stock**: If you have a specific physical inventory quantity of this item in stock, enter the quantity here.

o. **Cost**: Enter the item cost amount to provide the item. (Available when the Resource Cost OPERA Control is active).

p. **Print**: Select this check box if the item should be printed on internal and external reports. If the check box is not selected, the item will not print on external reports (BEO, Contracts).

q. **Critical**: Select this check box if the application should track the availability of this item. If the quantity requested exceeds the availability, a message warns that there is insufficient inventory available and the additional items will be marked for external order.

r. **Discountable**: Select this check box if the item is eligible for discounting when attached to an event. This field is only available when the items are attached to an item class with the Events check box selected.

s. **Sell Separate**: Select this check box if this item can be attached to a reservation. Typically, items that are not Sell Separate would be included as part of a package attached to a rate code. When adding a new item, the Sell Separate check box is selected by default. Items not marked as Sell Separate are still visible in the Inventory Item Availability screen, however, because they are not marked as Sell Separate, you cannot select them for association with a reservation.

t. **Sell Control**: Available when the Sell Control Items OPERA Control is on. Select this check box to enable a check of item inventory availability. If the item is not available for any or all of the dates chosen, an "Insufficient inventory" message appears. Users with the Override Item Sell Control task assigned to their role(s) can book items when there is no inventory available for the selected dates.

u. **Outside of Stay Dates**: Available when the **Allow Inventory Items Outside of Stay Dates** OPERA Control is active. Select this check box when the Item can be selected for a reservation outside of the stay dates.

v. **Configure Traces for All Inventory Days**: Select check box to create reservation traces for all Item Inventory days for a reservation.

w. **Trace Text**: Enter a trace text for the **Department(s)** selected. When a trace text is added for an item and the item is selected for a reservation a trace with the trace text will be added to the reservation for the selected department(s). To create multiple traces, use a semi-colon (;) as a separator.

> **Note:**
>
> The item inventory quantity attached to the reservation will be displayed in the trace text. For more information, see Managing Reservation Traces.

i. Click **Insert Quick Text** to select from pre-configured trace texts for the selected department. For more information, see Configuring Trace Texts.

x. **Welcome Offer**: Select this check box if the item is eligible for selection in the Welcome Offer alert configuration.

3. Click **Save and Go To Presentation** to save and open the presentation so that you can complete the configuration of the item.

### Editing an Item

1. From the **Administration** menu, select **Booking**, select **Resource Management**, and then select **Item Inventory**.
2. Enter search criteria and click **Search**.
3. In the search results, select the **code**, click the **vertical ellipsis**, and select **Edit**.
4. Scroll to the panel you want to edit and click **Edit**.
5. Make the required changes.
6. Click **Save**.

### Deleting an Item

1. From the **Administration** menu, select **Booking**, select **Resource Management**, and then select **Item Inventory**.
2. Enter search criteria and click **Search**.
3. Select the appropriate **item**, click the **vertical ellipsis**, and select **Delete**.
4. Click **Delete** to confirm.

### Copying an Item

1. From the **Administration** menu, select **Booking**, select **Resource Management**, and then select **Item Inventory**.
2. Click the **vertical ellipsis** at the top of the page and select **Copy**.
3. On the Copy Item(s) screen, complete the fields in each panel:
   a. **Source Property**. This is the property where the item currently exists.
   b. **Item Codes**. Select the item code to copy and then click the appropriate check box for copying the Attributes, Rates, or Vendors from the source items to the new items.
   c. **Target Properties**. Select one or several properties. The item codes you selected will copy to the target properties.
4. Click **Save**.
5. In the Review and Copy Codes panel, complete the following fields:
   a. **Copy Name As**. Enter a name for the new item.
   b. **Copy Quick Insert As**. Enter a quick insert for the new item.

6. Click **Copy and Continue**.

### Adding Item Attributes

Item Attributes provide additional details that further describe the item, for example, the linen color, additional markers for an easel, the location of a registration table, and so on. This functionality is only available for items marked for events or for events and reservations.

1. Click **New** in the Attributes panel and complete the following fields:
    a. **Name**. Enter the additional detail for this attribute, for example, if the Item is Table Linen, the Attributes might be White Tablecloth and Red Napkins, or Gold Tablecloth and Gold Napkins.
    b. **Manage Translation**: Click link to configure localized descriptions. For more information, see Configuring Localized Code Descriptions. (Available when the Multi-language OPERA Control is active.).
    c. **From**. Enter the start time for this event.
    d. **Setup Time**. Enter the number of minutes required to set up this item, if applicable.
    e. **Tear Down Time**. Enter the number of minutes required to tear down this item, if applicable.
    f. **Default**. Select this check box if this Attribute should be automatically selected when this item is added to an event. You can select only one attribute per item as the default.
2. Click **Save** to save and close, or click **Save and Continue** to save and create another record.

### Editing Item Attributes

1. In the Events panel, select the appropriate **attribute**, click the **vertical ellipsis**, and select **Edit**.
2. Make the required changes.
3. Click **Save**.

### Deleting Item Attributes

1. In the Events panel, search and select the appropriate **attribute**, click the **vertical ellipsis**, and click **Delete**.
2. Click **Delete** to confirm.

### Adding Item Pricing

You can set item rates in various increments, for example by the day or hour. You can determine the rates individually for each customer at the time the item is booked (custom rates); or possibly, you might provide an item without charge (complimentary). This functionality is only available for items marked for events or for events and reservations.

1. In the Pricing panel, click **New** and complete the following fields:
    a. **Item Rate**. Select the appropriate value from the list. For more information, see Configuring Item Rate Rules.
    b. **Price**. Enter the amount that should be charged for this item and rate.
    c. **Hourly**. Select this check box if the price you entered should be charged for each hour the item is booked.

d. **Default**. Select this check box if this rate should be automatically selected when this item is added to an event. You can select only one rate per item as the default.

2. Click **Save** to save and close or click **Save and Continue** to save and create another record.

### Editing Item Pricing

1. In the Pricing panel, select the appropriate **rate**, click the **vertical ellipsis**, and select **Edit**.
2. Make the required changes.
3. Click **Save**.

### Deleting Item Pricing

An Item Rate can only be deleted if it has not been associated with an event.

1. In the Pricing panel, select the appropriate **attribute**, click the **vertical ellipsis**, and select **Delete**.
2. Click **Delete** to confirm.

### Adding an Item Vendor

You can link vendors to items so that you can easily identify where to order them if you have none in house. This functionality is only available for items marked for events or for events and reservations.

1. In the Vendors panel, click **New** and complete the following fields:
   a. **Select a Profile**. Select the magnifying glass to open to Manage Profile where you can search and select the Company profile. If the profile does not yet exist in the system, use the Create Company Profile link to create the profile.
   b. **Priority**. Enter a number in this field to identify the order in which to display the vendor attached to the item.
   c. **Lead Time**. Enter text indicating the length of time needed for ordering this item from this vendor.
   d. **Purchase Price**. Enter the value that this vendor charges for the item.
2. Click **Save** to save and close or click **Save and Continue** to save and create another record.

### Editing an Item Vendor

1. In the Vendors panel, select the **vendor**, click the **vertical ellipsis**, and select **Edit**.
2. Make the required changes.
3. Click **Save** .

### Deleting an Item Vendor

1. In the Vendors panel, select the **vendor**, click the **vertical ellipsis**, and select **Delete**.
2. Click **Delete** to confirm.

## Configuring Item Pools

Prerequisites for Configuring Item Inventory Pools

Configuring Item Pools enables properties to sell items with a maximum pool ceiling quantity. The available pool number is determined by the maximum quantity of any item associated with the pool.

> **Note:**
>
> You can associate only the items from the same Item Class with an Inventory Item Pool.

#### Adding an Item Pool

1. From the Administration menu, select **Booking**, select **Resource Management**, and then select **Item Pools**.
2. Click **New** and complete the following:
   a. **Item Class**. Select an Item Class from the list. Refer to: Configuring Item Class.
   b. **Code**. Enter the item inventory pool code. You cannot change the code after the Item Inventory Pool is saved.
   c. **Description**. Enter a detailed description of the item inventory pool.
   d. **Display Sequence**. Number that determines the position of the inventory item pool in lists of value.
   e. **Sequence**. Enter a display sequence to indicate sequence in list.
   f. **Item Codes**. Select items from the Available panel and then click [>] to move the selected items to the Selected panel.
3. Click **Save** or **Save and Continue** to add another.

#### Editing an Item Pool

1. From the Administration menu, select **Booking**, select **Resource Management**, and then select **Item Pools**.
2. Enter search criteria and click **Search**.
3. Select the **item pool**, click the **vertical ellipsis**, and click **Edit**.
4. Update the item pool details.
5. Click **Save**.

#### Deleting an Item Pool

1. From the Administration menu, select **Booking**, select **Resource Management**, and then select **Item Pools**.
2. Enter search criteria and click **Search**.
3. Select the **item pool**, click the **vertical ellipsis**, and click **Delete**.
4. Click **Delete** to confirm.

## Configuring Item Rate Rules

Prerequisites for Configuring Item Rate Rules

Item Rate Rules describe how individual items are priced (for example, per hour, per day, or each) for non-food and non-beverage resources such as flip charts, projectors, and so on.

Item Rate Rule configuration is shared by all properties in multi-property operations.

### Adding Item Rates

1. From the Administration menu, select **Booking**, select **Resource Management**, and then select **Item Rate Rules**.
2. Click **New** and complete the following:
    a. **Code**. Enter a code for the Item Rate.
    b. **Description**. Enter a description for the item rate.
    c. **Manage Translation**: Click link to configure localized descriptions. For more information, see Configuring Localized Code Descriptions. (Available when the Multi-language OPERA Control is active.).
    d. **Sequence**. Enter a display sequence to indicate sequence in list.
3. Click **Save**.

### Editing Item Rates

1. From the Administration menu, select **Booking**, select **Resource Management**, and then select **Item Rate Rules**.
2. Enter search criteria and click **Search**.
3. Select the **item rate**, click the vertical ellipsis, and click **Edit**.
4. Update the item Rate Rule's details.
5. Click **Save**.

### Deleting Item Rates

1. From the Administration menu, select **Booking**, select **Resource Management**, and then select **Item Rate Rules**.
2. Enter search criteria and click **Search**.
3. Select the **item rate**, click the vertical ellipsis, and click **Delete**.
4. Click **Delete** to confirm.

## Configuring Item Templates

Prerequisites for Configuring Item Templates

Item Templates are groupings of catering resources that alleviate the time consuming task of adding several items to an event. You can use templates to create groupings of any items that would normally be used together. For instance, if most meeting and conference events require an LCD projector, a wireless lapel microphone, and a viewing screen, you can group these items together using an item template. With item templates, items can be grouped together regardless of item class. This simplifies the task of adding item resources to events by eliminating the need to add items one at a time.

### Adding Item Templates

1. From the Administration menu, select **Booking**, select **Resource Management**, and select **Item Templates**.

2. Click **New** and complete the following:
    a. **Property**. Select or confirm the Property.
    b. **Name**. Enter Item Template Name
3. Click **New**.
4. Search and select items on the Select Inventory Items screen and click [>] to move items from the Available panel to the Selected panel. The Items will be grouped by Item Class and you can expand and collapse the categories as needed.
5. Click **Select**.
6. Select **Attribute**.
7. Enter a **Quantity**.
8. Enter a **Sequence Item** to control the order in which these items appear on the Banquet Event Order.
9. Click **Save**.

### Editing Item Templates

1. From the Administration menu, select **Booking**, select **Resource Management**, and select **Item Templates**.
2. Select or confirm the **Property** and click **Search**.
3. From search results, select the **Item Template**, click the **vertical ellipsis**, and select **Edit**.
4. Update details.
5. Click **Save**.

### Deleting Item Templates

1. From the Administration menu, select **Booking**, select **Resource Management**, and select **Item Templates**.
2. Select or confirm the **Property** and click **Search**.
3. Select the **Item Template**, click the **vertical ellipsis**, and click **Delete**.
4. Click **Delete** to confirm.

# Configuring Meal Periods

Prerequisites for Configuring Meal Periods
A catering meal period is an event classification that allows you to group catering event types, for example Breakfast, Lunch, Coffee Break, and so on.

You can associate an event type with a single catering meal type for reporting in the Meal Type Forecast report.

**Related Topic:**

Configuring Event Types.

> **Note:**
>
> You can configure a maximum of seven meal periods.

### Adding Meal Periods

1. From the Administration menu, select **Booking**, select **Resource Management**, and then select **Meal Periods**.
2. Click **New** and complete the following:
   a. **Code**. Enter an Item Template Name.
   b. **Description**. Click link to configure localized descriptions. For more information, see Configuring Localized Code Descriptions. (Available when the Multi-language OPERA Control is active.).
   c. **Sequence**. Enter a display sequence to indicate the Meal Period code sequence in a list.
3. Click **Save**.

### Editing Meal Periods

1. From the Administration menu, select **Booking**, select **Resource Management**, and then select **Meal Periods**.
2. Enter search criteria and click **Search**.
3. Select the **meal period**, click the **vertical ellipsis**, and select **Edit**.
4. Update details.
5. Click **Save**.

### Deleting Meal Periods

1. From the Administration menu, select **Booking**, select **Resource Management**, and then select **Meal Periods**.
2. Enter search criteria and click **Search**.
3. Select the **meal period**, click the **vertical ellipsis**, and select **Delete**.
4. Click **Delete** to confirm.

## Configuring Menu Classes

Prerequisites for Configuring Menus

Menus are grouped into logical categories called Menu Classes, which can make it easier to find a menu and assist in filtering menus by event type. Refer to Configuring Event Types.

> **Note:**
>
> In multi-property operations you can copy the Menu Class configuration from one property to other properties. Refer to Copying Configurations to Multiple Properties .

### Adding a Menu Class

1. From the **Administration** menu, select **Booking**, select **Resource Management**, and select **Menu**.
2. Select the **Menu Class** tab.

3. Select **New** and complete the following fields:
    a. **Property**. Select or confirm the property.
    b. **Menu Class Name**. Enter a menu class name.
    c. **Event Type**. Select the event types for which this Composed Menu Class should be available by default.
    d. **Bookable through website**: Select the check box if this item class should be available for selection when an event is booked via OWS.
4. Click **Save**.

### Editing a Menu Class

1. From the **Administration** menu, select **Booking**, select **Resource Management**, and select **Menu**.
2. Select the **Menu Class** tab.
3. Enter search criteria and click **Search**.
4. From your search results, select the menu class, click the vertical ellipsis **Actions** menu, and select **Edit**.
    a. Update the configuration.
    b. **Click Inactive**: When selected, the menu item becomes inactive and by default does not appear in the results area.
5. Click **Save**.

### Deleting a Menu Class

1. From the **Administration** menu, select **Booking**, select **Resource Management**, and select **Menu**.
2. Select the **Menu Class** tab.
3. Enter search criteria and click **Search**
4. From your search results, select the menu class, click the vertical ellipsis **Actions** menu, and select **Delete**.

## Configuring Menus

Prerequisites for Configuring Menus

### Creating a Composed Menu

Refer Creating a Menu.

### Editing a Composed Menu

1. From the **Administration** menu, select **Booking**, select **Resource Management**, and select **Menu**.
2. Select the **Composed Menu** tab.
3. Enter search criteria and click **Search**.
4. In the search results, select the **Menu**, click the **vertical ellipsis**, and select **Edit**.

> **Note:**
>
> The Menu Detail panels you select in the default Presentation Style appear. Use **Customize** to select other Detail panels to appear on the presentation page.

5. In the Menu Details panel, click **Edit** and update the following:
   a. **Property**. Select or confirm the **Property**.
   b. **Menu Class**. Select the appropriate value from the list. Associating a menu to a menu class allows for easier searching when adding a menu to an event.
   c. **Menu Name**. Enter a Name for the menu, such as Continental Breakfast, Italian Lunch Buffet. Select Manage Translation to configure a translated menu name for each language.
   d. **Restrictions**. Enter any restrictions placed on this menu, including attendees, lead time, or seasonal restrictions. Select Manage Translation configure a translated restriction name for each language.
   e. **Description**. Enter an additional description of the menu. Select Manage Translation configure a translated description for each language.
   f. **Dietary**. Select the appropriate values from the list, such as Vegetarian, Vegan, Dairy Free, and so on. This can be used for easier searching when adding a menu to an event.
   g. **Event Type**. Select the event types most likely to use the menus associated with this Menu Class. The menus associated to this menu class inherit the event types you select.
   h. **Quick Insert** Premium. Enter a code to use when searching for menus to be added to an event. If not entered, a code is automatically assigned when the menu is saved. (Available when the Quick Insert OPERA Control is active).
   i. **Menu Type**. Select Food or Beverage. This selection will determine whether the menu will print on the BEO under the food or beverage section.
   j. **Serving**. Select Per Person or Per Table to indicate how this menu is priced. If Per Table is selected the field for Table Capacity will be enabled and will need to be populated with the number of guests at each table.
   k. **Multi-choice** Premium. Select to configure a multi-choice menu. Multi-choice menus are visually distinguished from regular menus on the Resources screen and the Menu Items drawer by (M). (Available when Multi Choice Menus OPERA Control is active).
   l. **Consumption**. Select this check box if all of the menu items associated to this menu are sold on a consumption basis, which means that the menu items are sold separately and the group is charged based on the number of menu items used.
      - If the Consumption Menu Forecasting OPERA Control is set to Yes, you can edit the Price column in the Pricing section of a Consumption Menu, and its label changes to Forecast.
      - If the Consumption Menu Forecasting OPERA Control is set to No, you cannot edit the Price column.
   m. **Sell Date Range**. Enter the start and end dates of the period when this menu may be sold.
   n. **Event Date Range**. Enter the start and end dates of the period when this event must take place in order to use this menu.

o. **Inactive**. When selected the menu will become inactive and will not be displayed in the results by default.

p. Click **Save**.

6. In the **Multi Choice Menu** panel (this section is enabled if you selected the multi-choice option in the Menu Details section), click **Edit** and update the following:

   a. **Course**. Enter a number to represent the course.

   b. **Choice Count**. Enter the number of items that can be selected within the course.

   c. **Course Description**. Enter text describing how many items can be selected within this course, such as Select One Appetizer.

   d. **Course Name**. Enter the description for the course, such as Starters, Appetizers, and Entrée.

   e. If an additional course is needed, select the **vertical ellipsis** and select **Add**.

   f. Click **Save**.

7. In the **Menu Items** panel, you can click the Menu Items tab to open the Menu Items drawer and select menu items to add to the menu. The Menu Items drawer allows you to search for specific menu items by menu item name, dietary, or other criteria. The menu items are grouped by menu item class, and you can expand each category. When selecting menu items for the menu, you can determine whether to include the menu items in the price of the menu or priced individually. To include all selected menu items in the menu, select the **Include in Menu** check box.

   a. Click **Edit** and update the following:

   b. **Course**. Enter the number to represent the course. For multi-choice menu you will need to select the appropriate course from the available list.

   c. **Order**. Enter the number to represent the sequence the menu item should be served within the course. To be considered as part of a multi-choice course, more than one menu item must belong to the same Course and have the same Order value.

   d. **Demand Factor**. Enter a value representing the percentage of guests who will consume this menu item. For example, a cash bar may have a menu item for beer that is ordered 40% of the time. In this case, the item would have a demand factor of .4. By default, the demand factor populates with 1. And you can manually change the value (available when the Menu Item Demand Factor in OPERA Controls is active).

   e. **Serving**. Enter the number of servings. By default, the Serving field defaults to 1.

   f. **Included**. Select the check box to indicate that the menu item is included in the menu price. If the menu item should be charged in addition to the menu price, you should not select the check box.

   g. **Consumption**. Select to indicate that the menu items is charged based on consumption. Menu items marked as Consumption do not print a quantity on the Banquet Event Order. The quantity is used only for revenue forecasting purposes.

   h. **Print**. Select the check box if the menu item should print on the Banquet Event Order and other menu reports.

   i. **Mandatory**. Select this check box for menu items that come with the menu automatically, and the user does not have a choice between multiple items (available for multi-choice menus only).

   j. Click **Save**.

8. In the Pricing panel:

   a. Click the **vertical ellipsis** and select **Edit**.

b. In the Price field, enter the amount to charge for the selected Revenue Type.

c. Click **Save**.

9. In the Menu Notes panel, to Add Notes:

a. Click **New** and complete the following:

i. **Title**. Enter a note title

ii. **Internal**. Select to make the menu note internal.

iii. **Comment**. Enter note details.

iv. **Sequence**. Enter a display sequence.

v. Click **Save** or **Save and Continue** to add another note.

10. In the Menu Notes panel, to Edit Notes:

a. Select the **Note**, click the **vertical ellipsis**, and select **Edit**.

b. Update note details.

c. Click **Save**.

11. In the Menu Notes panel, to Delete Notes:

a. Select the **Note**, click **vertical ellipsis** and select **Delete**.

b. Click **Delete** to confirm.

### Deleting a Composed Menu

1. From the **Administration** menu, select **Booking**, select **Resource Management**, and select **Menu**.
2. Select the **Composed Menu** tab.
3. Enter search criteria and click **Search**.
4. From your search results, select the **Menu**, click the **vertical ellipsis**, and select **Delete**.
5. Click **Delete** to confirm.

### Copying a Composed Menu

1. From the **Administration** menu, select **Booking**, select **Resource Management**, and select **Menu**.
2. Select the **Composed Menu** tab.
3. Enter search criteria and click **Search**.
4. From your search results, select the **Menu**, click the **vertical ellipsis**, and select **Copy**.
5. Select one or more **Menu classes**.
6. Click **Select**.

## Configuring Menu Items

### Prerequisites for Configuring Menu Items

Prior to configuring menu items, ensure you have configured menu item classes.

### Adding Menu items

1. From the **Administration** menu, select **Booking**, select **Resource Management**, and select **Menu Item**.
2. Select the **Menu Item** tab.
3. Select **New** and complete the following:
    a. **Property**: Select or confirm the property.
    b. **Menu Item Class**: Select the appropriate value from the list. Associating an item to a menu item class allows for easier searching when adding a menu to an event.
    c. **Menu Item Name 1/Menu Item Name 2/Menu Item Name 3**: Enter the name of the menu item. You can create up to three long names or include a description for display on the Banquet Event Order.
    d. **Manage Translation**: Click link to configure localized descriptions. For more information, see Configuring Localized Code Descriptions. (Available when the **Multi-language** OPERA Control is active.).
    e. **Restriction**: Enter any restrictions placed on this menu, including attendees, lead time, or seasonal restrictions.
    f. **Manage Translation**: Click link to configure localized descriptions. For more information, see Configuring Localized Code Descriptions. (Available when the **Multi-language** OPERA Control is active.).
    g. **Origin 1/Origin 2**: This field is generally used to indicate the origin of wine.
    h. **Manage Translation**: Click link to configure localized descriptions. For more information, see Configuring Localized Code Descriptions. (Available when the **Multi-language** OPERA Control is active.).
    i. **Year**: This field is generally used to indicate the year a wine was produced.
    j. **Dietary**: Select a dietary preference from the list. For more information, see Preferences.
    k. **Responsible Department**: The values are inherited from the Menu Item Class.
    l. **Event Type**: The values are inherited from the Menu Item Class.
    m. **Quick Insert** Premium: Enter a code to use when searching for menu items to be added to a menu. If not entered, a code is automatically assigned when the menu item is saved. (Available when the **Quick Insert** OPERA Control is active).
    n. **Consumption**: Select this check box if all of the menu items are sold on a consumption basis. This is useful for menu items such as sodas or bottled water where the group is charged only for the amount of the beverage consumed.
    o. **Beverage**: Select Food or Beverage. This selection determines whether the menu will print on the Banquet Event Order under the food or beverage section.
    p. **Print**: Select the check box for the menu item to print on the Banquet Event Order and other event reports.
    q. **Sales Price**: Enter the price of the menu item.
    r. **Revenue Type**: Select the appropriate value from the list to determine the category in which this revenue should be allocated.
    s. **Cost**: Enter the internal cost it takes to provide the menu item.

t. **Container**: Select the appropriate value to reflect how the menu item is sold, such as per person, per dozen, or each.

u. **Portion**: Enter the size or number of portions for the menu item.

v. **Manage Translation**: Click link to configure localized descriptions. For more information, see Configuring Localized Code Descriptions. (Available when the **Multi-language** OPERA Control is active.).

w. **Bookable through website**: Select the check box if this item class should be available for selection when an event is booked through OPERA Web Services (OWS).

x. **Servings**: This field indicates the number of servings the menu item contains when sold. For a typical menu item included as part of a standard menu, the serving would usually be one. For Beverage Menu Items, enter the number of servings that are obtainable from the container specified above. For example, if wine is included in a menu and the menu is booked for 40 people, the system will automatically calculate that 10 bottles of wine are needed and attach them to the event with that amount rather than 40. Other revenue profit and loss calculations are also based on this entry. For Food Menu Items, if this single item is a family or a large dish meant to serve a specific number of people, specify the number of people the item serves.

4. Click **Save** or **Save and Continue** to add another menu item.

### Editing a Menu Item

1. From the **Administration** menu, select **Booking**, select **Resource Management**, and select **Menu Item**.
2. Select the **Menu Item** tab.
3. Enter search criteria and click **Search**.
4. Select the menu item, click the vertical ellipsis**Actions** menu and select **Edit**.
   a. Update the configuration.
   b. Click **Inactive**. When selected, the menu item becomes inactive and by default does not appears in the results area.
5. Click **Save**.

### Deleting a Menu Item

1. From the **Administration** menu, select **Booking**, select **Resource Management**, and select **Menu Item**.
2. Select the **Menu Item** tab.
3. Enter search criteria and click **Search**.
4. Select the menu item, click the vertical ellipsis**Actions** menu and select **Delete**.
5. Click **Delete** to confirm.

### Copying a Menu Item (to other menu item classes)

1. From the **Administration** menu, select **Booking**, select **Resource Management**, and select **Menu Item**.
2. Select the **Menu Item** tab.
3. Enter search criteria and click **Search**.
4. Select the menu item(s) and click the horizontal ellipsis and select **Copy**.
5. Select the menu item class(es) from the list and click **Select**.

**Moving a Menu Item (to other menu item classes)**

1. From the **Administration** menu, select **Booking**, select **Resource Management**, and select **Menu Item**.
2. Select the **Menu Item** tab.
3. Enter search criteria and click **Search**.
4. Select the menu item(s) click the vertical ellipsis, and select **Move**.
5. Select the menu item class(es) from the list and click **Select**.

# Configuring Menu Item Class

Menu Item Classes are used to group menu items. After configuring Menu Item Classes, you can link them to the appropriate menu items.

Define Menu Item Classes based on the types of services your property can offer to clients, for instance, Menu, Buffet, Cocktail, Breakfast, Coffee Break, and so on.

Based on these examples, you can define the following Menu Item Classes:

**For Menus:**

- Menu Starters
- Menu Entrees
- Menu Desserts

**For Buffet:**

- Buffet Starters
- Buffet Cold entrees
- Buffet Hot entrees
- Buffet Desserts

**For Beverages:**

- Soft Drinks
- White Wines
- Red Wines
- Beers
- Champagne
- Spirits

> **Note:**
>
> In multi-property operations you can copy the configuration from one property to other properties. Refer to: Copying Configurations to Multiple Properties.

### Adding a Menu item Class

1. From the Administration menu, select **Booking**, select **Resource Management**, and select **Menu Items**.
2. Select the **Menu Item Classes** tab.
3. Select **New** and complete the following:
    a. **Property**: Select or confirm the property.
    b. **Menu Item Class Name**: Enter a description for the menu class, such as Breakfast, Bar Menus, Buffet Lunch, and so on.
    c. **Event Type**: Select the event types most likely to use the menus associated with this Menu Class. The menus associated to this menu class inherit the event types you select.
    d. **Responsible Department**: Select a Department responsible for the menu items in this class. Responsible Departments are inherited by the Menu Items linked to the Class. If the Responsible Departments should change on the Menu Item Class, you are prompted to update any existing Menu Items linked to the Menu Item Class.
    e. **Sequence**: Enter a number that controls the position of this code in listings.
    f. **Bookable through website**: Select the check box if this item class should be available for selection when an event is booked through OWS.
    g. Menu Type.
        i. **Food**: Select if this class only contains food item.
        ii. **Beverage**: Select if this class only contains beverage items.
4. Click **Save**.

### Editing a Menu Item Class

1. From the Administration menu, select **Booking** select **Resource Management**, and select **Menu Items**.
2. Select the **Menu Item Classes** tab.
3. Enter search criteria and click **Search**.
4. In the search results, select the **menu item class**, click the **Vertical Ellipsis**, and select **Edit**.
    a. Update the configuration.
    b. **Inactive**. When selected, the menu class becomes inactive and by default will not appear in the results area.
5. Click **Save**.

### Deleting a Menu Item Class

1. From the Administration menu, select **Booking** select **Resource Management**, and select **Menu Items**.
2. Select the **Menu Item Classes** tab.
3. Enter search criteria and click **Search**.
4. In the search results, select the **Menu Item Class**, click the **Vertical Ellipsis**, and select **Delete**.

5. Click **Delete** to confirm.

# Creating a Menu

## Prerequisites for Configuring Menus

Menus are grouped into logical categories called Menu Classes that can make it easier to find a menu and assist in filtering menus by event type.

Composed Menus are a collection of preselected menu items. The following are the three main types of composed menus:

- **Standard menus**. These menus can include menu item sold for an all-inclusive price, sold as a group of individually priced menu items, or sold as a combination of the two.
- **Consumption menus**. These menus enable you to charge for menus based on what was actually consumed regardless of the number of attendees at the event. The quantity requested for each item does not print on the Banquet Event Order. Instead, it is used only to calculate the expected and guaranteed revenue for the event.
- **Multi-choice menus**. These menus are available with Oracle Hospitality OPERA Cloud Service, Sales and Event Management Premium Edition and enable you to create a composed menu with choices of starters, main courses, desserts, and so on. When the menu is added to an event, you can customize the menu based on the client's selections.

### Creating a Menu

1. From the **Administration** menu, select **Booking**, select **Resource Management**, and select **Menu**.
2. Select the **Composed Menu** tab, click **New**.
3. In Menu Details, complete the following:
    a. **Property**. Select or confirm the property name.
    b. **Menu Class**. Select a menu class from the list.
    c. **Menu Name**. Enter a Name for the menu, such as Continental Breakfast, Italian Lunch Buffet. Select Manage Translation to configure a translated menu name for each language.
    d. **Restriction**. Enter any restriction placed on the menu, including attendees, lead time, or seasonal. Select Manage Translation configure a translated restriction name for each language.
    e. **Description**. Enter an additional description of the menu. Select Manage Translation configure a translated description for each language.
    f. **Dietary**. Select any dietary attributes of the menu from the list.
    g. **Event Type**. Event Types get populated based on the selected menu Class. Select the event types applicable for the menu from the list.
    h. **Quick Insert**. Enter a unique code that you can use when searching for menus to be added to an event.
    i. **Menu Type**. Select a Menu Type. Your selection determines whether the menu prints on the Banquet Event Order under the Food section or the Beverage section
    j. **Servings**. Select Per Person or Per Table to indicate how this menu is priced. If you select Per Table, the Table Capacity field becomes enabled and you must enter the **number of guests** at each table.

k. **Multi-choice menus** Premium. Enables you to create a composed menu with choices of starters, main courses, desserts, and so on. When the menu is added to an event, you can customize the menu based on the client's selections. (Available when Multi Choice Menus OPERA Control is active).

l. **Multi Choice**. Select to configure a multi-choice menu Premium. Select to configure a multi-choice menu. Multi-choice menus are visually distinguished from regular menus on the Resources screen and the Menus drawer by (M). (Available when the Multi Choice Menus OPERA Control is active).

m. **Course Count**. Appears when you select Multi-Choice. Enter the number of courses in the multi-choice menu.

n. **Consumption**. Select if all of the menu items associated to this menu are sold on a consumption basis, which means that the menu items are sold separately and the group is charged based on the number of menu items used.

o. **Sell Date Range**. Enter the start and end dates of the period when this menu may be sold.

p. **Event Date Range**. Enter the start and end dates of the period when this event must take place in order to use this menu.

4. Click **Next**. Complete the Menu Multi Choice section if you selected Multi Choice in the Menu Details panel.

   a. **Course**. Enter the course number.

   b. **Choice Count**. Enter the number of menu item choices for the course.

   c. **Course Description**. Enter the course description. Select Manage Translations configure a course description for each language.

   d. **Course Name**. Enter the course name. Select Manage Translations configure a course name for each language.

   e. Repeat entries for each course listed.

   f. Click the page level **vertical ellipsis** and select **Add** to add a course.

   g. Click a course's **vertical ellipsis** and select **Delete** to delete a course.

5. Click **Next**. Complete the Menu Items selection. When selecting menu items for the menu you can determine whether the menu items should be included in the price of the menu or priced individually. To include all selected menu items in the menu price, select the Include in Menu checkbox.

   a. Click the **Menu Items** drawer.

   b. Click **[+]** to expand the menu item classes and then select one or more **Items** (grouped by menu item class).

   c. **Include in Menu**. Click to include the selected items in the price of the menu.

   d. Click **Add Menu Item**.

   e. **Course**. Enter the number to represent the course. For multi-choice menus, select the appropriate course from the available list.

   f. **Order**. Enter the number to represent the sequence the menu item should be served within the course. To be considered as part of a multi-choice course, more than one menu item must belong to the same Course and have the same Order value.

   g. **Demand Factor**. Enter a value representing the percentage of guests who will consume this menu item. For example, a cash bar may have a menu item for beer that is ordered 40% of the time. In this case, the item would have a demand factor of .4. By

default, the demand factor populates with 1. And you can manually change the value (available when the Menu Item Demand Factor in OPERA Controls is active).

h. **Menu Item Name**. Name of the menu item attached to the highlighted menu.

i. **Sales Price**. The price of the Menu Item if it were separately (if not included in a menu).

j. **Price per Serving**. The price per individual serving.

k. **Container**. The container defined for the menu item.

l. **Revenue Type**. The revenue type attached to the menu item.

m. **Serving**. Enter the number of servings. By default, the Serving field defaults to 1.

n. **Included**. Select the check box to indicate that the menu item is included in the menu price. If the menu item should be charged in addition to the menu price, you should not select the check box.

o. **Consumption**. Select to indicate that the menu items is charged based on consumption. Menu items marked as Consumption do not print a quantity on the Banquet Event Order. The quantity is used only for revenue forecasting purposes.

p. **Print**. Select the check box if the menu item should print on the Banquet Event Order and other menu reports.

q. **Mandatory**. Select this check box for menu items that come with the menu automatically and the user does not have to choose between multiple items (available for multi-choice menus only).

r. Repeat the updates for each menu item selected.

s. To delete a menu item, select the item, click vertical ellipsis, and click **Delete**.

t. Click **Delete** to confirm.

6. Click **Next**. Complete the **Pricing Details** section.

   a. **Price**. Enter the amount to charge for the selected Revenue Type.

7. Click **Save** or **Save and Go to Presentation** to edit the menu details.

# Configuring Sales Manager Goals

Prerequisites for Configuring Sales Goals

Sales Manager Goals allow you to set and monitor Rooms, Catering, and Activities goals for Sales Managers.

You can setup the following Sales Manager Goals:

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

Sales Manager Goals are available on the Sales Manager Progress (rep_mgr_progress_BI) report. The Stay Periods configured as Arrival Periods in Production Goals are printed listed on the report.

### Adding Group Rooms with Catering Goals

1. From the **Administration** menu, select **Bookings**, then select **Sales Manager Goals**.

2. Select the Sales Owner, then click the **Vertical Ellipsis** and select **Edit**.
    a. Select the **Group Rooms with Catering** Goal Type in the search, then click **Search**.
    b. Click **New** and complete the following:
        i. **Future Dates**: Select this check box to display future dates when selecting the Production From / Production To and Arrival From / Arrival To dates. This check box is selected by default.
        ii. **Arrival Goal**:. Select this check box if this is an arrival goal. This goal is considered to be an arrival goal and 'Arrival' will display in the **Type** column on the Goal screen.
        iii. **Production From/Production To** (Mandatory): If the Arrival Goal check box is not selected, this is a production goal. Production goals are booking goals, regardless of the arrival date. For example, if the Production From / Production To dates are January 1, 2020 and March 31, 2020, any booking made between January 1 and March 31 on a certain "credit" status, or changed during this time frame to the defined "credit" status, would be counted toward meeting the goal. Click to view a list of the production periods set up for your property. Selecting the production period automatically sets both the Production From and Production To dates. For more information, see Configuring Period Definition Periods.
        iv. Arrival From/Arrival To:**.** If this is an arrival goal, use these fields to define the period during which the bookings will arrive. For example, if the Arrival From / Arrival To dates are January 1, 2020 and January 31, 2020, any booking that will arrive between January 1 and January 31 would be counted toward meeting the goal. Selecting the arrival period automatically sets both the Arrival From and Arrival To dates.
        v. **Market Code**: Select a market code from the list to be associated with the goal.
        vi. **Room Nights**: Enter the number of room nights being set as a goal.
        vii. **Room Revenue**: Enter the room revenue amount being set as a goal.
        viii. **Average Rate**: Enter the average room rate being set as a goal.
        ix. **Catering Covers**: Enter the number of catering covers or meals being set as a goal.
        x. **F&B Revenue**: Enter the food and beverage revenue being set as a goal.
        xi. **Avg F&B Check**: Enter the average amount for food and beverage checks being set as a goal.
        xii. **Other Revenue**: Enter the amount of other revenue being set as a goal, such as function space rental, equipment rental and so on.
    c. Click **Save** or click **Save and Add More** to add another.

### Adding Transient Room Goals

1. From the **Administration** menu, select **Bookings**, then select **Sales Manager Goals**.
2. Select the Sales Owner, then click the **Vertical Ellipsis** and select **Edit**.
    a. Select the **Transient Room** Goal Type in the search, then click **Search**.
    b. Click **New** and complete the following:
        i. **Future Dates** : Select this check box to display future dates when selecting the Production From / Production To and Arrival From / Arrival To dates. This check box is selected by default.

ii. **Arrival From/Arrival To**: Use these fields to define the period during which the bookings will arrive. For example, if the Arrival From / Arrival To dates are January 1, 2020 and January 31, 2020, any booking that will arrive between January 1 and January 31 would be counted toward meeting the goal. Selecting the arrival period automatically sets both the Arrival From and Arrival To dates.

iii. **Market Code**: Select a market code from the list to be associated with the goal.

iv. **Room Nights**: Enter the number of room nights being set as a goal.

v. **Room Revenue**: Enter the room revenue amount being set as a goal.

vi. **Average Rate**: Enter the average room rate being set as a goal.

c. Click **Save** or click **Save and Add More** to add another.

### Adding Activities Goals

1. From the **Administration** menu, select **Bookings**, then select **Sales Manager Goals**.
2. Select the Sales Owner, then click the **Vertical Ellipsis** and select **Edit**.
   a. Select the **Activities Goal Type** in the search, then click **Search**.
   b. Click **New** and complete the following:
      i. **Future Date**: Select this check box to display future dates when selecting the Production From / Production To dates. This check box is selected by default.
      ii. **Production From/Production To**: Use the Production From and Production To fields to set the date range when the activities are to be completed. The dates can span multiple production periods. For example, if the Production From / Production To dates are January 1, 2020 and February 28, 2020, any activity completed between these dates would be counted toward meeting the goal. Click to view a list of the production periods set up for your property. For more information, see Configuring Period Definition Periods.
      iii. **Activity Type**: Select an Activity Type from the list for which goal is being set. For example, Follow Up Calls, Conduct Surveys, or Send Thank You Letters.
      iv. **Number of Activities**: Number of activities of Activity Type being set as a goal (for example, 100 Follow Up Calls).
   c. Click **Save** or click **Save and Add More** to add another.

### Editing Goals

1. From the **Administration** menu, select **Bookings**, then select **Sales Manager Goals**.
2. Select the Sales Owner, then click the **Vertical Ellipsis** and select **Edit**.
   a. Select the **Goal Type** in the search, then click **Search**.
   b. Select the Goal in the search result, then click the **Vertical Ellipsis** and select **Edit**.
   c. Update the configuration.
   d. Click **Save**.

### Deleting Goals

1. From the **Administration** menu, select **Bookings**, then select **Sales Manager Goals**.
2. Select the Sales Owner, then click the **Vertical Ellipsis** and select **Edit**.
   a. Select the **Goal Type** in the search, then click **Search**.
   b. Select the Goal(s) in the search result, then click **Delete**.

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# Client Relations Administration

## Prerequisites for Client Relations Administration

This chapter of the OPERA Cloud User Guide lists the prerequisites for Client Relations Administration menu.

### Prerequisites for Activities Configuration

**Licenses / Subscriptions**

Oracle Hospitality OPERA Cloud Service, Sales and Event Management Essentials Edition

Or

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

Or

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

**OPERA Controls**

**Group**: Activity

**Function**: Activities

**OPERA Cloud Tasks**

**Group**: Client Relations Admin

**Tasks**: Activity Management

Activity Types

- New/Edit Activity Types
- Delete Activity Types

### Prerequisites for Activity Results

**Licenses / Subscriptions**

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

Or

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

**OPERA Controls**

**Group**: Activity

**Parameter**: Activity Results

**OPERA Cloud Tasks**

**Group**: Client Relations Admin

**Tasks**: Activity Management

Activity Results

- New/Edit Activity Results
- Delete Activity Results

## Prerequisites for Sales Activities Auto Traces

**Licenses / Subscriptions**

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

Or

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

**OPERA Controls**

**Group**: Activity

**Function**: Auto Traces

**OPERA Cloud Tasks**

**Group**: Client Relations Admin

**Tasks**: Activity Management

Trace Codes

- New/Edit Traces Codes
- Delete Traces Codes

## Prerequisites for Guest Loyalty Programs

**Licenses / Subscriptions**

Oracle Hospitality OPERA Cloud Service, Loyalty

**OPERA Controls**

**Group**: Membership

**Function**:

- Award Points Redemption (optional)
- Enrollment (optional)

**OPERA Cloud Tasks**

**Group**: Client Relations Admin

### Tasks

| Parent Tasks | Sub-tasks | Tasks |
|---|---|---|
| Membership Management | Membership Types | • New/Edit Membership Management<br>• Delete Membership Management |
| | Claim Types | • New/Edit Claim Types<br>• Delete Claim Types |
| | Claim Origins | • New/Edit Claim Origins<br>• Delete Claim Origins |
| | Rate Groups | • New/Edit Rate Groups<br>• Delete Rate Groups |
| | Property Groups | • New/Edit Property Groups<br>• Delete Property Groups |
| | Market Groups | • New/Edit Market Groups<br>• Delete Market Groups |
| | Revenue Groups | • New/Edit Revenue Groups<br>• Delete Revenue Groups |
| | Revenue Types | • New/Edit Revenue Types<br>• Delete Revenue Types |
| | Membership Class | • New/Edit Membership Class<br>• Delete Membership Class |
| | Transaction Groups | • New/Edit Transaction Groups<br>• Delete Transaction Groups |
| | Enrollment Codes | • New/Edit Enrollment Codes<br>• Delete Enrollment Codes |
| | Enrollment Groups | • New/Edit Enrollment Groups<br>• Delete Enrollment Groups |
| | Status Codes | • New/Edit Status Codes<br>• Delete Status Codes |
| | Awards | • New/Edit Awards<br>• Delete Awards |
| | Membership Rates | • New/Edit Membership Rates<br>• Delete Membership Rates |
| | Membership Room Groups | • New/Edit Membership Room Groups<br>• Delete Membership Room Groups |
| | Qualifying Rates | • New/Edit Qualifying Rates<br>• Delete Qualifying Rates |
| | Membership Type Rules | • New/Edit Membership Type Rules<br>• Delete Membership Type Rules |

| Parent Tasks | Sub-tasks | Tasks |
|---|---|---|
| | OCIS E-Certificates | • New/Edit OCIS E-Certificates<br>• Delete OCIS E-Certificates |

## Prerequisites for Membership Enrollment Codes

**OPERA Cloud Tasks**

**Group**: Membership

**Tasks**: Enrollment

## Prerequisites for Membership Enrollment Groups

**OPERA Controls**

**Group**: Membership

**Functions**: Enrollment

## Prerequisites for Membership Type Awards

**OPERA Controls**

**Group**: Membership

**Tasks**:

- Award Point Redemption
- Loyalty Payment Award (optional) or Loyalty Payment Award with Eligible Transactions (optional)

## Prerequisites for Validating Membership Numbers using an Integrated Solution

**OPERA Cloud Tasks**

**Group**: Membership

**Function**: Loyalty Membership Configuration

## Prerequisites for Configuring (Sales) Account Types

**OPERA Controls**

**Group**: Profiles

**Parameter**: Sales Information

**OPERA Cloud Tasks**

**Group**: Client Relations Admin

**Profile Management**:

- Account Types
  - New/Edit Account Types
  - Delete Account Types

## Prerequisites for Alternate (Name) Language Titles

**OPERA Controls**

**Group**: General

**Functions**: Multi Language

**OPERA Cloud Tasks**

**Group**: Client Relations Admin

**Tasks**: Alternate Language Guest Titles

- New/Edit Alternate Language Guest Titles
- Delete Alternate Language Guest Titles

## Prerequisites for Company Types

**OPERA Controls**

**Group**: Profile

**Functions**: IATA Company type

## Prerequisites for Configuring Genders

**OPERA Cloud Tasks**

**Group**: Client Relations Admin

**Tasks**: Profile Management

- Genders
  - New/Edit Genders
  - Delete Gender

## Prerequisites for Keyword Types

**OPERA Controls**

**Group**: Profile

**Functions**: Keyword

## Prerequisites for Configuring Location Types

**OPERA Controls**

**Group**: Profile

**Functions**: E-Certificate Redemption

**OPERA Cloud Tasks**

**Group**: Client Relations

**Tasks**: Profile Management

## Prerequisites for Configuring Pay Days

**OPERA Controls**

**Group**: AR

**Parameter**: Payment Due Days

**OPERA Cloud Tasks**

Profile Management

- Pay Days
- New/Edit Pay Days
- Delete Pay Days

## Prerequisites for Profile Name Validations

**OPERA Controls**

**Group**: Profile

**Parameters**: Profile Name Validations

**OPERA Cloud Tasks**

- Profile Management
- Profile Name Validations
  - New/Edit Profile Name Validations
  - Delete Profile Name Validations

## Prerequisites for Profile Protection

**OPERA Controls**

**Group**: Profile

**Functions**: Profile Protect

**Setting**: Profile Protection (Method)

**OPERA Cloud Tasks**

- Profile Management
- Profile Protection

## Prerequisites for Relationships

**OPERA Controls**

**Group**: Profile

**Parameters**: Relationships

**Parameter**: Relationships Rate Inherit

**OPERA Cloud Tasks**

**Group**: Client Relations Admin

**Tasks**:

- Relationships
  - New/Edit Relationships
  - Delete Relationships

## Prerequisites for Restriction Reasons

**OPERA Controls**

**Group**: Profile

**Parameters**: Restriction / Flagged Reasons

## Prerequisites for Sales Information

**Licenses / Subscriptions**

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

Or

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

**OPERA Controls**

**Group**: Profile

**Parameters** : Sales Information

**OPERA Cloud Tasks**

Account Priorities

- New/Edit Account Priorities
- Delete Account Priorities

Competition Codes

- New/Edit Competition Codes
- Delete Competition Codes

Territories

- New/Edit Territories
- Delete Territories

Influence Codes

- New/Edit Influence Codes
- Delete Influence Codes

Scope Codes

- New/Edit Scope Codes
- Delete Scope Codes

Scope City Codes

- New/Edit Scope City Codes
- Delete Scope City Codes

Sources

- New/Edit Sources
- Delete Sources

Business Potential

- New/Edit Business Potential
- Delete Business Potential

## Prerequisites for Configuring Industry Codes

**OPERA Cloud Tasks**

**Group**: Client Relations Admin

**Tasks**: Industry Codes

- New/Edit Industry Codes
- Delete Industry Codes

## Prerequisites for Advanced Titles

**OPERA Controls**

**Group**: Profile

**Parameters**: Advanced Title

# Prerequisites for Travel Agent Types

**OPERA Controls**

**Group**: Profile

**Function**: IATA Company Type

# Prerequisites for VIP Levels

**OPERA Controls**

**Group**: Profiles

**Functions**: VIP

# Prerequisites for Configuring Credit Ratings

**OPERA Controls**

**Group**: Reservations

**Functions**: Credit Rating

**OPERA Cloud Tasks**

**Group**: Client Relations Admin

**Tasks**: Profile Management

- Credit Ratings
  - New/Edit Credit Ratings
  - Delete Credit Ratings

# Prerequisites for Membership Level Benefits

**OPERA Controls**

**Group**: Membership

**Functions**: Level Benefits

**OPERA Cloud Tasks**

**Group**:  Client Relations Admin

**Tasks**: Membership Management

Membership Rate Rules

- New/Edit Membership Rate Rules
- Delete Membership Rate Rules

# Prerequisites for Membership Revenue Groups

**OPERA Controls**

**Group**: Profile

**Function**: Stay Records

**OPERA Cloud Tasks**

**Group**: Client Relations Admin

**Tasks**: Revenue Groups

- New/Edit Revenue Groups
- Delete Revenue Groups

# Prerequisites for Membership Revenue Types

**OPERA Controls**

**Group**: Profile

**Functions**: Stay Records

**OPERA Cloud Tasks**

**Group**:  Client Relations Admin

**Tasks**: Revenue Types

- New/Edit Revenue Types
- Delete Revenue Types

# Prerequisites for Configuring Membership Rate Rules

**OPERA Controls**

**Group**: Membership

**Parameters**:

- Membership Rate Rules
- Guaranteed Availability for Members

**OPERA Cloud Tasks**

**Group**: Client Relations Admin

**Tasks**: Membership Management

- Membership Rate Rules
- New/Edit Membership Rate Rules
- Delete Membership Rate Rules

# About Sales Activities

Prerequisites for Activities Configuration

The Activities feature in OPERA Cloud Sales and Event Management helps you keep track of upcoming appointments, sales calls, follow-up with contacts, things to do, and so on. Use Activities to manually or automatically create reminders and to-do's for Accounts, Contacts, and Business Blocks. Activities may be assigned to multiple sales owners; with each owner receiving a separate copy of the Activity.

Start by configuring the various activity types. For more information, see Configuring Activity Types.

With the Activity Result OPERA Control enabled you can configure activity result codes; one of which must be selected when completing the Activity. For more information, see Configuring Activity Results.

When the Auto Traces OPERA Control is active, Activities can be automatically created through the setup of activity trace codes and auto trace rules, which use rules and conditions to determine when an Activity should be created. Activity trace codes are selected in Sales Accounts, Contacts, Blocks or Activities to auto-generate activities for the entity, based on the Activity Trace Definition.

The following dashboard tiles are available specifically for Activities:

- **Activities**: View Activity counts for today.
- **Appointments**: View the number of appointments today.
- **To Do List**: View the To Do List for today.

## Configuring Activity Results

Prerequisites for Activity Results

Activity Results are pre-configured descriptions of Activity results. They appear on the Activities screen in the Results field after the Activity is completed. When the OPERA Control parameter Activity, Activity Results is On, and the Complete check box is selected, a Result list appears on the Activities screen. You can select the appropriate result value from the list and complete the Activity.

### Adding Activity Results

1. From the **Administration** menu, select **Client Relations**, select **Activity Management**, and select **Activity Results**.
2. Click **New** and complete the following fields:
    a. **Code**: Enter a code.
    b. **Description**: Enter a description, for example, Success.
    c. **Sequence**: Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
3. Click **Save** to save or click **Save and Continue** to save this code and add another.

### Editing Activity Results

1. From the **Administration** menu, select **Client Relations**, select **Activity Management**, and select **Activity Results**.
2. Enter search criteria and click **Search**.
3. From your search results, select the code, then click the vertical ellipsis **Actions** menu and select **Edit**.
4. **Inactive**: Select the check box to make the Activity Result inactive.
5. Update the configuration.
6. Click **Save**.

### Deleting Activity Results

1. From the **Administration** menu, select **Client Relations**, select **Activity Management**, and select **Activity Results**.
2. Enter search criteria and click **Search**.
3. From your search results, select the code, then click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

## Configuring Activity Types

Sales Activity Types are the various actions you or your team take to transition customers through the sales process. When the Auto Traces OPERA Control is active, Sales Activity Types are also referenced in Sales Activity Auto Traces which are rules to automate the creation of sales activities for Sales Accounts, Contacts, Blocks or other Sales Activities.

### Adding Sales Activity Types

1. From the **Administration** menu, select **Client Relations**, select **Activity Management**, and select **Activity Types**.
2. Click **New** and complete the following:
   a. **Property**: Enter or select the property.
   b. **Activity Type**: Enter a code for the activity type.
   c. **Description**: Enter a description for the activity type.
   d. **Activity Class**: Select an activity class from the list: Appointment or To Do. The Appointments and To Do List dashboard tiles reference this selection.
   e. **Sequence**: Enter a sequence number to indicate the ranking of this activity type in a list.
   f. **Internal**: Select the check box to exclude the default activities created for this activity type from communication with integrated systems.
3. Click **Save** or click **Save and Continue** to add another.

### Editing Sales Activity Types

1. From the **Administration** menu, select **Client Relations**, select **Activity Management**, and select **Activity Types**.

2. Enter search criteria and click **Search**.
3. From the search result, select the activity type, then click the vertical ellipsis **Actions** menu and select **Edit**.
    a. Update the configuration.
    b. **Inactive**: Select the check box to make the activity type inactive.
4. Click **Save**.

#### Deleting Activity Types

1. From the **Administration** menu, select **Client Relations**, select **Activity Management**, and select **Activity Types**.
2. Enter search criteria and click **Search**.
3. From the search result, select the activity type, then click the vertical ellipsis **Actions** menu and select **Delete** .
4. Click **Delete** to confirm.

#### Copying Sales Activity Types

When the Multi Property OPERA Control is active, you can copy activity types to specific properties using the **Copy** action. For more information, see Copying Configuration Codes to Multiple Properties

## About Sales Activities Auto Traces

Prerequisites for Sales Activities Auto Traces

Use auto-traces to configure rules for the automatic creation of activities based on the creation, update or deletion of a Sales Account, Contact, Block or Activity. Use owner mapping to assign specific activities to a different owner on behalf of an owner. Activity trace codes are selected in Sales Accounts, Contacts, Blocks or Activities to auto-generate activities for the entity, based on the Activity Trace Definition.

A "CSL" Activity Auto Trace code is seeded in all properties and populates in property leads created from a central sales hub. The Activity owner assigned is specified in the **Property Lead Block Owner** OPERA Control. For more information, see Managing Central Sales Leads.

## Configuring Activity Trace Codes

Prerequisites for Activities

Activity trace codes are selected in Sales Accounts, Contacts, Blocks or Activities to auto-generate activities for the entity, based on the Activity Trace Definition rules.

#### Adding Activity Trace Codes

Trace codes are pre-defined filters that trigger activities depending on the behavior of the record.

1. From the **Administration** menu, select **Client Relations**, select **Activity Management**, and select **Trace Codes**.

2. Click **New** and complete the following:
    a. **Trace Group** : Select a trace group from the list (Accounts, Contacts, Blocks, Profiles, Activities).
    b. **Trace Code** : Enter a trace code.
    c. **Description** : Enter a description of the new trace code.
3. Click **Save**.

### Editing Activity Trace Codes

1. From the **Administration** menu, select **Client Relations**, select **Activity Management**, and select **Trace Codes**.
2. Enter search criteria and click **Search**.
3. From your search results, select the trace code mapping, click the vertical ellipsis **Actions** menu, and select **Edit**.
    a. Update the configuration.
    b. **Inactive**: Select check box to make the trace definition inactive. Inactive trace codes do not appear in search results unless you click the **vertical ellipsis** and select **Show Inactive**.
4. Click **Save**.

### Deleting Activity Trace Codes

1. From the **Administration** menu, select **Client Relations**, select **Activity Management**, and select **Trace Codes** .
2. Enter search criteria and click **Search**.
3. From your search results, select the trace code, then click the vertical ellipsis **Actions** menu, and select **Delete**.
4. Click **Delete** to confirm.

## Configuring Activity Trace Definitions

Trace definitions are the rules that define when a sales activity is automatically generated based on the creation, update or deletion of an entity. In multi property operations you can copy Activity Trace Definition configuration to other properties from a hub location. For more information, see Copying Configuration Codes to Multiple Properties

### Adding Activity Trace Definitions for Sales Accounts

1. From the **Administration** menu, select **Client Relations**, select **Activity Management**, and select **Trace Definitions**.
2. Click **New** complete the following:
    a. **Property**: Enter or select the property.
    b. **Trace Group** : Select Accounts trace group
    c. **Trace Code** : Select a trace code.
    d. **Event**
        i. **On Update of Field**: Select to trigger activity creation when a selected field is updated.

i. **Attribute**: Select a field from the list.

ii. **On Account Creation**: Select to trigger activity create when a sales account is created

e. Activity Class

i. **Appointment**: Select to create an appointment activity.

ii. **To Do**: Select to create a to-do activity.

f. **Activity Type**: Select an activity type from the list

g. **Purpose**: Enter the purpose to appear in the Activity (Field will default with the Activity Type description).

h. **For Time**: Select the time for the activity to start. Available for Appointment or To Do activity classes.

i. **Date Calculation**: Select a date field from the list.

i. **+/– Days**: Select whether you would like to go forward (plus) or backward (minus) from this date and the number of days. Leaving this field blank will generate the activity with a start date equal to the date in the field selected in **Date Calculation**.

j. For Owner

i. **Current**: Assigns the activity to the logged in user when the activity is generated.

ii. **Primary**: Assigns the activity to the primary owner for the contact.

i. **Owner Assignment**: Select check box to use the owner mapping.

i. **Trace Owner Mapping**. Select a code from the list. For more information, see Configuring Activity Trace Owner Mapping.

iii. **Custom**: Select a specific owner.

i. **Owner Code**: Select an owner from the list.

k. Based On. Click **Manage Expressions** to set up conditions to trigger the activity creation. On the Manage Expressions dialog, you can set up single or multiple conditions:

i. Click **Add** or click **Add()** to set order.

ii. **and / or**: Select AND or OR boolean operator (if applicable).

iii. **Attribute**: Select a field from the list.

iv. **Operator**: Select an operator from the list.

v. **First Value**: Enter a value.

vi. **Second Value**: Enter a value (if applicable).

vii. Click **OK**.

l. Click **Save**.

### Adding Activity Trace Definitions for Contacts

Available when the Contacts OPERA Control is active

1. From the **Administration** menu, select **Client Relations**, select **Activity Management**, and select **Trace Definitions**.
2. Click **New** and complete the following:

a. **Property**: Enter or select the property.

b. **Trace Group**: Select Contacts trace group

c. **Trace Code**: Select a trace code from the list.

d. Event

   i. **On Update of Field**: Select to trigger activity creation when a selected field is updated.

      i. **Attribute**: Select a field from the list.

   ii. **On Contact Creation**: Select to trigger activity create when a contact profile is created.

e. Activity Class

   i. **Appointment**: Select to create an appointment activity.

   ii. **To Do**: Select to create a to-do activity.

f. **Activity Type**: Select an activity type from the list.

g. **Purpose**: Enter the purpose to appear in the Activity (Field will default with the Activity Type description).

h. **For Time**: Select the time for the activity to start. Available for Appointment or To Do activity classes.

i. **Date Calculation**: Select a date field from the list.

   i. **+/– Days**: Select whether you would like to go forward (plus) or backward (minus) from this date and the number of days. Leaving this field blank will generate the activity with a start date equal to the date in the field selected in **Date Calculation**.

j. For Owner

   i. **Current**: Assigns the activity to the logged in user when the activity is generated.

   ii. **Primary**: Assigns the activity to the primary owner for the contact.

      i. **Owner Assignment**: Select check box to use the owner mapping.

         i. **Trace Owner Mapping**: Select a code from the list. For more information, see Configuring Activity Trace Owner Mapping.

   iii. **Custom**: Select a specific owner

      i. **Owner Code**: Select an owner from the list.

k. **Based On**: Click **Manage Expressions** to set up conditions to trigger the activity creation. On the Manage Expressions dialog, you can set up single or multiple conditions:

   i. Click **Add** or click **Add()** to set order.

   ii. **and / or**: Select **AND** or **OR** boolean operator (if applicable).

   iii. **Attribute**: Select a field from the list.

   iv. **Operator**: Select an operator from the list.

   v. **First Value**: Enter a value.

   vi. **Second Value**: Enter a value (if applicable).

   vii. Click **OK**.

l. Click **Save**.

### Adding Activity Trace Definitions for Blocks

Available when the Business Blocks OPERA Control is active.

1. From the **Administration** menu, select **Client Relations**, select **Activity Management**, and select **Trace Definitions**.
2. Click **New** and complete the following:
    a. **Property**: Enter or select the property.
    b. **Trace Group**: Select Blocks trace group
    c. **Trace Code**: Select a trace code from the list.
    d. Event
        i. Block Deposits.
            i. **On Update of Field**: Select to trigger activity creation when a selected field is updated.
                i. **Attribute**: Select a field from the list.
            ii. **On Deposit Creation**: Select to trigger activity create when a deposit request is created.
            iii. **On Deposit Deletion**: Select to trigger activity create when a deposit is request deleted.
        ii. Block Details.
            i. **On Update of Field**: Select to trigger activity creation when a selected field is updated
                i. **Attribute**: Select a field from the list.
            ii. **On Block Creation**: Select to trigger activity create when a block is created.
            iii. **On Block Deletion**: Select to trigger activity create when a block is deleted.
    e. Activity Class
        i. **Appointment**: Select to create an appointment activity.
        ii. **To Do**: Select to create a to-do activity.
    f. **Activity Type**: Select an activity type from the list.
    g. **Purpose**: Enter the purpose to appear in the Activity (Field will default with the Activity Type description).
    h. **For Time**: Select the time for the activity to start. Available for Appointment or To Do activity classes.
    i. **Date Calculation**: Select a date field from the list
        i. **+/– Days**: Select whether you would like to go forward (plus) or backward (minus) from this date and the number of days. Leaving this field blank will generate the activity with a start date equal to the date in the field selected in Date Calculation.
    j. For Owner
        i. **Current**: Assigns the activity to the logged in user when the activity is generated.
        ii. **Block Owner**: Assigns the activity to the overall block owner.
            i. **Owner Assignment**: Select check box to use the owner mapping.

i. **Trace Owner Mapping**: Select a code from the list. For more information, see Configuring Activity Trace Owner Mapping.

iii. **Rooms Owner**: Assigns the activity to the rooms owner.

i. **Owner Assignment**: Select check box to use the owner mapping.

i. **Trace Owner Mapping**: Select a code from the list. For more information, see Configuring Activity Trace Owner Mapping.

iv. **Catering Owner**: Assigns the activity to the catering owner.

i. **Owner Assignment**: Select check box to use the owner mapping.

i. **Trace Owner Mapping**: Select a code from the list. For more information, see Configuring Activity Trace Owner Mapping.

v. **Custom**: Select a specific owner.

i. **Owner Code**: Select an owner from the list.

k. **Based On**: Click **Manage Expressions** to set up conditions to trigger the activity creation. On the Manage Expressions dialog, you can set up single or multiple conditions:

i. Click **Add** or click **Add()** to set order .

ii. **and / or**: Select AND or OR boolean operator (if applicable).

iii. **Attribute**: Select a field from the list.

iv. **Operator**: Select an operator from the list.

v. **First Value**: Enter a value.

vi. **Second Value**: Enter a value (if applicable).

vii. Click **OK**.

l. Click **Save**.

### Adding Activity Trace Definitions for Activities

1. From the **Administration** menu, select **Client Relations**, select **Activity Management**, and select **Trace Definitions**.
2. Click **New** and complete the following:
   a. **Property**: Enter or select the property.
   b. **Trace Group**: Select the Activities trace group
   c. **Trace Code**: Select a trace code from the list.
   d. Event
      i. **On Update of Field**: Select to trigger activity creation when a selected field is updated
         i. **Attribute**. Select a field from the list.
      ii. **On Activity Creation**: Select to trigger activity create when an activity is created.
      iii. **On Activity Deletion**: Select to trigger activity create when an activity is deleted.
   e. Activity Class
      i. i. **Appointment**: Select to create an appointment activity.
         ii. **To Do**: Select to create a to-do activity.

f. **Activity Type**: Select an activity type from the list.

g. **Purpose**: Enter the purpose to appear in the Activity (Field will default with the Activity Type description).

h. **For Time**: Select the time for the activity to start. Available for Appointment or To Do activity classes.

i. **Date Calculation**: Select a date field from the list.

    i. **+/– Days**: Select whether you would like to go forward (plus) or backward (minus) from this date and the number of days. Leaving this field blank will generate the activity with a start date equal to the date in the field selected in **Date Calculation**.

j. For Owner

    i. **Current**: Assigns the activity to the logged in user when the activity is generated.

    ii. **Primary**: Assigns the activity to the primary owner.

        i. **Owner Assignment**: Select check box to use the owner mapping.

            i. **Trace Owner Mapping**: Select a code from the list. For more information, see Configuring Activity Trace Owner Mapping.

    iii. **Custom**: Select a specific owner.

        i. **Owner Code**: Select an owner from the list.

k. **Based On**: Click **Manage Expressions** to set up conditions to trigger the activity creation. On the Manage Expressions dialog, you can set up single or multiple conditions:

    i. Click **Add** or click **Add()** to set order .

    ii. **and / or**: Select AND or OR boolean operator (if applicable).

    iii. **Attribute**: Select a field from the list.

    iv. **Operator**: Select an operator from the list.

    v. **First Value**: Enter a value.

    vi. **Second Value**: Enter a value (if applicable).

    vii. Click **OK**.

l. Click Save

### Editing Activity Trace Definitions

Inactive trace definitions do not appear in search results unless you click the Actions ellipsis and select Show Inactive.

1. From the **Administration** menu, select **Client Relations**, select **Activity Management**, and select **Trace Definitions**.
2. Enter search criteria and click **Search**.
3. From your search results, select the trace definition, click the vertical ellipsis **Actions** menu, and select **Edit**.

    a. Update the configuration.

    b. **Inactive**: Select check box to make the trace definition inactive.

4. Click **Save**.

### Deleting Activity Trace Definitions

1. From the **Administration** menu, select **Client Relations**, select **Activity Management**, and select **Trace Definitions**.
2. Enter search criteria and click **Search**.
3. From your search results, select the trace definition, click the vertical ellipsis **Actions** menu, and select **Delete** .
4. Click **Delete** to confirm.

## Configuring Activity Trace Owner Mapping

### Configuring Trace Owner Mapping

Use owner mapping to assign activities to a different owner on behalf of an owner; select the original owner and who the new owner for activities created is to be.

For example: Joe is the sales person but Mike sends out his proposals and contracts. In owner mapping Joe would be populated in the **Owner Code** field and Mike in the **Trace Owner Code** field. Then when creating Trace Code Definitions for proposals the Block Owner would be selected along with the **Owner Assignment** checkbox.

### Adding Activity Trace Owner Mapping

1. From the **Administration** menu, select **Client Relations**, select **Activity Management**, and select **Trace Owner Mapping**.
2. Click **New** and complete the following:
   a. **Owner Code**: Select an owner code from the list. This is the original owner responsible for any new activity created.
   b. **Trace Owner Code**: Select an owner code from the list. This is the (new) owner to be assigned any new activity created.
3. Click **Save**.

### Editing Activity Trace Owner Mapping

1. From the **Administration** menu, select **Client Relations**, select **Activity Management**, and select **Trace Owner Mapping**.
2. Enter search criteria and click **Search**.
3. From your search results, select the required **trace owner mapping**, click the **vertical ellipsis**, and select **Edit**.
   a. Update the configuration.
   b. **Inactive**: Select check box to make the trace owner mapping inactive. Inactive owner mappings do not appear in search results unless you click the **Actions** ellipsis and select **Show Inactive**.
4. Click **Save**.

### Deleting Activity Trace Owner Mapping

1. From the **Administration** menu, select **Client Relations**, select **Activity Management**, and select **Trace Owner Mapping**.

2. Enter search criteria and click **Search**.
3. From your search results, select the required **trace owner mapping**, click the **vertical ellipsis**, and select **Delete**.
4. Click **Delete** to confirm.

# Configuring Geographic Components

Use the options from the Geographic Management menu to create codes for defining the location, languages, postal codes, and taxes associated with your guests, companies, vendors, and so on.

## Configuring Birth Country Codes

> **Note:**
>
> ID document scanning integration requires two-character country codes and it is recommended to maintain configuration based on ISO 3166-1. For more information, see https://www.iso.org/iso-3166-country-codes.html.

### Adding Birth Country Codes

1. From the **Administration** menu, select **Client Relations**, select **Geographic Management**, and then select **Birth Country**.
2. Click **New** and enter the following details:
   a. **Code**: Enter a code.
   b. **Description**: Enter a description for the Birth Country code.
      i. **Manage Translation**: Click link to configure localized descriptions. For more information, see Configuring Localized Code Descriptions. (Available when the Multi-language OPERA Control is active.).
   c. **Sequence**: Enter a number to position the Birth Country code in a list.
3. Click **Save**. Or, click **Save and Continue** to create another code.

### Editing Birth Country Codes

1. From the **Administration** menu, select **Client Relations**, select **Geographic Management**, and then select **Birth Country**.
2. Enter search criteria and click **Search**.
3. Select the Birth Country code, click the vertical ellipsis **Actions** menu and select **Edit**.
4. Update configuration.
5. Click **Save**.

### Deleting Birth Country Codes

1. From the **Administration** menu, select **Client Relations**, select **Geographic Management**, and then select **Birth Country**.

2. Enter search criteria and click **Search**.
3. Select the Birth Country code, click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

# About City and Postal Codes

You can associate countries (and states or provinces if configured for the country) with cities and with postal codes using Cities and Postal Codes configuration.

When you enter a country and postal code in a profile, OPERA Cloud automatically determines if there is a state, city, and territory associated with the country-postal code combination. If there is, the state, city, and territory portion of the address auto-populate on the profile. Territories update only for account and contact profiles.

In addition, Cities and Postal Codes configuration allows you to associate a district with country/state/territory/city/postal code combinations. You can use districts as geographical filters for statistical reporting and marketing purposes. How you set up using cities and postal codes depends on whether the country is configured with states (or provinces). If states are for the country, you can set up districts that consist of the following combinations:

| |
|---|
| Country/state/city |
| Country/state/postal code |
| Country/state/territory/city/postal code |

For example, for the US, one district might include the cities of Chicago IL, North Chicago IL, and Racine WI. Another district might include the entire state of Delaware, the city of Philadelphia PA, and postal codes 08101 through 08104 in Camden NJ.

If the country is not configured using states, you can set up districts that consist of any cities within a country. For example, you could set up a district in the Netherlands consisting of the cities of Rotterdam and Delft.

# Configuring Cities and Postal Code

### Adding City and Postal Codes

1. From the Administration menu, select **Client Relations**, select **Geographic Management**, and then select **City and Postal Codes**.
2. Click **New** to open the Manage City and Postal Codes screen.
3. Select the **Country** associated with the country/state/territory/city/postal code combination. For more information, see Configuring Countries.
4. Select the **State**. This field appears if states or provinces are configured for the country selected in the Country field. For more information, see Configuring State Codes.
5. Select a **Territory** associated with the country/state/city/postal code combination. When a country and postal code are configured together with a territory linked to them, the territory code is default in the Territory field on account and contact screens when the country and postal codes are selected on those screens.

6. Select a **District** to be associated with this country/state/territory/city/postal code combination. For more information, see Configuring District Codes.
7. Select the **Fiscal Region**.
8. Select the **From Postal Code / To Postal Code** to define the start and end range of the postal codes valid for the particular country/state/territory/city.

> **Note:**
>
> Alphanumeric characters are accepted. If a single postal code is to be associated with the/country/state/territory/city combination, enter the same postal code in both the From Postal Code and To Postal Code fields. If a postal code is not entered, a city must be entered. When a country and postal code are configured together with a territory linked to them, the territory code defaults in the Territory field on account and contacts screens when the country and postal codes are selected on those screens.

9. Enter a **City** associated with the country/state/territory/city/postal code combination. If a city is not entered, you must enter a postal code.
10. Click **Save**.

### Editing City and Postal Codes

1. From the Administration menu, select **Client Relations**, select **Geographic Management**, and then select **City and Postal Codes**.
2. From the search, enter search criteria and click **Search**.
3. From your search results, locate the city and click the **vertical ellipsis** and select **Edit** .
4. Update the available fields
5. If editing the code, make your changes to the Description field and/or Sequence number.
6. Click **Save**.

### Deleting City and Postal Codes

1. From the Administration menu, select **Client Relations**, select **Geographic Management**, and then select **City and Postal Codes**.
2. From the search, enter search criteria and click **Search**.
3. From your search results, locate the city and click the **vertical ellipsis** and Select **Delete** .

## Configuring Countries

Country codes provide information you can use for filling out profile address information and for statistical reporting. Many countries are pre-configured on provisioning of your property, but will require update to assign to regions. see Configuring Region Codes.

> **Note:**
>
> ID document scanning integration requires two-character country codes and it is recommended to maintain configuration based on ISO 3166-1. For more information, see https://www.iso.org/iso-3166-country-codes.html.

### Adding Countries

> **Note:**
>
> When the Multi Property OPERA Control is active, new Countries are created by selecting the Template tab. Once created, you can copy Countries to specific properties using the Copy action. See Copying Configuration Codes to Multiple Properties for more information.

1. From the **Administration** menu, select **Client Relations**, select **Geographic Management**, and then select **Countries**.
2. Click **New** and enter the following details:
   a. **Code**: Enter a code to represent the country as it appears on reports and within OPERA Cloud.
   b. **Country Name**: Enter the full Country Name.
   c. **Statistics Code**: Enter a code with which the country is associated for statistics-gathering and reporting purposes
   d. **Address Format**: Select an address format for output of the address on stationery. For more information see Address Formats.
   e. **Country Main Group**: Select a main group from the list. For more information, see Configuring Country Main Group Codes.
   f. **Region**: Select a region to assign to this country code from the list For more information, see Configuring Region Codes.
   g. **ISO Code**: Enter the ISO code for the country.
   h. **ISO Name**: Enter the ISO country name.
   i. **Sequence**: Enter a display sequence for display in listings.
   j. **Report Sequence** Enter a Report Sequence for establishing the position of the country in reports.
   k. **Display Country Flag**: Select the check box to include a small image of the national flag associated with the ISO code appear next to the country field..
3. Click **Save**. Click **Save and Continue** to create another Country code.

### Editing Countries

1. From the **Administration** menu, select **Client Relations**, select **Geographic Management**, and then select **Countries**.
2. Enter search criteria and click **Search**.
3. Select the country in the search result, click the vertical ellipsis **Actions** menu and select **Edit**.

4. Update details.
5. Click **Save**.

### Deleting Countries

> **Note:**
>
> Countries can't be deleted if used within profiles address details. For more information, see Managing Profile Communication.

1. From the **Administration** menu, select **Client Relations**, select **Geographic Management**, and then select **Countries**.
2. Enter search criteria and click **Search**.
3. Select the country in the search result, click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

## Configuring Country Main Group Codes

The Country Main Group provides a code representing a logical grouping of various countries. The functionality links to statistics information for Profiles. You can add, edit, and delete Country Main Group Codes.

### Adding Country Main Group Codes

1. From the **Administration** menu, select **Client Relations**, select **Geographic Management**, and then select **Country Main Group**.
2. Click **New** to add a Country Main Group using the Manage Country Main Group screen.
3. Click **New** and enter the following details:
    a. **Code**: Enter a code.
    b. **Description**: Enter a description for the Country Main Group Code.
        i. **Manage Translation**: Click link to configure localized descriptions. For more information, see Configuring Localized Code Descriptions. (Available when the Multi-language OPERA Control is active.).
    c. **Sequence**: Enter a number to position the country main group code in a list.
4. Click **Save**. Or, click **Save and Continue** to create another code.

### Editing Country Main Group Codes

1. From the **Administration** menu, select **Client Relations**, select **Geographic Management**, and then select **Country Main Group** .

   Enter search criteria and click **Search**.
2. Select the code, click the vertical ellipsis **Actions** menu, and select **Edit**.
3. Update configuration.
4. Click **Save**.

### Deleting Country Main Group Codes

1. From the **Administration** menu, select **Client Relations**, select **Geographic Management**, and then select **Country Main Group** .
2. Enter search criteria and click **Search**.
3. Select the code, click the vertical ellipsis **Actions** menu, and select **Delete**.
4. Click **Delete** to confirm.

## Configuring Distance Type Codes

Use Distance Types to define multiple units for distances (kilometers, miles, inches).

### Adding Distance Type Codes

1. From the **Administration** menu, select **Client Relations**, select **Geographic Management**, and then select **Distance Types**.
2. Click **New** and enter the following details:
   a. **Code**: Enter a Code for the Distance Type.
   b. **Description**: Enter a Description of the Distance Type.
      i. **Manage Translation**: Click link to configure localized descriptions. For more information, see Configuring Localized Code Descriptions. (Available when the Multi-language OPERA Control is active.).
   c. **Sequence**: Enter a Sequence number to position the Distance Type in a list.
3. Click **Save** or click **Save and Continue** to create another code.

### Editing Distance Type Codes

1. From the **Administration** menu, select **Client Relations**, select **Geographic Management**, and then select **Distance Types**.
2. Enter search criteria and click **Search**.
3. Select the Distance Type code, then click the **vertical ellipsis** and select **Edit**.
4. Update details.
5. Click **Save**.

### Deleting Distance Type Codes

1. From the **Administration** menu, select **Client Relations**, select **Geographic Management**, and then select **Distance Types**.
2. Enter search criteria and click **Search**.
3. Select the Distance Type code, then click the **vertical ellipsis** and select **Delete**.
4. Click **Delete** to confirm.

## About District Codes

Districts are user-definable groupings of geographical areas within a country. Districts can provide flexibility in reporting, data collection, and marketing campaigns.

If states are configured for the country, you can set up districts consisting of the following combinations:

- Country/state/city
- Country/state/postal code
- Country/state/city/postal code.

For example, one district in the United States might include the cities of Chicago IL, North Chicago IL, and Racine WI. Another district might include the entire state of Delaware, the city of Philadelphia PA, and postal codes 08101 through 08104 in Camden NJ.

If the country has not been configured using states, you can set up districts that consist of any cities within a country. For example, you could set up a district such as the Netherlands consisting of the cities of Rotterdam and Delft.

## Configuring District Codes

### Adding District Codes

1. From the **Administration** menu, select **Client Relations**, select **Geographic Management**, and then select **Districts**.
2. Click **New** and enter the following details:
   a. **Code**: Enter a Code for the district.
   b. **Description**: Enter a Description of the district.
      i. **Manage Translation**: Click link to configure localized descriptions. For more information, see Configuring Localized Code Descriptions. (Available when the Multi-language OPERA Control is active.).
   c. **Sequence**: Enter a Sequence number to position the district in a list.
3. Click **Save** or click **Save and Continue** to create another code.

### Editing District Codes

1. From the **Administration** menu, select **Client Relations**, select **Geographic Management**, and then select **Districts**.
2. Enter search criteria and click **Search**.
3. Select the district code, then click the **vertical ellipsis** and select **Edit**.
4. Update details.
5. Click **Save**.

### Deleting District Codes

1. From the **Administration** menu, select **Client Relations**, select **Geographic Management**, and then select **Districts**.
2. Enter search criteria and click **Search**.
3. Select the district code, then click the **vertical ellipsis** and select **Delete**.
4. Click **Delete** to confirm.

# Configuring Fiscal Guest Types

Fiscal Guest type codes are only allowed to be numeric. Currently only codes 1,2, 3 and 4 are allowed and are provided as SID data and cannot be deleted. The description of the code can be edited. Following are the default descriptions:

- 1 = Individual
- 2 = Professional
- 3 = Government
- 4 = POS account

Guest types explanation:

1. Any guest that does not have a professional tax code, including individual guests, foreign companies/agents/sources/groups. A guest with this guest type would receive a normal folio upon check out.
2. Any guest with a professional tax code (doctors, lawyers, etc.) and all local companies/ agents/sources/groups. A guest with this guest type would potentially receive two types of folios upon check out, one for all goods posted and another one for all services posted.
3. Any guest working for the government. The behavior for this guest type is equal to guest type 1.
4. Any profile that is used for POS accounts (i.e., POS Cash, POS Credit Card, etc.).

> **Note:**
>
> The **GUEST_TYPE** field can be added to the **Profile Presentation Overview** panel via page composer.

# Configuring Identification Country Codes

Identification country codes are used to list countries that issue identification documents. The list of Identification Countries is displayed in the Identification panel of the guest profile and as a step in the reservation check-in.

Staff can make a selection from this list when manually adding identification details or scanning identification documents.

> **Note:**
>
> ID document scanning integration requires two-character country codes and it is recommended to maintain configuration based on ISO 3166-1. For more information, see https://www.iso.org/iso-3166-country-codes.html.

### Adding Identification Country Codes

1. From the **Administration** menu, select **Client Relations**, select **Geographic Management**, and then select **Identification Country**.
2. Click **New** and enter the following details:
    a. **Code**: Enter a code to represent the country.
    b. **Description**: Enter a description of the country.
    c. **Sequence**: Enter a sequence number position of the county in a list of values.
3. Click **Save**. Click **Save and Continue** to create another.

### Editing Identification Country Codes

1. From the **Administration** menu, select **Client Relations**, select **Geographic Management**, and then select **Identification Country**.
2. Enter the search criteria and **Search**.
3. Select the Identification Country Code, then click the vertical ellipsis **Actions** menu and select **Edit**.
4. Update the configuration.
5. Make your updates and click **Save**.

### Deleting Identification Country Codes

1. From the **Administration** menu, select **Client Relations**, select **Geographic Management**, and then select **Identification Country**.
2. Enter the search criteria and **Search**.
3. Select the Identification Country Code, then click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

## Configuring Identification Types

Identification Types include passport, driver license, military ID, nation ID card and other type of identification documentation. Users can select from this list of values when updating guest and contact profile identification details.

### Adding Identification Types

1. From the **Administration** menu, select **Client Relations**, select **Geographic Management**, and then select **Identification Types**.
2. Click **New** and enter the following details:
    a. **Code** : Enter a code for the identification type.
    b. **Description** : Enter a description for the new identification type.
        i. **Manage Translation**: Click link to configure localized descriptions. For more information, see Configuring Localized Code Descriptions. (Available when the Multi-language OPERA Control is active.).
    c. **Sequence** : Enter a Sequence number to position the Identification Types code in lists.

3. Click **Save** or, click **Save and Continue** to create another.

### Editing Identification Types

1. From the **Administration** menu, select **Client Relations**, select **Geographic Management**, and then select **Identification Types**.
2. Enter search criteria and click **Search**.
3. Select the identity type, then click the vertical ellipsis **Actions** menu, and select **Edit** .
4. Update details.
5. Click **Save**.

### Deleting Identification Types

1. From the **Administration** menu, select **Client Relations**, select **Geographic Management**, and then select **Identification Types**.
2. Enter search criteria and click **Search**.
3. Select the identity type, then click the vertical ellipsis **Actions** menu, and select **Delete**.
4. Click **Delete** to confirm.

## Configuring Language Codes

Language codes help you to identify the native language spoken by guests and contacts. The language value selected in profiles can be sent to integrated systems such as in-room video and voice mail systems.

When the **Multi-language** OPERA Control is active the language value selected in profiles is also used to define the template and translation of values fetched when generating stationery.

- You can set up translation for code descriptions, per language, using the **Manage Translations** link throughout Administration.
- The language code in a guest or contact profile determines the stationery template and translation output when generating confirmations, registration cards, receipts and folios. For company and agents, the language code determines the template and translation used for generating folios, statements, reminder letters, contracts, quotes, and banquet event orders. For more information, see About Stationery Editor .

A **Report Date Language** field defines the date format to be used when generating stationery in the selected language.

### Adding Language Codes

1. From the **Administration** menu, select **Client Relations**, select **Geographic Management**, and then select **Languages**.
2. Click **New** and enter the following details:
   a. **Code**: Enter a Code for the Language.
   b. **Description**: Enter a Description of the Language.
      i. **Manage Translation**: Click link to configure localized descriptions. For more information, see Configuring Localized Code Descriptions. (Available when the **Multi-language** OPERA Control is active.).

ii. **Translation Language**: This field is not used.

c. **Report Date Language**: Select a language from the list to specify the format for dates output in stationery.

d. **Sequence**: Enter a Sequence number to position the Language in a list.

3. Click **Save** or click **Save and Continue** to create another code.

### Editing Language Codes

1. From the **Administration** menu, select **Client Relations**, select **Geographic Management**, and then select **Languages**.
2. Enter search criteria and click **Search**.
3. Select the Language code, then click the vertical ellipsis **Action** menu and select **Edit**.
4. Update details.
5. Click **Save**.

### Deleting Language Codes

1. From the **Administration** menu, select **Client Relations**, select **Geographic Management**, and then select **Languages**.
2. Enter search criteria and click **Search**.
3. Select the Language code, then click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

## Configuring Nationalities

The nationality of a guest or contact is selected in Profile Identification and Personal Details.

> **Note:**
>
> ID document scanning integration requires two-character country codes and it is recommended to maintain configuration based on ISO 3166-1. For more information, see https://www.iso.org/iso-3166-country-codes.html.

### Adding Nationalities

1. From the **Administration** menu, select **Client Relations**, select **Geographic Management**, and then select **Nationalities**.
2. Click **New** and enter the following details:
   a. **Code**: Enter a code.
   b. **Description**: Enter a description for the Nationality.
      i. **Manage Translation**: Click link to configure localized descriptions. For more information, see Configuring Localized Code Descriptions. (Available when the Multi-language OPERA Control is active.).
   c. **Sequence**: Enter a number to position the Nationality code in a list.
3. Click **Save**. Or, click **Save and Continue** to create another Nationality code.

### Editing Nationalities

1. From the **Administration** menu, select **Client Relations**, select **Geographic Management**, and then select **Nationalities**.

   Enter search criteria and click **Search**.
2. Select the nationality code, click the vertical ellipsis **Actions** menu, and select **Edit**.
3. Update configuration.
4. Click **Save**.

### Deleting Nationalities

1. From the **Administration** menu, select **Client Relations**, select **Geographic Management**, and then select **Nationalities**.
2. Enter search criteria and click **Search**.
3. Select the nationality code, click the vertical ellipsis **Actions** menu, and select **Delete**.
4. Click **Delete** to confirm.

## Configuring Region Codes

Regions enable you to consolidate statistical information for a selection of countries. When you prepare reports based on regions, data for all countries associated with the region is included in the report.

### Adding Region Codes

1. From the **Administration** menu, select **Client Relations**, select **Geographic Management**, and then select **Regions**.
2. Click **New** to open the Manage Region screen.
3. Create a **Code** for the region, for example, EAM.
4. Create a **Description** that describes the region, for example, Europe, Asia, Middle East.
5. Click the **Manage Translations** link if you want to enter the description in additional languages.
6. Enter a **Sequence** number to position the region code in a list.
7. Click **Save** or, click **Save and Continue** to create another region code.

### Editing Region Codes

1. From the **Administration** menu, select **Client Relations**, select **Geographic Management**, and then select **Regions**.
2. From the Country Main Group screen, select the district **Code**.
3. Enter the code **Description**, and then click **Search**.
4. From your search results, locate the region code, click the vertical ellipsis **Actions** menu, and select **Edit** .
5. Update details.
6. Click **Save**.

### Deleting Region Codes

1. From the **Administration** menu, select **Client Relations**, select **Geographic Management**, and then select **Regions**.
2. From the Country Main Group screen, select the district **Code**.
3. Enter the code **Description**, and then click **Search**.
4. From your search results, locate the region code, click the vertical ellipsis **Actions** menu, and select **Delete**.
5. Click **Delete** to confirm.

## Configuring State Codes

Properties can use state (or province) information when specifying mailing addresses as part of OPERA Cloud profiles. You can also use states when creating districts, which are geographical designations that provide flexibility in reporting, data collection, and marketing campaigns. You must configure the country before configuring the state.

### Adding State Codes

1. From the **Administration** menu, select **Client Relations**, select **Geographic Management**, and then select **States**.
2. Click **New** and enter the following details:
    a. **Country**: Select the country. For more information, see Managing Countries.
    b. **Code**: Enter a code.
    c. **Description**: Enter a description for the state.
        i. **Manage Translation**: Click link to configure localized descriptions. For more information, see Configuring Localized Code Descriptions. (Available when the Multi-language OPERA Control is active.).
    d. **Sequence**: Enter a number to position the state in a list of states.
3. Click **Save**. Or, click **Save and Continue** to create another code.

### Editing State Codes

1. From the **Administration** menu, select **Client Relations**, select **Geographic Management**, and then select **States**.
2. Enter search criteria and click **Search**.
3. Select the state code, click the **vertical ellipsis** and select **Edit**.
4. Update configuration.
5. Click **Save**.

### Deleting State Codes

1. From the **Administration** menu, select **Client Relations**, select **Geographic Management**, and then select **States**.
2. Enter search criteria and click **Search**.

3. Select the state code, click the **vertical ellipsis** and select **Delete**.
4. Click **Delete** to confirm.

# Configuring Tax Category Codes

### Adding Tax Category Codes

1. From the **Administration** menu, select **Client Relations**, select **Geographic Management**, and then select **Tax Category**.
2. Click **New** and enter the following details:
   a. **Code**: Enter a code to represent the new tax category.
   b. **Description**: Enter a description, such as Low, Medium, High, or so on to describe the tax category.
      i. **Manage Translation**: Click link to configure localized descriptions. For more information, see Configuring Localized Code Descriptions. (Available when the Multi-language OPERA Control is active.).
   c. **Sequence**: Enter a number to position the tax category code when it appears in a list of tax categories.
3. Click **Save**. Or, click **Save and Continue** to create another code.

### Editing Tax Category Codes

1. From the **Administration** menu, select **Client Relations**, select **Geographic Management**, and then select **Tax Category**.
2. Enter search criteria and click **Search**.
3. Select the Tax Category code, click the **vertical ellipsis** and select **Edit**.
4. Update configuration.
5. Click **Save**.

### Delete Tax Category Codes

1. From the **Administration** menu, select **Client Relations**, select **Geographic Management**, and then select **Tax Category**.
2. Enter search criteria and click **Search**.
3. Select the Tax Category code, click the **vertical ellipsis** and select **Delete**.
4. Click **Delete** to confirm.

# Configuring Tax Office Codes

You can create tax offices and add them to profiles to appear in a list of acceptable tax office locations. Staff can then select a tax office from the standard list when verifying guest tax offices.

### Adding Tax Office Codes

1. From the **Administration** menu, select **Client Relations**, select **Geographic Management**, and then select **Tax Office**.
2. Click **New** and enter the following details:
    a. **Code**: Enter a code to represent the new tax office.
    b. **Description**: Enter a description, such as the tax office location, to describe the new office.
        i. **Manage Translation**: Click link to configure localized descriptions. For more information, see Configuring Localized Code Descriptions. (Available when the Multi-language OPERA Control is active.).
    c. **Sequence**: Enter a number to position the tax office code when it appears in a list of tax offices. Tax offices without a sequence number appear in alphabetical order following codes that have a sequence number.
3. Click **Save**. Or, click **Save and Continue** to create another code.

### Editing Tax Office Codes

1. From the **Administration** menu, select **Client Relations**, select **Geographic Management**, and then select **Tax Office**.
2. Enter search criteria and click **Search**.
3. Select the Tax Office code, click the **vertical ellipsis** and select **Edit**.
4. Update configuration.
5. Click **Save**.

### Deleting Tax Office Codes

1. From the **Administration** menu, select **Client Relations**, select **Geographic Management**, and then select **Tax Office**.
2. Enter search criteria and click **Search**.
3. Select the Tax Office code, click the **vertical ellipsis** and select **Delete**.
4. Click **Delete** to confirm.

# Guest Loyalty Programs

Prerequisites for Guest Loyalty Programs

With an Oracle Hospitality OPERA Cloud Service, Loyalty subscription you can create and manage loyalty programs, including tier management, point earning (based on nights, stay, revenue or enrollment) and point redemption options.

> **Note:**
>
> Profile sharing must be active. For more information, see Configuring Chain

The following is included with a Oracle Hospitality OPERA Cloud Service, Loyalty subscription:

- Membership Tiers
  - Tier Management including Upgrades, Downgrades, Renewals (Calendar or Rolling)
- Points Calculation Rules for Enrollment and Stay (Base and Bonus, Tier and Award points)
- Awards: Rate, Package, Upgrade, Payment and Other (third-party) redemption
- Tier Benefits
- Reporting available in OPERA Cloud Reporting and Analytics.

**Configuring Your Loyalty Programs**

- OPERA Controls
  - Membership
  - Profile
  - General
- Membership Classes
- Managing Membership Tiers
- Configuring Membership Type Rules (Point Calculation Rules)
- Membership Status Codes
- Claims
  - Claim Types
  - Claim Adjustment Limits
  - Claim Origins

# Configuring Membership Claim Adjustment Limits

Loyalty You can set restrictions or limits on the points that can be adjusted when submitting membership claims. Adjustment Limits allows you to configure the rules for limiting the points adjustments that can be made to membership claims. When a user with the required permissions submits a claim, the user can select "Limited Adjustment" as the record type and enter adjustment amounts. If the total points the user adjusts exceeds the upper threshold of the claim adjustment rule, an error message will display and the user will not be allowed to submit the claim. However, if the points for the claim adjustment falls within the upper and lower threshold amounts of the rule, the claim can be saved and submitted. From the Membership Claims screen, a Loyalty Administrator will determine whether or not to approve or reject the claim. If approved, the values from the claim will auto-populate as a member's points adjustment.

**Adding Membership Claim Adjustment Limits**

1. From the **Administration** menu, select **Client Relations**, then **Membership Management**, then select **Claim Adjustment Limits**.
2. Click **New** and enter the following details:
   a. **Code**: Enter the claim adjustment limit code.
   b. **Description**: Enter the description for the claim adjustment limit.
   c. **Property**: Enter the properties where the limit applies.

d. **Billing Group**: Select a billing group from the list to associate with the claim adjustment limit.

e. **Awards Limit**: Enter lower and upper threshold limits for award points.

f. **Tier Stays Limit**: Enter lower and upper threshold limits for the tier points for stay.

g. **Tier Nights Limit**: Enter lower and upper threshold limits for the tier points for nights.

h. **Tier Revenue Limit**: Enter lower and upper threshold limits for the tier points for revenue.

3. Click **Save**.

### Editing Membership Claim Adjustment Limits

1. From the **Administration** menu, select **Client Relations**, then **Membership Management**, then select **Claim Adjustment Limits**.
2. Enter search criteria, then click **Search**.
3. Select the claim limit in the search result, then click the vertical ellipsis **Actions** menu and select **Edit**.
4. Update the details.
5. Click **Save**.

### Deleting Membership Claim Adjustment Limits

1. From the **Administration** menu, select **Client Relations**, then **Membership Management**, then select **Claim Adjustment Limits**.
2. Enter search criteria, then click **Search**.
3. Select the claim limit in the search result, then click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

## Configuring Membership Claim Origins

Loyalty Membership claim origins may be used to indicate the origin (i.e., Email, Fax, Phone, etc.) of the membership claim.

### Adding Membership Claim Origins

1. From the **Administration** menu, select **Client Relations**, then **Membership Management**, then select **Claim Origin**.
2. Click **New** and enter the following details:
   a. **Code**: Enter the claim origin code.
   b. **Description**: Enter the description for the claim origin.
      i. **Manage Translation**: Click link to configure localized descriptions. For more information, see Configuring Localized Code Descriptions. (Available when the Multi-language OPERA Control is active.).

c. **Sequence**: Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.

3. Click **Save**.

### Editing Membership Claim Origins

1. From the **Administration** menu, select **Client Relations**, then **Membership Management**, then select **Claim Origin**.
2. Enter search criteria, then click **Search**.
3. Select the claim origin in the search result, then click the vertical ellipsis **Actions** menu and select **Edit**.
4. Update the details.
5. Click **Save**.

### Deleting Membership Claim Origins

1. From the **Administration** menu, select **Client Relations**, then **Membership Management**, then select **Claim Origin**.
2. Enter search criteria, click **Search**.
3. Select the claim origin in the search result, then click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

## Configuring Membership Claim Types

Loyalty Membership claim types may be used to categorize claims for claim processing purposes. For example, stay related claims could be assigned a STAY type. Claims related to renewals of lapsed memberships could be assigned a REINSTATE type, and so on.

### Adding Membership Claim Types

1. From the **Administration** menu, select **Client Relations**, then **Membership Management**, then **Claim Types**.
2. Click **New** and enter the following details:
   a. **Code**: Enter the claim type code.
   b. **Description**: Enter the description for the claim type.
      i. **Manage Translation**: Click link to configure localized descriptions. For more information, see Configuring Localized Code Descriptions. (Available when the Multi-language OPERA Control is active.).
   c. **Sequence**: Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
3. Click **Save**.

### Editing Membership Claim Types

1. From the **Administration** menu, select **Client Relations**, then **Membership Management**, then **Claim Types**.
2. Enter search criteria, then click **Search**.
3. Select the claim type in the search result, then click the vertical ellipsis **Actions** menu and select **Edit**.
4. Update the details.
5. Click **Save**.

### Deleting Membership Claim Types

1. From the **Administration** menu, select **Client Relations**, then **Membership Management**, then **Claim Types**.
2. Enter search criteria, then click **Search**.
3. Select the claim type in the search result, then click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

## Configuring Membership Enrollment Codes

Prerequisites for Membership Enrollment Codes

Enrollment codes are a convenient way to categorize participants in membership programs based on their method of enrollment (or other criteria). For example, you might set up enrollment codes for persons who enroll on the Web, through their place of business, as a member of a social group, etc. The enrollment codes you set up are available to be associated with guest profiles via the Profile screen Membership options.

Enrollment codes are then combined into enrollment groups.

You can then use enrollment codes and/or enrollment groups to configure points calculation rules that apply to members who enrolled in certain ways.

### Adding Membership Enrollment Codes

1. From the **Administration** menu, select **Client Relations**, then **Membership Management**, then **Enrollment Codes**.
2. Click **New** and enter the following details:
    a. **Code**: Enter a code for the enrollment code.
    b. **Description**: Enter a description for the enrollment code.
        i. **Manage Translation**: Click link to configure localized descriptions. For more information, see Configuring Localized Code Descriptions. (Available when the Multi-language OPERA Control is active.).
    c. **Sequence**: Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned
3. Click **Save**.

### Editing Membership Enrollment Codes

1. From the **Administration** menu, select **Client Relations**, then **Membership Management**, then **Enrollment Codes**.
2. Enter search criteria and click **Search**.
3. Select the Enrollment Code in the search result, then click the vertical ellipsis **Actions** menu and select **Edit**.
4. Update details.
5. Click **Save**.

### Deleting Membership Enrollment Codes

1. From the **Administration** menu, select **Client Relations**, then **Membership Management**, then **Enrollment Codes**.
2. Enter search criteria and click **Search**.
3. Select the Enrollment Code in the search result, then click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

> **Note:**
>
> You cannot delete codes linked to an Enrollment Group.

## Configuring Membership Enrollment Groups

### Prerequisites for Membership Enrollment Groups

Enrollment codes are a convenient way to categorize participants in membership programs based on their method of enrollment (or other criteria). For example, you might set up enrollment codes for persons who enroll on the Web, through their place of business, as a member of a social group, etc. The enrollment codes you set up are available to be associated with guest profiles via the Profile screen Membership options.

Enrollment codes are then combined into enrollment groups.

You can then use enrollment codes and/or enrollment groups to configure points calculation rules that apply to members who enrolled in certain ways

### Adding Membership Enrollment Groups

1. From the **Administration** menu, select **Client Relations**, then **Membership Management**, then **Enrollment Groups**.
2. Click **New** and enter the following details:
   a. **Code**: Enter a code for the enrollment group.
   b. **Description**: Enter a description for the enrollment group.
   c. **Sequence**: Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.

d. **Enrollment Codes**: Select one or more Enrollment codes from the Available panel and click > to move to the Selected pane.

3. Click **Save**.

### Editing Membership Enrollment Groups

1. From the **Administration** menu, select **Client Relations**, then **Membership Management**, then **Enrollment Groups**.
2. Enter search criteria and click **Search**.
3. Select the Enrollment Group in the search result, then click the vertical ellipsis **Actions** menu and select **Edit**.
4. Update details.
5. Click **Save**.

### Deleting Membership Enrollment Groups

1. From the **Administration** menu, select **Client Relations**, then **Membership Management**, then **Enrollment Groups**.
2. Enter search criteria and click **Search**.
3. Select the Enrollment Group in the search result, then click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

## Configuring Guest Enrollments for External Loyalty Programs

Prerequisites for Enrolling Guests in External Loyalty Programs

Generic enrollment allows users to enroll a guest in an external loyalty and/or gaming solution integrated with OPERA Cloud.

- If the Enrollment Systems Integrated with OPERA Cloud OPERA Control is set to Loyalty, OPERA Cloud uses the Default Membership Type OPERA Control to retrieve the membership type. Next, it retrieves the External Database configured on the membership type and retrieves the associated Outbound System. Lastly, the **Service Path** configured in the Outbound System is retrieved and OPERA Cloud performs the outbound call.
- If the Enrollment Systems Integrated with OPERA Cloud OPERA Control is set to Gaming, OPERA Cloud uses the Default PTS Membership Type OPERA Control to retrieve the membership type. Next, it retrieves the External Database configured on the membership type and retrieves the associated Outbound System. Lastly, the **Service Path** configured in the Outbound System is retrieved and OPERA Cloud performs the outbound call.

### Outbound Configuration

- **Outbound System** - configure the Outbound System sections on CRM Generic and Gaming.
- **External System** - configure the External System.
- **External Database** - configure an External Database for the CRM and select the Outbound System configured.

### OPERA Controls

1. Activate the Enrollment OPERA Control function.

2. Update the Enrollment Systems Integrated with OPERA Cloud OPERA Control setting to determine the type of enrollment system(s) active: Loyalty, Gaming.
3. For Loyalty enrollment, set the Default Membership Type OPERA Control setting. The Default Membership Type selected is the membership that automatically populates when adding a new membership to a profile, enrollment, and the membership used for linking a profile membership to a reservation.
4. For Gaming enrollment, set the Default PTS Membership Type OPERA Control setting. The Default PTS (Player Tracking System) Membership Type is used for comp-accounting functionality.

### Membership Type Configuration

Update the Membership Type with the External Database to be used for enrollment.

### Role Manager

Assign the **New Enrollment** task to the required roles.

## Configuring Membership Classes

Membership classes are used to classify the various membership programs (membership types). They can be identified as Frequent Flyer Programs (Airline Program), Loyalty Programs (Frequent Guest Program) or other. Before you configure membership types you must first define the membership classes that the membership types will be associated to.

### Adding Membership Classes

1. From the **Administration** menu, select **Client Relations**, select **Membership Management**, and then select **Membership Class**.
2. Click **New** and enter the following details:
   a. **Code**: Enter a code for the membership class.
   b. **Description**: Enter a description for the membership class.
   c. **Sequence**: Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
   d. **Loyalty Program**: Select this check box if the membership class is a Frequent Guest loyalty program. Only one class can be selected as a loyalty program.
   e. **Frequent Flyer**: Check this box if the membership class is a frequent flyer program. Only one class can be selected as a frequent flyer program.
3. Click **Save**.

### Editing Membership Classes

1. From the **Administration** menu, select **Client Relations**, select **Membership Management**, and then select **Membership Class**.
2. Enter search criteria and click **Search**.
3. Select the membership class, click the vertical ellipsis **Actions** menu and click **Edit**.
4. Update details.
5. Click **Save**.

### Deleting Membership Classes

1. From the **Administration** menu, select **Client Relations**, select **Membership Management**, and then select **Membership Class**.
2. Enter search criteria and click **Search**.
3. Select the membership class, click the vertical ellipsis **Actions** menu **Delete**.
4. Click **Delete** to confirm.

> **Note:**
>
> You cannot delete a membership class which is linked to membership types.

## Configuring Membership Types

Membership types are configured for the loyalty programs that are available and possibly managed by OPERA Cloud for loyalty point calculation. Membership types define the properties of the loyalty program and the desired behavior when working with profiles and reservations with the membership type available or selected.

Membership details are saved on a guest profile and one or more membership types can be selected for a reservation at the time of booking or at check-in. Membership types are linked to a membership class such as Frequent Guest or Frequent Flyer; OPERA Cloud permits one membership type per membership class to be selected for a reservation - enabling 'double dipping' across membership classes.

For each membership type you can configure the various membership levels, such as Platinum, Gold, Silver and setup a message to output on the folio on settlement of the reservation account.

With an Oracle Hospitality OPERA Cloud Loyalty subscription, advanced tier management, point calculation and redemption functionality is available. For more information, see Membership (Loyalty Cloud Service)

### Adding Membership Types

1. From the **Administration** menu, select **Client Relations**, then **Membership Management**, then **Membership Types**.
2. Click **New** and complete the following
   a. For more information, see Configuring Membership Type Details.

**Table 15-1 Membership Type Detail Links**

| Membership Program Details | Related Membership Details |
|---|---|
| Additional Details | Card Number Details |
| Awards | Folio Message |
| Benefits Program | Membership Handling |
| Levels | |

**Table 15-1 (Cont.) Membership Type Detail Links**

| Membership Program Details | Related Membership Details |
|---|---|
| Membership Type Details | |
| Point Calculation | |

### Editing Membership Types

1. From the **Administration** menu, select **Client Relations**, then **Membership Management**, then **Membership Types**.
2. Enter search criteria and click **Search**.
3. Select the membership type and click the vertical ellipsis **Actions** menu and select **Edit**.
4. Update the details in each panel.
   a. For more information, see table **Membership Type Detail Links**.
5. Click **Save**.

### Deleting Membership Types

1. From the **Administration** menu, select **Client Relations**, then **Membership Management**, then **Membership Types**.
2. Enter search criteria and click **Search**.
3. Select the membership type and click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

## Configuring Membership Type Additional Details

Loyalty The Additional Details panel is not currently used. Select the default stationery template to be generated for an enrollment.

Enrollment letters are setup in the Welcome Letter report group.

> **Note:**
>
> Additional Details is available when the membership class is Loyalty Program for the membership type.

### Editing Membership Type Additional Details

1. From the **Administration** menu, select **Client Relations**, then **Membership Management**, then **Membership Types**.
2. Enter search criteria , then click **Search**.
3. Select the membership type in the search result, then click the vertical ellipsis **Actions** menu and select **Edit**.
4. Click the **Additional Details** link.
5. Click **Edit** and complete the following:

a. **Enrollment Letter**: Select a template from the list to specify the default letter to be sent when a member is enrolled.

6. Click **Save**.

## Configuring Membership Type Awards

Prerequisites for Membership Type Awards

Loyalty Award points are redeemed for awards configured for the primary membership type. Awards can take the form of room rate, packages, upgrades, or guest folio settlement. Awards can be offered based on specific dates, the member's tier or level and other factors.

> **Note:**
>
> Awards are view-only for the primary membership type when the Loyalty Membership Configuration OPERA Control is active.

### Adding Membership Type Rate Awards

The award is a points-based stay. Rate codes must be identified as eligible for point redemption. (Available when the Loyalty Package Award OPERA Control is active). For more information, see Configuring Rate Code Financial Details

1. From the **Administration** menu, select **Client Relations**, then **Membership Management**, then **Membership Types**.
2. Enter search criteria, then click **Search**.
3. Select the membership type and click the vertical ellipse Actions menu and select **Edit**.
4. Click the **Awards** link.
5. Click **New** and complete the following generic fields:
   a. **Award Code**: Enter an Award code.
   b. **Membership Level**: Select a membership level from the list for eligibility to receive this award. Other membership levels are not eligible for this award.
   c. **Award Based On**: If an existing award is being edited, this field is read-only. If this is a new award, select the down arrow to select the basis of the award. Different screens will appear after your selection, dependent upon the type of award being created. Options include: Rate, Package, Upgrade, Other, Payment
   d. **Label**: Enter a descriptive name for the award. This description appears on reports, folios, and elsewhere to describe the award.
   e. **Start Sell Date**: Enter or select the date when this award becomes available to sell.
   f. **End Sell Date**: Enter or select the date when this award is no longer available to sell.
   g. **Sequence**: Enter a sequence number for this award.
   h. **Description**: Enter a text description of this award. Use this area to provide any details about the award that might be useful, for example, when describing the award to members.
   i. Cancellation Policy

i. **Cancel Penalty Days**: If a reservation is booked using award points, this is the number of days before the arrival date by which the reservation may be canceled without penalty. Zero indicates that the reservation may be canceled any time up to and including the arrival date without incurring a penalty. The Cancel Penalty Charge field specifies the penalty incurred. (This option applies to awards based on Rates, Packages, and Upgrades only).

ii. **Cancel Penalty Charge**: The flat number of award points, or the percentage of the award points, that are forfeited if the guest cancels the reservation fewer than the number of days specified in Cancel Penalty Days before the arrival date. (This option applies to awards based on Rates, Packages and Upgrades only).

i. **Points**: Enter the number of points to be deducted from member's point balance when cancellation penalty is applied.

ii. **Percentage**: Enter to percentage of points to be deducted from member's point balance when cancellation penalty is applied.

j. **Nights**: Select this check box to set the Number of Nights and determine how many nights are going to be considered a penalty for the specific award.

i. **Number of Nights**: Number of Nights to be considered a penalty for the specific award. This works in conjunction with the existing 'Cancel Penalty Day' and 'Cancel Penalty Charge' fields on the award setup. For example, if an award is equal to 1000 points per night, the 'Cancel Penalty Charge' is configured to 50% of points, and the new 'Number of nights' is configured to '2', for a reservation booked for 3 nights, where 1000 points were deducted per night, when canceled, the first 2 nights (500X2) will be penalized and the last 1000 points will be returned to the guest.

k. Membership Award Rates

i. Click **New**.

i. **Property**: Select the property the award can be redeemed from.

ii. **Rate Codes**: Select the rate codes (enabled for points redemption) to associate with this award. For more information, see Configuring Rate Code Financial Details.

ii. To delete, click the vertical ellipsis **Actions** menu and select **Delete**.

i. Click **Delete** to confirm.

l. Click **Save**.

### Adding Membership Type Package Awards

The award is a points-based package, such as champagne, chocolates, or a personal service such as golf privileges or spa services. Package codes must be identified as eligible for point redemption. For more information, see Configuring Package Code Definition

1. From the **Administration** menu, select **Client Relations**, then **Membership Management**, then **Membership Types**.
2. Enter search criteria, then click **Search**.
3. Select the membership type in the search result, then click the vertical ellipse **Actions** menu and select **Edit**.
4. Click the **Awards** link
5. Click **New** and complete the following generic fields:

a. **Award Code**: Enter an Award code.

b. **Membership Level**: Select a membership level from the list for eligibility to receive this award. Other membership levels are not eligible for this award.

c. **Award Based On**: Select **Package** from the list

d. **Label**: Enter a descriptive name for the award. This description appears on reports, folios, and elsewhere to describe the award.

e. **Start Sell Date**: Enter or select the date when this award becomes available to sell.

f. **End Sell Date**: Enter or select the date when this award is no longer available to sell (optional).

g. **Sequence**: Enter a sequence number for this award.

h. **Description**: Enter a text description of this award. Use this area to provide any details about the award that might be useful, for example, when describing the award to members.

i. Cancellation Policy

    i. **Cancel Penalty Days**: If a reservation is booked using award points, this is the number of days before the arrival date by which the reservation may be canceled without penalty. Zero indicates that the reservation may be canceled any time up to and including the arrival date without incurring a penalty. The Cancel Penalty Charge field specifies the penalty incurred. (This option applies to awards based on Rates, Packages, and Upgrades only.)

    ii. **Cancel Penalty Charge**: The flat number of award points, or the percentage of the award points, that are forfeited if the guest cancels the reservation fewer than the number of days specified in Cancel Penalty Days before the arrival date. (This option applies to awards based on Rates, Packages and Upgrades only.)

        i. **Points**: Enter the number of points to be deducted from member's point balance when cancellation penalty is applied.

        ii. **Percentage**: Enter to percentage of points to be deducted from member's point balance when cancellation penalty is applied.

j. Membership Award Packages

    i. Click **New**.

        i. **Property**: Select the property the award can be redeemed from.

        ii. **Package Codes**: Select the package codes (enabled for points redemption) to associate with this award. For more information, see Configuring Package Code Definition

    ii. To delete, click the vertical ellipsis **Actions** menu and select **Delete**.

        i. Click **Delete** to confirm.

k. Click **Save**.

### Adding Membership Type Upgrade Awards

The award is a points-based room type upgrade.

1. From the **Administration** menu, select **Client Relations**, then **Membership Management**, then **Membership Types**.
2. Enter search criteria, then click **Search**.
3. Select the membership type in the search result,  then click the vertical ellipse **Actions** menu and select **Edit**.

4. Click the **Awards** link.
5. Click **New** and complete the following generic fields:
    a. **Award Code**: Enter an Award code.
    b. **Membership Level**: Select a membership level from the list for eligibility to receive this award. Other membership levels are not eligible for this award.
    c. **Award Based On**: Select **Upgrade** from the list
    d. **Label**: Enter a descriptive name for the award. This description appears on reports, folios, and elsewhere to describe the award.
    e. **Start Sell Date**: Enter or select the date when this award becomes available to sell.
    f. **End Sell Date**: Enter or select the date when this award is no longer available to sell (optional).
    g. **Sequence**: Enter a sequence number for this award.
    h. **Based On Room Group**: Select check box to base the upgrade on a room group.
    i. **Description**: Enter a text description of this award. Use this area to provide any details about the award that might be useful, for example, when describing the award to members.
    j. Cancellation Policy
        i. **Cancel Penalty Days**: If a reservation is booked using award points, this is the number of days before the arrival date by which the reservation may be canceled without penalty. Zero indicates that the reservation may be canceled any time up to and including the arrival date without incurring a penalty. The Cancel Penalty Charge field specifies the penalty incurred. (This option applies to awards based on Rates, Packages, and Upgrades only.)
        ii. **Cancel Penalty Charge**: The flat number of award points, or the percentage of the award points, that are forfeited if the guest cancels the reservation fewer than the number of days specified in Cancel Penalty Days before the arrival date. (This option applies to awards based on Rates, Packages and Upgrades only.)
            i. **Points**: Enter the number of points to be deducted from member's point balance when cancellation penalty is applied.
            ii. **Percentage**: Enter to percentage of points to be deducted from member's point balance when cancellation penalty is applied.
        iii. **Nights**: Select this check box to set the Number of Nights and determine how many nights are going to be considered a penalty for the specific award.
            i. **Number of Nights**: Enter the number of nights to be considered a penalty for the specific award. This works in conjunction with the existing 'Cancel Penalty Day' and 'Cancel Penalty Charge' fields on the award setup. For example, if an award is equal to 1000 points per night, the 'Cancel Penalty Charge' is configured to 50% of points, and the new 'Number of nights' is configured to '2', for a reservation booked for 3 nights, where 1000 points were deducted per night, when canceled, the first 2 nights (500X2) will be penalized and the last 1000 points will be returned to the guest
    k. Membership Award Room Type Upgrades
        i. Click **New**.
            i. **Property**: Select the property the award can be redeemed from.
            ii. **From Room Type/Group**: Select the room type/group from the list that the guest will be upgraded from.

iii. **To Room Type/Group**: Select the room type/group from the list that the guest will be upgraded to.

iv. **From Date**: Enter or select the date to define the period when this upgrade may be awarded.

v. **To Date**: Enter or select the date to define the period when this upgrade may be awarded.

vi. **Points Required**: Enter the number of points required to redeem this award.

ii. To delete, click the vertical ellipsis **Actions** menu and select **Delete**.

i. Click **Delete** to confirm.

l. Click **Save**.

### Adding Membership Type Payment Awards

The award allows a guest to apply their points balance toward settlement of their reservation account (guest folio) balance. Ensure a sales charge (revenue) transaction code is configured to post the award settlement. (Available when the Loyalty Payment Award OPERA Control is active). For more information see Additional Steps for Payment Awards Configuration. (Available when the Loyalty Payment Award or Loyalty Payment Award with Eligible Transactions OPERA Controls are active). When the Loyalty Payment Award with Eligible Transactions OPERA Control is active, ensure the **Point Redemption** check box is selected on eligible sales charge and wrapper transaction codes.

1. From the **Administration** menu, select **Client Relations**, then **Membership Management**, then **Membership Types**.
2. Enter search criteria, then click **Search**.
3. Select the membership type in the search result, then click the vertical ellipse **Actions** menu and select **Edit**.
4. Click the **Awards** link.
5. Click **New** and complete the following generic fields:

a. **Award Code**: Enter an Award code.

b. **Membership Level**: Select a membership level from the list for eligibility to receive this award. Other membership levels are not eligible for this award.

c. **Award Based On**: Select **Payment** from the list

d. **Label**: Enter a descriptive name for the award. This description appears on reports, folios, and elsewhere to describe the award.

e. **Start Sell Date**: Enter or select the date when this award becomes available to sell.

f. **End Sell Date**: Enter or select the date when this award is no longer available to sell (optional).

g. **Sequence**: Enter a sequence number for this award.

h. **Description**: Enter a text description of this award. Use this area to provide any details about the award that might be useful, for example, when describing the award to members.

i. Award Cost

i. **Points Required**: Enter the number of points required to redeem this award.

ii. **Award Value**: Enter a currency value of the award. Currency is determined by the Central Currency OPERA Control . If the property currency is different than the

central currency, currency exchange will occur based on the configured membership exchange rates.

iii. **Max Percent Allowed**: Enter the maximum percentage of the account balance that the member can pay with points.

j. Membership Award Financial Transactions

i. Click **New**.

i. **Property**: Select the property the award can be redeemed from.

ii. **Transaction Code**: Select the sales charge (revenue) transaction code used to post the award settlement.

ii. To delete, click the vertical ellipsis **Actions** menu and select **Delete**.

i. Click **Delete** to confirm.

k. Click **Save**.

### Adding Membership Type Other Awards

The award consists of a product or service offered by a third party, such as a selection from a gift catalogue.

1. From the **Administration** menu, select **Client Relations**, then **Membership Management**, then **Membership Types**.
2. Enter search criteria, then click **Search**.
3. Select the membership type in the search result, then click the vertical ellipse **Actions** menu and select **Edit**.
4. Click the **Awards** link.
5. Click **New** and complete the following generic fields

a. **Award Code**: Enter an Award code.

b. Membership Level: Select a membership level from the list for eligibility to receive this award. Other membership levels are not eligible for this award.

c. **Award Based On**: Select **Other** from the list.

d. **Label**: Enter a descriptive name for the award. This description appears on reports, folios, and elsewhere to describe the award.

e. **Start Sell Date**: Enter or select the date when this award becomes available to sell.

f. **End Sell Date**: Enter or select the date when this award is no longer available to sell (optional).

g. **Sequence**: Enter a sequence number for this award.

h. **Description**: Enter a text description of this award. Use this area to provide any details about the award that might be useful, for example, when describing the award to members.

i. Award Cost

i. **Points Required**: Enter the number of points required to redeem this award.

ii. **Award Value**: Enter a currency value of the award. Currency is determined by the Central Currency OPERA Control . If the property currency is different than the central currency, currency exchange will occur based on the configured membership exchange rates.

j. Click **Save**.

### Editing Membership Type Awards

1. From the **Administration** menu, select **Client Relations**, then **Membership Management**, then **Membership Types**.
2. Enter search criteria, then click **Search**.
3. Select the membership type in the search result, then click the vertical ellipsis **Actions** menu and select **Edit**.
4. Click the **Awards** link
5. Enter search criteria, then click **Search**.
6. Select the membership type award in the search result, then click the vertical ellipsis **Actions** menu and select **Edit**.
    a. Update the details.
    b. **Inactive**: Select check box to update award to inactive status.
7. Click **Save**.

### Deleting Membership Type Awards

1. From the **Administration** menu, select **Client Relations**, then **Membership Management**, then **Membership Types**.
2. Enter search criteria, then click **Search**.
3. Select the membership type in the search result, then click the vertical ellipsis **Actions** menu and select **Edit**.
4. Click the **Awards** link
5. Enter search criteria, then click **Search**.
6. Select the membership type award in the search result, then click the vertical ellipsis **Actions** menu and select **Delete**.
7. Click **Delete** to confirm.

## Additional Steps for Payment Awards Configuration

Payment Awards are configured in the Loyalty central currency, but posted to the PMS reservation account in the property currency when redeemed; therefore additional configuration is required to ensure that currency conversion occurs.

**Table 15-2 Oracle Hospitality OPERA Cloud Foundation and Oracle Hospitality OPERA Cloud Service, Loyalty**

| | |
|---|---|
| Update Central Currency Code OPERA Control | Select the required currency code for the Central Currency Code OPERA Control. Point calculation and redemption is processed in this currency. |
| Update Property (PMS) Currency | Select the required currency code for the property currency in **Property Controls** > **Currency**. |

**Table 15-2 (Cont.) Oracle Hospitality OPERA Cloud Foundation and Oracle Hospitality OPERA Cloud Service, Loyalty**

| | |
|---|---|
| Update Global Exchange Rates | Setup exchange rate for the **Membership** exchange type.<br>• Create a 1:1 rate for the property currency<br>• Create a 1:x rate for the central currency |
| Add Revenue Transaction Code for Points Redemption | Configure a 'Membership Redemption Payment' sales charge transaction code.<br>• The main group linked to transaction code must be "Revenue".<br>• Ensure the transaction code<br>– has the **Revenue Group** check box unchecked (non-revenue).<br>– has the **Manual Post** check box unchecked.<br>– has the **Paidout** check box unchecked.<br>• Ensure there are no tax generates on the linked main-group, sub-group or directly on the transaction code. |

# Configuring Membership Level Benefits

## Prerequisites for Membership Level Benefits

You can apply a benefit program to a member, which can affect their tier (level). You can configure benefit codes associated with membership levels and assign them to members with a primary membership type. Once a benefit code is assigned to the member, they will automatically be upgraded to the level associated with the benefits code (unless the member already has a higher level assigned). Benefit codes can only be assigned to members with a primary membership type. The highest-level benefit will be applied if multiple benefit codes are assigned to one member. Tier-level benefits will only apply if the benefit level is higher than the one already on the membership. For example, The member is enrolled in the ABC membership program with Platinum level. The ABC membership is marked as the primary membership type. A new benefit code is assigned to the member and has a Gold level associated with it. Once the benefits code is assigned, the member will automatically be upgraded to a Gold level.

### Adding Membership Level Benefits

1. From the **Administration** menu, select **Client Relations**, then **Membership Management**, then **Membership Types**.
2. Enter search criteria and click **Search**.
3. Select the membership type and click the vertical ellipse **Actions** menu and select **Edit**.
4. Click the **Level Benefits** link.
5. Click **New** and complete the following:
   a. **Code**: Enter a benefit code
   b. **Description**: Enter a description for the benefit code.
   c. **From Date**: Enter or select the begin date.

d. **To Date**: Enter or select the end date.

e. **Minimum Membership Level**: Select a membership level from the list. This will be the minimum membership level associated with the benefit. If the member is on a higher level when the benefit is assigned, no level upgrade will occur.

6. Click **Save**

### Editing Membership Level Benefits

1. From the **Administration** menu, select **Client Relations**, then **Membership Management**, then **Membership Types**.
2. Enter search criteria and click **Search**.
3. Select the membership type and click the vertical ellipse **Actions** menu and select **Edit**.
4. Click the **Level Benefits** link.
5. Enter search criteria and click **Search**.
6. Select the benefit in the search result, then click vertical ellipsis **Actions** menu and select **Edit**.
   a. Update details.
   b. **Inactive**: Select check box to make the benefit code inactive.
7. Click **Save**.

### Deleting Membership Level Benefits

1. From the **Administration** menu, select **Client Relations**, then **Membership Management**, then **Membership Types**.
2. Enter search criteria and click **Search**.
3. Select the membership type and click the vertical ellipse **Actions** menu and select **Edit**.
4. Click the **Level Benefits** link.
5. Enter search criteria and click **Search**.
6. Select the benefit in the search result, then click vertical ellipsis **Actions** menu and select **Delete**.
7. Click **Delete** to confirm.

## Configuring Membership Type Details

### Adding Membership Type Details

1. From the **Administration** menu, select **Client Relations**, **Membership Management**, and then **Membership Types**.
2. Click **New** and complete the following:
   a. **Type**: Enter a code for the membership type.
   b. **Description**: Enter a description for the membership type.

c. **Points Label**: Enter the term used to describe the awards for this membership type. For example, you could enter Points for a loyalty club membership type, and Miles for a frequent flyer membership type. This could be used on the folio points message

d. **Class**: Select a membership class from the list to assign to the membership type. For more information, see Configuring Membership Classes.

e. **Seq**: Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.

f. **Centrally Managed**: Select check box if membership points are calculated and managed centrally or in an integrated solution. Leave unchecked if this is a recognition-only program for the property.

3. Click **Save and Go To Presentation**.

### Editing Membership Type Details

1. From the **Administration** menu, select **Client Relations**, **Membership Management**, and then **Membership Types**.
2. Enter search criteria, then click **Search**.
3. Select the membership type and click the vertical ellipse **Actions** menu and select **Edit**.
4. Click **Membership Type Details** link.
5. Click **Edit** and complete the following:
   a. **Description**: Enter a description for the membership type.
   b. **Points Label**: Enter the term used to describe the awards for this membership type. For example, you could enter Points for a loyalty club membership type, and Miles for a frequent flyer membership type. This could be used on the folio points message
   c. **Class**: Select a membership class from the list to assign to the membership type. For more information, see Configuring Membership Classes.
   d. **Seq**: Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
   e. **Centrally Managed**: Select check box if membership points are calculated and managed centrally or in an integrated solution. Leave unchecked if this is a recognition-only program for the property.
   f. **Primary**: Select if this is your primary membership. Only one membership type can be selected as primary.
   g. **Inactive**: Select check box to inactive the membership type; making it no longer available for selection.
6. Click **Save**.

## Configuring Membership Type Folio Message

> **Note:**
>
> If a reservation has more than one membership program selected, the Folio Message only generates for the primary membership type of each membership class. The `MEMBERSHIP_FOLIO_MESSAGE` data element must be added to folio templates.

**Editing Membership Type Folio Message**

1. From the **Administration** menu, select **Client Relations**, **Membership Management**, and then **Membership Types**.
2. Enter search criteria, then click **Search**.
3. Select the membership type and click the vertical ellipse **Actions** menu and select **Edit**.
4. Click the **Folio Message** link.
5. Click **Edit** and complete the following:
    a. **Print Folio Message On Confirmation**: Select check box to generate the folio message on confirmations. The `MEMBERSHIP_FOLIO_MESSAGE` data element must be added to confirmation templates.
    b. **Member Folio Message**: Enter text and insert merge fields to output on the folio at settlement.
        i. Select a from these merge codes and click **Select** to insert at the cursor location.
            i. `MEMBERSHIP_CARD_NO` - Displays the Membership Card Number.
            ii. `MEMBERSHIP_LEVE L`- Displays the Membership Level.
            iii. `ELIGIBLE_NIGHTS` - Displays the total number of Eligible Nights based on the Eligible Reservation Code in the Reservation Daily Details and the Eligibility Code in the **Folio Message Eligibility Code(s)** OPERA Control. (Available when the **Display Reservation Awards** OPERA Control is active).
            iv. `ELIGIBLE_EARN_REVENUE` - Display the total amount of revenue eligible for earning awards/tier points based on the revenue posted under the transaction code flagged with Membership on an eligible night. (Available when the **Display Reservation Awards** OPERA Control is active).
            v. `POINTS_REDEMPTION_REVENUE` - Display the total amount of revenue eligible to be paid with award points based on the revenue posted under the transaction code setup for Points Redemption. (Available when the **Award Points Redemption** and **Loyalty Payment Award with Eligible Transactions** OPERA Controls are active).
        ii. **Manage Translation**: Click link to configure localized descriptions. For more information, see Configuring Localized Code Descriptions. (Available when the Multi-language OPERA Control is active.).
6. Click **Save**.

## Configuring Membership Type Levels

Membership levels, or tiers, are groupings that are used to classify individual memberships according to the amount and quality of business they generate. Tiers or levels can either determine the types of awards the guest is eligible for or the rate at which they earn points.

Memberships can be upgraded from a lower tier to a higher tier, or downgraded from a higher tier to a lower tier, based on measures that include the following:

- **Revenue** - Revenue generated by the guest during a given period.
- **Stays** - Number of stays booked by the guest during a given period.
- **Nights** - Number of nights the guest was in residence during a given period.

### Adding Membership Type Levels

1. From the **Administration** menu, select **Client Relations**, **Membership Management**, and then **Membership Types**.
2. Enter search criteria, then click **Search**.
3. Select the membership type and click the vertical ellipsis **Actions** menu and select **Edit**.
4. Click the **Levels** link
5. Click **New** and complete the following:
    a. **Code**: Enter a code for the membership level.
    b. **Description**: Enter a description of the level.
    c. **Label**:  Enter a descriptive name for the level; this description appears on reports, folios, and elsewhere to describe the level.
    d. **Rank**: This number determines the position of the level when it appears in the Membership Levels screen grid. In addition, during upgrade/downgrade batch processing, these rank numbers are used to represent the relative position of the membership levels. For this reason, assign ranks in numerical order corresponding to the hierarchical position of the level. The highest rank should be assigned 1, the next lower rank should be 2, the next lower rank should be 3 and so on.
    e. **Max. Downgrade Level**: Select the lowest level from the list, for which this level can be downgraded to
    f. **VIP**: Select a VIP level from the list to auto-update the VIP Code in guest profiles with the primary membership type . (Available when the VIP OPERA Control is active).
    g. **Display Color**: Select a color from the list to represent the membership level. When viewing the membership information, the membership level will display on screens in the selected color.
    h. **Fulfillment**: If this check box is selected, memberships upgraded or downgraded to or from this level will be included in the Membership Export when the UPGRADE or DOWNGRADE Pack Code is selected. This check box should also be checked, along with the Fulfillment check box on the Memberships Types - Edit screen if you want users to be able to select the Re-Issue New Card check box on the Memberships screen.
    i. **Double Dipping**: This check box, for Central Managed Primary memberships, appears if the Preferred Card OPERA Control is activated. When this check box is selected, the Primary Membership allows double-dipping per level. This means the user can select a membership as Preferred on the Membership screen. The transaction, per stay record, will be generated for both Primary and Preferred memberships. If this check box is not selected for this level, only one membership can be designated as Preferred: Loyalty or Frequent Flier Program.
    j. **Changed Restricted**: Select check box to prevent users from making changes to this membership level.

k. **Expiry Period**: Specify the time limit (from 1 to 5 years) for membership card expiration for this level.

l. **Auto-Renewal After**: Available when the **Tier Management Reset** option is selected in Membership Types Points Calculation and Tier Management. Select the number of graces the member will be allowed before the membership level auto-renews based on the member's current points. When auto-renewal occurs, the member will be downgraded, upgraded or stay at the current level based on his or her membership points. This setting will determine the number of times a member will be given a grace period when the member fails to meet the renewal requirements, but meets the requirements to not be downgraded. You can select a value from 1 to 5.

m. **Renew Card on Stay**: When this option is selected, if the membership has expired by the time the membership record is uploaded, the member's card will be renewed and updated with a new expiration date.

6. Click **Save**.

#### Editing Membership Type Levels

1. From the **Administration** menu, select **Client Relations**, **Membership Management**, and then **Membership Types**.
2. Enter search criteria, then click **Search**.
3. Select the membership type and click the vertical ellipsis **Actions** menu and select **Edit**.
4. Select **Levels**.
5. Select the level then click vertical ellipsis Actions menu and select **Edit**.
   a. Update the details.
   b. **Inactive**: Select the check box to make this level inactive.
6. Click **Save**.

#### Deleting Membership Type Levels

1. From the **Administration** menu, select **Client Relations**, **Membership Management**, and then **Membership Types**.
2. Enter search criteria, then click **Search**.
3. Select the membership type and click the vertical ellipse **Actions** menu and select **Edit**.
4. Select **Levels**.
5. Select the level then click vertical ellipsis **Actions** menu and select **Delete**.
6. Click **Delete** to confirm

## Configuring Membership Type Level Rules

Configure rules to define how membership tier points are used to upgrade or downgrade a guest's membership to a higher or lower level, respectively. Membership level rules determine the tier points required to upgrade a guest's membership to a higher level or downgrade it to a lower level. These level rules are applied when the upgrade/downgrade batch is run. Upgrade/downgrade decisions are based on factors such as:

- **Revenue** - Revenue generated by the guest during a given period.
- **Stays** - Number of stays booked by the guest during a given period.

- **Nights** - Number of nights the guest was in residence during a given period.

How revenue, stays, and nights translate to tier points is set by the membership points calculation rules

### Adding Membership Type Level Rules

1. From the **Administration** menu, select **Client Relations**, then **Membership Management**, then **Membership Types**.
2. Enter search criteria and click **Search**.
3. Select the membership type and click the vertical ellipse **Actions** menu and select **Edit**.
4. Select **Levels**.
5. Select the level then click vertical ellipsis **Actions** menu and select **Level Rules**.
6. Click **New** and complete the following:
    a. **Membership Level**: The level for which you are creating or editing rules. Defaults to selected level.
    b. **Rule Type**: Select Upgrade or Downgrade from the list, to indicate whether this rule applies to level Upgrades or level Downgrades.
    c. **Record Type**: Level rules may be set for Resident or Non-Resident programs. For example, non resident could be members dining, but not sleeping in the at the property.
        i. **Based On**: Select an option from the list to define the factor on which the upgrade or downgrade rule is based :  Stays, Nights or Revenue.
    d. **Required Points**: Enter the required points. For an Upgrade rule type this is the minimum number of tier points that qualifies the guest for an upgrade. For a Downgrade rule type, should the guest's tier points fall below this number, a downgrade may be applied.
    e. **Override Points**: An "interim" tier point value. Enter a value when you want to override the Required Points value for an upgrade/downgrade batch run. This value remains in-effect until it is manually changed or deleted.
    f. Click **Save**.

### Editing Membership Type Level Rules

1. From the **Administration** menu, select **Client Relations**, then **Membership Management**, then **Membership Types**.
2. Enter search criteria and click **Search**.
3. Select the membership type and click the vertical ellipsis **Actions** menu and select **Edit**.
4. Select **Levels**.
5. Select the level then click vertical ellipsis **Actions** menu and select **Level Rules**.
6. Enter search criteria, then click **Search**.
7. Select the rule number, then click the vertical ellipsis **Actions** menu and select **Edit**.
    a. Update the details.
    b. Click **Save**.

### Deleting Membership Type Level Rules

1. From the **Administration** menu, select **Client Relations**, then **Membership Management**, then **Membership Types**.
2. Enter search criteria and click **Search**.
3. Select the membership type and click the vertical ellipsis **Actions** menu and select **Edit**.
4. Select **Levels**.
5. Select the level then click vertical ellipsis **Actions** menu and select **Level Rules**.
6. Enter search criteria, then click **Search**.
7. Select the rule number, then click the vertical ellipsis **Actions** menu and select **Delete**.
8. Click **Delete** to confirm.

## Configuring Membership Type Card Number Details

Select either Card Number Validation or Card Number Auto Generation. Validation is recommended if card numbers are entered manually and/or downloaded from an external system. Auto Generation is recommended if members are enrolled and managed in OPERA Cloud.

> **Note:**
>
> **Edit** is disabled when an alternate configuration exists. You can toggle between **Card Number Validation** or **Card Number Auto Generation** options and use the Edit button to edit the existing configuration and the Delete button to remove the existing configuration. The Delete button would be displayed only if configuration exists.

### Editing Card Number Validation Details

1. From the **Administration** menu, select **Client Relations**, then **Membership Management**, then **Membership Types**.
2. Enter search criteria, then click **Search**.
3. Select the membership type and click the vertical ellipsis **Actions** menu and select **Edit**.
4. Click the **Card Number Details** link.
5. Select the **Card Number Validation** option, then complete the following:
6. Click **Edit** and complete the following:
    a. **Allow duplicate card numbers**: Select check box if multiple membership cards can be issued with the same membership number.
    b. **Expiration Date Required**: Select check box if the membership expiration date is required for validation of the profile membership information. If no membership expiration date is provided when profile membership information is saved, then a message prompt is displayed notifying the user that an expiration date has to be entered.

c. **Level Required**: Select check box if the Membership Level should be mandatory when adding this membership to a guest profile.

d. **Name on Card From Alt Name**: Select check box to generate a membership card name using the alternate name on the profile. When enrolling a guest into the membership program, the Profile Membership screen's Name on Card field auto populates with the alternate name on the guest profile (Available when the Multi-language OPERA Control is active).

e. **Save Card Number History**: Select check box to retain the membership number of the membership that will be discarded when a primary membership is overridden during a profile merge. This allows for the profile to still be found by searching on the discarded membership number.

f. **Card Length**: Enter the number of digits (maximum of 99) used in the membership number.

g. **Card Prefix**: Enter the prefix portion of the membership card number. This is the leading part of the number, which remains the same on all membership cards of the membership type. For example, Delta numbers are prefixed by 2 followed by the unique membership number. If you are unsure of the prefix number, check with the program provider.

h. **Validation Rule**: Select the validation method you want to use.

   i. **Mod 7**: Valid membership numbers follow the Mod 7 validation rule.

   ii. **Mod 10**: Valid membership numbers follow the Mod 10 validation rule.

   iii. **Internal**: The membership number validation algorithm is supplied by the membership program provider. See the table below *Membership Types with Internal Validations*.

   iv. **External**: The membership number is validated by an external service or solution integrated with OPERA Cloud. For more information, see Validating Membership Numbers using an Integrated Solution

   v. **No Validation**: No validation is performed on the membership number

i. **Card Validation External Database**: Displayed only if Validation Rule = External. For Membership Numbers that are validated externally using an Integrated Solution, select the database for the external system. For more information, see Validating Membership Numbers using an Integrated Solution.

j. **Card Range From/To**: Enter valid numeric ranges for this membership type. To remove a range, click the vertical ellipsis **Actions** menu and select **Clear**.

k. Click **Save**.

### Deleting Card Number Validation Details

1. From the **Administration** menu, select **Client Relations**, then **Membership Management**, then **Membership Types**.
2. Enter search criteria and click **Search**.
3. Select the membership type and click the vertical ellipse **Actions** menu and select **Edit**.
4. Click the **Card Number Details** link.
5. Select the **Card Number Validation** option, then click **Delete**.
6. Click **Delete** to confirm.

**Table 15-3 Membership Types with Internal Validations**

| MEMBERSHIP TYPE | MEMBERSHIP DESCRIPTION |
|---|---|
| 6Y | Nica |
| AA | American Airlines |
| AC | Air Canada |
| AF | Frequence Plus |
| AI | Air Miles |
| AM | Aeromexico |
| AS | Alaska Airlines |
| AV | Avianca |
| AZ | Alitalia |
| BA | British Airways |
| C7 | Ctrip |
| CA | China Airlines |
| CF | Faucett |
| CM | Copa |
| CO | Continental Airlines |
| CX | Cathy Pacific Airlines |
| DL | Delta Air Lines |
| EH | SAETA |
| EK | Emirates Airline |
| EY | Etihad Guest |
| GU | Aviateca S.A. |
| HP | America West |
| IT | Kingfisher Airlines |
| KL | KLM Airlines |
| LA | LAN Chile S.A. |
| LB | LAB-Lloyd Aereo Boliviano |
| LH | Lufthansa Airlines |
| LP | Latin Pass |
| LR | LACSA Fluggesellschaft |
| LX | Swiss Travel Club |
| MH | Malaysian Airlines |
| MU | China Eastern Airlines |
| MX | Mexicana |
| NH | Nippon Airlines |
| NW | Northwest Airlines |
| OZ | Asiana Airlines |
| QF | Qantas |
| QG | Qualiflyer |
| QR | QATAR Airlines |

**Table 15-3 (Cont.) Membership Types with Internal Validations**

| MEMBERSHIP TYPE | MEMBERSHIP DESCRIPTION |
|---|---|
| RG | Varig |
| SK | SAS Scandinavian Airlines |
| SN | SN Brussels |
| SQ | Singapore Airlines |
| SR | Swissair |
| SU | Aeroflot Russian Airlines |
| SV | Saudi Arabian Airlines |
| TA | TACA International Airlines |
| TP | TAP Air Portugal |
| TW | TWA Airlines |
| TX | TESCO Frequent Flyer Miles |
| UA | United Airlines |
| US | US Air |
| VX | Virgin American Airlines |
| WN | South West Airlines |

### Editing Card Number Auto Generation Details

Loyalty

1. From the **Administration** menu, select **Client Relations**, then **Membership Management**, then **Membership Types**.
2. Enter search criteria and click **Search**.
3. Select the membership type and click the vertical ellipse Actions menu and select **Edit**.
4. Click the **Card Number Details** link.
5. Select the **Card Number Auto Generation** option.
6. Click **Edit** and complete the following:
    a. **Allow duplicate card numbers**: Select check box if multiple membership cards can be issued with the same membership number.
    b. **Expiration Date Required**: Select check box if the membership expiration date is required for validation of the profile membership information. If no membership expiration date is provided when profile membership information is saved, then a message prompt is displayed notifying the user that an expiration date has to be entered.
    c. **Level Required**: Select check box if the membership level is mandatory when adding this membership to a guest profile.
    d. **Name on Card From Alt Name**: Select to generate a membership card name using the alternate name on the profile. When enrolling a guest into the membership program, the Profile Membership screen's Name on Card field auto populates with the alternate name on the guest profile. (Available when the Multi-language OPERA Control is active).

e. **Save Card Number History**: Select check box to retain the membership number of the membership that will be discarded when a primary membership is overridden during a profile merge. This allows for the profile to still be found by searching on the discarded membership number.

f. **Card Prefix**: Enter the prefix portion of the membership card number. This is the leading part of the number which remains the same on all membership cards of the membership type. For example, Delta numbers are prefixed by 2 followed by the unique membership number. If you are unsure of the prefix number, check with the program provider.

g. **From Sequence Number**: Enter the starting sequence number for the membership card number.

h. **To Sequence Number**: Enter the ending sequence number for the membership card number.

i. **Random Generation**: Select check box to format the membership number.

   i. **Format**: Please type the desired format:

      i. **U** - For Upper Alpha Characters

      ii. **X** - For Upper Alpha Numeric Characters

      iii. **9** - For Numbers.

      iv. **Example**: UUXX99 = LY3S65.

j. Click **Save**.

### Deleting Card Number Auto Generation Details

1. From the **Administration** menu, select **Client Relations**, then **Membership Management**, then **Membership Types**.
2. Enter search criteria and click **Search**.
3. Select the membership type and click the vertical ellipse **Actions** menu and select **Edit**.
4. Click the **Card Number Details** link.
5. Select the **Card Number Auto Generation** option, then click **Delete**.
6. Click **Delete** to confirm.

## Configuring Membership Type Membership Handling

The Membership Handling Panel allows you to configure how items such as Membership Actions, External Database and Name behaviors should function.

### Editing Membership Type Membership Handling

1. From the **Administration** menu, select **Client Relations**, **Membership Management**, and then **Membership Types**.
2. Enter search criteria and click **Search**.
3. Select the membership type and click the vertical ellipse **Actions** menu and select **Edit**.
4. Click **Membership Handling**.
5. Click **Edit** and complete the following:

a. **Default Member Status**: (Displayed only for Primary Memberships.) Select the default membership status to appear when this primary membership type is assigned to the guest profile. This status is informational only and can be changed on the Membership at any time.

b. **Membership Action**: Select the Membership Action you would like for attaching memberships to a reservation:

   - **Auto Attach**: When a new reservation is created for a guest that has this Membership, the Membership and Number fields on the Reservation screen would automatically be populated.
   - **Prompt if not Attached**: A prompt displays if the Membership Type is not attached to the reservation. "Would you like to populate on to the reservation?"
   - **Always Prompt**: The Membership screen displays regardless if the Membership Type is attached to the reservation or not.
   - **No Action**. Membership must be attached manually and user will not be prompted. The New Reservation, Update Reservation, Check In, and Check Out check boxes become unavailable.

c. Next select the lifecycle of the reservation when you want the membership action to be taken:

   i. **New Reservation**: Select if the Membership Action should be taken when the reservation is created.

   ii. **Update Reservation**: Select if the Membership Action should be taken when an existing reservation is accessed.

   iii. **Check In**: Select if the Membership Action should be taken at check in.

   iv. **Check Out**: Select if the Membership Action should be taken when the reservation is checked out.

d. **Exclude Profile From Purge**: Select to exclude profiles with an active membership of this type from the automatic purge utility. Selection of this option does not exclude profiles from being manually purged by users.

e. **Fulfillment**: (Displayed only for Primary Memberships) Select to include this primary membership type when creating an export file for fulfillment. Ensure that the fulfillment checkbox on the Levels are also selected.

f. **Enrollment Code Required**: Select if the Enrollment Code should be mandatory when enrolling a guest in this Membership type.

g. **Expiry Period**: Enter the number of years (from 1 to 5 years if **Calculation Period** is Rolling) or enter the number of years and month (if **Calculation Period** is Calendar) for membership card expiration. This value will be used to default the expiry date on the membership. Additionally, when the tier management process (including renewal) is run members eligible to be renewed will have their membership expiration date updated based on this setting.

h. **Externally Controlled**: Select check box to identify that points calculation is managed in an integrated solution.

i. **External Database**: (Displayed only if Membership Class = Loyalty) For Memberships with a Loyalty Class which is externally managed, select the database for the external system. For more information, see Validating Membership Numbers using an Integrated Solution

j. **Name Protected**: (Displayed only for Primary Memberships.) Select to prevent the profile name from being updated when this membership type is attached to the profile.

k. **Alternate Name Protected**: (Displayed only for Primary Memberships when the Alternate Name setting is active.) Select to prevent the profile alternate name from being updated when this membership type is attached to the profile.

l. **Auto Populate Number From Name**: (Displayed only for Primary Memberships.) Select to auto populate a membership number in Look To Book when a profile with this membership type is selected.

m. **Expiry Date**: Enter an expiry date (Year/Month). (Available when the **Loyalty Membership Configuration** OPERA Control is active).

6. Click **Save**.

## Configuring Membership Type Point Calculation and Tier Management

The Points Calculation panel contains the details on the membership's point calculation periods and tier management.

### Editing Membership Type Point Calculation and Tier Management

1. From the **Administration** menu, select **Client Relations**, then **Membership Management**, then **Membership Types**.
2. Enter search criteria, then click **Search**.
3. Select the membership type in the search result, then click the vertical ellipsis **Actions** menu and select **Edit**.
4. Click the **Points Calculation** link.
5. Click **Edit** and complete the following:

   a. **Calculation Period**: The Calculation Period determines the member upgrades, downgrades, and expiration based on the tier points accumulated during a given time period. Calculation can be based on a 12-month calendar year (from January to December of a year) or a rolling 12-month period (based on a time period from the month the points are calculated). The following example shows how the Rolling calculation method differs from the Calendar calculation method and how the differences affect your clients: A member receives 500 tier points in November 2016, which is not enough at that time to be upgraded to the next tier. However, assume the guest accumulates another 300 tier points in January 2017. When the upgrade process is run in March 2017 and the calculation period is set to Rolling, the period covered would be from March 2016 to March 2017. The member would have sufficient points to be upgraded. If the calculation period is set to Calendar, the member would not be upgraded. The member would only have 300 tier points because with Calendar, the calculation only considers points received from January to December of a calendar year.

      i. **Calendar**: The calculation considers points received from January to December of a calendar year, no matter when the calculation is run. For tier management purposes, tier points accumulation is calculated annually for the 12-month period prior to the date of the upgrade/downgrade batch run. For example, if the batch process is run on September 12, 2017, the tier points from September 11, 2016, to September 12, 2017, are considered in the upgrade/downgrade/expiration calculations.

      ii. **Rolling**: The time period calculated is from the month the points are calculated to the same month for the time period selected. For example, from March 2017 to March 2018.

b. **Expiry Period**: The number of months (0 to 60) for which award points are eligible for redemption. Zero means that award points are eligible for redemption only for the month in which they were calculated. If 12 months is selected, points are eligible for redemption for 1 year from the points calculation date. If you want to set award points to never expire over the life of the membership, leave this field blank.

c. **Award Point Expiry Date (Years)**: The length of time award points remain eligible for redemption. Choose from the following options:

   i. **Do Not Expire**: Award points never expire over the life of the membership.

   ii. **Same Year**: Award points are eligible for redemption during the same calendar year they were calculated. For example, points calculated in October 2017 are eligible for redemption until December 2017.

   iii. **1-5 Years**: Award points are eligible for redemption for the number of calendar years specified (1, 2, 3, 4, or 5) starting from the date they are calculated. For example, if you select 3 years as the Award Points Expiry Date, points awarded on June 1, 2017, are not eligible for redemption until December 31, 2020. Starting on January 1, 2021, they are no longer eligible for redemption.

d. **Grace Period (Years)**: The number of years for the grace period.

e. **Activity Period (Years)**: The number of months for the member's activity period. Only membership award points that fall within this activity period are extended. For example, if 24 is the value entered for the activity period in months, the member's activity must fall within the past two years for his or her award points to be extended.

f. **Award Redeem Threshold**: This number represents the minimum amount of points required before points can be redeemed for awards by this member. The member can only redeem points when this threshold amount is met.

g. **Point Calculation Method**: The points calculation method you want to use. Choose from the following options:

   i. **Batch**: An automatic batch process is used to calculate points.

   ii. **Manual**: You must manually calculate points and modify them on the member account.

h. **Years To Expire**: A guest's membership card expires if there is no activity on the card for this number of years. If cards belonging to this membership type do not expire regardless of the inactive period, leave this field blank.

i. **Delay In Days**: When the Batch option is selected, the Delay in Days field appears. Award points are recognized in this number of days following the guest's check out date. This delay provides a period of time during which adjustments can be made. A value from 0 to 60 can be entered into this field (a minimum of three days is recommended.)

j. **Required on Stay Period**: Stay points are calculated for a loyalty program guest even if the loyalty membership card is not attached to the reservation.

k. **Based On**: The tier upgrade/downgrade processes based on either an Arrival Date, Departure Date, Posting Date, or Transaction Date.

l. **Upgrade Period**: The time period from which to calculate the upgrade/downgrade points.

m. **Downgrade Period**: The month in which the current membership tier expires.

n. **Tier Expiration Month**: The month in which the current membership tier expires.

o. **Downgrade/Renewal**: This option schedules the Auto Process Membership Tier Management job to run in the OPERA Cloud Scheduler. Based on the membership

settings, this job automatically upgrades, downgrades, or renews all members with the primary membership type.

p. **Re-qualify on Upgrade**: This option checks if members have enough points to re-qualify for their current membership level on upgrade. If members have enough points, they receive an upgrade and a new expiration date. When members lack enough points for an upgrade, this option checks the following conditions: (a) if they have sufficient points to re-qualify for their current membership levels and (b) if their membership expiration dates are in the current year. If these conditions are met, members stay at their current levels and are assigned new expiration dates.

q. **Tier Management Reset**: This option activates the tier management reset functionality for the membership level. If a member is upgraded, downgraded, or renewed, the membership tier points reset.

6. Click **Save**.

# Validating Membership Numbers using an Integrated Solution

Prerequisites for Validating Membership Numbers using an Integrated Solution

Membership numbers can be validated by an external service or solution, such as an external loyalty solution, using an outbound REST API. The membership number validation API accepts JSON responses from the integrated system.

### Setup Requirements

1. Configure an Configuring Outbound System for the integrated CRM.
2. Configure an External Database for the CRM and select the Outbound System configured.
3. Update the Membership Type:
   a. Update Card Details, set **Validation** to External.
   b. Update Card Validation External Database, select the **External Database**. If the External Database is not updated, the Membership Number validation is performed through the External Database updated in Membership Handling.
   c. Update Membership Handling, select the **External Database**. Membership Number validation is performed through this External Database only when the Card Validation External Database in Card Number Validation is not updated.

### REST Request

The following URL is posted to the service path of the integrated system.

Path Parameters:

- `externalSystemCode`: The external system to which the REST request is sent.
- `chainCode`: The OPERA Cloud tenant/chain code.

Query Parameters:

- `membershipType`: The membership type
- `membershipNo`: The membership number to be validated.
- `hotelID`: The ID at which this membership is being created.

Example: `https://<externalsystem:port>/v1/externalSystems/{externalSystemCode}/chains/{chainCode}/validateMembershipNumber?membershipNo=87876&membershipType=XYZ&hotelId=PROP1`

**Table 15-4 Sample JSON Response**

| | |
|---|---|
| Successful | <pre>{ "links": [ { "href": "string", "rel": "string", "templated": false, "method": "GET", "targetSchema": "string", "operationId": "string", "title": "string" } ] }</pre> |
| Unsuccessful | <pre>{ "errors": [ { "errorsType": [ { "errorType": { "shortText": "Invalid Card Number", "code": "Error" } } ] } ], "links": [ { "href": "string", "rel": "string", "templated": false, "method": "GET", "targetSchema": "string", "operationId": "string", "title": "string" } ] }</pre> |

# Configuring Membership Type Rules (Point Calculation Rules)

Loyalty Point calculation rules determine whether base or bonus points are earned on revenue, stay, nights or enrollment. Membership point calculation rules determine how members' stays, revenue, and nights translate to tier points used when the upgrade/downgrade batch is run for this membership type and award points used to redeem during future stays or through integrated partner solutions. For each rule you can further refine eligible reservations and guests through the selection of a rate code group, market code group or membership level. For example, you could configure a rule for bonus points specific to Platinum level members that book specific rate code(s) for stays through October. All rules are validated against the guests' stays, revenue, and nights, except rules that have expired as determined by the Expiration Date, and the resulting points are added together.

### Adding Membership Type Point Calculation Rules

1. From the **Administration** menu, select **Client Relations**, select **Membership Management**, and select **Membership Type Rules**.
2. Click **New** and complete the following:
    a. **Membership Type**: Select the membership type for which you are creating the point calculation rule.
    b. **Rule Code**: Enter the rule code.
    c. **Rule Based On**: Select from the following options:
        i. **Revenue (Spend)**: Calculate based on sales charges posted to the guest reservation.
        ii. **Stay**: Calculate points based on the stay (regardless of length of stay).
        iii. **Nights**: Calculate points based on number of nights (length of stay).
        iv. **Enrollment**: Calculate points based on new membership enrollment.
    d. **Type of Points**: Select from the following options:
        i. **Base**: Regular points awarded.
        ii. **Bonus**: Bonus or extra point awarded : used for such purposes as a promotion (possibly based on a specific market code, and possibly for a short period of time).
    e. **Start / End Date**: This defines reservation stay dates for which this calculation rule will apply.
    f. **Program Type**: Select a program type from the list to determine the membership program component this calculation rule supports. Options include (Doesn't apply to Enrollment Rules).
        i. **Tier**: This rule determines tier points only.
        ii. **Points**: This rule determines award points only.
        iii. **All**: This rule  determines both tier points and award points.
    g. **Rule Applies To**: Select an option from the list to indicate whether the guest's arrival and/or departure must fall between the Begin Date and End Date. Options include: (Doesn't apply to Enrollment Rules).
        i. **Arrival**: The guest's arrival date must be between the Begin Date and End Date.
        ii. **Departure**: The guest's departure date must be between the Begin Date and End Date.
        iii. **Any**: Either the guest's arrival date or departure date must be between the Begin Date and End Date.
        iv. **Restricted**: Both the guest's arrival date and departure date (that is, the whole stay) must be between the Begin Date and End Date
    h. **Transaction Type**: Select the transaction type; either resident or non-resident (Doesn't apply to Enrollment Rules).
    i. **Expiration Date**: Enter or select a date to define the expiration date for this rule. Leave this field blank if there is no expiration date for the rule. To ensure that points are credited properly, be sure to consider any Delay in Days set for this membership type. (Doesn't apply to Enrollment Rules).

j. **Export Label**: Enter an export label for the membership point calculation rule. Use the export label to export a membership bonus code or other special code information to 3rd parties. To export the label, it must be configured as an additional column. (Doesn't apply to Enrollment Rules).

k. **Number of Times Eligible**: Enter a number to indicate how many times this rule may be applied to an individual membership. Leave this field blank if there is no limit on the number of times. (Doesn't apply to Enrollment Rules).

l. **Description**: Enter a description of the rule.

m. **Type**: Select to specify that the value in Points is Flat or a Percentage of the revenue. (Only applies to Revenue Rules).

n. **Points**: Enter the number of points to award to the member according to the Rule Based On value selected. For example, 1 point per $ spend, 100 points per night or 1000 points per stay.

o. **Rounding**: Select a value from the list to determine how Total Points per Rule Type will be rounded when the Points Calculation job is run. Select a value from the list. (Only applies to Revenue Rules).

    i. **Ceiling**: Round up to next integer. For example 12.67 or 12.19 to 13.

    ii. **Floor**: Round down to next integer. For example 12.67 or 12.19 to 12.

    iii. **Round**: Round to the nearest integer. For example 12.50 to 13 and 12.49 to 12.

p. **Per Revenue Units**: The amount of Revenue required for the value of Points to be issued. E.g. 1 point issued per 10 dollars spent. (Only applies to Revenue Rules).

q. **Cost per Point**: Enter the actual or estimated cost when points are assigned to a member based on this rule. This information can be used to track the expenses associated with the membership program.

r. **Exclude From Point Projection**: Select check box to exclude the rule from evaluation for membership points. When selected, the rule will not be applied when evaluating for the MEMBERSHIP FOLIO MESSAGE field.

s. **Rule Conditions**

    i. **General**

        i. **Reservation Channel**: Select a distribution channel for the reservation. The point calculation rule will only apply to reservations made through the selected distribution channel.

        ii. **Property**: Select the property to which this rule applies

        iii. **Property Group**: Select the property group to which this rule applies For more information, see Configuring Membership Property Groups.

        iv. **Enrollment Code**: Select the enrollment code to which this rule applies. This enrollment code is added to any enrollment codes belonging to the enrollment group selected in the Enrollment Group field. For more information, see Configuring Membership Enrollment Codes

        v. **Enrollment Group**: Select the enrollment group that includes the enrollment codes to which this rule applies. For more information, see Configuring Membership Enrollment Groups

        vi. **Promotion Code**: Select the promotion code you want associated with this rule. For more information, see Configuring Promotion Codes

        vii. **Membership Level**: Select a membership level if this rule is specific to a level. This option can be used when "Tier Renewal" is selected for the calculation

rule. In this case, you will specify the membership level that must be renewed for the rule to apply (see example above under the "Tier Renewal" description).

ii. **Rate**

i. **Rate Code**: Select a rate code from the list to limit rule to a specific rate code.

ii. **Rate Group**: Select a rate group from the list to limit rule to specific rate codes. For more information, see Configuring Membership Rate Groups.

i. **Rate Group Include**: Select to include the selected rate group.

ii. **Rate Group Exclude**: Select to exclude the selected rate group.

iii. **Average Rate Amount**: Enter the average cost of the room per night.

iv. **Revenue Group**: Select a revenue group from the list to limit rule to specific groups (Only applies to Revenue Rules). For more information, see Configuring Membership Revenue Groups

i. **Revenue Group Include**: Select to include the selected revenue group.

ii. **Revenue Group Exclude**: Select to exclude the selected revenue group.

v. **Minimum Revenue**: Enter a minimum revenue amount. The calculation rule will qualify for points if the total revenue for the revenue group is greater than or equal to this minimum revenue amount. The minimum revenue amount cannot be edited once the membership point calculation rule is saved. (Only applies to Revenue Rules).

vi. **Qualifying Rates**: Select this check box to apply rule for rate codes with the **Membership** check box selected in rate code financial details. For more information, see Configuring Membership Qualifying Rates.

iii. **Room**

i. **Room Type**: Select a Room Type from the list to limit rule to specific Room Types.

ii. **Room Group**: Select a Room Group from the list to limit rule to specific Room Groups. For more information, see Configuring Membership Room Groups.

iii. **Room Class**: Select a Room Class from the list to limit rule to specific Room Class.

iv. **Room Type to Charge**: Select check box to calculate the membership points based on the "room to charge" for the stay and not the actual room type in which the member stayed.

iv. **Segmentation**

i. **Market Code**: Select a market code from the list to limit rule to specific Market Codes.

ii. **Market Group**: Select a market group from the list. For more information, see Configuring Membership Market Groups

i. **Market Group Include**: Select to include the selected market group.

ii. **Market Group Exclude**: Select to exclude the selected market group.

v. **Date**

i. **Booking Start Date**: Select the calendar button and choose a booking start date for the rule. The point calculation rule will only apply to reservations made on or after this date.

ii. **Booking End Date**: Select the calendar button and choose a booking end date for the rule. The point calculation rule will only apply to reservations made before this date.

iii. **Minimum Nights**: If a minimum length of stay applies to this rule, enter the minimum number of nights here. Leave this field blank if there is no minimum number of nights.

iv. **Maximum Nights**: If a maximum length of stay applies to this rule, enter the maximum number of nights here. Leave this field blank if there is no maximum number of nights. When configuring a Revenue type rule, Max. Nights can be used to place restrictions on the amount of time the guest has to reach the Base Units revenue generation requirement.

v. **Days Since Enrolled**: Enter a value for the number of days from the enrollment date that will be considered for calculating points for a member's stay.

vi. **Days of the Week**: Select the check boxes that indicate the days of the week to which this rule applies. In other words, if Wednesday is selected, and the guest's stay does not fall on a Wednesday, the stay does not count toward membership points. By default, all check boxes are selected.

3. Click **Save**.

#### Editing Membership Type Point Calculation Rules

1. From the **Administration** menu, select **Client Relations**, select **Membership Management**, and select **Membership Type Rules**.
2. Enter search criteria and click **Search**.
3. Select the member type rule and click the vertical ellipsis **Actions** menu and select **Edit**.
   a. Update the details
   b. **Inactive**: Select to inactive the rule and exclude from processing.
4. Click **Save**.

#### Deleting Membership Type Point Calculation Rules

1. From the **Administration** menu, select **Client Relations**, select **Membership Management**, and select **Membership Type Rules**.
2. Enter search criteria and click **Search**.
3. Select the member type rule in the search result, then click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

## Configuring Membership Market Groups

Market Groups are used within the setup of point calculation rules for Membership Types. Within a rule, you may specify if points are calculated by a market group. You can identify which market codes belong within the market group so that OPERA Cloud calculates points based on the codes entered here. For example, you may create a market group called Corporate and within this group, you can select the corporate market codes. When this market group is applied to a calculation rule, points are calculated if the reservation market code is included in this market group.

### Adding Membership Market Groups

1. From the **Administration** menu, select **Client Relations**, then **Membership Management**, then select **Market Groups**.
2. Click **New** and enter the following details:
   a. **Code**: Enter the membership market group code.
   b. **Description**: Enter the description for the market group.
   c. **Sequence**: Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
   d. **Properties**: Select one or more market codes from the **Available** panel then use the greater than symbol **>** to move your selection to the **Selected** panel.

> **Note:**
>
> Use the filter to refine the search; enter value and click **Go**.

3. Click **Save**.

### Editing Membership Market Groups

1. From the **Administration** menu, select **Client Relations**, then **Membership Management**, then select **Market Groups**.
2. Enter search criteria, click **Search**.
3. Select the market group and click vertical ellipsis **Actions** menu and select **Edit**.
4. Update the details.
5. Click **Save**.

### Deleting Membership Market Groups

1. From the **Administration** menu, select **Client Relations**, then **Membership Management**, then select **Market Groups**.
2. Enter search criteria, click **Search**.
3. Select the market group and click vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

> **Note:**
>
> You cannot delete a membership class which is linked to membership types.

## Configuring Membership Property Groups

Membership property groups are groupings of properties that are treated as cohesive units. These make it convenient when point calculations are based on the property which originated the business or when back-to-back stays are identified for membership transaction exceptions.

### Adding Membership Property Groups

1. From the **Administration** menu, select **Client Relations**, then **Membership Management**, then **Property Groups**.
2. Click **New** and enter the following details:
   a. **Code**: Enter a code for the property group.
   b. **Description**: Enter a description for the property group.
   c. **Sequence**: Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
   d. **Properties**: Select one or more properties from the **Available** panel and click **>** to move to the **Selected** panel.

   > **Note:**
   >
   > Use the filter to refine the search; enter value and click**Go**.

3. Click **Save**.

### Editing Membership Property Groups

1. From the **Administration** menu, select **Client Relations**, then **Membership Management**, then **Property Groups**.
2. Enter search criteria and click **Search**.
3. Select the property group in the search result, then click the vertical ellipsis **Actions** menu and select **Edit**.
4. Update details.
5. Click **Save**.

### Deleting Membership Property Groups

1. From the **Administration** menu, select **Client Relations**, then **Membership Management**, then **Property Groups**.
2. Enter search criteria and click **Search**.
3. Select the property group in the search result, then click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

## Configuring Membership Rate Groups

Rate Groups are used within the setup of point calculation rules for Membership Types. Within a rule, you may specify if points are calculated by a rate group. You can identify which rate codes belong within the rate group so that OPERA Cloud calculates points based on the codes selected here. For example, you may create a rate group called Package and within this group, you can select the package rate codes. When this rate group is applied to a calculation rule, points are calculated if the reservation rate code is included in this rate group.

### Adding Membership Rate Groups

1. From the **Administration** menu, select **Client Relations**, then **Membership Management**, then select **Rate Groups**.
2. Click **New** and enter the following details:
   a. **Code**: Enter the membership rate group code.
   b. **Description**: Enter the description for the rate group.
   c. **Sequence**: Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
   d. Select one or rate codes from the Available panel then use the greater than symbol (>) to move your selection to the **Selected** panel.

   > **Note:**
   >
   > Use the filter to refine the search; enter value and click **Go**.

3. Click **Save**.

### Editing Membership Rate Groups

1. From the **Administration** menu, select **Client Relations**, then **Membership Management**, then select **Rate Groups**.
2. Enter search criteria, click **Search**.
3. Select the rate group and click vertical ellipsis **Actions** menu and select **Edit**.
4. Update the details.
5. Click **Save**.

### Deleting Membership Rate Groups

1. From the **Administration** menu, select **Client Relations**, then **Membership Management**, then select **Rate Groups**.
2. Enter search criteria, click **Search**.
3. Select the rate group and click vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

## Configuring Membership Room Groups

Loyalty Membership Room Groups can be set up and assigned to Point Calculation Rules.

- **Example 1**: Room Group A has room type DLX selected. In Membership Point Calculation Rules, "Stay" is selected for the point calculation rule, Room Group A is selected for the room group and the RTC (Room type to Charge) check box is selected.

  A member makes a reservation for room type STD, which is also the Room to Charge on the reservation. The member is moved or upgraded to a DLX room type. The member in

this scenario will not earn points for the stay as the rule would look at the RTC on the reservation, which is STD, and not consider the "Room Group" on the calculation rule.

- **Example 2**: Room Group A has room type DLX selected. In Membership Point Calculation Rules, "Stay" is selected for the point calculation rule, Room Group A is selected for the room group and the RTC (Room type to Charge) check box is selected.

  A member makes reservation for room type room type DLX, which is also the Room to Charge on the reservation. The member is moved or upgraded to an STD room type. The member in this scenario will earn points as the rule would look at the RTC on the reservation, which is DLX. The DLX room type is also attached to Room Group A on the rule. This differs from the first example where the RTC was different from the room type attached to the room group.

### Adding Membership Room Groups

1. From the **Administration** menu, select **Client Relations**, then **Membership Management**, then select **Room Groups**.
2. Click **New** and enter the following details:
   a. **Code**: Enter the membership room group code.
   b. **Description**: Enter the description for the room group.
   c. **Room Types**: Select the room types to associate to the room group.
   d. **Sequence**: Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
3. Click **Save**.

### Editing Membership Room Groups

1. From the **Administration** menu, select **Client Relations**, then **Membership Management**, then select **Room Groups**.
2. Enter search criteria, then click **Search**.
3. Select the membership room group in the search result, then click vertical ellipsis **Actions** menu and select **Edit**.
4. Update the details.
5. Click **Save**.

### Deleting Membership Room Groups

1. From the **Administration** menu, select **Client Relations**, then **Membership Management**, then select **Room Groups**.
2. Enter search criteria, then click **Search**.
3. Select the membership room group in the search result, then click vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

## Configuring Membership Revenue Groups

Configuring Membership Revenue Groups

Loyalty Membership Revenue Groups are "sets" of membership revenue types that are treated as a unit when points calculations are based on the revenue generated by the guest. Membership revenue types correspond to the revenue buckets set up on external systems. All revenue buckets must be configured as revenue types for stay transactions, including payment transactions, to be recognized as valid. Membership revenue types must be configured before setting up membership revenue groups.

> **Note:**
>
> Membership Revenue Groups are also associated with Profile Stay Records. The first four membership revenue groups are displayed in the Profile Stay Records and should be configured in the following order in order to display the correct revenue in Profile Stay Records.
>
> - Total Revenue
> - Room Revenue
> - Food and Beverage Revenue
> - Other Revenue

### Adding Membership Revenue Groups

1. From the **Administration** menu, select **Client Relations**, then **Membership Management**, then select **Revenue Groups**.
2. Click **New** and enter the following details:
   a. **Code**: Enter the membership revenue group code.
   b. **Description**: Enter the description for the revenue group.
   c. **Sequence**: Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
   d. **Revenue Types**: Select one or more revenue types from the **Available** panel then use the greater than symbol **>** to move your selection to the **Selected** panel.

   > **Note:**
   >
   > Use the filter to refine the search; enter value and click**Go**.

3. Click **Save**.

### Editing Membership Revenue Groups

1. From the **Administration** menu, select **Client Relations**, then **Membership Management**, then select **Revenue Groups**.
2. Enter search criteria, click **Search**.
3. Select the revenue group in the search result, then click the vertical ellipsis **Actions** menu and select **Edit**.
4. Update the details.
5. Click **Save**.

### Deleting Membership Revenue Groups

1. From the **Administration** menu, select **Client Relations**, then **Membership Management**, then select **Revenue Groups**.
2. Enter search criteria, click **Search**.
3. Select the revenue group in the search result, then click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

## Configuring Membership Qualifying Rates

Loyalty Qualifying Rates allows you to check or uncheck the **Membership** (eligibility) check box for multiple rate codes in a batch process. Alternatively, the **Membership** check box must be checked or unchecked in the rate code financial details of each rate code.

### Adding Qualifying Rates

1. From the **Administration** menu, select **Client Relations**, then **Membership Management**, then select **Qualifying Rates**.
2. Enter search criteria, then click **Search**.
3. Select **Edit**.
   a. Select the **Qualifying** check box for the rate codes you want to be considered a qualifying rate for a Membership Point Rule.
   b. As a result, the **Membership** check box is checked in the rate code financial details .
4. Click **Save**.

### Deleting Qualifying Rates

1. From the **Administration** menu, select **Client Relations**, then **Membership Management**, then select **Qualifying Rates**.
2. Enter search criteria, then click **Search**.
3. Select **Edit**.
   a. Uncheck the **Qualifying** check box for the rate codes you no longer want to be considered a qualifying rate for a Membership Point Rule.
   b. As a result, the **Membership** check box is unchecked in the rate code financial details .
4. Click **Save**.

## Configuring Membership Revenue Types

Prerequisites for Membership Revenue Types

Membership revenue types are groupings of revenue types and must be set up prior to Configuring Membership Revenue Groups. Membership revenue types map to property-level profile type revenue buckets.

### Adding Membership Revenue Types

1. From the **Administration** menu, select **Client Relations**, then **Membership Management**, then select **Revenue Types**.
2. Click **New** and enter the following details:
   a. **Code**: Enter the membership revenue type code.
   b. **Description**: Enter the description for the revenue type.
   c. **Label**: Enter the label for the revenue type.
   d. **Revenue Bucket Code**: Select the profile revenue bucket code to associate with the above revenue type.
   e. **Sequence**: Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
3. Click **Save**.

### Editing Membership Revenue Types

1. From the **Administration** menu, select **Client Relations**, then **Membership Management**, then select **Revenue Types**.
2. Enter search criteria, click **Search**.
3. Select the revenue type in the search result, then click the vertical ellipsis **Actions** menu and select **Edit**.
4. Update the details.
5. Click **Save**.

### Deleting Membership Revenue Types

1. From the **Administration** menu, select **Client Relations**, then **Membership Management**, then select **Revenue Types**.
2. Enter search criteria, click **Search**.
3. Select the revenue type in the search result, then click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

## Configuring Membership Status Codes

Loyalty Membership status codes may be assigned to individual memberships to define the current standing of the membership. For example, a membership might be characterized as **PERM** (permanent card mailed), **REJ** (does not want to join), **PREF** (preferences need to be selected), and so on, for whatever purposes your organization might have.

### Adding Membership Status Codes

1. From the **Administration** menu, select **Client Relations**, then **Membership Management**, then **Status Codes**.
2. Click **New** and enter the following details:
    a. **Code**: Enter a code for the status code.
    b. **Description**: Enter a description for the status code.
        i. **Manage Translation**: Click link to configure localized descriptions. For more information, see Configuring Localized Code Descriptions. (Available when the Multi-language OPERA Control is active.).
    c. **Sequence**: Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
3. Click **Save**.

### Editing Membership Status Codes

1. From the **Administration** menu, select **Client Relations**, then **Membership Management**, then **Status Codes**.
2. Enter search criteria and click **Search**.
3. Select the status code in the search result, then click vertical ellipse **Actions** menu and select **Edit**.
4. Update the details.
5. Click **Save**.

### Deleting Membership Status Codes

1. From the **Administration** menu, select **Client Relations**, then **Membership Management**, then **Status Codes**.
2. Enter search criteria and click **Search**.
3. Select the status code in the search result, then click vertical ellipse **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

## Configuring Membership Rate Rules

Prerequisites for Configuring Membership Rate Rules

You can offer special rate codes to members booking reservations based on their membership type and level by configuring Membership Rate Rules. When the **Guaranteed Availability for Members** OPERA Control is active, these rate codes can be further guaranteed on days with rate restrictions to members based on their membership type and level excluding dates with black-out events setup on the property calendar. For more information, see Configuring (Calendar) Event Codes.

### Adding Membership Rate Rules

1. From the **Administration** menu, select **Client Relations**, then **Membership Management**, and then select **Membership Rate Rules**.

2. Click **New** and enter the following details:
    a. **Property**: Enter or select the property
    b. **Rule Code**: Enter a code for the membership rate rule.
    c. **Description**: Enter a description for the membership rate rule.
    d. **Rate Codes**: Select rate codes from the list to associate to this membership rate rule.
    e. **Begin /End Date**: Enter or select dates to define he reservation stay dates for which this membership rate rule will apply.
    f. **Guaranteed**: Select checkbox if the membership rate rule is to be guaranteed on days with rate restrictions, excluding black out dates. (Available when **Guaranteed Availability for Members** OPERA Control is active).
        i. **Latest Time of Booking**: Enter the latest time for which the guaranteed rates will be offered.
        ii. **No. of Days Before Arrival**: Enter the number of days prior to the date of arrival for which the guaranteed rates will be offered.
    g. Membership Types and Levels:
        i. **Membership Type**: Select a Membership Type from the list to offer this rule to a specific membership type.
        ii. **Membership Levels**: Select one or more Membership Levels from the list to offer this rule to specific membership levels.
3. Click **Save**.

### Editing Membership Rate Rules

1. From the **Administration** menu, select **Client Relations**, then **Membership Management**, and then select **Membership Rate Rules**.
2. Enter search criteria and click **Search**.
3. Select the membership rate rule, then click the vertical ellipsis **Actions** menu and select **Edit**.
    a. Update the details.
    b. **Inactive**: Select to inactive the rule code. Inactive rule codes are not available for future use but are retained for historical purposes.
4. Click **Save**.

### Deleting Membership Rate Rules

1. From the **Administration** menu, select **Client Relations**, then **Membership Management**, and then select **Membership Rate Rules**.
2. Enter search criteria and click **Search**.
3. Select the membership rate rule, then click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

# Profile Management

Use the options from the Profile Management menu to create codes for defining the account types, address formats, address types, titles, alternate language titles, communication types, company types, keywords, and preferences associated with your profiles.

# Configuring Profile Lookup and Download from External Systems

Generic profile lookup and download is used to lookup and fetch profiles from an external system using the OPERA Cloud REST API specifications. Profile lookup is initiated from profile search , and invokes the Profile Lookup service to fetch and display the result received from the external system. The Download action then fetches and saves the selected profile in OPERA Cloud. For more information, see Using Profile Lookup and Download with Integrated Solutions

### External System Implementation

The external system used for profile lookup must adopt to the OPERA Cloud REST APIs and develop a service based on the **Customer Relationship Management Outbound** specifications published on Oracle Hospitality Integration Platform Developer Portal.

- Implement **getExternalProfiles** to lookup profiles in the external system.
- Implement **downloadExternalProfile**to download a profile from the external system.

> **Note:**
>
> The endpoint URL and authentication details of the external system are needed to configure the Outbound System below.

### OPERA Cloud Implementation

Complete the following configuration in OPERA Cloud to enable profile lookup and download:

### Outbound System Configuration

Configure an Configuring Outbound Systems according to the instructions for CRM Generic for REST API Profile Lookup/Download.

When profile sharing is active in chain configuration, configure for Global Context. For more information, see Configuring Chain, configure for Global **Context**..

> **Note:**
>
> An external system and external database are auto-configured.

### Outbound Domain Allowlist Configuration

Outbound domain allowlist configuration automates the cloud infrastructure changes required to allow outbound HTTPS communication from OPERA Cloud to the external system.

Configure Outbound Allowlist for the destination **Hostname**, **HTTPS Protocol** and **Port Number**. For more information, see Configuring Outbound Domain Allow Listings.

> **Note:**
>
> When Ready status, perform a test connection; if successful the outbound lookup and download integration is ready.

#### OPERA Controls Configuration

For more information, see OPERA Controls — Profile

1. Activate **Profile Lookup**OPERA Control.
2. Update the **Profile Types for Lookup** OPERA Control to select the profile types for external lookup.
3. Update **External Lookup Behavior** OPERA Control.
   a. **Force**: Profile Lookup is automatically triggered when no matches are found in OPERA Cloud.
   b. **Simultaneous**: Profile Lookup is triggered regardless of matches found in OPERA Cloud.
   c. **Manual**: Profile Lookup is not automatically triggered, until the external system tab is selected in the profile search panel.
4. Update **Default External System for Lookup** OPERA Control to select a default external system. (Applicable when the **External Lookup Behavior** OPERA Control is set to Simultaneous or Force).

#### OPERA Cloud Role Configuration

Assign the **Profile Lookup** task to roles.

## Address Formats

Address formats vary by country, according to the requirements of the local postal service. Address format configuration enables you to define the layout of name and address elements for when the <ADDRESSEE_FULL ADDRESS> merge code is used in a stationery template.

An address format is associated with each country code , resulting in the <ADDRESSEE_FULL ADDRESS> merge code generating according to the format of the country value within the profile. For example:

- Singapore does not have states; their address format would not need to include this element.
- In Japan, addresses are reversed so that POSTCODE, STATE, and CITY appear on the first line and the guest name appears on the last line.

When the Multi Language OPERA Control is active, you can use the Alternate Name elements (XLAST_NAME, XFIRST_NAME, XMIDDLE_NAME, and XTITLE.) to set up address formats to output the Alternate name (national character set) values (for example, Chinese or Japanese characters). If the alternate name fields are empty on a profile, OPERA Cloud reverts to outputting the primary First name, Last name, Middle name and Title values. Therefore, it is not necessary to use both LAST and XLAST_NAME within the same address format configuration; if an alternate name is available, the "X-fields" values are output, else the primary name values are output.

# Configuring Address Formats

### Adding an Address Format

1. From the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Address Formats**.
2. Click **New** and complete the following fields:
   a. **Code**: Enter a code that briefly describes the address format.
   b. **Description**: Enter a detailed description of the address format.
   c. **Sequence**: Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
   d. **Sales Address Format**: Select checkbox to enable this address format to be selected when generating BEO's, ProForma, Contracts and other Sales and Event Management stationery. (Available when the Oracle Hospitality OPERA Cloud Service, Sales and Event Management Standard Edition Or Oracle Hospitality OPERA Cloud Service, Sales and Event Management Premium Edition is active).

> **Note:**
>
> The default address format (named SALES ADDR DEFAULT and provided in the SID data) is used for all OPERA Cloud Sales and Event Management Standard Cloud Service catering contracts and documents unless a specific address format has been configured for a given country.

   e. **Available Elements**. Click to choose the elements to include in the address format; hold the CTRL key to select multiple elements. Click the (>) button to move selected elements to the selected elements panel.
   f. **Selected Elements**. Modify the positions of the elements in the text editing area or delete elements as needed. You can use cut (ctrl + x), copy (ctrl + c), and paste (ctrl + v) keyboard shortcuts to relocate elements in the edit area.

> **Note:**
>
> Ensure you select the `country_description` element to output the full country name rather than the country code.

> **Note:**
>
> When the Multi Language OPERA Control is active, you can use the Alternate Name elements (XLAST_NAME, XFIRST_NAME, XMIDDLE_NAME, and XTITLE.) to set up address formats to output the Alternate name (national character set ) values (for example, Chinese or Japanese characters). If the alternate name fields are empty on a profile, OPERA Cloud reverts to outputting the primary First name, Last name, Middle name and Tiitle values. Therefore, it is not necessary to use both LAST and XLAST_NAME within the same address format configuration; if an alternate name is available, the "X-fields" values are output, else the primary name values are output.

3. Click **Save** to save and exit or click **Save and Continue** to save this code and add another.

### Editing an Address Format

1. From the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Address Formats**.
2. Enter search criteria and click **Search**.
3. In the search results, select the code and click the vertical ellipsis **Actions** menu, then click **Edit**.
4. Update the configuration.
5. Click **Save**.

### Deleting an Address Format

1. From the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Address Formats**.
2. Enter search criteria and click **Search**.
3. In the search results, select the code and click the vertical ellipsis **Actions** menu, then click **Delete**.
4. Click **Delete** to confirm.

## Configuring Address Types

You can save multiple addresses on a profile. For example, you might add the home address to an individual guest profile. For a company profile, you might add the physical street address for shipping and add the P.O. box address for billing.

> **Note:**
>
> Certain address types are pre-configured in OPERA Cloud and cannot be deleted.

### Adding an Address Type

1. From the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Address Types**.
2. Click **New** and complete the following fields:
    a. **Code**: Enter the code used to represent an address type (for example, HOME, BUSINESS, BILLING, or SHIPPING). The address type cannot exceed 20 characters in length.
    b. **Description**: Enter a descriptive phrase that classifies the address type (for example, Home Address, Business Address, Billing Address, or Shipping Address).
    c. **Sequence**: Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
3. Click **Save** or click **Save and Continue** to save and add another.

### Editing Address Types

1. From the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Address Types**.
2. Enter search criteria and click **Search**.
3. Select the address type in the search result, then click the vertical ellipsis **Actions** menu and select **Edit**.
4. Update the configuration.
5. Click **Save**.

### Deleting Address Types

1. From the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Address Types**.
2. Enter search criteria and click **Search**.
3. Select the address type in the search result, then click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

## Configuring Alternate (Name) Language Titles

Prerequisites for Alternate (Name) Language Titles

In addition to configuring title codes for western languages, you can configure alternate name language title codes using national character sets for Chinese, Japanese, Arabic, Thai, Korean, or Hebrew. An alternate name title is selected for a profile's alternate name details.

### Adding Alternate (Name) Language Titles

1. From the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Alternate Language Titles**.
2. Click **New** and complete the following fields:

a. **Code**. Enter (or paste) the title code in the national character set (using Chinese as an example, 先生 for Xiānshēng / Mr., 公 for Gōng; 小姐 for Xiǎojiě for young woman; or 太太 for Tàitai).

b. **Language**. Select the code to be associated with this title. All titles associated with a specified language code are available for selection when that language is chosen in the Language field on the guest Profile screen. The selected language is the language you use to exchange correspondence with the guest or contact rather than the guest's native language.

c. **Title Number** (Advanced Title only). Enter a unique number that identifies the unique combination of Title Code, Description, and Language.

d. **Salutation**. Enter the default salutation to be populated for the title. The salutation may include merge codes for variable information such as the alternate first name <XFIRSTNAME> and last name <XLASTNAME> on the profile.

e. **Envelope Greeting**. (When the Advanced Title application parameter is active, Envelope Greeting appears as the label. When Advanced Title is not active, Business Title appears as the label.) This field identifies the name of the envelope greeting or business title to be used along with the social title, such as Doctor. When this field is populated, the envelope greeting or business title appears in the Titles screen at the Profile Screen. This ensures the correct envelope or business title and code are entered when creating or selecting a profile.

f. **Sequence**. Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.

3. Click **Save** to save and exit, or click **Save and Continue** to save this Alternate Language Title and add another.

### Editing Alternate (Name) Language Titles

1. From the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Alternate Language Titles**.
2. Enter search criteria and click **Search**.
3. Select the alternate language title in the search result, then click the vertical ellipsis **Actions** menu and select **Edit**.
4. Update the configuration.
5. Click **Save**.

### Deleting an Alternate Language Title

1. From the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Alternate Language Titles**.
2. Enter search criteria and click **Search**.
3. Select the alternate language title in the search result, then click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

## Configuring Business Segments

Business segments are used as a method of categorizing sales accounts (company, travel agent and source profiles) for reporting purposes.

### Adding a Business Segment

1. From the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Business Segments**.
2. Click **New** and complete the following fields:
   a. **Code**: Enter a code for the business segment.
   b. **Description**: Enter a description for the business segment.
   c. **Manage Translation**: Click link to configure localized descriptions. For more information, see Configuring Localized Code Descriptions. (Available when the Multi-language OPERA Control is active.).
   d. **Sequence**. Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
3. Click **Save** to save and exit or click **Save and Continue** to save this code and add another.

### Editing a Business Segment

1. From the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Business Segments**.
2. Enter search criteria and click **Search**.
3. Select the business segment in the search result, then click the vertical ellipsis **Actions** menu and select **Edit**.
4. Update the configuration.
5. Click **Save**.

### Deleting a Business Segment

1. From the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Business Segments**.
2. Enter search criteria and click **Search**.
3. Select the business segment in the search result, then click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

## Configuring Communication Types

Communication types identify the methods for communicating with a profile. Each communication type you create is associated with a predefined role: Phone, Fax, Email, Pager, and Web Page. You can configure multiple communication types per role. For example, for the "Phone" role you could configure "Mobile", "Business", "Personal" and "Home".

Once configured, select the mandatory communication types for Guest profiles and Sales Accounts in OPERA Controls.

- **Guest Email Type** - Select the Email Type that is mandatory when creating Guest Profiles.
- **Guest Phone Type** - Select the Phone Type that is mandatory when creating Guest Profiles.

- **Non-Guest Phone Type** - Select the Phone Type that is mandatory when creating Sales Accounts and and Group profiles.

### Adding Communication Types

1. From the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Communication Types**.
2. Click **New** and complete the following:
   a. **Role**: Select a role from the list: Phone, Fax, Email, or Web Page.
   b. **Type**: Enter a code for the communication type (for example, Bphone, Mobile, Email, Web).
   c. **Description**: Enter a description for the communication type.
   d. **Text Enabled**: Select check box to indicate this communication type supports delivery of text messages (for example, cell or mobile). (Available when the **Text Message Handling** OPERA Control is active and **Role** is Phone).
   e. **Sequence**: Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
   f. Click **Save** or click **Save and Continue** to add another.

### Editing Communication Types

1. From the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Communication Types**.
2. Enter search criteria and click **Search**.
3. Select the communication type in the search result, then click the vertical ellipsis **Actions** menu and select **Edit**.
4. Update the configuration.
5. Click **Save**.

### Deleting Communication Types

1. From the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Communication Types**.
2. Enter search criteria and click **Search**.
3. Select the communication type in the search result, then click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

## Configuring Company Types

### Prerequisites for Company Types

Company Types categorize the types of sales accounts (companies and travel agents) for reporting purposes.

### Adding Company Types

1. From the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Company Types**.

2. Click **New** and complete the following.
    a. **Code**: Enter an alpha-numeric code for the company type
    b. **Description**: Enter a description for the company type.
        i. **Manage Translation**: Click link to configure localized descriptions. For more information, see Configuring Localized Code Descriptions. (Available when the Multi-language OPERA Control is active.).
    c. **Sequence**: Enter an optional Sequence.
3. Click **Save** to save and exit, or click **Save and Continue** to save this company type and add another.

### Editing Company Types

1. From the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Company Types**.
2. Enter search criteria and click **Search**.
3. Select a company type in the search result, then click the vertical ellipsis **Actions** menu and select **Edit**.
4. Update the configuration
5. Click **Save**.

### Deleting Company Types

1. From the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Company Types**.
2. Enter search criteria and click **Search**.
3. Select a company type in the search result, then click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm

## Configuring Forecast Types

A potential forecast type is a tag that can be attached to a prediction of the business activity and/or revenue expected from a client in specific revenue categories in a given period. For example, suppose you set up a TARGET forecast type. When you load the potential estimates for Company A using the Potential screen, you can specify that the TARGET forecast consists of an expected $3500 in food and beverage revenue and $9500 in room revenue generated by the client in a 3 month period. The Potential screen then enables you to compare the forecasted numbers with actual numbers for the period of interest.

### Adding a Forecast Type

1. From the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Forecast Types**.
2. Click **New** and complete the following fields:
    a. **Code**: Enter a code for the forecast type (for example TARGET, F&B, ROOMS, and so on).
    b. **Description**: Enter a description for the forecast type code.

c. **Manage Translations**: (Appears when the **Multi Language** function under the **General** group is active.) Select to open the multi-language descriptions screen and configure a language translation for the description.

d. **Sequence**: Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.

3. Click **Save** to save and exit or click **Save and Continue** to save this code and add another.

### Editing a Forecast Type

1. From the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Forecast Types**.
2. Enter search criteria and click **Search**.
3. In the search results, select the code and click the **vertical ellipsis** and select **Edit**.
4. Update the configuration.
5. Click **Save**.

### Deleting a Forecast Type

1. From the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Forecast Types**.
2. Enter search criteria and click **Search**.
3. In the search results, select the code and click the **vertical ellipsis**.
4. Click **Delete** to confirm.

## Configuring Frequency

The Frequency (that is, Potential Sales Frequency) feature enables Sales Managers to define the potential revenue and room nights expected of a client during specific periods of time, and, if applicable, for specific destinations. To monitor sales, use potentials as targets for comparison with the actual room nights and revenue generated from the client.

### Adding a Frequency Code

1. From the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Frequency**.
2. Click **New** and complete the following fields:

a. **Code**. Enter a code that represents the frequency (for example, D for daily, WKLY for weekly, MON monthly, and so on).

b. **Description**. Enter a description for the frequency code (for example, Daily, Weekly, or Monthly).

c. **Manage Translations**. (Appears when the **Multi Language** function under the **General** group is active.) Select to open the multi-language descriptions screen and configure a language translation for the description.

d. **Sequence**. Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.

3. Click **Save** to save and exit or click **Save and Continue** to save this code and add another.

### Editing a Frequency Code

1. From the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Frequency**.
2. Enter search criteria and click **Search**.
3. In the search results, select the code and click the **vertical ellipsis**.
4. Click **Edit**.
5. Update the configuration and click **Save**.

### Deleting a Frequency Code

1. From the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Frequency**.
2. Enter search criteria and click **Search**.
3. In the search results, select the code and click the **vertical ellipsis**.
4. Click **Delete**.

## Configuring Genders

Prerequisites for Configuring Genders

Gender is selected in guest or contact profiles. Three genders are seeded on provisioning. You can configure additional genders as needed:

- M-Male
- F-Female
- U-Unknown

Gender can be selected in the following areas:

- Guest and Contact Profile Identification
- Loyalty Enrollment
- Configuring Outbound System
- Configuring Interface Mapping

### Adding Genders

1. From the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Genders**.
2. Click **New** and complete the following:
   a. **Code**: Enter a code for the Gender Description.
   b. **Description**: Enter a description for the Gender:
      i. **Manage Translation**: Click link to configure localized descriptions. For more information, see Configuring Localized Code Descriptions. (Available when the Multi-language OPERA Control is active.).

c. **Sequence**: Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.

3. Click **Save** to save and exit or click **Save and Continue** to save this code and add another.

### Editing Genders

1. From the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Genders**.
2. Enter search criteria and click **Search**.
3. Select the code in the search result, click the vertical ellipsis **Actions** menu then select **Edit**.
4. Update the configuration.
5. Click **Save**.

### Deleting Genders

1. From the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Genders**.
2. Enter search criteria and click **Search**.
3. Select the code in the search result, click the vertical ellipsis **Actions** menu, and select **Delete**.
4. Click **Delete** to confirm.

## Configuring Inactive Reasons

When a guest, contact or sales account (companies and agents) set to an inactive status (Active unchecked), a reason must be se selected to indicate why the profile is inactive.

### Adding Inactive Reasons

1. From the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Inactive Reasons**.
2. Click **New** and complete the following fields:
   a. **Code**. Enter a code that briefly describes the inactive reason.
   b. **Description**. Enter a detailed description of the inactive reason.
   c. **Sequence**. Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
3. Click **Save** to save and exit or click **Save and Continue** to save this code and add another.

### Editing Inactive Reasons

1. From the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Inactive Reasons**.
2. Enter search criteria and click **Search**.

3. Select the inactive reason in the search result, ,then click vertical ellipsis **Actions** menu and select **Edit**
4. Update the configuration.
5. Click **Save**.

### Deleting Inactive Reasons

1. From the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Inactive Reasons**.
2. Enter search criteria and click **Search**.
3. Select the inactive reason in the search result, then click vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

## Configuring Keyword Types

Prerequisites for Keyword Types

You can configure various keyword types and add multiple keywords to a profile (individual, company, agent, or source). You can enter these keywords when searching to make it easier to find a profile.

### Adding a Keyword Type

1. From the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Keyword Types**.
2. Click **New** and complete the following fields:
    a. **Code**: Enter a code that identifies the keyword type. This code appears within the Keyword Type list of values on the Profile screen. (Maximum 10 characters).
    b. **Description**: Enter the description of the keyword code.
    c. **Manage Translation**: Click link to configure localized descriptions. For more information, see Configuring Localized Code Descriptions. (Available when the **Multi-language** OPERA Control is active.).
    d. **Sequence**: Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
    e. **Copy to Subsidiary Profile**: When this option is selected and a profile has an established Company Master to Company Subsidiary or Company Subsidiary to Company Master relationship, you are prompted to copy this keyword type to the profiles established within this relationship type. Deselecting this option does not prompt you to copy the keyword type/ keyword to the subsidiary profiles when this keyword type is added to a profile that has the Company Master relationship defined. This is available for Sales Accounts (Company, Travel Agent, Source profiles) with a relationship defined based on pre-configured master-subsidiary relationship types.
3. Click **Save** to save and exit or click **Save and Continue** to save this Keyword type and add another.

### Editing a Keyword Type

1. From the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Keyword Types**.
2. Enter search criteria and click **Search**.
3. Select the keyword type in the search result, and then click vertical ellipsis **Actions** menu and select **Edit**.
4. Update the configuration.
5. Click **Save**.

### Deleting a Keyword Type

1. From the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Keyword Types**.
2. Enter search criteria and click **Search**.
3. Select the keyword type in the search result, and then click vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

## Configuring Location Types

Prerequisites for Configuring Location Types

A Location type is selected when redeeming an eCertificate. Use this option to configure the applicable locations.

### Adding Location Types

1. From the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Location Types**.
2. Click **New** and complete the following :
    a. **Code**: Enter a code for the location type
    b. **Description**: Enter a description for the location type
        i. **Manage Translation**: Click link to configure localized descriptions. For more information, see Configuring Localized Code Descriptions. (Available when the Multi-language OPERA Control is active.).
    c. **Sequence**:  Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
3. Click **Save** to save and exit or click **Save and Continue** to save this code and add another.

### Editing Location Types

1. From the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Location Types**.
2. Enter search criteria and click **Search**.

3. Select the code in the search result, then click the vertical ellipsis **Actions** menu then select **Edit**.
4. Update the configuration.
5. Click **Save**.

### Deleting Location Types

1. From the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Location Types**.
2. Enter search criteria and click **Search**.
3. Select the code in the search result, then click the vertical ellipsis **Actions** menu then select **Delete**.
4. Click **Delete** to confirm.

## Configuring Mailing Action Codes

You can select mailing action codes in profiles and use this selection to identify the profiles you want to include in custom reports or exports.

### Adding Mailing Action Codes

1. From the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Mailing Action Codes**.
2. Click **New** and enter the following details:
    a. **Code**: Enter a code for the mailing action (for example, NY, XMAS, GIFT, EASTER, and so on).
    b. **Description**: Enter a description for the mailing action code.
        i. **Manage Translations**: (Appears when the **Multi Language** function under the **General** group is active.) Select to open the multi-language descriptions screen and configure a language translation for the description.
    c. **Sequence**: Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
3. Click **Save** to save and exit or click **Save and Continue** to add another.

### Editing Mailing Action Codes

1. From the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Mailing Action Codes**.
2. Enter search criteria and click **Search**.
3. In the search results, select the code and click the **vertical ellipsis** then click **Edit**.
4. Update the configuration..
5. Click **Save**.

### Deleting Mailing Action Codes

1. From the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Mailing Action Codes**.
2. Enter search criteria and click **Search**.
3. In the search results, select the code and click the **vertical ellipsis** then click **Delete**.
4. Click **Delete** to confirm.

## Configuring Global (Mailing) Action Codes

You can assign Mailing Action Codes to identify profiles you want to include in custom reports or exports

Global Mailing Action Codes are applicable when the Property Action Codes OPERA Control is inactive.

When the Property Action Codes OPERA Control is active you need to configure property specific mailing codes . Refer to Configuring Mailing Action Codes .

### Adding Global (Mailing) Action Codes

1. From the **Administration** menu, select **Client Relations**, select **Profile Management** and select **Global Action Codes**.
2. Click **New** and enter the following details:
   a. **Code**: Enter a code for the Global Mailing Action.
   b. **Description**: Enter the name of the Global Mailing Action.
      i. **Manage Translation**: Click link to configure localized descriptions. For more information, see Configuring Localized Code Descriptions. (Available when the Multi-language OPERA Control is active.).
   c. **Sequence**: Enter a sequence number that determines the position of this code in listings.
3. Click **Save**.

### Editing Global (Mailing) Action Codes

1. From the **Administration** menu, select **Client Relations**, select **Profile Management** and select **Global Action Codes**.
2. Enter search criteria and click **Search**.
3. Select the Global Mailing Action Code, then click the **vertical ellipsis** and select **Edit**.
   a. Update the configuration.
   b. **Inactive**: Select check box to inactive the code.
4. Click **Save**.

### Deleting Global (Mailing) Action Codes

1. From the **Administration** menu, select **Client Relations**, select **Profile Management** and select **Global Action Codes**.
2. Enter search criteria and click **Search**.

3. Select the Global Mailing Action Code, then click the **vertical ellipsis** and select **Delete**.
4. Click **Delete** and confirm.

# Configuring Pay Days

## Prerequisites for Configuring Pay Days

Activation of the Payment Due Days OPERA Control gives you the ability to specify the number, 0-999, of payment due days for AR Accounts; a Pay Days list of values can be configured below to limit users to specific list of values. If payment due days are not configured then users can directly enter any numeric value (0-999) into the Payment Due Days field in AR Account setup.

> **Note:**
>
> When the **Month End Calc.** check box is selected in AR Account setup , then the Payment Due Days value will be taken from the last day of the month for the bill generation date.

### Adding AR Payment Due Days

1. From the **Administration** menu, select **Client Relations**, select **Profile Management** and select **Pay Days**.
2. Click **New** and enter the following details:
   a. **Code**: Enter a number for the Pay Day (between 1 and 999).
   b. **Description**: Enter the name of the Pay Day.
      i. **Manage Translation**: Click link to configure localized descriptions. For more information, see Configuring Localized Code Descriptions. (Available when the Multi-language OPERA Control is active.).
   c. **Sequence**: Enter a sequence number that determines the position of this code in listings.
3. Click **Save** or **Save and Continue** to add another.

### Editing AR Payment Due Days

1. From the **Administration** menu, select **Client Relations**, select **Profile Management** and select **Pay Days**.
2. Enter search criteria and click **Search**.
3. Select the Pay Days code, then click the vertical ellipsis **Actions** menu and select **Edit**.
4. Update the configuration.
5. Click **Save**.

### Deleting AR Payment Due Days

1. From the **Administration** menu, select **Client Relations**, select **Profile Management** and select **Pay Days**.
2. Enter search criteria and click **Search**.
3. Select the Pay Days code, then click the vertical ellipsis **Actions** menu and select **Delete**.

4. Click **Delete** and confirm.

# Preference Groups

Preference groups are used to categorized the various preferences selected in a profile or reservation. OPERA Cloud is pre-configured with preference groups for Room features, Smoking, Floor, Specials, Dietary and (room) Key Options. You can create additional preference groups (for example, pillow, music, newspaper), as well as the preferences associated with these preference groups.

For each preference group it is possible to define the number (quantity) of preferences that can be selected in a profile or reservation. For example, you can restrict the Smoking preference group to only one preference (either smoking or non-smoking) , but allow several floors to be selected for the Floors preference group.

## Configuring Preference Groups

### Adding a Preference Group

1. From the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Preference Groups**.
2. Click **New** and complete the following fields:
    a. **Code**. Enter a code to identify the preference group (for example, newspaper, flowers, pillows, and so on).
    b. **Description**. Enter a description for the preference group.
    c. **Quantity**. Enter the maximum number of items that may be selected when choosing preferences from the preference group.
    d. **Sequence**. Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
    e. **Reservation**. Select to have this Preference Group and its preferences available when selecting the **Preferences** field on the Reservation screen. If any preferences with this selection are attached to a reservation, the user is prompted with the option to attach the preference to the profile.
3. Click **Save** to save and exit or click **Save and Continue** to save this Preference Group and add another.

### Editing a Preference Group

1. From the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Preference Groups**.
2. Select or confirm the **Property**.
3. Enter search criteria and click **Search**.
4. In the search results, select the code and click the **vertical ellipsis**.
5. Click **Edit**.
6. Update the configuration and click **Save**.

### Deleting a Preference Group

1. From the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Preference Groups**.
2. Select or confirm the **Property**.
3. Enter search criteria and click **Search**.
4. In the search results, select the code and click the **vertical ellipsis**.
5. Click **Delete**.

## Preferences

Preferences are saved on Guest profiles and in reservations to inform staff of a guest's preferences for a variety of preference groups.

A guest's **Smoking**, **Floor** and **Room feature** preferences are populated to respective search fields during an available room search and room assignment for a reservation. This ensures guests are assigned rooms that match their preferences.

You can use **Key Options** preferences to designate special access to hotel areas, such as Pool, Executive Level, and Gym. These Key Options appear on the Guest profile and are included in the room key encoding for the reservation, See, Managing a Room Key / Door Lock Property Interface

**Dietary** preferences are used to identify a guests special dietary requirements and are also referenced in Sales and Event Management, menu item configuration

The following are examples of other user-defined preference groups and preferences that you might configure:

- A preference group for PILLOW could have preference codes for Feather, Hypoallergenic, Snoring, Memory Foam pillows, and so on.
- A preference group for NEWSPAPER could have preference codes for Financial Times, Local News, Wall Street Journal, and other newspapers available for delivery.
- A preference group for MUSIC could have preference codes for Classical, Blues, Pop, Jazz, Electronic, and so on.

## Configuring Preference Codes

> **Note:**
>
> When the **Multi Property** OPERA Control is active, new Preferences are created by selecting the **Template** tab. You can setup preferences to be available in all properties by selecting the **Global** check box. Or once created, you can copy Preferences to specific properties using the **Copy** action. For more information, see Copying Configuration Codes to Multiple Properties.

### Adding Preference Codes

1. From the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Preferences**.

2. Click **New** and complete the following fields:
    a. **Property**: Enter or search for and select a property.
    b. **Preference Groups**: Select the preference groups from the list of values. For more information, see Preference Groups
    c. **Code**: Enter a code that identifies the preference item in the preference group (for example, a preference group for Room Features could have preference codes for Corner room, Jacuzzi tub, Pool view, Ocean view, and Balcony).
    d. **Description**: Enter a description of the preference.
    e. **Sequence**: Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
    f. **Global**: Select the check box to make the preference available in all properties. Available in the **Template** tab from a Hub location.
3. Click **Save** to save and exit or click **Save and Continue** to save this Preference code and add another.

### Editing Preference Codes

1. From the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Preferences**.
2. Select or confirm the **Property**.
3. Enter search criteria and click **Search**.
4. In the search results, select the code and click the vertical ellipsis **Actions** menu, and click **Edit**.
5. Update the configuration.
6. Click **Save**.

### Deleting Preference Codes

1. From the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Preferences**.
2. Select or confirm the **Property**.
3. Enter search criteria and click **Search**.
4. In the search results, select the code and click the vertical ellipsis **Actions** menu, and click **Delete**.
5. Click **Delete** to confirm.

# Profile Name Validations

### Prerequisites for Profile Name Validations

Using Profile Name Validations you can specify a profile type and enter a name string which OPERA Cloud will validate each time a new profile is created. The validation rules configured ensure the name string matches the profile type and prevents the incorrect assignment of Companies as Agents,  Companies as Guests, Travel Agents as Companies and so on.

For example,

- Profile Type = Company

- Name String = <Company Profile Name>

When the **New** action is selected on the Profile Search screen, entering the <Company Profile Name> and selecting the Guest profile type results in OPERA Cloud prompting the following warning: "Profile Type for this profile should be Company. Do you want to continue? " If you select Yes, the Guest Profile screen appears and if you select No, you remain on the Profile Search screen.

## Configuring Profile Name Validations

### Adding a Profile Name Validation Rule

1. From the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Profile Name Validations**.
2. Click **New** and enter the following details:
    a. **Type**: Select a profile type: **Company**, **Source**, or **Travel Agent**.
    b. **Name**:Type the name string to use. You can configure partial name string matches by using the % symbol along with the partial name. For example:
        i. %Oracle — Based on the Profile type selected, compares the profile names that end with “Oracle” for the selected profile type. If the Profile Type does not match, then the message prompt about mismatched profile types appears.
        ii. Oracle% — Based on the Profile Type selected, compares the profile name string that starts with “Oracle” for the selected profile type. If the Profile Type does not match, then the message prompt about mismatched profile types appears.
        iii. %Oracle% — Based on the Profile Type selected, compares the profile name string that includes the word “Oracle” for the selected profile type. If the Profile Type does not match, then the message prompt about mismatched profile types appears.
3. Click **Save** to save and exit or click **Save and Continue** to save and add another.

### Editing a Profile Name Validation Rule

1. From the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Profile Name Validations**.
2. Enter search criteria and click **Search**.
3. In the search results, select the rule and click the **vertical ellipsis** and select **Edit**.
4. Update the configuration.
5. Click **Save**.

### Deleting a Profile Name Validation Rule

1. From the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Profile Name Validations**.
2. Enter search criteria and click **Search**.
3. In the search results, select the rule and click the **vertical ellipsis** and select **Delete**.
4. Click **Delete** to confirm.

# Configuring Profile Protection

## Prerequisites for Profile Protection

Profile protection is used to protect certain profile fields from being changed by users when the profile is subscribed with an external system. When the Profile Protection (Method) OPERA Control is set to **By Profile** a Protected check box is enabled in the Profile Overview panel in Profile Presentation, which must be selected to enable protection of the subscribed profile. When the Profile Protection (Method) OPERA Control is set to **By Profile Type** the protection rules apply to all subscribed profiles of the profile type.

The Override Profile Protection user tasks then allows users to override the protection rules when updating profiles.

### Editing Profile Protection

1. From the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Profile Protection**.

   This screen shows the Screen / Field Name and the Profile Type (**Company**, **Contact**, **Group**, **Guest, Source**, and **Travel Agent**). The icons show whether the screen/field is protected, partially protected, or not applicable.
2. Click **Edit**.
3. Select/deselect the check boxes for the appropriate screens/fields to protect them from being changed for each profile type.
4. Click **Save**.

# Relationships

## Prerequisites for Relationships

You can set up standard affiliations between profile types that can then be selected, much like templates, when setting up relationships for profiles. When setting up relationships for a specific profile, only the relationship types you configure which involve that profile type are available for selection. A common relationship would be one that exists between a parent company (profile type company) and a subsidiary company (profile type company). Another common relationship is employer (profile type company) and an employee (profile type guest or contact).

> **Note:**
>
> OPERA Cloud is pre-configured with master-sub relationship types for Company, Travel Agent, and Source profile types.
>
> - C-Master and C-Sub for Company Profile Type
> - T-Master and T-Sub for Travel Agent Profile Type
> - S-Master and S-Sub for Source Profile Type

Relationships can be used to facilitate rate sharing and for more meaningful financial and statistical reporting. For example, you might want to share negotiated rates created for a

parent company with all the subsidiaries of the company. Or you might want to report on total revenues associated with all subsidiaries of a company rather than on each subsidiary separately. Relationships enable you to do these things.

When setting up relationship types, you must define both sides of the relationship — the "from" side and the "to" side. It is sometimes helpful to think in terms of statements such as "Company X (a company profile) is the employer of Guest Y (an individual profile)." The left component of this relationship (company) is the From side. The right component (individual) is the To side. Once this relationship type has been configured, when you open the profile for “GUEST” (an individual type profile) and select the **Relationships details** link, you are able to set up an employee/employer relationship for GUEST with a company you choose from the Company profiles.

It is important to keep in mind that relationship configuration is designed to not accept duplicate values between From Relationship Type and To Relationship Type and the From Description and To Description. For example, when COMPANY has been used once in either From Relationship Type or To Relationship Type, it cannot be used again for either of these two fields for any new relationship. The same applies to the From Description and To Description.

## Configuring Relationships

### Adding Relationships

1. From the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Relationships**.
2. Click **New** and complete the following fields:
    a. **From Relationship Type**: Select the profile type of the "from" component of the relationship.
    b. **Code**: Enter a code that briefly describes the "from" component of the relationship.
    c. **Description**: Enter a detailed description of the "from" component of the relationship (for example, employer, parent company, and so on).
    d. **To Relationship Type**: Select the profile type of the "to" component of the relationship.
    e. **Code**: Enter a code that briefly describes the "to" component of the relationship.
    f. **Description**: Enter a detailed description of the "to" component of the relationship (for example, employer, parent company, and so on).
    g. **Link Type**: Choose from the following options for the relationship link type:
        i. **Default**: Select to indicate the relationship is the default relationship, or primary relationship, when these two profile types are part of a relationship. Only one primary relationship type is allowed for any relationship types that involve the same two profile types.
        ii. **Global**: Select to indicate the relationship type is global or available to all properties in the cluster. Global relationships are exchanged and synchronized among remote properties through OXI and must be centrally defined and managed. Global relationships can be viewed but not changed on the property level.
        iii. **Has Hierarchy**: Select check box to indicate the relationship type is hierarchical. Hierarchical relationships apply (and are the default) when company, travel agent, and source profile types are involved in the relationship. When you create a relationship and assign a hierarchical relationship type to it, the **Hierarchy** button is available on the Profile Relationships panel. The hierarchy shows the current

profile’s hierarchical position in a ¿tree view¿ style diagram. If another sales account is selected from the diagram, Hierarchical relationships enable you to build multi-level relationships such as master, sub1, sub2, and so on. Non-hierarchical relationships support only one level (for example, Partner or Spouse) and are mainly used on individual profiles.

Non-hierarchical relationships support only one level (for example, Partner or Spouse). Non-hierarchical relationships are mainly used on individual profiles.

h. **Rate**: Select an option if negotiated rates are shared between the profiles linked with this relationship type. Available when the **Negotiated Rates** and **Relationships Rate Inherit** OPERA Controls are active.

3. Click **Save**.

### Editing Relationships

1. From the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Relationships**.
2. Enter search criteria and click **Search**.
3. Select the relationship in the search result, then click the vertical ellipsis **Actions** menu and select **Edit**.
4. Update the configuration.
5. Click **Save**.

### Deleting Relationships

1. From the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Relationships**.
2. Enter search criteria and click **Search**.
3. Select the relationship in the search result, then click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

## Configuring Restriction Reasons

### Prerequisites for Restriction Reasons

Users with the **Mark/Unmark Profile as Restricted** task granted can update the **Restricted** check box in profiles. Additionally, a restriction reason as to why the profile is restricted must be selected when the **Restriction/Flagged Reasons** OPERA Control is active

### Adding Restriction Reasons

1. From the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Restriction Reasons**.
2. Click **New** and complete the following fields:
   a. **Code**. Enter the code for the restriction reason.
   b. **Description**. Enter a description for the restriction reason.
   c. **Manage Translations**. Click link to configure localized descriptions. For more information, see Configuring Localized Code Descriptions. (Available when the **Multi Language** function under the **General** group is active).

d. **Sequence**. Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.

3. Click **Save** or click **Save and Continue** to save and add another.

### Editing Restriction Reasons

1. From the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Restriction Reasons**.
2. Enter search criteria and click **Search**.
3. Select the restriction reason in the search result, then click the vertical ellipsis **Actions** menu and select **Edit**.
4. Update the configuration.
5. Click **Save**.

### Deleting Restriction Reasons

1. From the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Restriction Reasons**.
2. Enter search criteria and click **Search**.
3. Select the restriction reason in the search result, then click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

# Sales Information

### Prerequisites for Sales Information

Sales information can be entered in the Sales Information panel of Sales Accounts and Contacts, and can be used in report filters.

The following types of sales information are available:

- **Account Type** — The type of sales account.
- **Priorities** — Business importance of the account or contact.
- **Business Potential** — Importance of the account in drawing accommodations business.
- **Competition Codes** — Your business competition for this account.
- **Influence Codes** — For contacts only. The influence the contact has in the decision-making process.
- **Scopes** — Broad geographical areas where the account or contact generates business.
- **Scope & Cities** — Cities where the account or contact generates business.
- **Sources** — Origin of the account (for example, media ad, website, and so on).
- **Territories** — Sales territory to which the account or contact is assigned.

## Configuring Sales Account Types

OPERA Cloud provides the ability to draw statistics about revenue, room nights, and so on. For example, you could learn if the business is from a local business or an international business from reports such as Account History and Forecast, Account Hierarchy, Profile Production Statistics, and Profile Productivity LOS Reports. To use this feature, the sales account profile types (Company, Agent, Source) must have an account type selected in the Sales Information panel.

### Adding Account Types

1. From the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Account Types**.
2. Click **New** and enter the following details:
    a. **Code**: Enter an alpha-numeric code.
    b. **Description**: Enter a Description.
    c. **Manage Translation**: Click link to configure localized descriptions. For more information, see Configuring Localized Code Descriptions. (Available when the Multi-language OPERA Control is active.).
    d. **Sequence**: Set an optional sequence.
3. Click **Save** to save and exit or click **Save and Continue** to save the account type and add another.

### Editing Account Types

1. From the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Account Types**.
2. Enter search criteria and click **Search**.
3. Select the account type, click the vertical ellipsis **Actions** menu and select **Edit**.
4. Update details.
5. **Inactive**: Select the make the Account Type inactive.
6. Click **Save**.

### Deleting Account Types

1. From the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Account Types**.
2. Enter search criteria and click **Search**.
3. Select the account type, click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

## Configuring Account Priorities

Account Priorities enable you to specify the priority of the sales account. For more information, see Managing Sales Information

### Adding a Priority Code

1. From the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Account Priorities**.
2. Click **New** and complete the following fields:

a. **Code**: Enter a code for the priority (for example, H for High, L for Low, and so on).

b. **Description**: Enter a description for the priority code.

i. **Manage Translations**: (Available when the **Multi Language** function under the **General** group is active.) Select to open the multi-language descriptions screen and configure a language translation for the description.

c. **Sequence**: Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.

3. Click **Save** or click **Save and Continue** to save this code and add another.

#### Editing a Priority Code

1. From the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Account Priorities**.
2. Enter search criteria and click **Search**.
3. In the search results, select the code then click the vertical ellipsis**Actions** menu and select **Edit**.
4. Update the configuration.

a. **Inactive**. Select to inactivate the current code. Inactive codes are not available for selection on a profile, but are available for selection in report filters.

5. Click **Save**.

#### Deleting a Priority Code

1. From the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Account Priorities**.
2. Enter search criteria and click **Search**.
3. In the search results, select the code then click the vertical ellipsis**Actions** menu and select **Delete**.

> **Note:**
>
> Only inactive codes that are not currently used in a profile can be deleted.

4. Click **Delete** to confirm.

## Configuring Business Potential

Use the business potential to categorize an account's ability to produce revenue at your property. The business potential of an account is an estimate and can be changed throughout the life of the account profile.

#### Adding a Business Potential Code

1. From the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Business Potential**.
2. Click **New** and complete the following fields:

a. **Code**. Enter a code for the potential (for example, 10K for $10,000-$10,999).

b. **Description**. Enter a description for the business potential code.

c. **Manage Translations**. (Available when the **Multi Language** function under the **General** group is active.) Select to open the multi-language descriptions screen and configure a language translation for the description.

d. **Sequence**. Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.

3. Click **Save** to save and exit or click **Save and Continue** to save this code and add another.

### Editing a Business Potential Code

1. From the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Business Potential**.
2. Enter search criteria and click **Search**.
3. In the search results, select the code and click the **vertical ellipsis**.
4. Click **Edit**.
5. **Inactive**. Select to inactivate the current code. Inactive codes are not available for selection on a profile, but are available for selection in report filters.
6. Update the configuration and click **Save**.

### Deleting a Business Potential Code

1. From the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Business Potential**.
2. Enter search criteria and click **Search**.
3. In the search results, select the code and click the **vertical ellipsis**.

> **Note:**
>
> Only inactive codes that are not currently used in a profile can be deleted.

4. Click **Delete**.

## Configuring Competition Codes

Competition codes enables you to identify other hospitality businesses that are competing with you for an account's business opportunities.

### Adding a Competition Code

1. From the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Competition Codes**.
2. Click **New** and complete the following fields:
   a. **Code**. Enter a code for the competitor.
   b. **Description**. Enter a detailed description (name) of the competitor.

c. **Manage Translations**. (Available when the **Multi Language** function under the **General** group is active.) Select to open the multi-language descriptions screen and configure a language translation for the description.

d. **Sequence**. Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.

3. Click **Save** to save and exit or click **Save and Continue** to save this code and add another.

#### Editing a Competition Code

1. From the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Competition Codes**.
2. Enter search criteria and click **Search**.
3. In the search results, select the code and click the **vertical ellipsis**.
4. Click **Edit**.
5. **Inactive**. Select to inactivate the current code. Inactive codes are not available for selection on a profile, but are available for selection in report filters.
6. Update the configuration and click **Save**.

#### Deleting a Competition Code

1. From the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Competition Codes**.
2. Enter search criteria and click **Search**.
3. In the search results, select the code and click the **vertical ellipsis**.

> **Note:**
>
> Only inactive codes that are not currently used in a profile can be deleted.

4. Click **Delete**.

## Configuring Influence Codes

Influence codes can be associated with contact profiles to indicate the impact a contact has on purchase decisions involving your property's offerings.

#### Adding an Influence Code

1. From the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Influence Codes**.
2. Click **New** and complete the following fields:
   a. **Code**. Enter a code for the level of influence (for example, DEC for the decision maker, NEG for negotiator, and so on).
   b. **Description**. Enter a detailed description of the influence code.

c. **Manage Translations**. (Available when the **Multi Language** function under the **General** group is active.) Select to open the multi-language descriptions screen and configure a language translation for the description.

d. **Sequence**. Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.

3. Click **Save** to save and exit or click **Save and Continue** to save this code and add another.

#### Editing an Influence Code

1. From the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Influence Codes**.
2. Enter search criteria and click **Search**.
3. In the search results, select the code and click the **vertical ellipsis**.
4. Click **Edit**.
5. **Inactive**. Select to inactivate the current code. Inactive codes are not available for selection on a profile, but are available for selection in report filters.
6. Update the configuration and click **Save**.

#### Deleting an Influence Code

1. From the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Influence Codes**.
2. Enter search criteria and click **Search**.
3. In the search results, select the code and click the **vertical ellipsis**.

> **Note:**
>
> Only inactive codes that are not currently used in a profile can be deleted.

4. Click **Delete**.

## Configuring a Scope

A scope indicates the region where a contact or account's business originates. Many accounts and contacts do not draw their business locally, but rather from another city, region, or even another country. Define scopes as regions or areas that are as specific or general as necessary.

#### Adding a Scope

1. From the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Scope**.
2. Click **New** and complete the following fields:

a. **Code**. Enter a code that briefly describes the scope (for example, UK for the United Kingdom, EUR for Europe, and so on).

b. **Description**. Enter a detailed description of the scope.

c. **Manage Translations**. (Available when the **Multi Language** function under the **General** group is active.) Select to open the multi-language descriptions screen and configure a language translation for the description.

d. **Sequence**. Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.

3. Click **Save** to save and exit or click **Save and Continue** to save this code and add another.

### Editing a Scope

1. From the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Scope**.
2. Enter search criteria and click **Search**.
3. In the search results, select the code and click the **vertical ellipsis**.
4. Click **Edit**.
5. **Inactive**. Select to inactivate the current code. Inactive codes are not available for selection on a profile, but are available for selection in report filters.
6. Update the configuration and click **Save**.

### Deleting a Scope

1. From the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Scope**.
2. Enter search criteria and click **Search**.
3. In the search results, select the code and click the **vertical ellipsis**.

> **Note:**
>
> Only inactive codes that are not currently used in a profile can be deleted.

4. Click **Delete**.

## Configuring a Scope City

The scope city is the city where the contact or account's headquarters is located or the city where one of your properties is located that the contact or account frequently uses.

### Adding a Scope City

1. From the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Scope City**.
2. Click **New** and complete the following fields:
   a. **Code**. Enter a code that briefly describes the scope city (for example, NYC for New York, MADRID for Madrid, and so on).
   b. **Description**. Enter a detailed description of the scope city.

c. **Manage Translations**. (Available when the **Multi Language** function under the **General** group is active.) Select to open the multi-language descriptions screen and configure a language translation for the description.

d. **Sequence**. Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.

3. Click **Save** to save and exit or click **Save and Continue** to save this code and add another.

#### Editing a Scope City

1. From the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Scope City**.
2. Enter search criteria and click **Search**.
3. In the search results, select the code and click the **vertical ellipsis**.
4. Click **Edit**.
5. **Inactive**. Select to mark the code inactive. Inactive market codes are not available for selection from market lists in OPERA Cloud. The code remains for historical, statistical purposes only.
6. Update the configuration and click **Save**.

#### Deleting a Scope City

1. From the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Scope City**.
2. Enter search criteria and click **Search**.
3. In the search results, select the code and click the **vertical ellipsis**.

> **Note:**
>
> Only inactive codes that are not currently used in a profile can be deleted.

4. Click **Delete**.

## Configuring Sources

A source indicates how you came to acquire an account. For example, through an advertisement, a website, a referral, and so on.

#### Adding a Source

1. From the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Sources**.
2. Click **New** and complete the following fields:
   a. **Code**. Enter a code that briefly describes the source (for example, WEB for web site, TS for trade show, CC for cold call, REF for referral, and so on).
   b. **Description**. Enter a detailed description of the source.

c. **Manage Translations**. (Available when the **Multi Language** function under the **General** group is active.) Select to open the multi-language descriptions screen and configure a language translation for the description.

d. **Sequence**. Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.

3. Click **Save** to save and exit or click **Save and Continue** to save this code and add another.

### Editing a Source

1. From the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Sources**.
2. Enter search criteria and click **Search**.
3. In the search results, select the code and click the **vertical ellipsis**.
4. Click **Edit**.
5. **Inactive**. Select to inactivate the current code. Inactive codes are not available for selection on a profile, but are available for selection in report filters.
6. Update the configuration and click **Save**.

### Deleting a Source

1. From the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Sources**.
2. Enter search criteria and click **Search**.
3. In the search results, select the code and click the **vertical ellipsis**.

> **Note:**
>
> Only inactive codes that are not currently used in a profile can be deleted.

4. Click **Delete**.

## Configuring Territories

Territories are the geographical sales areas where accounts and contacts are located and you can use them as filters in preparing sales reports.

### Adding a Territory

1. From the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Territories**.
2. Click **New** and complete the following fields:

a. **Code**. Enter a code that briefly describes the territory (for example, NA for North America, AU for Australia, and so on).

b. **Description**. Enter a detailed description of the territory.

c. **Manage Translations**. (Available when the **Multi Language** function under the **General** group is active.) Select to open the multi-language descriptions screen and configure a language translation for the description.

d. **Sequence**. Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.

3. Click **Save** to save and exit or click **Save and Continue** to save this code and add another.

### Editing a Territory

1. From the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Territories**.
2. Enter search criteria and click **Search**.
3. In the search results, select the code and click the **vertical ellipsis**.
4. Click **Edit**.
5. **Inactive**. Select to inactivate the current code. Inactive codes are not available for selection on a profile, but are available for selection in report filters.
6. Update the configuration and click **Save**.

### Deleting a Territory

1. From the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Territories**.
2. Enter search criteria and click **Search**.
3. In the search results, select the code and click the **vertical ellipsis**.

> **Note:**
>
> Only inactive codes that are not currently used in a profile can be deleted.

4. Click **Delete**.

## Configuring Industry Codes

Prerequisites for Configuring Industry Codes

Use industry codes to identify the core business of a sales account. Industry codes are referenced on the Profile Productivity Statistics report in PMS.

### Adding an Industry Code

1. From the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Industry Codes**.
2. Click **New** and complete the following fields:
   a. **Code**: Enter a code that briefly describes the industry code (for example, HC for health care, FIN for finance, ENT for entertainment, TECH for technology, and so on).
   b. **Description**: Enter a detailed description of the industry code.

c. **Manage Translations**: (Available when the **Multi Language** function under the **General** group is active.) Select to open the multi-language descriptions screen and configure a language translation for the description.

d. **Sequence**: Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.

3. Click **Save** to save and exit or click **Save and Continue** to save this code and add another.

### Editing an Industry Code

1. From the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Industry Codes**.
2. Enter search criteria and click **Search**.
3. In the search results, select the code, click the vertical ellipsis **Actions** menu and select **Edit**.

   a. **Inactive**: Select to inactivate the current code. Inactive codes are not available for selection on a profile, but are available for selection in report filters.

4. Update the configuration and click **Save**.

### Deleting an Industry Code

1. From the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Industry Codes**.
2. Enter search criteria and click **Search**.
3. In the search results, select the code, click the vertical ellipsis **Actions** menu and select **Delete**.

> **Note:**
>
> Only inactive codes that are not currently used in a profile can be deleted.

4. Click **Delete**.

## Titles

Guest and Contact profiles have a field for the person's Title (for example, Mr, Mrs, Herr, Dr, and so on)  The titles available for selection when you open the list of values depends on the language selected in the Language field. For example, if you select E for the English language, the available titles might be Mr, Mrs, or Ms. If you select F for French language, the available titles might be Mlle, Mm, or M. Additionally, when you select the title, a default salutation for guests having that title populates to the Salutation field. For example, if you select the title "Mr" for Michael Summers, the default salutation might be "Dear Mr Summers." The default salutation text can be edited directly in the Salutation field.

### Advanced Titles

Prerequisites for Advanced Titles

You can define and configure several different title suffixes for the same title and language by using the Advanced Title feature.

The advanced title feature meets the needs of certain countries, such as Germany, where a social title, such as Herr, might be combined with a professional title, such as Doctor.

The following are examples of how the Advanced Title arrangement might be used:

- The salutation of a confirmation letter, such as “Herr Dr. Bernd Barysch”
- An address where the Title (Herr) appears on a separate line

On the Manage Profile screen in the Title Number field, enter a number that identifies the unique combination of Title Code, Description, and Language. You cannot insert the same Title Code more than once without a Title Suffix. However, you can create as many descriptions and envelope greetings as necessary for the same Title Code and Language Code. Using German as an example, you can create several Title Codes = Herr and Language Codes = DE and each Title Code/ Language Code can have an envelope greeting. Each combination of Title Code and Description must have a unique Title Suffix number that identifies it. For example:

- A Title code of Herr with a Title Suffix of 1 could have the Description containing the title of Herr with an envelope greeting, such as Herr Doctor with merge codes <FIRSTNAME> <LASTNAME>.
- The same Title code of Herr could have a Title Suffix of 2 with the Description of Herr with merge codes <FIRSTNAME><LASTNAME> (without a professional title).
- Additionally, the same Title Code of Herr could have a Title Suffix of 3 with the Description of Herr Professor and merge codes <FIRSTNAME><LASTNAME>.

When Advanced Title = N, you can configure the following titles:

**Table 15-5 Advanced Title = N**

| Title Code | Description (Salutation) | Language Code |
|---|---|---|
| MR | Mr.<LAST NAME> | E |
| MR | Mr.<LAST NAME> | E |

When Advanced Title = Y, you must assign a Title Suffix to duplicate titles:

**Table 15-6 Advanced Title = Y**

| Title Code | Description (Salutation) | Language Code | Title Suffix |
|---|---|---|---|
| MR | Mr.<LAST NAME> | E | 21 |
| MR | Mr.<LAST NAME> | E | 22 |
| MR | Mr.<LAST NAME> | E | 23 |

## Configuring Titles

### Adding a Title

1. From the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Titles**.

2. Click **New** and complete the following fields:
    a. **Code**. Enter the code that identifies the title (for example, Mr, Ms, Mrs, Capt, Rev, Hon, and so on).
    b. **Language**. Select the code to be associated with this title. All titles associated with a specified language code are available for selection when that language is chosen in the Language field on the guest Profile screen. The selected language is the language you use to exchange correspondence with the guest or contact rather than the guest's native language.
    c. **Title Number** (Advanced Title only). Enter a unique number that identifies the unique combination of Title Code, Description, and Language.
    d. **Salutation**. Enter the default salutation to be populated for the title. The salutation may include merge codes for variable information such as the guest's first name <FIRSTNAME> and last name <LASTNAME> (for example, Dear Mr <LASTNAME>, Monsieur <FIRSTNAME> <LASTNAME>, or Estimada Señora <LASTNAME>
    e. **Envelope Greeting / Business Title**. (When the Advanced Title application parameter is active, Envelope Greeting appears as the label. When Advanced Title is not active, Business Title appears as the label.) This field identifies the name of the envelope greeting or business title to be used along with the social title, such as Doctor. When this field is populated, the envelope greeting or business title appears in the Titles screen at the Profile Screen. This ensures the correct envelope or business title and code are entered when creating or selecting a profile.
    f. **Sequence**. Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
3. Click **Save** to save and exit or click **Save and Continue** to save this Title and add another.

### Editing a Title

1. From the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Titles**.
2. Select or confirm the **Property**.
3. Enter search criteria and click **Search**.
4. In the search results, select the code and click the **vertical ellipsis**.
5. Click **Edit**.
6. Update the configuration and click **Save**.

### Deleting a Title

1. From the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Titles**.
2. Select or confirm the **Property**.
3. Enter search criteria and click **Search**.
4. In the search results, select the code and click the **vertical ellipsis**.
5. Click **Delete**.

## Configuring Travel Agent Types

Prerequisites for Travel Agent Types

Travel Agent Types indicate whether a travel agent requires a commission, is a local, national, or international travel agent, or has any other classifications.

### Adding a Travel Agent Type

1. From the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Travel Agent Types**.
2. Click **New** and enter the following details:
    a. **Code**: Enter an alpha-numeric
    b. **Description**: Enter a description.
    c. **Sequence** : Select an optional sequence number indicating the code's order of appearance in a list.
3. Click **Manage Translations** to add or update travel agent type code and description translations.
4. Click **Save** to save, or click **Save and Continue** to save this travel agent type and add another.

### Editing a Travel Agent Type

1. From the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Travel Agent Types**.
2. Enter search criteria, click **Search**.
3. Click the vertical ellipsis**Actions** menu and then select **Edit**.
4. Update details.
5. Click **Save**.

### Deleting a Travel Agent Type

1. From the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Travel Agent Types**.
2. Enter search criteria, click **Search**.
3. Click the vertical ellipsis**Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

# VIP Levels

### Prerequisites for VIP Levels

OPERA Cloud provides the ability to define different VIP levels for your guests. Throughout the application, guests and their associated reservation may be filtered using the VIP code assigned. Many reports also offer the ability to filter guests and their reservation data based on VIP levels.

Some common uses of VIP levels are to easily view VIP arrivals and departures or VIP guests in house. VIP codes can also be referenced when configuring global alerts to display alerts to the staff of guests who require or deserve special attention.

VIP status is usually used to identify regular guests, celebrities, royalty, hotel owners, loyalty club members, and important corporate guests. Regular (non-VIP) guests would not have a value in the VIP field.

When the **Reservation Color Definition** OPERA Controls is set to **VIP Levels**, the color assigned to the VIP level selected in the guest profile appears on reservations in Reservation Search results, Reservation Presentation, Room Assignment and Check In.

In multi-property operations, the VIP code configuration is global for all properties.

## Configuring VIP Levels

### Adding VIP Levels

1. From the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **VIP Levels**.
2. Click **New** and complete the following fields:
   a. **Code**: Enter a code that briefly describes the VIP level.
   b. **Description**: Enter a detailed description of the VIP level.
   c. **Manage Translation**: Click link to configure localized descriptions. For more information, see Configuring Localized Code Descriptions. (Available when the Multi-language OPERA Control is active.).
   d. **Sequence**: Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
   e. **Display Color**: Assign a color to the VIP level. The Display Color reservation attribute references this color when the Reservation Color Definition OPERA Controls is set to VIP Levels.
3. Click **Save** to save and exit or click **Save and Continue** to save this code and add another.

### Editing VIP Levels

1. From the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **VIP Levels**.
2. Enter search criteria and click **Search**.
3. In the search results, select the code and click the vertical ellipsis**Actions** menu..
4. Click **Edit**.
5. Update the configuration and click **Save**.

### Deleting VIP Levels

1. From the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **VIP Levels**.
2. Enter search criteria and click **Search**.
3. In the search results, select the code and click the vertical ellipsis**Actions** menu and click **Delete**.
4. Click **Delete** to confirm.

# Configuring Credit Ratings

Prerequisites for Configuring Credit Ratings

You can set different levels of credit ratings for Company, Source, and Travel Agent profiles. You can use the credit ratings as criteria when configuring deposit/cancellation rule schedules for reservations and business blocks attached to the profile. This enables both guests and travel agents or bookers who make reservations with the property to have these cancellation and deposit rules applied based on the credit rating indicated on their profile. For more information, see Booking Rules and Schedules.

### Adding Credit Ratings

1. From the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Credit Ratings**.
2. Click **New** and complete the following :
   a. **Code**: Enter a code for the credit rating
   b. **Description**: Enter a description for the credit rating
   c. **Sequence**: Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
3. Click **Save** to save and exit or click **Save and Continue** to save this code and add another.

### Editing Credit Ratings

1. From the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Credit Ratings**.
2. Enter search criteria and click **Search**.
3. Select the code in the search result, then click the vertical ellipsis **Actions** menu then select **Edit**.
4. Update the configuration.
5. **Inactive**: Select check box to update the code as inactive.
6. Click **Save**.

### Deleting Credit Ratings

1. From the **Administration** menu, select **Client Relations**, select **Profile Management**, and then select **Credit Ratings**.
2. Enter search criteria and click **Search**.
3. Select the code in the search result, then click the vertical ellipsis **Actions** menu then select **Delete**.
4. Click **Delete** to confirm.

# Configuring Profile Lookup and Download for OPERA Room Reservations

### Prerequisites for Profile Lookup from External Systems

Profile lookup and download is used to lookup and fetch profiles from OPERA Room Reservations. The OPERA Room Reservations Profile Lookup web service is used to perform a synchronous profile lookup from OPERA Cloud. The profile download uses OPERA Xchange Interface (OXI). Profile lookup is initiated from profile search, and invokes the Profile Lookup service to fetch and display the result received. The Download action then initiates a download

of the profile and saves in OPERA Cloud. For more information, see Using Profile Lookup and Download with Integrated Solutions.

### OXI Configuration

- Provision the Oracle Hospitality OPERA Exchange Interface Two-Way Cloud Service and configure the ORS interface. For more information, see Interface Setup.

### Outbound System Configuration

Configure an Configuring Outbound Systems according to the instructions for CRM_LEGACY.

When profile sharing is active in chain configuration, configure for Global Context. For more information, see Configuring Chain.

### Outbound Hostname Allowlist Configuration

Configure Outbound Allowlist for the destination **Hostname**, **HTTPS Protocol** and **Port Number**. For more information, see Configuring Outbound Domain Allow Listings.

### OPERA Controls Configuration

For more information, see OPERA Controls — Profile

1. Activate **Profile Lookup** OPERA Control.
2. Update the **Profile Types for Lookup** OPERA Control to select the profile types for external lookup.
3. Update **External Lookup Behavior** OPERA Control.
    a. **Force**: Profile Lookup is automatically triggered when no matches are found in OPERA Cloud.
    b. **Simultaneous**: Profile Lookup is triggered regardless of matches found in OPERA Cloud.
    c. **Manual**: Profile Lookup is not automatically triggered, until the external system tab is selected in the profile search panel.
4. Update **Default External System for Lookup** OPERA Control to select a default external system. (Applicable when the **External Lookup Behavior** OPERA Control is set to Simultaneous or Force).

### OPERA Cloud Role Configuration

Assign the **Profile Lookup** task to roles.

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# Interfaces Administration

## Prerequisites for Interfaces Administration

This chapter of the OPERA Cloud User Guide lists the prerequisites for Interfaces Administration menu.

### Prerequisites for Configuring External Systems

**OPERA Cloud Tasks**

**Group**: Interface Admin

**Tasks**: Property Interfaces

- External Systems
  - New/Edit External Systems
  - Delete External Systems

### Prerequisites for Enhanced Room Key Generation

**OPERA Controls**

**Group**: IFC

**Settings**: Key Valid Start Time

**Settings**: Default Keys Expiry Time

**OPERA Cloud Tasks**

**Group**: Bookings

Property Interface Controls from Reservation:

- Edit Key Valid Start Date
- Edit Key Valid Start Time
- Edit Key Valid Until Date
- Edit Key Valid Until Time

**Group**: Miscellaneous

- Edit Key Valid Start Date
- Edit Key Valid Start Time
- Edit Key Valid Until Date
- Edit Key Valid Until Time

**Property Interface**: DLS (Door Lock System) Interface

- Send Valid Start Date / Time
- Allow Multiple Room Selection For Keys
  - Limit Additional Number of Rooms To

# Prerequisites for Configuring Credit Card Readers

**OPERA Cloud Tasks**

Interfaces Admin

- Property Interfaces

# Prerequisites for Configuring Credit Card Terminals

**OPERA Controls**

**Group**: Credit Card Group

**Functions**: Chip and PIN

**OPERA Cloud Tasks**

Chain and Property Management

- Interfaces Admin
- Property Interfaces

# Prerequisites for Configuring Delivery Management

**OPERA Control**

**Group**: General

**Functions**: Text Message Handling (Optional)

**OPERA Cloud Tasks**

**Group**: Interfaces Admin

**Tasks**: Property Interfaces

Delivery Management

- New/Edit Delivery Management
- Delete Delivery Management

# Prerequisites for Desktop ID Scanning

**Licenses / Subscriptions**

Oracle Hospitality OPERA ID Document Scanning Cloud Service (OPP_IDS)

**OPERA Controls**

**Group**: General

**Functions**: File Attachments

**Group**: Profiles

**Settings**: Stored ID Document Image Type

**OPERA Cloud Tasks**

**Group**: Client Relations

**Tasks**: Profiles Management

Identification

- New/Edit Identification
- Delete Identification
- View Identification Details

**Group**: Interfaces Admin

**Tasks**: ID Document Scanner Setup

- New/Edit ID Document Scanner Setup
- Delete ID Document Scanner Setup

# Prerequisites for Mobile ID Scanning

**Licenses / Subscriptions**

Oracle Hospitality OPERA ID Document Scanning Cloud Service (OPP_IDS)

**OPERA Controls**

**Group**: General

**Functions**: File Attachments

**Group**: Profiles

**Settings**: Stored ID Document Image Type

**OPERA Cloud Tasks**

**Group**: Client Relations

**Tasks**: Profiles Management

Identification

- New/Edit Identification
- Delete Identification
- View Identification Details

**Group**: Interfaces Admin

**Tasks**: ID Document Scanner Setup

- New/Edit ID Document Scanner Setup
- Delete ID Document Scanner Setup

## Prerequisites for Printer Configuration

**OPERA Cloud Tasks**

**Group**: Interfaces Admin

**Tasks**: Property Interfaces

Printer Configuration

- Printer Configuration
- New/Edit Printer Configuration
- Delete Printer Configuration

## Prerequisites for Custom Message Texts for Stationery

**OPERA Cloud Tasks**

**Group**: Interfaces Admin

**Tasks**: Report Text Configuration

## Prerequisites for Configuring Property Interfaces

**OPERA Controls**

**Group**: IFC

**Functions**: Property Interfaces

**OPERA Cloud Tasks**

**Group**: IFC

**Tasks**: Property Interfaces

- New/Edit Property Interfaces
- Delete Property Interfaces

## Prerequisites for Scheduled Activities

**Integrations**

- Oracle Hospitality Integration Platform

**OPERA Controls**

**Group**: Profile Group

**Functions**: Scheduled Activities

**OPERA Cloud Tasks**

**Group**: Interfaces Admin

**Tasks**: Property Interfaces

- Access to Scheduled Activities Configuration
- New/Edit Scheduled Activity Status
- Delete Scheduled Activity Status
- New/Edit Scheduled Activity Location
- Delete Scheduled Activity Location
- New/Edit Scheduled Activity Types
- Delete Scheduled Activity Types

## Prerequisites for Configuring Client Devices

**Property Controls**

**Country Mode**: South Korea

**OPERA Controls**

**Group**: General

**Parameter**:Device Selection for Changes Log Tracking

**OPERA Cloud Tasks**

**Group**: Interface Admin

**Tasks**: Device Configuration

- New/Edit Devices
- Delete Devices

# Configuring Business Events

Business Events are required in OPERA Cloud to trigger and send messages to the external systems configured at your property. Business Events are configured according to the types of data the external system supports and requires. Unique business events and data elements are defined for each external system, external database and module combination. When a user performs an action in OPERA Cloud that involves that selected data elements and conditions (optional), a business event is triggered which then becomes a message to the external system.

For example, if an external system requires reservations and profiles data you need to configure reservation and profile business events. If an external system requires rates and inventory data you need to configure business events for rates and inventory, and so forth.

There are three levels to Business Event setup.

1. The Business Event Modules (Activity, Availability, Block, Block Offsets, Cashiering, Catering Notes, Configuration, Enrollment, Housekeeping, Night Audit, Owner Contract, Profile, Rate, Reservation, and Stay Records.)
2. Within each module there are the actual Business Events (Action Types) that can be subscribed to- New Reservation, Update Reservation, New Profile, etc.
3. Finally, there are Data Elements corresponding to each Action Type- Room Type, Rate Code, name , etc.

The Business Events generated are based on a customizable configuration that the business event user determines. The result is a user-configurable flow of data that is available to third parties to extract (dequeue) from OPERA Cloud on a regular basis.

> **Note:**
>
> Business Events subscribed to with no Data Elements attached will generate an XML message with header information only for the Business Event. It is imperative that third party systems carefully consider this before programming their dequeue process from OPERA Cloud. It is highly suggested that the third party dequeue application is programmed to ignore Modules/Business Events (Action Types)/ Data Elements that the hotel may subscribe to but that the data recipient does not recognize. In this way, you can insure an uninterrupted process of data flow.

### Adding Business Events

1. From the **Administration** menu, select **Interfaces**, select **Business Events** and then select **Business Event Configuration**.
2. Click **New** and enter the following details:
   a. **Property**: Enter or select the property.
   b. **External System**: Select the external system from the list. See Configuring External Systems.
   c. **Module**: Select the module from the list.
   d. **Business Event**: Select the business event from the list.
   e. Data Elements to generate a Business Event when any of the data element values are changed in OPERA Cloud.
      i. Search and select data elements in the **Available** panel, click **>** or **>>** to move selection to the **Selected** panel.
   f. Conditions (where clause)
      i. Click **Add** to add a conditional expression.
         i. **And/Or**: Displays for compound expressions; select AND / OR operator.
         ii. **Attribute**: Select an attribute from the list.
         iii. **Operator**: Select an operator from the list.
         iv. **Value**: Enter the comparison value for the expression.
      ii. Click **OK**.
      iii. Repeat to add another condition.
   g. To Edit, select a condition and click **Edit**.

h. To Delete, select a condition and click **Delete**.

3. Click **Save**.

### Editing Business Events

1. From the **Administration** menu, select **Interfaces**, select **Business Events** and then select **External Systems**.
2. Enter search criteria and click **Search**.
3. Select the business event, click vertical ellipsis **Actions** menu and select **Edit**.
4. Update details.
5. Click **Save**.

### Deleting Business Events

1. From the **Administration** menu, select **Interfaces**, select **Business Events** and then select **Business Event Configuration**.
2. Enter search criteria and click **Search**.
3. Select the business event, click vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

## Business Events - Activity

The following table outlines the action types, data elements, data types and XML tag names within this OPERA Cloud Business Events module.

| Action Type | Data Element | Data Type | XML Tag |
|---|---|---|---|
| CREATE ACTIVITY | ACT_ID | N | ActId |
| | RESORT | C | Resort |
| CREATE OSA ACTIVITY | ACTIVITY ID | N | Activityid |
| | ATTENDEES | N | Attendees |
| | END DATE | D | Enddate |
| | END TIME | T | Endtime |
| | GUEST NAME ID | N | Guestnameid |
| | LOCATION CODE | C | Locationcode |
| | RESORT | C | Resort |
| | RESV NAME ID | N | Resvnameid |
| | START DATE | D | Startdate |
| | START TIME | T | Starttime |
| DELETE ACTIVITY | ACT_ID | N | ActId |
| | RESORT | C | Resort |
| DELETE OSA ACTIVITY | ACTIVITY ID | N | Activityid |
| | ATTENDEES | N | Attendees |
| | END DATE | D | Enddate |
| | END TIME | T | Endtime |

| Action Type | Data Element | Data Type | XML Tag |
|---|---|---|---|
| | GUEST NAME ID | N | Guestnameid |
| | LOCATION CODE | C | Locationcode |
| | RESORT | C | Resort |
| | RESV NAME ID | N | Resvnameid |
| | START DATE | D | Startdate |
| | START TIME | T | Starttime |
| UPDATE ACTIVITY | ACT_ID | N | ActId |
| | RESORT | C | Resort |
| UPDATE OSA ACTIVITY | ACTIVITY ID | N | Activityid |
| | ATTENDEES | N | Attendees |
| | END DATE | D | Enddate |
| | END TIME | T | Endtime |
| | GUEST NAME ID | N | Guestnameid |
| | LOCATION CODE | C | Locationcode |
| | RESORT | C | Resort |
| | RESV NAME ID | N | Resvnameid |
| | START DATE | D | Startdate |
| | START TIME | T | Starttime |

# Business Events - Availability

The following table outlines the action types, data elements, data types and XML tag names within this OPERA Cloud Business Events module.

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| DELETE ALLOWANCE | ALLOWANCE | N | Allowance | |
| | BEGIN DATE | D | BeginDate | |
| | END DATE | D | EndDate | |
| | INCLUDE OOO | C | includeOOO | |
| | INCLUDE SELL LIMIT | C | includeSellLimit | |
| | LOWER THRESHOLD | N | lowerThreshold | |
| | RATE CATEGORY | C | rateCategory | |
| | RATE CODE | C | RateCode | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | ROOM TYPE | C | RoomType | Pseudo_Room_Types: Not generated for Pseudo=Y, Generic Flag = Y or Inactive = Y Component_Suites: An availability business event for each of the room types that make up the component suite will be created. For example: If a suite is made up of three room types - three room type avail messaged would be generated<br>Discontinued_Room_Types: Inactive Room Types are not included in the business event synchronization. Enhancement request added for a future version to consider inactive date for business event synchronization. |
| | UPPER THRESHOLD | N | upperThreshold | |
| ITEM INVENTORY DETAILS | CONFIRMATION LEG NO | N | ConfirmationLegNo | Confirmation leg number of the reservation that is consuming the inventory items in OPERA PMS/ORS that are sent to the external system through OXI and OXIHUB. |
| | CONFIRMATION NO | C | ConfirmationNo | Confirmation number of the reservation that is consuming the inventory items in OPERA PMS/ORS that are sent to the external system through OXI and OXIHUB. |
| | RESERVED BY | C | ReservedBy | Reservation reserved by of the reservation that is consuming the inventory items in OPERA Cloud that are sent to MYFIDELIO through OXI and OXIHUB. |
| | RESERVED BY ID | N | ReservedByID | Reservation reserved by ID number of the reservation that is consuming the inventory items in OPERA Cloud that are sent to the external system through OXI and OXIHUB. |
| ITEM INVENTORY DETAILS TRANSMIT | EXTERNAL REFERENCE LEG NO | N | ExtReferenceLegNo | |
| | EXTERNAL REFERENCE NO | C | ExtReferenceNo | |
| | RESERVED BY | C | ReservedBy | |
| | RESERVED BY ID | N | ReservedByID | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| ITEM INVENTORY TOTALS | ITEM CODE | C | ItemCode | |
| | ITEMS AVAILABLE | N | ItemsAvailable | |
| | ITEMS IN STOCK | N | ItemsInStock | |
| | ITEMS SOLD | N | ItemsSold | |
| NEW ALLOWANCE | ALLOWANCE | N | Allowance | |
| | BEGIN DATE | D | BeginDate | |
| | END DATE | D | EndDate | |
| | INCLUDE OOO | C | includeOOO | |
| | INCLUDE SELL LIMIT | C | includeSellLimit | |
| | LOWER THRESHOLD | N | lowerThreshold | |
| | RATE CATEGORY | C | rateCategory | |
| | RATE CODE | C | RateCode | |
| | ROOM TYPE | C | RoomType | Pseudo_Room_Types: Not generated for Pseudo=Y, Generic Flag = Y or Inactive = Y Component_Suites: An availability business event for each of the room types that make up the component suite will be created. For example: If a suite is made up of three room types - three room type avail messaged would be generated<br>Discontinued_Room_Types: Inactive Room Types are not included in the business event synchronization. Enhancement request added for a future version to consider inactive date for business event synchronization. |
| | UPPER THRESHOLD | N | upperThreshold | |
| SUMMARY TOTALS | DATE | D | Date | The current business date. |
| | HOTEL ROOMS SOLD | N | HotelRoomsSold | |
| | OUT OF ORDER | N | OutOfOrder | This does not include Out of Service Rooms. |
| | OVERBOOKING | N | Overbooking | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | PHYSICAL ROOMS | N | PhysicalRooms | In the case of Suites: An availability business event for each of the room types making up the component suite will be generated. As there is no physical inventory attached to the component suite - physical rooms could never be determined. |
| | ROOM TYPE | C | RoomType | Pseudo Room Types: Not generated for Pseudo=Y, Generic Flag = Y or Inactive = Y Component Suites: An availability business event for each of the room types that make up the component suite will be created. For example: If a suite is made up of three room types - three room type availability messages would be generated.<br>Discontinued Room Types: Inactive Room Types are not included in the business event synchronization. Enhancement request added for a future version to consider inactive date for business event synchronization. |
| | SOLD ROOMS | N | SoldRooms | Number of rooms that have been reserved. |
| UPDATE ALLOWANCE | ALLOWANCE | N | Allowance | |
| | BEGIN DATE | D | BeginDate | |
| | END DATE | D | EndDate | |
| | INCLUDE OOO | C | includeOOO | |
| | INCLUDE SELL LIMIT | C | includeSellLimit | |
| | LOWER THRESHOLD | N | lowerThreshold | |
| | RATE CATEGORY | C | rateCategory | |
| | RATE CODE | C | RateCode | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | ROOM TYPE | C | RoomType | Pseudo Room Types: Not generated for Pseudo=Y, Generic Flag = Y or Inactive = Y Component Suites: An availability business event for each of the room types that make up the component suite will be created. For example: If a suite is made up of three room types - three room type availability messages would be generated.<br>Discontinued Room Types: Inactive Room Types are not included in the business event synchronization. Enhancement request added for a future version to consider inactive date for business event synchronization. |
| | UPPER THRESHOLD | N | upperThreshold | |

# Business Events - Block

The following table outlines the action types, data elements, data types and XML tag names within this OPERA Cloud Business Events module.

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| BLOCK RESTRICTIONS | ARRIVAL | C | Arrival | |
| | BLOCK ID | N | BlockId | |
| | BOOK MAX ADV | N | BookMaxAdv | |
| | BOOK MIN ADV | N | BookMinAdv | |
| | DAY OF WEEK | C | DayOfWeek | |
| | DEPARTURE | C | Departure | |
| | LENGTH OF STAY NA | C | LengthOfStayNA | |
| | MAX LOS | N | MaxLos | |
| | MAX STAY THROUGH | N | MaxStayThrough | |
| | MIN LOS | N | MinLos | |
| | MIN STAY THROUGH | N | MinStayThrough | |
| | ROOM TYPE | C | RoomType | |
| | SET ON | C | SetOn | |
| | STAY | C | Stay | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| DELETE BLOCK HEADER | ALIAS | C | Alias | |
| | ARRIVAL TIME | T | ArrivalTime | |
| | BLOCK CODE | C | BlockCode | The Block Code of the Block. This does not need to be unique based on application parameter UNIQUE BLOCK CODE. |
| | BLOCK NAME | C | BlockName | |
| | BLOCK TYPE | C | BlockType | |
| | BOOKING STATUS | C | BookingStatus | Status will be shown as CAN for cancelled blocks. |
| | BOOKING TYPE | C | BookingType | |
| | CAT STATUS | C | CatStatus | |
| | CATERING ONLY YN | C | CateringOnlyYn | |
| | CHANNEL | C | Channel | |
| | COMMISSION | C | Commission | |
| | COMPANY NAME | C | CompanyName | |
| | COMPANY NAME ID | N | CompanyNameId | |
| | CONTROL BLOCK LOCALLY | C | ControlBlockLocally | |
| | CREDIT CARD NUMBER | C | CreditCardNumber | |
| | CURRENCY CODE | C | CurrencyCode | The currency code that the block was created in. |
| | CUTOFF DATE | D | CutoffDate | The date when the system will release any non-picked up rooms and put back into inventory. |
| | CUTOFF DAYS | N | CutoffDays | The number of days before the arrival date when the system will release any non- picked up rooms and put back into inventory. |
| | DATES FLEXIBLE | C | DatesFlexible | |
| | DECISION DATE | D | DecisionDate | |
| | DEPARTURE TIME | T | DepartureTime | |
| | ELASTIC BLOCK | N | ElasticBlock | Is this Block allowed to have reservations made outside the block date? |
| | END DATE | D | EndDate | The UPDATE BLOCK HEADER business event will not be triggered for business blocks that are updated and have an End Date prior to the current business date. |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | EXTERNAL LOCKED | C | ExternalLocked | |
| | FOLLOW UP DATE | D | FollowUpDate | |
| | GROUP NAME | C | GroupName | Refers to the Group Profile Name attached to the Block. Block name is the name of the Business Block. |
| | GROUP NAME ID | N | GroupNameId | |
| | GSO ASSOCIATE | C | GsoAssociate | |
| | GSO SENDING LOCATION | C | GsoSendingLocation | |
| | GUARANTEE REQUIRED | C | GuaranteeRequired | |
| | INSERT DATE | D | InsertDate | This doesn't apply to Block Grids as Insert Data is not available for inserting availability in the grid. Update Block Header would give you the Update Date. |
| | INSERT USER | N | InsertUser | |
| | ISAC OPPTY ID | C | IsacOpptyId | |
| | LINK DATE | D | LinkDate | |
| | MARKET CODE | C | MarketCode | |
| | OPPTY CREATED DATE | D | OpptyCreatedDate | |
| | ORIGINAL BEGIN DATE HOLIDEX | D | OriginalBeginDateHolidex | |
| | PAYMENT METHOD | C | PaymentMethod | |
| | PRINT RATE FLAG | C | PrintRateFlag | |
| | PRODUCTS | C | Products | The add-on packages that have been attached to the block or are attached by default because a Package is attached to the Rate Code on the Block Header. |
| | RATE CODE | C | RateCode | The rate code that has been attached to the block. There is no relationship between a group and a rate code. A rate code can be used for both transient and block reservation. A business practice could be to only use specific rate codes for blocks, but OPERA would not force this functionality. |
| | RESERVATION METHOD | C | ReservationMethod | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | RESERVATION TYPE | C | ReservationType | The default reservation type for all reservations made against this block. If a Block has a Block Status of 'O' Open for Pickup, the Reservation Type should be used to determine if the Rooms Held are Deduct or Non-Deduct from Inventory. |
| | RESERVE INVENTORY | C | ReserveInventory | Value will be populated with Y or N. When Y, the Block rooms are deduct from inventory. This is relevant when Block Status is 'O' - Open for Pickup. This Block Status alone does not represent whether the inventory is deduct or non deduct. This element is released in Version 2.6. |
| | RESPONSE DUE DATE | D | ResponseDueDate | |
| | ROOMING LIST DUE | D | RoomingListDue | |
| | SELL THRU | C | SellThru | |
| | SHOULDER END DATE | D | ShoulderEndDate | |
| | SHOULDER END RATE | C | ShoulderEndRate | |
| | SHOULDER START RATE | C | ShoulderStartRate | |
| | SHOULDER STARTING DATE | D | ShoulderStartingDate | |
| | SOURCE CODE | C | SourceCode | |
| | SOURCE NAME | C | SourceName | |
| | SOURCE NAME ID | N | SourceNameId | |
| | STARTING DATE | D | BLKStartDate | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | STATUS | C | BLKStatus | The current block status. 'C'=Returns all held rooms to inventory; 'F'= Not open for Pickup, do not deduct rooms from inventory; 'I'= Not open for pickup, deduct from inventory; 'O'= Open for pickup. This alone does not determine whether or not to deduct rooms from inventory. When 'O' is received as the block status (status element) then the reservation type also needs to be considered. The reservation type determines if the rooms are deduct or non-deduct. 'P'=Not open for pickup. Do not deduct from inventory. This status is no longer used in OPERA, instead 'F' is assigned, however, blocks created in the past may indeed have this status. |
| | SUPER BLOCK CODE | C | SuperBlockCode | If this block is a sub-block of another, what is the code of the main block? |
| | SUPER BLOCK ID | C | SuperBlockId | If this block is a sub-block of another, what is the Block ID of the Main Block Header. In the case of Tour Series, the Super Block ID will be '-2'. |
| | SUPPRESS RATE FLAG | C | SuppressRateFlag | |
| | SYNC CONTRACT | C | SyncContract | |
| | TRACE CODE | C | TraceCode | |
| | TRAVEL AGENT NAME | C | TravelAgentName | |
| | TRAVEL AGENT NAME ID | N | TravelAgentNameId | |
| | UPDATE USER | N | UpdateUser | |
| | WEB BOOKABLE | C | WebBookable | |
| DELETE CONTRACT HEADER | BLOCK NAME | C | BlockName | |
| | CONTRACT NO | C | ContractNo | |
| | LEADSTATUS | C | LeadStatus | |
| | REPLY_STATUS | C | ReplyStatus | |
| DELETE LEAD HEADER | ALIAS | C | Alias | |
| | BLOCK CODE | C | BlockCode | The Block Code of the Block. This does not need to be unique based on application parameter UNIQUE BLOCK CODE. |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | BLOCK NAME | C | BlockName | |
| | CATERING ONLY YN | C | CateringOnlyYn | |
| | CHANNEL | C | Channel | |
| | COMPANY NAME | C | CompanyName | |
| | COMPANY NAME ID | N | CompanyNameId | |
| | CONTROL BLOCK LOCALLY | C | ControlBlockLocally | |
| | CREDIT CARD NUMBER | C | CreditCardNumber | |
| | CURRENCY CODE | C | CurrencyCode | The currency code that the block was created in. |
| | CUTOFF DATE | D | CutoffDate | The date when the system will release any non-picked up rooms and put back into inventory. |
| | CUTOFF DAYS | N | CutoffDays | The number of days before the arrival date when the system will release any non- picked up rooms and put back into inventory. |
| | DATES FLEXIBLE | C | DatesFlexible | |
| | ELASTIC BLOCK | N | ElasticBlock | Is this Block allowed to have reservations made outside the block date? |
| | END DATE | D | EndDate | The UPDATE BLOCK HEADER business event will not be triggered for business blocks that are updated and have an End Date prior to the current business date. |
| | EXTERNAL LOCKED | C | ExternalLocked | |
| | GROUP NAME | C | GroupName | Refers to the Group Profile Name attached to the Block. Block name is the name of the Business Block. |
| | GROUP NAME ID | N | GroupNameId | |
| | GUARANTEE REQUIRED | C | GuaranteeRequired | |
| | INSERT DATE | D | InsertDate | This doesn't apply to Block Grids as Insert Data is not available for inserting availability in the grid. Update Block Header would give you the Update Date. |
| | MARKET CODE | C | MarketCode | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | PAYMENT METHOD | C | PaymentMethod | |
| | PRODUCTS | C | Products | The add-on packages that have been attached to the block or are attached by default because a Package is attached to the Rate Code on the Block Header. |
| | RATE CODE | C | RateCode | The rate code that has been attached to the block. There is no relationship between a group and a rate code. A rate code can be used for both transient and block reservation. A business practice could be to only use specific rate codes for blocks, but OPERA would not force this functionality. |
| | RESERVATION TYPE | C | ReservationType | The default reservation type for all reservations made against this block. If a Block has a Block Status of 'O' Open for Pickup, the Reservation Type should be used to determine if the Rooms Held are Deduct or Non-Deduct from Inventory. |
| | RESERVE INVENTORY | C | ReserveInventory | The default reservation type for all reservations made against this block. If a Block has a Block Status of 'O' Open for Pickup, the Reservation Type should be used to determine if the Rooms Held are Deduct or Non-Deduct from Inventory. |
| | SOURCE CODE | C | SourceCode | |
| | SOURCE NAME | C | SourceName | |
| | SOURCE NAME ID | N | SourceNameId | |
| | STARTING DATE | D | BLKStartDate | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | STATUS | C | BLKStatus | The current block status. 'C'=Returns all held rooms to inventory; 'F'= Not open for Pickup, do not deduct rooms from inventory; 'I'= Not open for pickup, deduct from inventory; 'O'= Open for pickup. This alone does not determine whether or not to deduct rooms from inventory. When 'O' is received as the block status (status element) then the reservation type also needs to be considered. The reservation type determines if the rooms are deduct or non-deduct. 'P'=Not open for pickup. Do not deduct from inventory. This status is no longer used in OPERA, instead 'F' is assigned, however, blocks created in the past may indeed have this status. |
| | SUPER BLOCK CODE | C | SuperBlockCode | If this block is a sub-block of another, what is the code of the main block? |
| | SUPER BLOCK ID | C | SuperBlockId | If this block is a sub-block of another, what is the Block ID of the Main Block Header. In the case of Tour Series, the Super Block ID will be '-2'. |
| | SYNC CONTRACT | C | SyncContract | |
| | TRACE CODE | C | TraceCode | |
| | TRAVEL AGENT NAME | C | TravelAgentName | |
| | TRAVEL AGENT NAME ID | N | TravelAgentNameId | |
| NEW BLOCK HEADER | ALIAS | C | Alias | |
| | ALLOTMENT CLASSIFICATION | C | AllotmentClassification | |
| | ALLOTMENT ORIGION | C | AllotmentOrigion | |
| | ARRIVAL TIME | T | ArrivalTime | |
| | AVG PEOPLE PER ROOM | N | AvgPeoplePerRoom | |
| | BLOCK CODE | C | BlockCode | The Block Code of the Block. This does not need to be unique based on application parameter UNIQUE BLOCK CODE. |
| | BLOCK NAME | C | BlockName | |
| | BLOCK TYPE | C | BlockType | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | BOOKING STATUS | C | BookingStatus | Status will be shown as CAN for cancelled blocks. |
| | BOOKING TYPE | C | BookingType | |
| | CAT STATUS | C | CatStatus | |
| | CATERING ONLY YN | C | CateringOnlyYn | |
| | CHANNEL | C | Channel | |
| | COMMISSION | C | Commission | |
| | COMPANY NAME | C | CompanyName | |
| | COMPANY NAME ID | N | CompanyNameId | |
| | CONTROL BLOCK LOCALLY | C | ControlBlockLocally | |
| | CONVERSION CODE | C | ConversionCode | |
| | CREDIT CARD NUMBER | C | CreditCardNumber | |
| | CURRENCY CODE | C | CurrencyCode | The currency code that the block was created in. |
| | CUTOFF DATE | D | CutoffDate | The date when the system will release any non-picked up rooms and put back into inventory. |
| | CUTOFF DAYS | N | CutoffDays | The number of days before the arrival date when the system will release any non- picked up rooms and put back into inventory. |
| | CXL PENALTY | N | CxlPenalty | |
| | DATES FLEXIBLE | C | DatesFlexible | |
| | DECISION DATE | D | DecisionDate | |
| | DEPARTURE TIME | T | DepartureTime | |
| | ELASTIC BLOCK | N | ElasticBlock | Is this Block allowed to have reservations made outside the block date? |
| | END DATE | D | EndDate | The UPDATE BLOCK HEADER business event will not be triggered for business blocks that are updated and have an End Date prior to the current business date. |
| | EXTERNAL LOCKED | C | ExternalLocked | |
| | EXTERNAL RFP ID | C | ExternalRFPID | |
| | EXTERNAL RFP SYSTEM | C | ExternalRFPSystem | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | FB AGENDA CURR | C | FbAgendaCurr | |
| | FOLLOW UP DATE | D | FollowUpDate | |
| | GROUP NAME | C | GroupName | Refers to the Group Profile Name attached to the Block. Block name is the name of the Business Block. |
| | GROUP NAME ID | N | GroupNameId | |
| | GSO ASSOCIATE | C | GsoAssociate | |
| | GSO SENDING LOCATION | C | GsoSendingLocation | |
| | GUARANTEE REQUIRED | C | GuaranteeRequired | |
| | HLX CANX NOTICE DAYS | N | HlxCanxNoticeDays | |
| | HLX COMMISSIONABLE YN | C | HlxCommissionableYn | |
| | HLX DEPOSIT DAYS | N | HlxDepositDays | |
| | HLX RETURN EACH DAY YN | C | HlxReturnEachDayYn | |
| | INSERT DATE | D | InsertDate | This doesn't apply to Block Grids as Insert Data is not available for inserting availability in the grid. Update Block Header would give you the Update Date. |
| | INSERT USER | N | InsertUser | |
| | ISAC OPPTY ID | C | IsacOpptyId | |
| | LINK DATE | D | LinkDate | |
| | MARKET CODE | C | MarketCode | |
| | NON COMPETE | C | NonCompete | |
| | NON COMPETE CODE | C | NonCompeteCode | |
| | OPPTY CREATED DATE | D | OpptyCreatedDate | |
| | ORIGINAL BEGIN DATE HOLIDEX | D | OriginalBeginDateHolidex | |
| | PAYMENT METHOD | C | PaymentMethod | |
| | PRINT RATE FLAG | C | PrintRateFlag | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | PRODUCTS | C | Products | The add-on packages that have been attached to the block or are attached by default because a Package is attached to the Rate Code on the Block Header. |
| | RANKING CODE | C | RankingCode | |
| | RATE CODE | C | RateCode | The rate code that has been attached to the block. There is no relationship between a group and a rate code. A rate code can be used for both transient and block reservation. A business practice could be to only use specific rate codes for blocks, but OPERA would not force this functionality. |
| | RATE GUARANTEED YN | C | RateGuaranteedYn | |
| | RATE PROTECT | C | RateProtect | |
| | RESERVATION METHOD | C | ReservationMethod | |
| | RESERVATION TYPE | C | ReservationType | The default reservation type for all reservations made against this block. If a Block has a Block Status of 'O' Open for Pickup, the Reservation Type should be used to determine if the Rooms Held are Deduct or Non-Deduct from Inventory. |
| | RESERVE INVENTORY | C | ReserveInventory | The default reservation type for all reservations made against this block. If a Block has a Block Status of 'O' Open for Pickup, the Reservation Type should be used to determine if the Rooms Held are Deduct or Non-Deduct from Inventory. |
| | RESPONSE DUE DATE | D | ResponseDueDate | |
| | ROOMING LIST DUE | D | RoomingListDue | |
| | SELL THRU | C | SellThru | |
| | SHOULDER END DATE | D | ShoulderEndDate | |
| | SHOULDER END RATE | C | ShoulderEndRate | |
| | SHOULDER START RATE | C | ShoulderStartRate | |
| | SHOULDER STARTING DATE | D | ShoulderStartingDate | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | SOURCE CODE | C | SourceCode | |
| | SOURCE NAME | C | SourceName | |
| | SOURCE NAME ID | N | SourceNameId | |
| | STARTING DATE | D | BLKStartDate | |
| | STATUS | C | BLKStatus | The current block status. 'C'=Returns all held rooms to inventory; 'F'= Not open for Pickup, do not deduct rooms from inventory; 'I'= Not open for pickup, deduct from inventory; 'O'= Open for pickup. This alone does not determine whether or not to deduct rooms from inventory. When 'O' is received as the block status (status element) then the reservation type also needs to be considered. The reservation type determines if the rooms are deduct or non-deduct. 'P'=Not open for pickup. Do not deduct from inventory. This status is no longer used in OPERA, instead 'F' is assigned, however, blocks created in the past may indeed have this status. |
| | SUPER BLOCK CODE | C | SuperBlockCode | If this block is a sub-block of another, what is the code of the main block? |
| | SUPER BLOCK ID | C | SuperBlockId | If this block is a sub-block of another, what is the Block ID of the Main Block Header. In the case of Tour Series, the Super Block ID will be '-2'. |
| | SUPPRESS RATE FLAG | C | SuppressRateFlag | |
| | SYNC CONTRACT | C | SyncContract | |
| | TRACE CODE | C | TraceCode | |
| | TRAVEL AGENT NAME | C | TravelAgentName | |
| | TRAVEL AGENT NAME ID | N | TravelAgentNameId | |
| | UPDATE USER | N | UpdateUser | |
| | WEB BOOKABLE | C | WebBookable | |
| UPDATE BLOCK GRID | ALLOTTED BLOCKED | N | AllottedBlock | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | BLOCK CODE | C | BlockCode | The Block Code of the Block. This does not need to be unique based on application parameter UNIQUE BLOCK CODE. |
| | BLOCK NAME | C | BlockName | |
| | BLOCK SHIFT YN | C | BlockShiftYn | |
| | CONTRACT | N | Contract | |
| | CONTRACT OCC1 | N | ContractOcc1 | |
| | CONTRACT OCC2 | N | ContractOcc2 | |
| | CONTRACT OCC3 | N | ContractOcc3 | |
| | CONTRACT OCC4 | N | ContractOcc4 | |
| | CUTOFF DATE | D | CutoffDate | The date when the system will release any non-picked up rooms and put back into inventory. |
| | CUTOFF DAYS | N | CutoffDays | The number of days before the arrival date when the system will release any non- picked up rooms and put back into inventory. |
| | FIXED RATE YN | C | FixedRateYn | |
| | GRID DATE | D | GridDate | |
| | INITIAL BLOCKED | N | InitialBlocked | |
| | INVENTORY CONTROL MODE | C | InventoryControlMode | |
| | NUMBER OF ROOMS RELEASED | N | NumberOfRoomsReleased | The number of rooms released when any non-picked up rooms are released back into inventory. Regardless if the system releases the rooms based on cutoff date or are released manually. |
| | ROOM TYPE | C | RoomType | |
| | SELL LIMIT | N | SellLimit | |
| | SELL LIMIT SOLD | N | SellLimitSold | |
| UPDATE BLOCK GRID SUMMARY | BLOCK CODE | C | BlockCode | The Block Code of the Block. This does not need to be unique based on application parameter UNIQUE BLOCK CODE. |
| | BLOCK NAME | C | BlockName | |
| UPDATE BLOCK HEADER | AGENT CONTACT NAME | C | AgentContactName | |
| | AGENT CONTACT NAME ID | N | agentContactNameId | |
| | ALIAS | C | Alias | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | ALLOTMENT CLASSIFICATION | C | AllotmentClassification | |
| | ALLOTMENT ORIGION | C | AllotmentOrigion | |
| | ALLOTMENT RATES | C | AllotmentRates | |
| | ARRIVAL TIME | T | ArrivalTime | |
| | ATTACHMENT CHANGED | C | AttachmentChanged | |
| | ATTENDEES | N | attendees | |
| | AVG PEOPLE PER ROOM | N | AvgPeoplePerRoom | |
| | BLOCK CODE | C | BlockCode | The Block Code of the Block. This does not need to be unique based on application parameter UNIQUE BLOCK CODE. |
| | BLOCK NAME | C | BlockName | |
| | BLOCK TYPE | C | BlockType | |
| | BOOKING STATUS | C | BookingStatus | Status will be shown as CAN for cancelled blocks. |
| | BOOKING TYPE | C | BookingType | |
| | CAT DECISION | D | CatDecision | |
| | CAT FOLLOWUP | D | CatFollowUp | |
| | CAT STATUS | C | CatStatus | |
| | CATERING ONLY YN | C | CateringOnlyYn | |
| | CHANNEL | C | Channel | |
| | COMMISSION | C | Commission | |
| | COMPANY NAME | C | CompanyName | |
| | COMPANY NAME ID | N | CompanyNameId | |
| | CONTACT NAME | C | ContactName | |
| | CONTACT NAME ID | N | contactNameId | |
| | CONTROL BLOCK LOCALLY | C | ControlBlockLocally | |
| | CONVERSION CODE | C | ConversionCode | |
| | CREDIT CARD NUMBER | C | CreditCardNumber | |
| | CURRENCY CODE | C | CurrencyCode | The currency code that the block was created in. |
| | CUTOFF DATE | D | CutoffDate | The date when the system will release any non-picked up rooms and put back into inventory. |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | CUTOFF DAYS | N | CutoffDays | The number of days before the arrival date when the system will release any non- picked up rooms and put back into inventory. |
| | CXL PENALTY | N | CxlPenalty | |
| | DATES FLEXIBLE | C | DatesFlexible | |
| | DECISION DATE | D | DecisionDate | |
| | DEPARTURE TIME | T | DepartureTime | |
| | DETAILS OK YN | C | DetailsOkYn | |
| | DISTRIBUTED DATE | D | DistributedDate | |
| | DISTRIBUTED YN | C | DistributedYn | |
| | ELASTIC BLOCK | N | ElasticBlock | Is this Block allowed to have reservations made outside the block date? |
| | END DATE | D | EndDate | The UPDATE BLOCK HEADER business event will not be triggered for business blocks that are updated and have an End Date prior to the current business date. |
| | EVENT GUARANTEED YN | C | EventGuaranted Yn | |
| | EXTERNAL CONTACT NAME | C | ExternalContact Name | |
| | EXTERNAL CONTACT NAME ID | N | ExternalContact NameId | |
| | EXTERNAL LOCKED | C | ExternalLocked | |
| | EXTERNAL RFP ID | C | ExternalRFPID | |
| | EXTERNAL RFP SYSTEM | C | ExternalRFPSyst em | |
| | FB AGENDA CURR | C | FbAgendaCurr | |
| | FOLLOW UP DATE | D | FollowUpDate | |
| | GROUP NAME | C | GroupName | Refers to the Group Profile Name attached to the Block. Block name is the name of the Business Block. |
| | GROUP NAME ID | N | GroupNameId | |
| | GSO ASSOCIATE | C | GsoAssociate | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | GSO SENDING LOCATION | C | GsoSendingLocation | |
| | GUARANTEE REQUIRED | C | GuaranteeRequired | |
| | HLX CANX NOTICE DAYS | N | HlxCanxNoticeDays | |
| | HLX COMMISSIONABLE YN | C | HlxCommissionableYn | |
| | HLX DEPOSIT DAYS | N | HlxDepositDays | |
| | HLX RETURN EACH DAY YN | C | HlxReturnEachDayYn | |
| | INFO BOARD | C | infoBoardName | |
| | INSERT DATE | D | InsertDate | This doesn't apply to Block Grids as Insert Data is not available for inserting availability in the grid. Update Block Header would give you the Update Date. |
| | INSERT USER | N | InsertUser | |
| | ISAC OPPTY ID | C | IsacOpptyId | |
| | LINK DATE | D | LinkDate | |
| | LOST TO PROPERTY | C | LostToProperty | |
| | MARKET CODE | C | MarketCode | |
| | NON COMPETE | C | NonCompete | |
| | NON COMPETE CODE | C | NonCompeteCode | |
| | OPPTY CREATED DATE | D | OpptyCreatedDate | |
| | ORIGINAL BEGIN DATE HOLIDEX | D | OriginalBeginDateHolidex | |
| | PAYMENT METHOD | C | PaymentMethod | |
| | PRINT RATE FLAG | C | PrintRateFlag | |
| | PRODUCTS | C | Products | The add-on packages that have been attached to the block or are attached by default because a Package is attached to the Rate Code on the Block Header. |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | RANKING CODE | C | RankingCode | The rate code that has been attached to the block. There is no relationship between a group and a rate code. A rate code can be used for both transient and block reservation. A business practice could be to only use specific rate codes for blocks, but OPERA would not force this functionality. |
| | RATE CODE | C | RateCode | |
| | RATE GUARANTEED YN | C | RateGuaranteedYn | |
| | RATE OVERRIDE REASON | C | RateOverrideReason | |
| | RATE OVERRIDE YN | C | RateOverrideYn | |
| | RATE PROTECT | C | RateProtect | |
| | RESERVATION METHOD | C | ReservationMethod | |
| | RESERVATION TYPE | C | ReservationType | The default reservation type for all reservations made against this block. If a Block has a Block Status of 'O' Open for Pickup, the Reservation Type should be used to determine if the Rooms Held are Deduct or Non-Deduct from Inventory. |
| | RESERVE INVENTORY | C | ReserveInventory | Value will be populated with Y or N. When Y, the Block rooms are deduct from inventory. This is relevant when Block Status is 'O' - Open for Pickup. This Block Status alone does not represent whether the inventory is deduct or non deduct. This element is released in Version 2.6. |
| | RESPONSE DUE DATE | D | ResponseDueDate | |
| | ROOMING LIST DUE | D | RoomingListDue | |
| | SELL THRU | C | SellThru | |
| | SHOULDER END DATE | D | ShoulderEndDate | |
| | SHOULDER END RATE | C | ShoulderEndRate | |
| | SHOULDER START RATE | C | ShoulderStartRate | |
| | SHOULDER STARTING DATE | D | ShoulderStartingDate | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | SOURCE CODE | C | SourceCode | |
| | SOURCE CONTACT NAME | C | SourceContactName | |
| | SOURCE CONTACT NAME ID | N | SourceContactNameId | |
| | SOURCE NAME | C | SourceName | |
| | SOURCE NAME ID | N | SourceNameId | |
| | STARTING DATE | D | BLKStartDate | |
| | STATUS | C | BLKStatus | The current block status. 'C'=Returns all held rooms to inventory; 'F'= Not open for Pickup, do not deduct rooms from inventory; 'I'= Not open for pickup, deduct from inventory; 'O'= Open for pickup. This alone does not determine whether or not to deduct rooms from inventory. When 'O' is received as the block status (status element) then the reservation type also needs to be considered. The reservation type determines if the rooms are deduct or non-deduct. 'P'=Not open for pickup. Do not deduct from inventory. This status is no longer used in OPERA, instead 'F' is assigned, however, blocks created in the past may indeed have this status. |
| | SUB ALLOTMENT | C | SubAllotment | |
| | SUPER BLOCK CODE | C | SuperBlockCode | If this block is a sub-block of another, what is the code of the main block? |
| | SUPER BLOCK ID | C | SuperBlockId | If this block is a sub-block of another, what is the Block ID of the Main Block Header. In the case of Tour Series, the Super Block ID will be '-2'. |
| | SUPPRESS RATE FLAG | C | SuppressRateFlag | |
| | SYNC CONTRACT | C | SyncContract | |
| | TRACE CODE | C | TraceCode | |
| | TRAVEL AGENT NAME | C | TravelAgentName | |
| | TRAVEL AGENT NAME ID | N | TravelAgentNameId | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | UPDATE USER | N | UpdateUser | |
| | WEB BOOKABLE | C | WebBookable | |
| UPDATE BLOCK PICKUP | BLOCK CODE | C | BlockCode | The Block Code of the Block. This does not need to be unique based on application parameter UNIQUE BLOCK CODE. |
| | BLOCK NAME | C | BlockName | |
| | GRID DATE | D | GridDate | Refers to the Group Profile Name attached to the Block. Block name is the name of the Business Block. |
| | PICK UP ROOMS | N | PickupRooms | The number of rooms that have reservations made against the block. |
| | ROOM TYPE | C | RoomType | |
| | SELL LIMIT SOLD | N | SellLimitSold | |
| UPDATE BLOCK SECURITY | BLOCK CODE | C | BlockCode | |
| | BLOCK NAME | C | BlockName | |
| | HLX DD SECURED YN | C | HlxDdSecuredYn | |
| | HLX DI SECURED YN | C | HlxDiSecuredYn | |
| | HLX HOUSINGINFO SECURED YN | C | HlxHousinginfoSecuredYn | |
| | HLX RATE ALL SECURED YN | C | HlxRateAllSecuredYn | |
| | HLX RATES GNR SECURED YN | C | HlxRatesGnrSecuredYn | |
| UPDATE BUSINESSBLOCK LINKS | AGENT CONTACT NAME ID | N | agentContactNameId | |
| | ALIAS | C | Alias | |
| | ALLOTMENT ORIGION | C | AllotmentOrigion | |
| | ARRIVAL TIME | T | ArrivalTime | |
| | BLOCK CODE | C | BlockCode | The Block Code of the Block. This does not need to be unique based on application parameter UNIQUE BLOCK CODE. |
| | BLOCK NAME | C | BlockName | |
| | BLOCK TYPE | C | BlockType | |
| | BOOKING STATUS | C | BookingStatus | Status will be shown as CAN for cancelled blocks. |
| | BOOKING TYPE | C | BookingType | |
| | CAT STATUS | C | CatStatus | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | CATERING ONLY YN | C | CateringOnlyYn | |
| | CHANNEL | C | Channel | |
| | COMMISSION | C | Commission | |
| | COMPANY NAME | C | CompanyName | |
| | COMPANY NAME ID | N | CompanyNameId | |
| | CONTACT NAME ID | N | contactNameId | |
| | CONTROL BLOCK LOCALLY | C | ControlBlockLocally | |
| | CREDIT CARD NUMBER | C | CreditCardNumber | |
| | CURRENCY CODE | C | CurrencyCode | The currency code that the block was created in. |
| | CUTOFF DATE | D | CutoffDate | The date when the system will release any non-picked up rooms and put back into inventory. |
| | CUTOFF DAYS | N | CutoffDays | The number of days before the arrival date when the system will release any non- picked up rooms and put back into inventory. |
| | CXL PENALTY | N | CxlPenalty | |
| | DATES FLEXIBLE | C | DatesFlexible | |
| | DECISION DATE | D | DecisionDate | |
| | DEPARTURE TIME | T | DepartureTime | |
| | ELASTIC BLOCK | N | ElasticBlock | Is this Block allowed to have reservations made outside the block date? |
| | END DATE | D | EndDate | The UPDATE BLOCK HEADER business event will not be triggered for business blocks that are updated and have an End Date prior to the current business date. |
| | EXTERNAL LOCKED | C | ExternalLocked | |
| | FB AGENDA CURR | C | FbAgendaCurr | |
| | FOLLOW UP DATE | D | FollowUpDate | |
| | GROUP NAME | C | GroupName | Refers to the Group Profile Name attached to the Block. Block name is the name of the Business Block. |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | GROUP NAME ID | N | GroupNameId | |
| | GSO ASSOCIATE | C | GsoAssociate | |
| | GSO SENDING LOCATION | C | GsoSendingLocation | |
| | GUARANTEE REQUIRED | C | GuaranteeRequired | |
| | HLX CANX NOTICE DAYS | N | HlxCanxNoticeDays | |
| | HLX COMMISSIONABLE YN | C | HlxCommissionableYn | |
| | HLX DEPOSIT DAYS | N | HlxDepositDays | |
| | HLX RETURN EACH DAY YN | C | HlxReturnEachDayYn | |
| | INSERT DATE | D | InsertDate | This doesn't apply to Block Grids as Insert Data is not available for inserting availability in the grid. Update Block Header would give you the Update Date. |
| | INSERT USER | N | InsertUser | |
| | ISAC OPPTY ID | C | IsacOpptyId | |
| | LINK DATE | D | LinkDate | |
| | LOST TO PROPERTY | C | LostToProperty | |
| | MARKET CODE | C | MarketCode | |
| | OPPTY CREATED DATE | D | OpptyCreatedDate | |
| | ORIGINAL BEGIN DATE HOLIDEX | D | OriginalBeginDateHolidex | |
| | PAYMENT METHOD | C | PaymentMethod | |
| | PRINT RATE FLAG | C | PrintRateFlag | |
| | PRODUCTS | C | Products | The add-on packages that have been attached to the block or are attached by default because a Package is attached to the Rate Code on the Block Header. |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | RATE CODE | C | RateCode | The rate code that has been attached to the block. There is no relationship between a group and a rate code. A rate code can be used for both transient and block reservation. A business practice could be to only use specific rate codes for blocks, but OPERA would not force this functionality. |
| | RESERVATION METHOD | C | ReservationMethod | |
| | RESERVATION TYPE | C | ReservationType | The default reservation type for all reservations made against this block. If a Block has a Block Status of 'O' Open for Pickup, the Reservation Type should be used to determine if the Rooms Held are Deduct or Non-Deduct from Inventory. |
| | RESERVE INVENTORY | C | ReserveInventory | Value will be populated with Y or N. When Y, the Block rooms are deduct from inventory. This is relevant when Block Status is 'O' - Open for Pickup. This Block Status alone does not represent whether the inventory is deduct or non deduct. This element is released in Version 2.6. |
| | RESPONSE DUE DATE | D | ResponseDueDate | |
| | ROOMING LIST DUE | D | RoomingListDue | |
| | SELL THRU | C | SellThru | |
| | SHOULDER END DATE | D | ShoulderEndDate | |
| | SHOULDER END RATE | C | ShoulderEndRate | |
| | SHOULDER START RATE | C | ShoulderStartRate | |
| | SHOULDER STARTING DATE | D | ShoulderStartingDate | |
| | SOURCE CODE | C | SourceCode | |
| | SOURCE NAME | C | SourceName | |
| | SOURCE NAME ID | N | SourceNameId | |
| | STARTING DATE | D | BLKStartDate | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | STATUS | C | BLKStatus | The current block status. 'C'=Returns all held rooms to inventory; 'F'= Not open for Pickup, do not deduct rooms from inventory; 'I'= Not open for pickup, deduct from inventory; 'O'= Open for pickup. This alone does not determine whether or not to deduct rooms from inventory. When 'O' is received as the block status (status element) then the reservation type also needs to be considered. The reservation type determines if the rooms are deduct or non-deduct. 'P'=Not open for pickup. Do not deduct from inventory. This status is no longer used in OPERA, instead 'F' is assigned, however, blocks created in the past may indeed have this status. |
| | SUB ALLOTMENT | C | SubAllotment | |
| | SUPER BLOCK CODE | C | SuperBlockCode | If this block is a sub-block of another, what is the code of the main block? |
| | SUPER BLOCK ID | C | SuperBlockId | If this block is a sub-block of another, what is the Block ID of the Main Block Header. In the case of Tour Series, the Super Block ID will be '-2'. |
| | SUPPRESS RATE FLAG | C | SuppressRateFlag | |
| | SYNC CONTRACT | C | SyncContract | |
| | TRACE CODE | C | TraceCode | |
| | TRAVEL AGENT NAME | C | TravelAgentName | |
| | TRAVEL AGENT NAME ID | N | TravelAgentNameId | |
| | UPDATE USER | N | UpdateUser | |
| UPDATE CONTRACT HEADER | ALLOTMENT CLASSIFICATION | C | AllotmentClassification | |
| | BLOCK NAME | C | BlockName | |
| | CONTACT NAME ID | N | contactNameId | |
| | CONTRACT NO | C | ContractNo | |
| | FIT CONTRACT MODE | C | FitContractMode | |
| | LEADSTATUS | C | LeadStatus | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | REPLY_STATUS | C | ReplyStatus | |
| UPDATE INVENTORY CONTROL MODE | INVENTORY CONTROL MODE | C | InventoryControl Mode | |
| UPDATE LEAD GRID | ALLOTTED BLOCKED | N | AllottedBlock | |
| | BLOCK CODE | C | BlockCode | The Block Code of the Block. This does not need to be unique based on application parameter UNIQUE BLOCK CODE. |
| | BLOCK NAME | C | BlockName | |
| | CONTRACT | C | Contract | |
| | CONTRACT OCC1 | N | ContractOcc1 | |
| | CONTRACT OCC2 | N | ContractOcc2 | |
| | CONTRACT OCC3 | N | ContractOcc3 | |
| | CONTRACT OCC4 | N | ContractOcc4 | |
| | CUTOFF DATE | D | CutoffDate | The date when the system will release any non-picked up rooms and put back into inventory. |
| | CUTOFF DAYS | N | CutoffDays | The number of days before the arrival date when the system will release any non- picked up rooms and put back into inventory. |
| | GRID DATE | D | GridDate | |
| | INITIAL BLOCKED | N | InitialBlocked | |
| | NUMBER OF ROOMS RELEASED | N | NumberOfRooms Released | The number of rooms released when any non-picked up rooms are released back into inventory. Regardless if the system releases the rooms based on cutoff date or are released manually. |
| | ROOM TYPE | C | RoomType | |
| UPDATE LEAD HEADER | AGENT CONTACT NAME | C | AgentContactNa me | |
| | AGENT CONTACT NAME ID | N | AgentContactNa meId | |
| | ALIAS | C | Alias | |
| | ALLOTMENT CLASSIFICATION | C | AllotmentClassifi cation | |
| | ALLOTMENT ORIGION | C | AllotmentOrigio n | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | BLOCK CODE | C | BlockCode | The Block Code of the Block. This does not need to be unique based on application parameter UNIQUE BLOCK CODE. |
| | BLOCK NAME | C | BlockName | |
| | CATERING ONLY YN | C | CateringOnlyYn | |
| | CHANNEL | C | Channel | |
| | COMPANY NAME | C | CompanyName | |
| | COMPANY NAME ID | N | CompanyNameId | |
| | CONTACT NAME | C | ContactName | |
| | CONTACT NAME ID | N | ContactNameId | |
| | CONTROL BLOCK LOCALLY | C | ControlBlockLocally | |
| | CREDIT CARD NUMBER | C | CreditCardNumber | |
| | CURRENCY CODE | C | CurrencyCode | The currency code that the block was created in. |
| | CUTOFF DATE | D | CutoffDate | The date when the system will release any non-picked up rooms and put back into inventory. |
| | CUTOFF DAYS | N | CutoffDays | The number of days before the arrival date when the system will release any non- picked up rooms and put back into inventory. |
| | DATES FLEXIBLE | C | DatesFlexible | |
| | ELASTIC BLOCK | N | ElasticBlock | Is this Block allowed to have reservations made outside the block date? |
| | END DATE | D | EndDate | The UPDATE BLOCK HEADER business event will not be triggered for business blocks that are updated and have an End Date prior to the current business date. |
| | EXTERNAL LOCKED | C | ExternalLocked | |
| | EXTERNAL RFP ID | C | ExternalRFPID | |
| | EXTERNAL RFP SYSTEM | C | ExternalRFPSystem | |
| | FB AGENDA CURR | C | FbAgendaCurr | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | GROUP NAME | C | GroupName | Refers to the Group Profile Name attached to the Block. Block name is the name of the Business Block. |
| | GROUP NAME ID | N | GroupNameId | |
| | GUARANTEE REQUIRED | C | GuaranteeRequired | |
| | INSERT DATE | D | InsertDate | This doesn't apply to Block Grids as Insert Data is not available for inserting availability in the grid. Update Block Header would give you the Update Date. |
| | LEADSTATUS | C | LeadStatus | |
| | MARKET CODE | C | MarketCode | |
| | PAYMENT METHOD | C | PaymentMethod | |
| | PRODUCTS | C | Products | The add-on packages that have been attached to the block or are attached by default because a Package is attached to the Rate Code on the Block Header. |
| | RATE CODE | C | RateCode | The rate code that has been attached to the block. There is no relationship between a group and a rate code. A rate code can be used for both transient and block reservation. A business practice could be to only use specific rate codes for blocks, but OPERA would not force this functionality. |
| | REPLY_STATUS | C | ReplyStatus | |
| | RESERVATION TYPE | C | ReservationType | |
| | RESERVE INVENTORY | C | ReserveInventory | |
| | SOURCE CODE | C | SourceCode | |
| | SOURCE CONTACT NAME | C | SourceContactName | |
| | SOURCE CONTACT NAME ID | N | SourceContactNameId | |
| | SOURCE NAME | C | SourceName | |
| | SOURCE NAME ID | N | SourceNameId | |
| | STARTING DATE | D | BLKStartDate | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | STATUS | C | BLKStatus | The current block status. 'C'=Returns all held rooms to inventory; 'F'= Not open for Pickup, do not deduct rooms from inventory; 'I'= Not open for pickup, deduct from inventory; 'O'= Open for pickup. This alone does not determine whether or not to deduct rooms from inventory. When 'O' is received as the block status (status element) then the reservation type also needs to be considered. The reservation type determines if the rooms are deduct or non-deduct. 'P'=Not open for pickup. Do not deduct from inventory. This status is no longer used in OPERA, instead 'F' is assigned, however, blocks created in the past may indeed have this status. |
| | SUPER BLOCK CODE | C | SuperBlockCode | If this block is a sub-block of another, what is the code of the main block? |
| | SUPER BLOCK ID | C | SuperBlockId | If this block is a sub-block of another, what is the Block ID of the Main Block Header. In the case of Tour Series, the Super Block ID will be '-2'. |
| | SYNC CONTRACT | C | SyncContract | |
| | TRACE CODE | C | TraceCode | |
| | TRAVEL AGENT NAME | C | TravelAgentName | |
| | TRAVEL AGENT NAME ID | N | TravelAgentNameId | |
| UPDATE LEAD NOTES | ALLOTMENT_HEADER_ID | N | AllotmentHeaderId | |
| | EXTERNAL_ID | N | Externalid | |
| | INTERNAL_YN | C | InternalYn | |
| | NOTES | C | Notes | |
| | NOTE_CODE | C | NoteCode | |
| | NOTE_ID | N | NoteId | |
| | NOTE_TITLE | C | NoteTitle | |
| | RESORT | C | Resort | |
| UPDATE LEAD RATES | 1 PERSON RATE | N | OnePersonRate | |
| | 2 PERSON RATE | N | TwoPersonRate | |
| | 3 PERSON RATE | N | ThreePersonRate | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | 4 PERSON RATE | N | FourPersonRate | |
| | ADDITIONAL PERSON | N | AdditionalPerson | |
| | BLOCK CODE | C | BlockCode | |
| | BLOCK NAME | C | BlockName | |
| | GRID DATE | D | GridDate | |
| | ROOM TYPE | C | RoomType | |
| UPDATE RATES | 1 PERSON RATE | N | OnePersonRate | |
| | 2 PERSON RATE | N | TwoPersonRate | |
| | 3 PERSON RATE | N | ThreePersonRate | |
| | 4 PERSON RATE | N | FourPersonRate | |
| | ADDITIONAL PERSON | N | AdditionalPerson | |
| | BLOCK CODE | C | BlockCode | The Block Code of the Block. This does not need to be unique based on application parameter UNIQUE BLOCK CODE. |
| | BLOCK NAME | C | BlockName | |
| | BLOCK SHIFT YN | C | BlockShiftYn | |
| | GRID DATE | D | GridDate | |
| | ROOM TYPE | C | RoomType | |

## Business Events - Block Offsets

The following table outlines the action types, data elements, data types and XML tag names within this OPERA Cloud Business Events module.

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| CREATE OFFSET GRID | ALLOTMENT_HEADER_ID | N | AllotmentHeaderId | |
| | BEGIN_DATE | D | BeginDate | |
| | END_DATE | D | EndDate | |
| | OCC1 | N | Occ1 | |
| | OCC2 | N | Occ2 | |
| | OCC3 | N | Occ3 | |
| | OCC4 | N | Occ4 | |
| | OFFSET_TYPE | C | OffsetType | |
| | PICKUP_OCC1 | N | PickupOcc1 | |
| | PICKUP_OCC2 | N | PickupOcc2 | |
| | PICKUP_OCC3 | N | PickupOcc3 | |
| | PICKUP_OCC4 | N | PickupOcc4 | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | PICKUP_QUANTITY | N | PickupQuantity | |
| | QUANTITY | N | Quantity | |
| | RATE1 | N | Rate1 | |
| | RATE2 | N | Rate2 | |
| | RATE3 | N | Rate3 | |
| | RATE4 | N | Rate4 | |
| | RATEAP | N | Rateap | |
| | RESORT | C | Resort | |
| | ROOM_CATEGORY | C | RoomCategory | |
| | ROOM_CLASS | C | RoomClass | |
| | SC_ROOM_CATEGORY | C | ScRoomCategory | |
| CREATE OFFSET PRODUCT | ACTION_ID | N | ActionId | |
| | ALLOTMENT_HEADER_ID | N | AllotmentHeaderId | |
| | ALLOTMENT_PRODUCT_ID | N | AllotmentProductId | |
| | BEGIN_DATE | D | BeginDate | |
| | DML_SEQ_NO | N | DmlSeqNo | |
| | END_DATE | D | EndDate | |
| | LAPTOP_CHANGE | N | LaptopChange | |
| | OFFSET_TYPE | C | OffsetType | |
| | PRODUCT_GROUP | C | ProductGroup | |
| | PRODUCT_ID | C | ProductId | |
| | PRODUCT_SOURCE | C | ProductSource | |
| | QTY_EXCLUDED | N | QtyExcluded | |
| | QUANTITY | N | Quantity | |
| | RATE_CODE | C | RateCode | |
| | RESORT | C | Resort | |
| CREATE OFFSET RATE | ALLOTMENT_HEADER_ID | N | AllotmentHeaderId | |
| | BEGIN_DATE | D | BeginDate | |
| | END_DATE | D | EndDate | |
| | OFFSET_TYPE | C | OffsetType | |
| | PRIMARY_YN | C | PrimaryYn | |
| | RATE_CODE | C | RateCode | |
| | RECORD_TYPE | C | RecordType | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | RESORT | C | Resort | |
| CREATE OFFSET TYPE | ALLOTMENT_HEADER_ID | N | AllotmentHeaderId | |
| | IGNORE_OFFSET_YN | C | IgnoreOffsetYn | |
| | INACTIVE_DATE | D | InactiveDate | |
| | OFFSET_TYPE | C | OffsetType | |
| | RESORT | C | Resort | |
| DELETE OFFSET GRID | ALLOTMENT_DATE | D | AllotmentDate | |
| | ALLOTMENT_HEADER_ID | N | AllotmentHeaderId | |
| | BEGIN_DATE | D | BeginDate | |
| | END_DATE | D | EndDate | |
| | OFFSET_TYPE | C | OffsetType | |
| | RESORT | C | Resort | |
| | ROOM_CATEGORY | C | RoomCategory | |
| DELETE OFFSET PRODUCT | ALLOTMENT_HEADER_ID | N | AllotmentHeaderId | |
| | ALLOTMENT_PRODUCT_ID | N | AllotmentProductId | |
| | BEGIN_DATE | D | BeginDate | |
| | END_DATE | D | EndDate | |
| | OFFSET_TYPE | C | OffsetType | |
| | PRODUCT_ID | C | ProductId | |
| | RESORT | C | Resort | |
| DELETE OFFSET RATE | ALLOTMENT_HEADER_ID | N | AllotmentHeaderId | |
| | OFFSET_TYPE | C | OffsetType | |
| | RATE_CODE | C | RateCode | |
| | RECORD_TYPE | C | RecordType | |
| | RESORT | C | Resort | |
| DELETE OFFSET TYPE | ALLOTMENT_HEADER_ID | N | AllotmentHeaderId | |
| | OFFSET_TYPE | C | OffsetType | |
| | RESORT | C | Resort | |
| UPDATE OFFSET GRID | ALLOTMENT_HEADER_ID | N | AllotmentHeaderId | |
| | BEGIN_DATE | D | BeginDate | |
| | END_DATE | D | EndDate | |
| | OCC1 | N | Occ1 | |
| | OCC2 | N | Occ2 | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | OCC3 | N | Occ3 | |
| | OCC4 | N | Occ4 | |
| | OFFSET_TYPE | C | OffsetType | |
| | PICKUP_OCC1 | N | PickupOcc1 | |
| | PICKUP_OCC2 | N | PickupOcc2 | |
| | PICKUP_OCC3 | N | PickupOcc3 | |
| | PICKUP_OCC4 | N | PickupOcc4 | |
| | PICKUP_QUANTITY | N | PickupQuantity | |
| | QUANTITY | N | Quantity | |
| | RATE1 | N | Rate1 | |
| | RATE2 | N | Rate2 | |
| | RATE3 | N | Rate3 | |
| | RATE4 | N | Rate4 | |
| | RATEAP | N | Rateap | |
| | RESORT | C | Resort | |
| | ROOM_CATEGORY | C | RoomCategory | |
| | ROOM_CLASS | C | RoomClass | |
| | SC_ROOM_CATEGORY | C | ScRoomCategory | |
| UPDATE OFFSET PRODUCT | ACTION_ID | N | ActionId | |
| | ALLOTMENT_HEADER_ID | N | AllotmentHeaderId | |
| | ALLOTMENT_PRODUCT_ID | N | AllotmentProductId | |
| | BEGIN_DATE | D | BeginDate | |
| | DML_SEQ_NO | N | DmlSeqNo | |
| | END_DATE | D | EndDate | |
| | LAPTOP_CHANGE | N | LaptopChange | |
| | OFFSET_TYPE | C | OffsetType | |
| | PRODUCT_GROUP | C | ProductGroup | |
| | PRODUCT_ID | C | ProductId | |
| | PRODUCT_SOURCE | C | ProductSource | |
| | QTY_EXCLUDED | N | QtyExcluded | |
| | QUANTITY | N | Quantity | |
| | RATE_CODE | C | RateCode | |
| | RESORT | C | Resort | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| UPDATE OFFSET RATE | ALLOTMENT_HEADER_ID | N | AllotmentHeaderId | |
| | BEGIN_DATE | D | BeginDate | |
| | END_DATE | D | EndDate | |
| | OFFSET_TYPE | C | OffsetType | |
| | PRIMARY_YN | C | PrimaryYn | |
| | RATE_CODE | C | RateCode | |
| | RECORD_TYPE | C | RecordType | |
| | RESORT | C | Resort | |
| UPDATE OFFSET TYPE | ALLOTMENT_HEADER_ID | N | AllotmentHeaderId | |
| | IGNORE_OFFSET_YN | C | IgnoreOffsetYn | |
| | INACTIVE_DATE | D | InactiveDate | |
| | OFFSET_TYPE | C | OffsetType | |
| | RESORT | C | Resort | |
| | SYNC ALL OFFSETS | C | SyncAllOffsets | |

# Business Events - Cashiering

The following table outlines the action types, data elements, data types and XML tag names within this OPERA Cloud Business Events module.

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| DELETE POSTING | AMOUNT | N | Amount | |
| | AR_LED_CREDIT | N | ar credit | (Only in case of Split & Edit Postings) |
| | AR_LED_DEBIT | N | ar debit | (Only in case of Split & Edit Postings) |
| | AUTO_CREDITBILL_YN | C | auto creditbill yn | (Only in case of Split & Edit Postings) |
| | AUTO_SETTLE_YN | C | AUTO SETTLE YN | (Only in case of Split & Edit Postings) |
| | APPROVAL CODE | C | ApprovalCode | |
| | APPROVAL DATE | D | ApprovalDate | |
| | APPROVAL STATUS | C | ApprovalStatus | |
| | AUTHORIZER | N | Authorizer | |
| | BILL_NO | N | bill no | (Only in case of Split & Edit Postings) |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | BUSINESS_DATE | D | business date | (Only in case of Split & Edit Postings) |
| | CASHIER_CREDIT | N | cashier credit | (Only in case of Split & Edit Postings) |
| | CASHIER_DEBIT | N | cashier debit | (Only in case of Split & Edit Postings) |
| | CHEQUE_NUMBER | C | check number | (Only in case of Split & Edit Postings) |
| | CREDIT_CARD_ID | N | credit_card_id | (Only in case of Split & Edit Postings) |
| | CASHIER | N | Cashier | |
| | COMP NO | C | CompNumber | |
| | CONFIRMATION NO | N | Confirmation No | |
| | CREDIT | N | Credit | |
| | CURRENCY CODE | C | CurrencyCode | |
| | DEBIT | N | Debit | |
| | DEPOSIT CREDIT | C | DepositCredit | |
| | DEPOSIT DEBIT | C | DepositDebit | |
| | EXTERNAL USER ID | C | ExternalUserId | |
| | FISCAL_BILL_NO | C | fiscal bill no | (Only in case of Split & Edit Postings) |
| | FOLIO_TYPE | C | folio type | (Only in case of Split & Edit Postings) |
| | FOLIO_VIEW | N | window | (Only in case of Split & Edit Postings) |
| | FROM_RESV_ID | N | from resv id | (Only in case of Split & Edit Postings) |
| | FIRST NAME | C | FirstName | |
| | GUEST NAME ID | N | GuestNameID | |
| | GROSS_AMOUNT | N | gross amount | (Only in case of Split & Edit Postings) |
| | GUEST_ACCOUNT_CREDIT | N | guest account credit | (Only in case of Split & Edit Postings) |
| | GUEST_ACCOUNT_DEBIT | N | guest account debit | (Only in case of Split & Edit Postings) |
| | INVOICE_NO | N | invoice no | (Only in case of Split & Edit Postings) |
| | MARKET_CODE | C | market_code | (Only in case of Split & Edit Postings) |
| | MEMBERSHIP NUMBER | C | Membership Number | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | MEMBERSHIP TYPE | C | Membership Type | |
| | NAME | C | Name | |
| | NAME_ID | N | name id | (Only in case of Split & Edit Postings) |
| | NET_AMOUNT | N | net amount | (Only in case of Split & Edit Postings) |
| | ORIGINAL_RESV_NAME_ID | N | originalresv name id | (Only in case of Split & Edit Postings) |
| | ORIGINAL_ROOM | C | orginal room | (Only in case of Split & Edit Postings) |
| | PASSER_BY_NAME | C | passerby name | (Only in case of Split & Edit Postings) |
| | POSTIT_NO | C | postit yn | (Only in case of Split & Edit Postings) |
| | POSTED AMOUNT | C | PostedAmount | |
| | QUANTITY | N | quantity | (Only in case of Split & Edit Postings) |
| | RATE_CODE | C | rate code | (Only in case of Split & Edit Postings) |
| | RECPT_NO | N | recpt no | (Only in case of Split & Edit Postings) |
| | RECPT_TYPE | C | recpt type | (Only in case of Split & Edit Postings) |
| | RESV_DEPOSIT_ID | N | resv deposit id | (Only in case of Split & Edit Postings) |
| | RESV_NAME_ID | N | resv name id | (Only in case of Split & Edit Postings) |
| | ROOM_CLASS | C | room class | (Only in case of Split & Edit Postings) |
| | ROUTED_YN | C | routed yn | (Only in case of Split & Edit Postings) |
| | ROUTING_DATE | D | routing date | (Only in case of Split & Edit Postings) |
| | REALTIME EXCHANGE | C | Realtime_Exchange | (Only in case of Split & Edit Postings) |
| | RESV NAME ID | N | ResvNameId | Available as of Version 3.0 |
| | ROOM | C | RoomNumber | |
| | SUB GROUP | C | SubGroup | |
| | TO_RESV_NAME_ID | N | to resv name id | (Only in case of Split & Edit Postings) |
| | TRANSACTION CODE | C | TransactionCode | |
| | TRANSACTION DATE | D | TransactionDate | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | TRANSACTION DESC | C | TransactionDesc | |
| | TRANSACTION ID | N | TransactionID | |
| | TRANSACTION STATUS | C | TransactionStatus | Status of the posting. Transfer or Adjustment |
| | TRX AMOUNT | C | TrxAmount | |
| | USER NAME | C | UserName | Authorizer's Login User Name. Available as of Version 3.0 |
| | WINDOW | N | Window | |
| DELETE POSTING WITH GENERATES | AMOUNT | N | Amount | |
| | CASHIER | C | Cashier | |
| | CONFIRMATION NO | N | ConfirmationNo | |
| | CREDIT | N | Credit | |
| | CURRENCY CODE | C | CurrencyCode | |
| | DEBIT | N | Debit | |
| | GEN1 AMOUNT | N | Gen1Amount | |
| | GEN1 RATE | N | Gen1Rate | |
| | GEN1 TRANSACTION CODE | C | Gen1TransactionCode | |
| | GEN10 AMOUNT | N | Gen10Amount | |
| | GEN10 RATE | N | Gen10Rate | |
| | GEN10 TRANSACTION CODE | C | Gen10TransactionCode | |
| | GEN2 AMOUNT | N | Gen2Amount | |
| | GEN2 RATE | N | Gen2Rate | |
| | GEN2 TRANSACTION CODE | C | Gen2TransactionCode | |
| | GEN3 AMOUNT | N | Gen3Amount | |
| | GEN3 RATE | N | Gen3Rate | |
| | GEN3 TRANSACTION CODE | C | Gen3TransactionCode | |
| | GEN4 AMOUNT | N | Gen4Amount | |
| | GEN4 RATE | N | Gen4Rate | |
| | GEN4 TRANSACTION CODE | C | Gen4TransactionCode | |
| | GEN5 AMOUNT | N | Gen5Amount | |
| | GEN5 RATE | N | Gen5Rate | |
| | GEN5 TRANSACTION CODE | C | Gen5TransactionCode | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | GEN6 AMOUNT | N | Gen6Amount | |
| | GEN6 RATE | N | Gen6Rate | |
| | GEN6 TRANSACTION CODE | C | Gen6TransactionCode | |
| | GEN7 AMOUNT | N | Gen7Amount | |
| | GEN7 RATE | N | Gen7Rate | |
| | GEN7 TRANSACTION CODE | C | Gen7TransactionCode | |
| | GEN8 AMOUNT | N | Gen8Amount | |
| | GEN8 RATE | N | Gen8Rate | |
| | GEN8 TRANSACTION CODE | C | Gen8TransactionCode | |
| | GEN9 AMOUNT | N | Gen9Amount | |
| | GEN9 RATE | N | Gen9Rate | |
| | GEN9 TRANSACTION CODE | C | Gen9TransactionCode | |
| | GROSS AMOUNT | N | GrossAmount | |
| | LOCAL TRX DATE TIME | C | LocalTrxDateTime | |
| | NET AMOUNT | N | NetAmount | |
| | POSTED AMOUNT | N | PostedAmount | |
| | POSTING DATE | C | PostingDate | |
| | PRICE PER UNIT | N | PricePerUnit | |
| | QUANTITY | N | Quantity | |
| | RESV NAME ID | N | ResvNameId | |
| | ROOM | C | RoomNumber | |
| | TAX INCLUSIVE YN | C | TaxInclusiveYn | |
| | TAX1 AMOUNT | N | Tax1Amount | |
| | TAX1 RATE | N | Tax1Rate | |
| | TAX1 TRANSACTION CODE | C | Tax1TransactionCode | |
| | TAX2 AMOUNT | N | Tax2Amount | |
| | TAX2 RATE | N | Tax2Rate | |
| | TAX2 TRANSACTION CODE | C | Tax2TransactionCode | |
| | TAX3 AMOUNT | N | Tax3Amount | |
| | TAX3 RATE | N | Tax3Rate | |
| | TAX3 TRANSACTION CODE | C | Tax3TransactionCode | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | TAX4 AMOUNT | N | Tax4Amount | |
| | TAX4 RATE | N | Tax4Rate | |
| | TAX4 TRANSACTION CODE | C | Tax4TransactionCode | |
| | TAX5 AMOUNT | N | Tax5Amount | |
| | TAX5 RATE | N | Tax5Rate | |
| | TAX5 TRANSACTION CODE | C | Tax5TransactionCode | |
| | TRANSACTION CODE | C | TransactionCode | |
| | TRANSACTION DESC | C | TransactionDesc | |
| | TRANSACTION ID | N | TransactionID | |
| | TRANSACTION STATUS | C | TransactionStatus | |
| | VENDOR TRX NO | N | VendorTrxNo | |
| | VENDOR TRX NO POSITION | N | VendorTrxNoPos | |
| | WINDOW | N | WindowNo | |
| NEW POSTING | AMOUNT | N | Amount | |
| | APPROVAL CODE | C | ApprovalCode | |
| | APPROVAL DATE | D | ApprovalDate | |
| | APPROVAL STATUS | C | ApprovalStatus | |
| | AR_LED_CREDIT | N | AR CREDIT | |
| | AR_LED_DEBIT | N | AR DEBIT | |
| | AUTO_CREDITBILL_YN | C | AUTO CREDITBILL YN | |
| | AUTO_SETTLE_YN | C | AUTO SETTLE YN | |
| | AUTHORIZER | N | Authorizer | |
| | BILL_NO | N | BILL NO | |
| | BUSINESS_DATE | D | BUSINESS DATE | |
| | CASHIER | N | Cashier | |
| | CASHIER_CREDIT | N | CASHIER CREDIT | |
| | CASHIER_DEBIT | N | CASHIER DEBIT | |
| | CHEQUE_NUMBER | C | CHECK NUMBER | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | CREDIT_CARD_ID | N | CREDIT_CARD_ID | |
| | COMP NO | C | CompNumber | |
| | CONFIRMATION NO | N | ConfirmationNo | |
| | CREDIT | N | Credit | |
| | CURRENCY CODE | C | CurrencyCode | |
| | DEBIT | N | Debit | |
| | DEPOSIT CREDIT | N | DepositCredit | |
| | DEPOSIT DEBIT | N | DepositDebit | |
| | EXTERNAL USER ID | C | ExternalUserId | |
| | FIRST NAME | C | FirstName | |
| | FISCAL_BILL_NO | C | FISCAL BILL NO | |
| | FOLIO_TYPE | C | FOLIO TYPE | |
| | FOLIO_VIEW | N | WINDOW | |
| | FROM_RESV_ID | N | FROM RESV ID | |
| | GROSS_AMOUNT | N | GROSS AMOUNT | |
| | GUEST_ACCOUNT_CREDIT | N | GUEST ACCOUNT CREDIT | |
| | GUEST_ACCOUNT_DEBIT | N | GUEST ACCOUNT DEBIT | |
| | GUEST NAME ID | N | GuestNameID | |
| | INVOICE_NO | N | INVOICE_NO | |
| | MARKET_CODE | C | MARKET_CODE | |
| | MEMBERSHIP NUMBER | C | Membership Number | |
| | MEMBERSHIP TYPE | C | Membership Type | |
| | NAME | C | Name | |
| | NAME_ID | N | NAME ID | |
| | NET_AMOUNT | N | NET AMOUNT | |
| | ORIGINAL_RESV_NAME_ID | N | ORIGINALRESV NAME ID | |
| | ORIGINAL_ROOM | C | ORGINAL ROOM | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | PASSER_BY_NAME | C | PASSERBY NAME | |
| | POSTIT_NO | C | POSTIT YN | |
| | POSTED AMOUNT | N | PostedAmount | |
| | QUANTITY | N | QUANTITY | |
| | RATE_CODE | C | RATE CODE | |
| | RECPT_NO | N | RECPT NO | |
| | RECPT_TYPE | C | RECPT TYPE | |
| | RESV_DEPOSIT_ID | N | RESV DEPOSIT ID | |
| | RESV_NAME_ID | N | RESV NAME ID | |
| | ROOM_CLASS | C | ROOM CLASS | |
| | ROUTED_YN | C | ROUTED YN | |
| | ROUTING_DATE | D | ROUTING DATE | |
| | TO_RESV_NAME_ID | N | TO RESV NAME ID | |
| | REALTIME EXCHANGE | C | Realtime_Exchange | |
| | RESV NAME ID | N | ResvNameId | Available as of Version 3.0 |
| | ROOM | C | RoomNumber | |
| | SUB GROUP | C | SubGroup | |
| | TRANSACTION CODE | C | TransactionCode | |
| | TRANSACTION DATE | D | TransactionDate | |
| | TRANSACTION DESC | C | TransactionDesc | |
| | TRANSACTION ID | N | TransactionID | |
| | TRANSACTION STATUS | C | TransactionStatus | Status of the posting. Transfer or Adjustment |
| | TRX AMOUNT | N | TrxAmount | |
| | USER NAME | C | UserName | Authorizer's Login User Name. Available as of Version 3.0 |
| | WINDOW | N | Window | |
| NEW POSTING WITH GENERATES | AMOUNT | N | Amount | |
| | CASHIER | C | Cashier | |
| | CONFIRMATION NO | N | ConfirmationNo | |
| | CREDIT | N | Credit | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | CURRENCY CODE | C | CurrencyCode | |
| | DEBIT | N | Debit | |
| | GEN1 AMOUNT | N | Gen1Amount | |
| | GEN1 RATE | N | Gen1Rate | |
| | GEN1 TRANSACTION CODE | C | Gen1TransactionCode | |
| | GEN10 AMOUNT | N | Gen10Amount | |
| | GEN10 RATE | N | Gen10Rate | |
| | GEN10 TRANSACTION CODE | C | Gen10TransactionCode | |
| | GEN2 AMOUNT | N | Gen2Amount | |
| | GEN2 RATE | N | Gen2Rate | |
| | GEN2 TRANSACTION CODE | C | Gen2TransactionCode | |
| | GEN3 AMOUNT | N | Gen3Amount | |
| | GEN3 RATE | N | Gen3Rate | |
| | GEN3 TRANSACTION CODE | C | Gen3TransactionCode | |
| | GEN4 AMOUNT | N | Gen4Amount | |
| | GEN4 RATE | N | Gen4Rate | |
| | GEN4 TRANSACTION CODE | C | Gen4TransactionCode | |
| | GEN5 AMOUNT | N | Gen5Amount | |
| | GEN5 RATE | N | Gen5Rate | |
| | GEN5 TRANSACTION CODE | C | Gen5TransactionCode | |
| | GEN6 AMOUNT | N | Gen6Amount | |
| | GEN6 RATE | N | Gen6Rate | |
| | GEN6 TRANSACTION CODE | C | Gen6TransactionCode | |
| | GEN7 AMOUNT | N | Gen7Amount | |
| | GEN7 RATE | N | Gen7Rate | |
| | GEN7 TRANSACTION CODE | C | Gen7TransactionCode | |
| | GEN8 AMOUNT | N | Gen8Amount | |
| | GEN8 RATE | N | Gen8Rate | |
| | GEN8 TRANSACTION CODE | C | Gen8TransactionCode | |
| | GEN9 AMOUNT | N | Gen9Amount | |
| | GEN9 RATE | N | Gen9Rate | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | GEN9 TRANSACTION CODE | C | Gen9TransactionCode | |
| | GROSS AMOUNT | N | GrossAmount | |
| | LOCAL TRX DATE TIME | C | LocalTrxDateTime | |
| | NET AMOUNT | N | NetAmount | |
| | POSTED AMOUNT | N | PostedAmount | |
| | POSTING DATE | C | PostingDate | |
| | PRICE PER UNIT | N | PricePerUnit | |
| | QUANTITY | N | Quantity | |
| | RESV NAME ID | N | ResvNameId | |
| | ROOM | C | RoomNumber | |
| | TAX INCLUSIVE YN | C | TaxInclusiveYn | |
| | TAX1 AMOUNT | N | Tax1Amount | |
| | TAX1 RATE | N | Tax1Rate | |
| | TAX1 TRANSACTION CODE | C | Tax1TransactionCode | |
| | TAX2 AMOUNT | N | Tax2Amount | |
| | TAX2 RATE | N | Tax2Rate | |
| | TAX2 TRANSACTION CODE | C | Tax2TransactionCode | |
| | TAX3 AMOUNT | N | Tax3Amount | |
| | TAX3 RATE | N | Tax3Rate | |
| | TAX3 TRANSACTION CODE | C | Tax3TransactionCode | |
| | TAX4 AMOUNT | N | Tax4Amount | |
| | TAX4 RATE | N | Tax4Rate | |
| | TAX4 TRANSACTION CODE | C | Tax4TransactionCode | |
| | TAX5 AMOUNT | N | Tax5Amount | |
| | TAX5 RATE | N | Tax5Rate | |
| | TAX5 TRANSACTION CODE | C | Tax5TransactionCode | |
| | TRANSACTION CODE | C | TransactionCode | |
| | TRANSACTION DESC | C | TransactionDesc | |
| | TRANSACTION ID | N | TransactionID | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | TRANSACTION STATUS | C | TransactionStatus | |
| | VENDOR TRX NO | N | VendorTrxNo | |
| | VENDOR TRX NO POSITION | N | VendorTrxNoPos | |
| | WINDOW | N | WindowNo | |
| UPDATE POSTING | AMOUNT | N | Amount | |
| | APPROVAL CODE | C | ApprovalCode | |
| | APPROVAL DATE | D | ApprovalDate | |
| | APPROVAL STATUS | C | ApprovalStatus | |
| | AR_LED_CREDIT | N | AR CREDIT | (Only for Transfer Posting) |
| | AR_LED_DEBIT | N | AR DEBIT | (Only for Transfer Posting) |
| | AUTO_CREDITBILL_YN | C | AUTO CREDITBILL YN | (Only for Transfer Posting) |
| | AUTO_SETTLE_YN | C | AUTO SETTLE YN | (Only for Transfer Posting) |
| | AUTHORIZER | N | Authorizer | |
| | BILL_NO | N | BILL NO | (Only for Transfer Posting) |
| | BUSINESS_DATE | D | BUSINESS DATE | (Only for Transfer Posting) |
| | CASHIER | N | Cashier | |
| | CASHIER_CREDIT | N | CASHIER CREDIT | (Only for Transfer Posting) |
| | CASHIER_DEBIT | N | CASHIER DEBIT | (Only for Transfer Posting) |
| | CHEQUE_NUMBER | C | CHECK NUMBER | (Only for Transfer Posting) |
| | CREDIT_CARD_ID | N | CREDIT_CARD_ID | (Only for Transfer Posting) |
| | COMP NO | C | CompNumber | (Only for Transfer Posting) |
| | CONFIRMATION NO | N | ConfirmationNo | |
| | CREDIT | N | Credit | |
| | CURRENCY CODE | C | CurrencyCode | |
| | DEBIT | N | Debit | |
| | DEPOSIT CREDIT | C | DepositCredit | |
| | DEPOSIT DEBIT | C | DepositDebit | |
| | EXTERNAL USER ID | C | ExternalUserId | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | FIRST NAME | C | FirstName | |
| | FISCAL_BILL_NO | C | FISCAL BILL NO | (Only for Transfer Posting) |
| | FOLIO_TYPE | C | FOLIO TYPE | (Only for Transfer Posting) |
| | FOLIO_VIEW | N | WINDOW | (Only for Transfer Posting) |
| | FROM_RESV_ID | N | FROM RESV ID | (Only for Transfer Posting) |
| | GROSS_AMOUNT | N | GROSS AMOUNT | (Only for Transfer Posting) |
| | GUEST_ACCOUNT_CREDIT | N | GUEST ACCOUNT CREDIT | (Only for Transfer Posting) |
| | GUEST_ACCOUNT_DEBIT | N | GUEST ACCOUNT DEBIT | (Only for Transfer Posting) |
| | GUEST NAME ID | N | GuestNameID | |
| | INVOICE_NO | N | invoice no | (Only for Transfer Posting) |
| | MARKET_CODE | C | market code | (Only for Transfer Posting) |
| | MEMBERSHIP NUMBER | C | Membership Number | |
| | MEMBERSHIP TYPE | C | Membership Type | |
| | NAME | C | Name | |
| | NAME_ID | N | name id | (Only for Transfer Posting) |
| | NET_AMOUNT | N | net amount | (Only for Transfer Posting) |
| | ORIGINAL_RESV_NAME_ID | N | originalresv name id | (Only for Transfer Posting) |
| | ORIGINAL_ROOM | C | orginal room | (Only for Transfer Posting) |
| | PASSER_BY_NAME | C | passerby name | (Only for Transfer Posting) |
| | POSTIT_NO | C | postit yn | (Only for Transfer Posting) |
| | POSTED AMOUNT | C | PostedAmount | |
| | QUANTITY | N | quantity | |
| | RATE_CODE | C | rate code | (Only for Transfer Posting) |
| | RECPT_NO | N | recpt no | (Only for Transfer Posting) |
| | RECPT_TYPE | C | recpt type | (Only for Transfer Posting) |
| | RESV_DEPOSIT_ID | N | resv deposit id | (Only for Transfer Posting) |
| | RESV_NAME_ID | N | resv name id | (Only for Transfer Posting) |
| | ROOM_CLASS | C | room class | (Only for Transfer Posting) |
| | ROUTED_YN | C | routed yn | (Only for Transfer Posting) |
| | ROUTING_DATE | D | routing date | (Only for Transfer Posting) |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | REALTIME EXCHANGE | C | Realtime_Exchange | (Only for Transfer Posting) |
| | RESV NAME ID | N | ResvNameId | Available as of Version 3.0 |
| | ROOM | C | RoomNumber | |
| | SUB GROUP | C | SubGroup | |
| | TO_RESV_NAME_ID | N | to resv name id | (Only for Transfer Posting) |
| | TRANSACTION CODE | C | TransactionCode | |
| | TRANSACTION DATE | D | TransactionDate | |
| | TRANSACTION DESC | C | TransactionDesc | |
| | TRANSACTION ID | N | TransactionID | |
| | TRANSACTION STATUS | C | TransactionStatus | Status of the posting. Transfer or Adjustment |
| | TRX AMOUNT | C | TrxAmount | |
| | USER NAME | C | UserName | Authorizer's Login User Name. Available as of Version 3.0 |
| | WINDOW | N | Window | |

# Business Events - Catering

The following table outlines the action types, data elements, data types and XML tag names within this OPERA Cloud Business Events module.

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| CREATE CATERING EVENT | ACTUAL_ATTENDEES | N | ActualAttendees | |
| | ACTUAL_MANUAL | C | ActualManual | |
| | ATTENDEES | N | Attendees | |
| | BLOCKEND | D | Blockend | |
| | BLOCKSTART | D | Blockstart | |
| | BOOK_ID | N | BookId | |
| | DONT_MOVE_YN | C | DontMoveYn | |
| | DOORCARD | C | Doorcard | |
| | DOORCARD_YN | C | DoorcardYn | |
| | END_DATE | D | EndDate | |
| | EVENT_ID | N | EventId | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | EVENT_LINK_ID | N | EventLinkId | |
| | EVENT_LINK_TYPE | C | EventLinkType | |
| | EV_NAME | C | EvName | |
| | EV_RESORT | C | EvResort | |
| | EV_STATUS | C | EvStatus | |
| | EV_TYPE | C | EvType | |
| | EXCLUDE_FROM_FORECAST_YN | C | ExcludeFromForecastYn | |
| | FORECAST_REVENUE_ONLY_YN | C | ForecastRevenueOnlyYn | |
| | GROUP_ID | N | GroupId | |
| | GUARANTEED | N | Guaranteed | |
| | INSPECTED_DATE | D | InspectedDate | |
| | INSPECTED_USER | N | InspectedUser | |
| | INSPECTED_YN | C | InspectedYn | |
| | MASTER_EVENT_ID | N | MasterEventId | |
| | MASTER_YN | C | MasterYn | |
| | PKG_ACT_ATTENDEES | N | PkgActAttendees | |
| | PKG_EXP_ATTENDEES | N | PkgExpAttendees | |
| | PKG_GUA_ATTENDEES | N | PkgGuaAttendees | |
| | PKG_ID | N | PkgId | |
| | PROBLEM_YN | C | ProblemYn | |
| | RESORT | C | Resort | |
| | ROOM | C | Room | |
| | ROOM_SETUP | C | RoomSetup | |
| | SETDOWN_TIME | N | SetdownTime | |
| | SETUP_TIME | N | SetupTime | |
| | START_DATE | D | StartDate | |
| | TRACECODE | C | Tracecode | |
| | TURNTO_STATUS | C | TurntoStatus | |
| | WAITLIST_YN | C | WaitlistYn | |
| | WL_IGNORE_YN | C | WlIgnoreYn | |
| | BOOK_ID | N | BookId | |
| | EVENT_ID | N | EventId | |
| | EXTERNAL REFERENCE | C | ExternalReference | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | RESORT | C | Resort | |
| FUNCTION SPACE AVAILABILITY | BOOK_ID | N | Book_Id | |
| | END_DATE | D | End_Date | |
| | EVENT_ID | N | Event_Id | |
| | EV_RESORT | C | Ev_Resort | |
| | EV_STATUS | C | Ev_Status | |
| | ROOM | C | Room | |
| | SETDOWN_TIME | N | Setdown_Time | |
| | SETUP_TIME | N | Setup_Time | |
| | START_DATE | D | Start_Date | |
| UPDATE CATERING EVENT | ACTUAL_ATTENDEES | N | ActualAttendees | |
| | ACTUAL_MANUAL | C | ActualManual | |
| | ATTENDEES | N | Attendees | |
| | BLOCKEND | D | Blockend | |
| | BLOCKSTART | D | Blockstart | |
| | BOOK_ID | N | BookId | |
| | DONT_MOVE_YN | C | DontMoveYn | |
| | DOORCARD | C | Doorcard | |
| | DOORCARD_YN | C | DoorcardYn | |
| | END_DATE | D | EndDate | |
| | EVENT_ID | N | EventId | |
| | EVENT_LINK_ID | N | EventLinkId | |
| | EVENT_LINK_TYPE | C | EventLinkType | |
| | EV_NAME | C | EvName | |
| | EV_RESORT | C | EvResort | |
| | EV_STATUS | C | EvStatus | |
| | EV_TYPE | C | EvType | |
| | EXCLUDE_FROM_FORECAST_YN | C | ExcludeFromForecastYn | |
| | FORECAST_REVENUE_ONLY_YN | C | ForecastRevenueOnlyYn | |
| | GROUP_ID | N | GroupId | |
| | GUARANTEED | N | Guaranteed | |
| | INSPECTED_DATE | D | InspectedDate | |
| | INSPECTED_USER | N | InspectedUser | |
| | INSPECTED_YN | C | InspectedYn | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | MASTER_EVENT_ID | N | MasterEventId | |
| | MASTER_YN | C | MasterYn | |
| | PKG_ACT_ATTENDEES | N | PkgActAttendees | |
| | PKG_EXP_ATTENDEES | N | PkgExpAttendees | |
| | PKG_GUA_ATTENDEES | N | PkgGuaAttendees | |
| | PKG_ID | N | PkgId | |
| | PROBLEM_YN | C | ProblemYn | |
| | RESORT | C | Resort | |
| | ROOM | C | Room | |
| | ROOM_SETUP | C | RoomSetup | |
| | SETDOWN_TIME | N | SetdownTime | |
| | SETUP_TIME | N | SetupTime | |
| | START_DATE | D | StartDate | |
| | TRACECODE | C | Tracecode | |
| | TURNTO_STATUS | C | TurntoStatus | |
| | WAITLIST_YN | C | WaitlistYn | |
| | WL_IGNORE_YN | C | WlIgnoreYn | |

# Business Events - Catering Event Notes

The following table outlines the action types, data elements, data types and XML tag names within this OPERA Cloud Business Events module.

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| CREATE CATERING EVENT NOTE | EVENT_ID | N | EventId | |
| | INTERNAL_YN | N | InternalYn | |
| | NOTES | N | Notes | |
| | NOTE_CODE | N | NoteCode | |
| | NOTE_ID | N | NoteId | |
| | NOTE_TITLE | N | NoteTitle | |
| | ORDER_BY | N | OrderBy | |
| DELETE CATERING EVENT NOTE | EVENT_ID | N | EventId | |
| | NOTE_ID | N | NoteId | |
| UPDATE CATERING EVENT NOTE | EVENT_ID | N | EventId | |
| | INTERNAL_YN | N | InternalYn | |
| | NOTES | N | Notes | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | NOTE_CODE | N | NoteCode | |
| | NOTE_ID | N | NoteId | |
| | NOTE_TITLE | N | NoteTitle | |
| | ORDER_BY | N | OrderBy | |

## Business Events - Configuration

The following table outlines the action types, data elements, data types and XML tag names within this OPERA Cloud Business Events module.

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| APPLY ROOM TYPE AWARD ALLOWANCE | ALLOWANCE | N | Allowance | |
| | BEGIN DATE | D | BeginDate | |
| | DOW | C | Dow | |
| | END DATE | D | EndDate | |
| | ROOM TYPE | C | RoomType | |
| DELETE AIRPORT | CODE | C | Code | |
| | DESCRIPTION | C | Description | |
| | DIRECTION | C | Direction | |
| | DISTANCE | N | Distance | |
| | DISTANCE TYPE | C | DistanceType | |
| | DRIVING TIME | C | DrivingTime | |
| | SEQUENCE | N | Sequence | |
| DELETE ALERT CODE | ALERT CODE | C | AlertCode | |
| | DESCRIPTION | C | Description | |
| DELETE CALENDAR EVENT | BEGIN DATE | D | BeginDate | |
| | CALENDAR EVENT | C | DayType | |
| | DAY 1 | C | Day1 | |
| | DAY 2 | C | Day2 | |
| | DAY 3 | C | Day3 | |
| | DAY 4 | C | Day4 | |
| | DAY 5 | C | Day5 | |
| | DAY 6 | C | Day6 | |
| | DAY 7 | C | Day7 | |
| | END DATE | D | EndDate | |
| DELETE COMMISSION CODE | APP USER | C | AppUser | |
| | COMMISSION CODE | C | CommissionCode | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | COMMISSION TYPE | C | CommissionType | |
| | DESCRIPTION | C | Description | |
| | FLAT AMOUNT | N | FlatAmount | |
| | MANUAL COMMISSION | N | ManualCommission | |
| | MANUAL FLAT/ PERCENTAGE | N | ManualFlatPercent | |
| | MANUAL PER NIGHT | N | ManualPerNight | |
| | MANUAL PER STAY | N | ManualPerStay | |
| | PER NIGHT | N | PerNight | |
| | PER STAY | N | PerStay | |
| | VAT% | N | VatPercent | |
| DELETE COMMISSION TRANSACTION | APP USER | C | AppUser | |
| | COMMISSION CODE | C | CommissionCode | |
| | REVENUE NET AMOUNT | C | RevNetAmount | |
| | REVENUE PERCENTAGE | C | RevPercent | |
| | REVENUE TRANS CODE | C | RevenueTransCode | |
| | REVENUE WKND PERCENTAGE | C | SourceCode | |
| DELETE CURRENCY CODE | CURRENCY CODE | C | CurrencyCode | |
| | DECIMALS | C | Decimals | |
| | DESCRIPTION | C | Description | |
| DELETE CURRENCY EXCHANGE RATE | BEGIN DATE | D | BeginDate | |
| | BEGIN TIME | T | beginTime | |
| | CURRENCY CODE | C | CurrencyCode | |
| | EXCHANGE RATE | N | ExchangeRate | |
| | EXCHANGE TYPE | C | ExchangeType | |
| DELETE DAILY TARGETS | FROM DATE | D | FromDate | |
| | TO DATE | D | ToDate | |
| DELETE DAY TYPE | BEGIN DATE | D | BeginDate | |
| | DAY 1 | C | Day1 | |
| | DAY 2 | C | Day2 | |
| | DAY 3 | C | Day3 | |
| | DAY 4 | C | Day4 | |
| | DAY 5 | C | Day5 | |
| | DAY 6 | C | Day6 | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | DAY 7 | C | Day7 | |
| | DAY TYPE | C | DayType | |
| | END DATE | D | EndDate | |
| DELETE DEPARTMENT | CODE | C | Code | |
| | DISPLAY SEQ | N | DisplaySeq | |
| | EMAIL ADDRESS | C | EmailAddress | |
| | NAME | C | Name | |
| | RESORT | C | Resort | |
| DELETE FEATURE | BEGIN DATE | D | BeginDate | |
| | DESCRIPTION | C | Description | |
| | END DATE | D | EndDate | |
| | FEATURE | C | Feature | |
| | FEATURE TYPE | C | FeatureType | |
| | HOURS | C | Hours | |
| | PRICE RANGE | C | PriceRange | |
| | SEQUENCE | N | Sequence | |
| | TYPE | C | Type | |
| DELETE GENDER | DISPLAY SEQUENCE | N | DisplaySequence | |
| | GENDER DESCRIPTION | C | GenderDescription | |
| | GENDER TYPE | C | GenderType | |
| DELETE GENERATES | GENERATES AMOUNT | C | GeneratesAmount | |
| | GENERATES BUCKET 1 YN | C | GeneratesBucket1Yn | |
| | GENERATES BUCKET 2 YN | C | GeneratesBucket2Yn | |
| | GENERATES BUCKET 3 YN | C | GeneratesBucket3Yn | |
| | GENERATES NUMBER | C | GeneratesNumber | |
| | GENERATES PERCENTAGE | C | GeneratesPercentage | |
| | GENERATES PERCENTAGE CALCULATION | C | GeneratesPercentageCalculation | |
| | GENERATES TRANSACTION CODE | C | GeneratesTransactionCode | |
| | GENERATES UDF FUNCTION | C | GeneratesUdfFunction | |
| | GENERATES USE PRICES YN | C | GeneratesUsePricesYn | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | GROUP | C | Group | |
| | SUB GROUP | C | SubGroup | |
| | TRANSACTION CODE | C | TransactionCode | |
| DELETE INVENTORY CONTROL | NO TO SELL LIMIT | N | NoToSellLimit | |
| | ROOM CLASS | C | RoomClass | |
| | ROOM TYPE | C | RoomType | |
| DELETE ITEM CLASS | DESCRIPTION | C | Description | |
| | DISCOUNTABLE YN | C | DiscountableYn | |
| | ICON_NAME | C | IconName | |
| | INACTIVE DATE | D | InactiveDate | |
| | ITEMCLASS CODE | C | ItemClassCode | |
| | ITEMCLASS ID | N | ItemClassId | |
| | ORDER_BY | N | OrderBy | |
| | RESORT | C | Resort | |
| | USED IN APP | C | UsedInApp | |
| | WEB BOOKING YN | C | WebBookingYN | |
| DELETE ITEM INVENTORY | ACTIVITY EXT SYSTEM | C | ActivityExtSystem | |
| | ACTIVITY LINK YN | C | ActivityLinkYn | |
| | ACTIVITY LOCATION CODE | C | ActivityLocationCode | |
| | ACTIVITY STATUS CODE | C | ActivityStatusCode | |
| | ACTIVITY TYPE | C | ActivityType | |
| | ARTICLE NUMBER | C | ArticleNumber | |
| | AVAILABLE FROM | T | AvailableFrom | |
| | AVAILABLE TO | T | AvailableTo | |
| | COST | N | Cost | |
| | CRITICAL YN | C | CriticalYn | |
| | DAILY INVENTORY YN | C | DailyInventoryYn | |
| | DEFAULT QTY | N | DefaultQty | |
| | DESCRIPTION | C | Description | |
| | DISCOUNTABLE YN | C | DiscountableYn | |
| | INACTIVE DATE | D | InactiveDate | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | INSERT DATE | D | InsertDate | |
| | INSERT USER | C | InsertUser | |
| | ITEM ID | N | ItemId | |
| | ITEM POOL CODE | C | ItemPoolCode | |
| | ITEM POOL ID | N | ItemPoolId | |
| | ITEMCLASS | N | ItemClass | |
| | MANDATORY YN | C | MandatoryYn | |
| | NAME | C | Name | |
| | OBJECT TYPE | C | ObjectType | |
| | ORDER BY | N | OrderBy | |
| | ORDER EXTERNAL YN | C | OrderExternalYn | |
| | QTY IN STOCK | N | QtyInStock | |
| | RESORT | C | Resort | |
| | REVENUE TYPE | C | RevenueType | |
| | SELL SEPARATE | C | SellSeparate | |
| | SETDOWN TIME | N | SetdownTime | |
| | SETUP TIME | N | SetupTime | |
| | SHOWBEO YN | C | ShowbeoYn | |
| | UPDATE DATE | D | UpdateDate | |
| | UPDATE USER | C | UpdateUser | |
| | WEB BOOKING YN | C | WebBookingYn | |
| DELETE ITEM LOAD | BEGIN DATE | D | BeginDate | |
| | DAYS | C | Days | |
| | END DATE | D | EndDate | |
| | ITEM CLASS | C | ItemClass | |
| | ITEM NAME | C | ItemName | |
| | QUANTITY | N | Quantity | |
| | REPLACE CURRENT VALUE | C | ReplaceCurrentValue | |
| | RESORT | C | Resort | |
| DELETE ITEM POOL | DESCRIPTION | C | Description | |
| | ITEM POOL CODE | C | Itempoolcode | |
| | ITEM POOL ID | N | Itempoolid | |
| | ORDER BY | N | Orderby | |
| | RESORT | C | Resort | |
| DELETE MARKET CODE | DESCRIPTION | C | Description | |
| | INACTIVE YN | C | InactiveYN | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | MAIN GROUP | C | MainGroup | |
| | MARKET CODE | C | MarketCode | |
| DELETE MEETING ROOM | AREA F | N | AreaF | |
| | AREA M | N | AreaM | |
| | BUILDING | C | Building | |
| | COMBO ELEMENT CHANGED YN | C | ComboElementChangedYN | |
| | COMBO YN | C | ComboYN | |
| | DESCRIPTION | C | Description | |
| | DIARY DISPLAY YN | C | DiaryDisplayYN | |
| | DIARY NAME | C | DiaryName | |
| | DOORS | C | Doors | |
| | EXCLUDED EVENT TYPES | C | ExcludedEventTypes | |
| | FACING | C | Facing | |
| | FLOOR | C | Floor | |
| | FORCE ALTERNATE YN | C | ForceAlternateYN | |
| | FULL UTILIZATION TIME | N | FullUtilizationTime | |
| | HANDICAP YN | C | HandicapYN | |
| | HEIGHTMAX F | N | HeightMaxN | |
| | HEIGHTMAX M | N | HeightMaxM | |
| | HEIGHTMIN F | N | HeightMinF | |
| | HEIGHTMIN M | N | HeightMinM | |
| | KEY CODE | C | KeyCode | |
| | LENGTH F | N | LengthF | |
| | LENGTH M | N | LengthM | |
| | LIGHT | C | Light | |
| | LOUDSPEAKERS YN | C | LoudspeakersYN | |
| | MAX ADVANCE | N | MaxAdvance | |
| | MAX CAPACITY | C | MaxCapacity | |
| | MAX OCCUPANCY | N | MaxOccupancy | |
| | MAX SHARED GROUPS | C | MaxSharedGroups | |
| | MEETINGROOM TYPE | C | MeetingRoomType | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | MICROPHONE SOCKET TYPES | C | MicrophoneSocketTypes | |
| | MICROPHONE SOCKETS | N | MicrophoneSockets | |
| | MIN ADVANCE | N | MinAdvance | |
| | MIN OCCUPANCY | N | MinOccupancy | |
| | MINIMUM REVENUE | N | MinimumRevenue | |
| | NOTES | C | Notes | |
| | ORDER BY | N | OrderBy | |
| | ORDER BY2 | N | OrderBy2 | |
| | ORDER BY3 | N | OrderBy3 | |
| | ORDER BY4 | N | OrderBy4 | |
| | ORDER BY5 | N | OrderBy5 | |
| | REMARKS | C | Remarks | |
| | ROOM | C | Room | |
| | ROOM CATEGORY | C | RoomCategory | |
| | ROOM CLASS | C | RoomClass | |
| | ROOM RATES CHANGED YN | C | RoomRatesChangedYN | |
| | ROOM STATUS | C | RoomStatus | |
| | ROOM STATUS FROM DATE | D | RoomStatusFromDate | |
| | ROOM STATUS REASON | C | RoomStatusReason | |
| | ROOM STATUS REMARKS | C | RoomStatusRemarks | |
| | ROOM STATUS TO DATE | D | RoomStatusToDate | |
| | SEASONAL RATES CHANGED YN | C | SeasonalRatesChangedYN | |
| | SETUP STYLE CHANGED YN | C | SetupStyleElementChangedYN | |
| | SHAREABLE YN | C | ShareableYN | |
| | SUITE TYPE | C | SuiteType | |
| | TRANSLATIONBOOTH NUM | N | TranslationBoothNum | |
| | TV RADIO SOCKETS | N | TVRadioSockets | |
| | VIEWABLE VIA WEB YN | C | ViewableViaWebYN | |
| | WEB BOOKING YN | C | WebBookingYN | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | WEIGHT F | N | WeightF | |
| | WEIGHT M | N | WeightM | |
| | WIDTH F | N | WidthF | |
| | WIDTH M | N | WidthM | |
| DELETE NOTE TYPE | CODE | C | Code | |
| | DEFAULT | C | Default | |
| | DESCRIPTION | C | Description | |
| | DISPLAY SEQUENCE | N | DisplaySequence | |
| | INACTIVE DATE | D | InactiveDate | |
| | INTERNAL | C | Internal | |
| | NOTE GROUP | C | NoteGroup | |
| | OVERRIDE INTERNAL | C | OverrideInternal | |
| DELETE ORIGIN CODE | ORIGIN CODE | C | OriginCode | |
| | ORIGIN DESCRIPTION | C | OriginDescription | |
| | SEQUENCE | N | Sequence | |
| DELETE PACKAGE ARRANGEMENT CODE | APP USER | C | AppUser | |
| | ARRANGEMENT CODE | C | ArrangementCode | |
| | ARRANGEMENT DESC | C | ArrangementDesc | |
| | ARRANGEMENT ID | N | ArrangementId | |
| | INACTIVE DATE | D | InactiveDate | |
| | RESORT | C | Resort | |
| DELETE PACKAGE FORECAST GROUP | GROUP | C | Group | |
| DELETE PREFERENCE | CODE | C | Code | |
| | DESCRIPTION | C | Description | |
| | DISPLAY SEQUENCE | N | DisplaySequence | |
| | GLOBAL YN | C | GlobalYn | |
| | PREFERENCE GROUP | C | PreferenceGroup | |
| DELETE PREFERENCE GROUP | DESCRIPTION | C | Description | |
| | DISPLAY SEQUENCE | N | DisplaySequence | |
| | MAX QUANTITY | N | MaxQuantity | |
| | PREFERENCE GROUP | C | PreferenceGroup | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | RESERVATION PREFERENCE Y/N | C | ReservationPreferenceY/N | |
| DELETE PRICES | PRICES AMOUNT | C | PricesAmount | |
| | PRICES DO NOT POST YN | C | PricesDoNotPostY | |
| | PRICES PERCENTAGE | C | PricesPercentage | |
| | PRICES START DATE | C | PricesStartDate | |
| | PRICES TAX TYPE | C | PricesTaxType | |
| | PRICES UDF FUNCTION | C | PricesUdfFunction | |
| | TRANSACTION CODE | C | TransactionCode | |
| DELETE PROMOTION CODE | AUTHORIZER ID | N | AuthorizerId | |
| | BOOKING END DATE | D | BookingEndDate | |
| | BOOKING START DATE | D | BookingStartDate | |
| | CATEGORY | C | Category | |
| | CATEGORY DESCRIPTION | C | CategoryDescription | |
| | CHECKIN TIME | T | CheckinTime | |
| | CHECKOUT TIME | T | CheckoutTime | |
| | COUPON EXCLUDE CHARS | C | CouponExcludeChars | |
| | COUPON GENERATE FORMAT | C | CouponGenerateFormat | |
| | COUPON GENERATION OPTION | C | CouponGenerationOption | |
| | COUPON LENGTH | N | CouponLength | |
| | COUPON PREFIX | C | CouponPrefix | |
| | COUPON SUFFIX | C | CouponSuffix | |
| | ID REQUIRED | C | IdRequired | |
| | ID REQUIRED DESCRIPTION | C | IdRequiredDescription | |
| | LIMITED TIME PROMOTION | C | LimitedTimePromotion | |
| | PROMOTION GROUP | C | PromotionGroup | |
| | PROMOTION INFORMATION | C | PromotionInformation | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | PROMOTION INSTRUCTIONS | C | PromotionInstructions | |
| | PROMOTION NAME | C | PromotionName | |
| | STAY END DATE | D | StayEndDate | |
| | STAY START DATE | D | StayStartDate | |
| | UPD RESV OUTSIDE BOOKING DTS | C | UpdResvOutsideBookingDts | |
| | UPGRADE ALLOWED | C | UpgradeAllowed | |
| | VOUCHER BENEFIT CODE | C | VoucherBenefitCode | |
| DELETE PROPERTY UDF | UDF TYPE | C | UdfType | |
| | UDF VALUE | C | UdfValue | |
| DELETE RATE DISCOUNT LEVEL | DESCRIPTION | C | Description | |
| | DISCOUNT | N | Discount | |
| | DISCOUNT LEVEL | N | DiscountLevel | |
| | RESORT | C | Resort | |
| | REVENUE PRODUCTION | N | RevenueProduction | |
| | ROOM PRODUCTION | N | RoomProduction | |
| DELETE RELATIONSHIP | DESCRIPTION | N | Description | |
| | FROM TYPE | N | FromType | |
| | GLOBAL YN | N | GlobalYN | |
| | HIERARCHY YN | N | HierarchyYN | |
| | INACTIVE DATE | N | InactiveDate | |
| | INDIVIDUAL YN | N | IndividualYN | |
| | INHERIT RATES YN | N | InheritRatesYN | |
| | PRIMARY YN | N | PrimaryYN | |
| | RELATION CATEGORY | N | RelationCategory | |
| | RELATIONSHIP | N | Relationship | |
| | RELATIONSHIP ROLE | N | RelationshipRole | |
| | TO DESCRIPTION | N | ToDescription | |
| | TO INDIVIDUAL YN | N | ToIndividualYN | |
| | TO INHERIT RATES YN | N | ToInheritRatesYN | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | TO RELATIONSHIP | N | ToRelationship | |
| | TO TYPE | N | ToType | |
| DELETE RESERVATION TYPE | ADDRESS REQUIRED YN | C | AddressRequiredYn | |
| | AUTO CANCEL RES YN | C | AutoCancelResYn | |
| | BOOKING STATUS | C | BookingStatus | |
| | BOOKING STATUS ORDER | C | BookingStatusOrder | |
| | CAN DELETE YN | C | CanDeleteYn | |
| | CASH BASIS YN | C | CashBasisYn | |
| | CC PENDING DAYS | N | CcPendingDays | |
| | CC VERIFY CODE REQUIRED YN | C | CcVerifyCodeRequiredYn | |
| | CLOSING PROBABILITY | N | ClosingProbability | |
| | CREDIT CARD REQUIRED YN | C | CreditCardRequiredYn | |
| | CRO ALLOWED YN | C | CroAllowedYn | |
| | DEDUCT INVENTORY YN | C | DeductInventory | |
| | DEPOSIT REQUIRED YN | C | DepositRequiredYn | |
| | DESCRIPTION | C | Description | |
| | GDS SHORT DESCRIPTION | C | GdsShortDescription | |
| | INACTIVE DATE | D | InactiveDate | |
| | LONG DESCRIPTION | C | LongDescription | |
| | MANDATORY ARR TIME YN | C | MandatoryArrTimeYn | |
| | ORDER BY | N | OrderBy | |
| | PHONE REQUIRED YN | C | PhoneRequiredYn | |
| | RESERVATION TYPE | C | ReservationType | |
| | RESORT | C | Resort | |
| DELETE RESORT ATTRACTION | ADDRESS1 | C | Address1 | |
| | ADDRESS2 | C | Address2 | |
| | ADDRESS3 | C | Address3 | |
| | ADDRESS4 | C | Address4 | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | ATTRACTION CLASS | C | AttractionClass | |
| | ATTRACTION CODE | C | AttractionCode | |
| | ATTRACTION TYPE | C | AttractionType | |
| | CITY | C | City | |
| | COORDINATE SUPPLIER | C | CoordinateSupplier | |
| | DIRECTION | C | Direction | |
| | DIRECTIONS | C | Directions | |
| | DISTANCE | N | Distance | |
| | DISTANCE TYPE | C | DistanceType | |
| | DRIVING TIME | C | DrivingTime | |
| | GENERAL DIRECTIONS | C | GeneralDirections | |
| | HOURS OPERATION | C | HoursOperation | |
| | INACTIVE DATE | D | InactiveDate | |
| | LATLONG X POSITION | N | LatLongXPosition | |
| | LATLONG Y POSITION | N | LatLongYPosition | |
| | NAME | C | Name | |
| | ORDER BY | C | OrderBy | |
| | PRICE RANGE | C | PriceRange | |
| | REGION | C | Region | |
| | STATE | C | State | |
| | ZIP CODE | C | ZipCode | |
| DELETE RESORT RESTAURANT | BEGIN DATE | D | BeginDate | |
| | CATEGORY | C | Category | |
| | COMMENTS | C | Comments | |
| | END DATE | D | EndDate | |
| | HOURS | C | Hours | |
| | INACTIVE DATE | C | InactiveDate | |
| | ORDER BY | N | OrderBy | |
| | PRICE RANGE | C | PriceRange | |
| | RESTAURANT CODE | C | RestaurantCode | |
| | RESTAURANT NAME | C | RestaurantName | |
| | TYPE | C | Type | |
| DELETE ROOM | APP USER | C | AppUser | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | CONNECTING ROOMS | C | ConnectingRooms | |
| | DAY SECTION | C | DaySection | |
| | DEPARTURE CREDITS | N | DepartureCredits | |
| | DESCRIPTION | C | Description | |
| | DISPLAY SEQUENCE | N | DisplaySequence | |
| | EVENING SECTION | C | EveningSection | |
| | FEATURES | C | Features | |
| | FLOOR PREFERENCE | C | FloorPreference | |
| | MAX OCCUPANCY | N | MaxOccupancy | |
| | MEASUREMENT | C | Measurement | |
| | PHONE NUMBER | C | PhoneNumber | |
| | PICKUP CREDITS | N | PickupCredits | |
| | PUBLISHED RATE AMOUNT | C | PublishedRateAmount | |
| | PUBLISHED RATE CODE | C | PublishedRateCode | |
| | RESORT | C | Resort | |
| | ROOM | C | Room | |
| | ROOM CLASS | C | RoomClass | |
| | ROOM TYPE | C | RoomType | |
| | SMOKING PREFERENCE | C | SmokingPreference | |
| | SQUARE UNITS | N | SquareUnits | |
| | STAYOVER CREDITS | N | StayoverCredits | |
| DELETE ROOM CLASS | DESCRIPTION | C | Description | |
| | ROOM CLASS | C | RoomClass | |
| DELETE ROOM FEATURE | BUILDING | C | Building | |
| | FEATURE | C | Feature | |
| | ROOM | C | Room | |
| DELETE ROOM TYPE | ACTIVE DATE | C | ActiveDate | |
| | ALTERNATIVE ROOM TYPE | C | AlternateRoomType | |
| | AUTO ROOM ASSIGN YN | C | Autoroomassignyn | |
| | COMPONENT ROOM CATEGORY | C | ComponentRoomCategory | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | COMPONENT SUITE YN | C | ComponentSuiteYN | |
| | DEFAULT OCCUPANCY | N | DefaultOccupancy | |
| | DEFAULT RATE | N | DefaultRate | |
| | DESCRIPTION | C | Description | |
| | FEATURE | C | Feature | |
| | GENERIC FLAG | C | GenericFlag | |
| | MAX OCCUPANCY | N | MaxOccupancy | |
| | MAX ROLLAWAYS | N | MaxRollaways | |
| | NUMBER OF ROOMS | N | NumberOfRooms | |
| | PSEUDO FLAG | C | PseudoFlag | |
| | PSEUDO RM TYPE YN | C | PseudoRoomTypeYN | |
| | QUANTITY | C | Quantity | |
| | RATE CODE | C | RateCode | |
| | ROOM CLASS | C | RoomClass | |
| | ROOM TYPE | C | RoomType | |
| | SH CRS DESCRIPTION | C | ShCrsDescription | |
| | SH S BEDTYPE | C | ShSBedtype | |
| | SH S LABEL | C | ShSLabel | |
| | YIELD CATEGORY | C | YieldCategory | |
| | YIELD STATUS | C | YieldStatus | |
| DELETE ROOM TYPE AWARD ALLOWANCE | ALLOWANCE | N | Allowance | |
| | BEGIN DATE | D | BeginDate | |
| | DOW | C | Dow | |
| | END DATE | D | EndDate | |
| | ROOM TYPE | C | RoomType | |
| DELETE SOURCE CODE | APP USER | C | AppUser | |
| | DESCRIPTION | C | Description | |
| | INACTIVE YN | C | InactiveYN | |
| | SOURCE CODE | C | SourceCode | |
| | SOURCE GROUP | C | SourceGroup | |
| DELETE TRANSACTION CODE | ADJUSTMENT TRANSACTION CODE | C | AdjustmentTransCode | |
| | APP USER | C | AppUser | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | CREDIT CARD COMMISSION | C | CreditCardCommission | |
| | DEFERRED FLAG | C | DefferedRate | |
| | DESCRIPTION | C | Description | |
| | MANUAL POSTING FLAG | C | ManualPostingFlag | |
| | PAID OUT FLAG | C | PaidOutFlag | |
| | REVENUE GROUP | C | RevenueGroup | |
| | SUB GROUP | C | SubGroup | |
| | TAX INCLUSIVE FLAG | C | TaxInclusiveFlag | |
| | TRANSACTION CODE | C | TransactionCode | |
| | TRANSACTION CODE TYPE | C | TransCodeType | |
| DELETE VIP LEVEL | DISPLAY COLOR | C | DisplayColor | |
| | DISPLAY SEQUENCE | N | DisplaySequence | |
| | VIP CODE | C | VipCode | |
| | VIP DESCRIPTION | C | VipDescription | |
| DISTRIBUTE ENROLLMENT CODE | CHAIN CODE | C | ChainCode | |
| DISTRIBUTE MEMBER AWARD TYPES | MEMBER AWARD TYPE | C | MemberAwardType | |
| DISTRIBUTE MEMBERSHIP AWARD SCHEDULES | POINTS SCHEDULE CODE | C | PointsScheduleCode | |
| DISTRIBUTE MEMBERSHIP ENROLLMENT DESIGN | MEMBERSHIP TYPE | C | MembershipType | |
| DISTRIBUTE MEMBERSHIP FEE | MEMBERSHIP TYPE | C | MembershipType | |
| DISTRIBUTE VOUCHER BENEFIT | VOUCHER BENEFIT CODE | C | VoucherBenefitCode | |
| LOAD DAILY TARGETS | DAY 1 | C | Day1 | |
| | DAY 2 | C | Day2 | |
| | DAY 3 | C | Day3 | |
| | DAY 4 | C | Day4 | |
| | DAY 5 | C | Day5 | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | DAY 6 | C | Day6 | |
| | DAY 7 | C | Day7 | |
| | FROM DATE | D | FromDate | |
| | ROOM AVG RATE | N | RoomAvgRate | |
| | ROOM NIGHTS | N | RoomNights | |
| | ROOM REVENUE | N | RoomRevenue | |
| | TO DATE | D | ToDate | |
| NEW AIRPORT | CODE | C | Code | |
| | DESCRIPTION | C | Description | |
| | DIRECTION | C | Direction | |
| | DISTANCE | N | Distance | |
| | DISTANCE TYPE | C | DistanceType | |
| | DRIVING TIME | C | DrivingTime | |
| | SEQUENCE | N | Sequence | |
| NEW ALERT CODE | ALERT CODE | C | AlertCode | |
| | DESCRIPTION | C | Description | |
| NEW COMMISSION CODE | APP USER | C | AppUser | |
| | COMMISSION CODE | C | CommissionCode | |
| | COMMISSION TYPE | C | CommissionType | |
| | DESCRIPTION | C | Description | |
| | FLAT AMOUNT | N | FlatAmount | |
| | MANUAL COMMISSION | N | ManualCommission | |
| | MANUAL FLAT/ PERCENTAGE | N | ManualFlatPercent | |
| | MANUAL PER NIGHT | N | ManualPerNight | |
| | MANUAL PER STAY | N | ManualPerStay | |
| | PER NIGHT | N | PerNight | |
| | PER STAY | N | PerStay | |
| | VAT% | N | VatPercent | |
| NEW COMMISSION TRANSACTION | APP USER | C | AppUser | |
| | COMMISSION CODE | C | CommissionCode | |
| | REVENUE NET AMOUNT | C | RevNetAmount | |
| | REVENUE PERCENTAGE | C | RevPercent | |
| | REVENUE TRANS CODE | C | RevenueTransCode | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | REVENUE WKND PERCENTAGE | C | SourceCode | |
| NEW CURRENCY CODE | CURRENCY CODE | C | CurrencyCode | |
| | DECIMALS | C | Decimals | |
| | DESCRIPTION | C | Description | |
| NEW CURRENCY EXCHANGE RATE | BEGIN DATE | D | BeginDate | |
| | BEGIN TIME | T | beginTime | |
| | CURRENCY CODE | C | CurrencyCode | |
| | EXCHANGE RATE | N | ExchangeRate | |
| | EXCHANGE TYPE | C | ExchangeType | |
| NEW DEPARTMENT | CODE | C | Code | |
| | DISPLAY SEQ | N | DisplaySeq | |
| | EMAIL ADDRESS | C | EmailAddress | |
| | NAME | C | Name | |
| | RESORT | C | Resort | |
| NEW FEATURE | BEGIN DATE | D | BeginDate | |
| | DESCRIPTION | C | Description | |
| | END DATE | D | EndDate | |
| | FEATURE | C | Feature | |
| | FEATURE TYPE | C | FeatureType | |
| | HOURS | C | Hours | |
| | PRICE RANGE | C | PriceRange | |
| | SEQUENCE | N | Sequence | |
| | TYPE | C | Type | |
| NEW GENDER | DISPLAY SEQUENCE | N | DisplaySequence | |
| | GENDER DESCRIPTION | C | GenderDescription | |
| | GENDER TYPE | C | GenderType | |
| NEW GENERATES | GENERATES AMOUNT | C | GeneratesAmount | |
| | GENERATES BUCKET 1 YN | C | GeneratesBucket1Yn | |
| | GENERATES BUCKET 2 YN | C | GeneratesBucket2Yn | |
| | GENERATES BUCKET 3 YN | C | GeneratesBucket3Yn | |
| | GENERATES NUMBER | C | GeneratesNumber | |
| | GENERATES PERCENTAGE | C | GeneratesPercentage | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | GENERATES PERCENTAGE CALCULATION | C | GeneratesPercentageCalculation | |
| | GENERATES TRANSACTION CODE | C | GeneratesTransactionCode | |
| | GENERATES UDF FUNCTION | C | GeneratesUdfFunction | |
| | GENERATES USE PRICES YN | C | GeneratesUsePricesYn | |
| | GROUP | C | Group | |
| | SUB GROUP | C | SubGroup | |
| | TRANSACTION CODE | C | TransactionCode | |
| NEW INVENTORY CONTROL | DAY 1 | C | Day1 | |
| | DAY 2 | C | Day2 | |
| | DAY 3 | C | Day3 | |
| | DAY 4 | C | Day4 | |
| | DAY 5 | C | Day5 | |
| | DAY 6 | C | Day6 | |
| | DAY 7 | C | Day7 | |
| | NO TO SELL LIMIT | N | NoToSellLimit | |
| | ROOM CLASS | C | RoomClass | |
| | ROOM TYPE | C | RoomType | |
| NEW ITEM CLASS | DESCRIPTION | C | Description | |
| | DISCOUNTABLE YN | C | DiscountableYn | |
| | ICON NAME | C | IconName | |
| | INACTIVE DATE | D | InactiveDate | |
| | ITEMCLASS CODE | C | ItemClassCode | |
| | ITEMCLASS ID | N | ItemClassId | |
| | ORDER BY | N | OrderBy | |
| | RESORT | C | Resort | |
| | USED IN APP | C | UsedInApp | |
| | WEB BOOKING YN | C | WebBookingYN | |
| NEW ITEM INVENTORY | ACTIVITY EXT SYSTEM | C | ActivityExtSystem | |
| | ACTIVITY LINK YN | C | ActivityLinkYn | |
| | ACTIVITY LOCATION CODE | C | ActivityLocationCode | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | ACTIVITY STATUS CODE | C | ActivityStatusCode | |
| | ACTIVITY TYPE | C | ActivityType | |
| | ARTICLE NUMBER | C | ArticleNumber | |
| | AVAILABLE FROM | T | AvailableFrom | |
| | AVAILABLE TO | T | AvailableTo | |
| | COST | N | Cost | |
| | CRITICAL YN | C | CriticalYn | |
| | DAILY INVENTORY YN | C | DailyInventoryYn | |
| | DEFAULT QTY | N | DefaultQty | |
| | DESCRIPTION | C | Description | |
| | DISCOUNTABLE YN | C | DiscountableYn | |
| | INACTIVE DATE | D | InactiveDate | |
| | INSERT DATE | D | InsertDate | |
| | INSERT USER | C | InsertUser | |
| | ITEM ID | N | ItemId | |
| | ITEM POOL CODE | C | ItemPoolCode | |
| | ITEM POOL ID | N | ItemPoolId | |
| | ITEMCLASS | N | ItemClass | |
| | MANDATORY YN | C | MandatoryYn | |
| | NAME | C | Name | |
| | OBJECT TYPE | C | ObjectType | |
| | ORDER BY | N | OrderBy | |
| | ORDER EXTERNAL YN | C | OrderExternalYn | |
| | QTY IN STOCK | N | QtyInStock | |
| | RESORT | C | Resort | |
| | REVENUE TYPE | C | RevenueType | |
| | SELL SEPARATE | C | SellSeparate | |
| | SETDOWN TIME | N | SetdownTime | |
| | SETUP TIME | N | SetupTime | |
| | SHOWBEO YN | C | ShowbeoYn | |
| | UPDATE DATE | D | UpdateDate | |
| | UPDATE USER | C | UpdateUser | |
| | WEB BOOKING YN | C | WebBookingYn | |
| NEW ITEM LOAD | BEGIN DATE | D | BeginDate | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | DAYS | C | Days | |
| | END DATE | D | EndDate | |
| | ITEM CLASS | C | ItemClass | |
| | ITEM NAME | C | ItemName | |
| | QUANTITY | N | Quantity | |
| | REPLACE CURRENT VALUE | C | ReplaceCurrentValue | |
| | RESORT | C | Resort | |
| NEW ITEM POOL | DESCRIPTION | C | Description | |
| | ITEM POOL CODE | C | Itempoolcode | |
| | ITEM POOL ID | N | Itempoolid | |
| | ORDER BY | N | Orderby | |
| | RESORT | C | Resort | |
| NEW MARKET CODE | DESCRIPTION | C | Description | |
| | INACTIVE YN | C | InactiveYN | |
| | MAIN GROUP | C | MainGroup | |
| | MARKET CODE | C | MarketCode | |
| NEW MEETING ROOM | AREA F | N | AreaF | |
| | AREA M | N | AreaM | |
| | BUILDING | C | Building | |
| | COMBO ELEMENT CHANGED YN | C | ComboElementChangedYN | |
| | COMBO YN | C | ComboYN | |
| | DESCRIPTION | C | Description | |
| | DIARY DISPLAY YN | C | DiaryDisplayYN | |
| | DIARY NAME | C | DiaryName | |
| | DOORS | C | Doors | |
| | EXCLUDED EVENT TYPES | C | ExcludedEventTypes | |
| | FACING | C | Facing | |
| | FLOOR | C | Floor | |
| | FORCE ALTERNATE YN | C | ForceAlternateYN | |
| | FULL UTILIZATION TIME | N | FullUtilizationTime | |
| | HANDICAP YN | C | HandicapYN | |
| | HEIGHTMAX F | N | HeightMaxN | |
| | HEIGHTMAX M | N | HeightMaxM | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | HEIGHTMIN F | N | HeightMinF | |
| | HEIGHTMIN M | N | HeightMinM | |
| | KEY CODE | C | KeyCode | |
| | LENGTH F | N | LengthF | |
| | LENGTH M | N | LengthM | |
| | LIGHT | C | Light | |
| | LOUDSPEAKERS YN | C | LoudspeakersYN | |
| | MAX ADVANCE | N | MaxAdvance | |
| | MAX CAPACITY | C | MaxCapacity | |
| | MAX OCCUPANCY | N | MaxOccupancy | |
| | MAX SHARED GROUPS | C | MaxSharedGroups | |
| | MEETINGROOM TYPE | C | MeetingRoomType | |
| | MICROPHONE SOCKET TYPES | C | MicrophoneSocketTypes | |
| | MICROPHONE SOCKETS | N | MicrophoneSockets | |
| | MIN ADVANCE | N | MinAdvance | |
| | MIN OCCUPANCY | N | MinOccupancy | |
| | MINIMUM REVENUE | N | MinimumRevenue | |
| | NOTES | C | Notes | |
| | ORDER BY | N | OrderBy | |
| | ORDER BY2 | N | OrderBy2 | |
| | ORDER BY3 | N | OrderBy3 | |
| | ORDER BY4 | N | OrderBy4 | |
| | ORDER BY5 | N | OrderBy5 | |
| | REMARKS | C | Remarks | |
| | ROOM | C | Room | |
| | ROOM CATEGORY | C | RoomCategory | |
| | ROOM CLASS | C | RoomClass | |
| | ROOM RATES CHANGED YN | C | RoomRatesChangedYN | |
| | ROOM STATUS | C | RoomStatus | |
| | ROOM STATUS FROM DATE | D | RoomStatusFromDate | |
| | ROOM STATUS REASON | C | RoomStatusReason | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | ROOM STATUS REMARKS | C | RoomStatusRemarks | |
| | ROOM STATUS TO DATE | D | RoomStatusToDate | |
| | SEASONAL RATES CHANGED YN | C | SeasonalRatesChangedYN | |
| | SETUP STYLE CHANGED YN | C | SetupStyleElementChangedYN | |
| | SHAREABLE YN | C | ShareableYN | |
| | SUITE TYPE | C | SuiteType | |
| | TRANSLATIONBOOTH NUM | N | TranslationBoothNum | |
| | TV RADIO SOCKETS | N | TVRadioSockets | |
| | VIEWABLE VIA WEB YN | C | ViewableViaWebYN | |
| | WEB BOOKING YN | C | WebBookingYN | |
| | WEIGHT F | N | WeightF | |
| | WEIGHT M | N | WeightM | |
| | WIDTH F | N | WidthF | |
| | WIDTH M | N | WidthM | |
| NEW NOTE TYPE | CODE | C | Code | |
| | DEFAULT | C | Default | |
| | DESCRIPTION | C | Description | |
| | DISPLAY SEQUENCE | N | DisplaySequence | |
| | INACTIVE DATE | D | InactiveDate | |
| | INTERNAL | C | Internal | |
| | NOTE GROUP | C | NoteGroup | |
| | OVERRIDE INTERNAL | C | OverrideInternal | |
| NEW ORIGIN CODE | ORIGIN CODE | C | OriginCode | |
| | ORIGIN DESCRIPTION | C | OriginDescription | |
| | SEQUENCE | N | Sequence | |
| NEW PACKAGE ARRANGEMENT CODE | APP USER | C | AppUser | |
| | ARRANGEMENT CODE | C | ArrangementCode | |
| | ARRANGEMENT DESC | C | ArrangementDesc | |
| | ARRANGEMENT ID | N | ArrangementId | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | INACTIVE DATE | D | InactiveDate | |
| | RESORT | C | Resort | |
| NEW PACKAGE FORECAST GROUP | DESCRIPTION | C | Description | |
| | GROUP | C | Group | |
| | INACTIVE YN | C | InactiveYN | |
| | SEQUENCE | N | Sequence | |
| NEW PREFERENCE | CODE | C | Code | |
| | DESCRIPTION | C | Description | |
| | DISPLAY SEQUENCE | N | DisplaySequence | |
| | GLOBAL YN | C | GlobalYn | |
| | PREFERENCE GROUP | C | PreferenceGroup | |
| NEW PREFERENCE GROUP | DESCRIPTION | C | Description | |
| | DISPLAY SEQUENCE | N | DisplaySequence | |
| | MAX QUANTITY | N | MaxQuantity | |
| | PREFERENCE GROUP | C | PreferenceGroup | |
| | RESERVATION PREFERENCE Y/N | C | ReservationPreferenceY/N | |
| NEW PRICES | PRICES AMOUNT | C | PricesAmount | |
| | PRICES DO NOT POST YN | C | PricesDoNotPostYn | |
| | PRICES PERCENTAGE | C | PricesPercentage | |
| | PRICES START DATE | C | PricesStartDate | |
| | PRICES TAX TYPE | C | PricesTaxType | |
| | PRICES UDF FUNCTION | C | PricesUdfFunction | |
| | TRANSACTION CODE | C | TransactionCode | |
| NEW PROMOTION CODE | AUTHORIZER ID | N | AuthorizerId | |
| | BOOKING END DATE | D | BookingEndDate | |
| | BOOKING START DATE | D | BookingStartDate | |
| | CATEGORY | C | Category | |
| | CATEGORY DESCRIPTION | C | CategoryDescription | |
| | CHECKIN TIME | T | CheckinTime | |
| | CHECKOUT TIME | T | CheckoutTime | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | COUPON EXCLUDE CHARS | C | CouponExcludeChars | |
| | COUPON GENERATE FORMAT | C | CouponGenerateFormat | |
| | COUPON GENERATION OPTION | C | CouponGenerationOption | |
| | COUPON LENGTH | N | CouponLength | |
| | COUPON PREFIX | C | CouponPrefix | |
| | COUPON SUFFIX | C | CouponSuffix | |
| | ID REQUIRED | C | IdRequired | |
| | ID REQUIRED DESCRIPTION | C | IdRequiredDescription | |
| | LIMITED TIME PROMOTION | C | LimitedTimePromotion | |
| | PROMOTION GROUP | C | PromotionGroup | |
| | PROMOTION INFORMATION | C | PromotionInformation | |
| | PROMOTION INSTRUCTIONS | C | PromotionInstructions | |
| | PROMOTION NAME | C | PromotionName | |
| | STAY END DATE | D | StayEndDate | |
| | STAY START DATE | D | StayStartDate | |
| | UPD RESV OUTSIDE BOOKING DTS | C | UpdResvOutsideBookingDts | |
| | UPGRADE ALLOWED | C | UpgradeAllowed | |
| | VOUCHER BENEFIT CODE | C | VoucherBenefitCode | |
| NEW PROPERTY | ADDRESS | C | Address | |
| | CITY | C | City | |
| | COUNTRY | C | Country | |
| | DECIMALS | N | Decimals | |
| | EMAIL ADDRESS | C | EmailAddress | |
| | FAX NUMBER | C | FaxNumber | |
| | HOTEL CODE | C | HotelCode | |
| | LEGAL OWNER | C | LegalOwner | |
| | LOCAL CURRENCY | C | LocalCurrency | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | PHONE NUMBER | C | PhoneNumber | |
| | POSTAL CODE | C | PostalCode | |
| | PROPERTY NAME | C | PropertyName | |
| | PROPERTY TYPE | C | PropertyType | |
| | REGION | C | Region | |
| | STATE | C | State | |
| | TOLL FREE NUMBER | C | TollFreeNumber | |
| | WEB PAGE | C | WebPage | |
| NEW PROPERTY UDF | UDF TYPE | C | UdfType | |
| | UDF VALUE | C | UdfValue | |
| NEW RATE DISCOUNT LEVEL | DESCRIPTION | C | Description | |
| | DISCOUNT | N | Discount | |
| | DISCOUNT LEVEL | N | DiscountLevel | |
| | RESORT | C | Resort | |
| | REVENUE PRODUCTION | N | RevenueProduction | |
| | ROOM PRODUCTION | N | RoomProduction | |
| NEW RELATIONSHIP | DESCRIPTION | N | Description | |
| | FROM TYPE | N | FromType | |
| | GLOBAL YN | N | GlobalYN | |
| | HIERARCHY YN | N | HierarchyYN | |
| | INACTIVE DATE | N | InactiveDate | |
| | INDIVIDUAL YN | N | IndividualYN | |
| | INHERIT RATES YN | N | InheritRatesYN | |
| | PRIMARY YN | N | PrimaryYN | |
| | RELATION CATEGORY | N | RelationCategory | |
| | RELATIONSHIP | N | Relationship | |
| | RELATIONSHIP ROLE | N | RelationshipRole | |
| | TO DESCRIPTION | N | ToDescription | |
| | TO INDIVIDUAL YN | N | ToIndividualYN | |
| | TO INHERIT RATES YN | N | ToInheritRatesYN | |
| | TO RELATIONSHIP | N | ToRelationship | |
| | TO TYPE | N | ToType | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| NEW RESERVATION TYPE | ADDRESS REQUIRED YN | C | AddressRequiredYn | |
| | AUTO CANCEL RES YN | C | AutoCancelResYn | |
| | BOOKING STATUS | C | BookingStatus | |
| | BOOKING STATUS ORDER | C | BookingStatusOrder | |
| | CAN DELETE YN | C | CanDeleteYn | |
| | CASH BASIS YN | C | CashBasisYn | |
| | CC PENDING DAYS | N | CcPendingDays | |
| | CC VERIFY CODE REQUIRED YN | C | CcVerifyCodeRequiredYn | |
| | CLOSING PROBABILITY | N | ClosingProbability | |
| | CREDIT CARD REQUIRED YN | C | CreditCardRequiredYn | |
| | CRO ALLOWED YN | C | CroAllowedYn | |
| | DEDUCT INVENTORY YN | C | DeductInventory | |
| | DEPOSIT REQUIRED YN | C | DepositRequiredYn | |
| | DESCRIPTION | C | Description | |
| | GDS SHORT DESCRIPTION | C | GdsShortDescription | |
| | INACTIVE DATE | D | InactiveDate | |
| | LONG DESCRIPTION | C | LongDescription | |
| | MANDATORY ARR TIME YN | C | MandatoryArrTimeYn | |
| | ORDER BY | N | OrderBy | |
| | PHONE REQUIRED YN | C | PhoneRequiredYn | |
| | RESERVATION TYPE | C | ReservationType | |
| | RESORT | C | Resort | |
| NEW RESORT ATTRACTION | ADDRESS1 | C | Address1 | |
| | ADDRESS2 | C | Address2 | |
| | ADDRESS3 | C | Address3 | |
| | ADDRESS4 | C | Address4 | |
| | ATTRACTION CLASS | C | AttractionClass | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | ATTRACTION CODE | C | AttractionCode | |
| | ATTRACTION TYPE | C | AttractionType | |
| | CITY | C | City | |
| | COORDINATE SUPPLIER | C | CoordinateSupplier | |
| | DIRECTION | C | Direction | |
| | DIRECTIONS | C | Directions | |
| | DISTANCE | N | Distance | |
| | DISTANCE TYPE | C | DistanceType | |
| | DRIVING TIME | C | DrivingTime | |
| | GENERAL DIRECTIONS | C | GeneralDirections | |
| | HOURS OPERATION | C | HoursOperation | |
| | INACTIVE DATE | D | InactiveDate | |
| | LATLONG X POSITION | N | LatLongXPosition | |
| | LATLONG Y POSITION | N | LatLongYPosition | |
| | NAME | C | Name | |
| | ORDER BY | C | OrderBy | |
| | PRICE RANGE | C | PriceRange | |
| | REGION | C | Region | |
| | STATE | C | State | |
| | ZIP CODE | C | ZipCode | |
| NEW RESORT RESTAURANT | BEGIN DATE | D | BeginDate | |
| | CATEGORY | C | Category | |
| | COMMENTS | C | Comments | |
| | END DATE | D | EndDate | |
| | HOURS | C | Hours | |
| | INACTIVE DATE | C | InactiveDate | |
| | ORDER BY | N | OrderBy | |
| | PRICE RANGE | C | PriceRange | |
| | RESTAURANT CODE | C | RestaurantCode | |
| | RESTAURANT NAME | C | RestaurantName | |
| | TYPE | C | Type | |
| NEW ROOM | APP USER | C | AppUser | |
| | CONNECTING ROOMS | C | ConnectingRooms | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | DAY SECTION | C | DaySection | |
| | DEPARTURE CREDITS | N | DepartureCredits | |
| | DESCRIPTION | C | Description | |
| | DISPLAY SEQUENCE | N | DisplaySequence | |
| | EVENING SECTION | C | EveningSection | |
| | FEATURES | C | Features | |
| | FLOOR PREFERENCE | C | FloorPreference | |
| | MAX OCCUPANCY | N | MaxOccupancy | |
| | MEASUREMENT | C | Measurement | |
| | PHONE NUMBER | C | PhoneNumber | |
| | PICKUP CREDITS | N | PickupCredits | |
| | PUBLISHED RATE AMOUNT | C | PublishedRateAmount | |
| | PUBLISHED RATE CODE | C | PublishedRateCode | |
| | RESORT | C | Resort | |
| | ROOM | C | Room | |
| | ROOM CLASS | C | RoomClass | |
| | ROOM TYPE | C | RoomType | |
| | SMOKING PREFERENCE | C | SmokingPreference | |
| | SQUARE UNITS | N | SquareUnits | |
| | STAYOVER CREDITS | N | StayoverCredits | |
| NEW ROOM CLASS | DESCRIPTION | C | Description | |
| | ROOM CLASS | C | RoomClass | |
| NEW ROOM FEATURE | BUILDING | C | Building | |
| | FEATURE | C | Feature | |
| | ROOM | C | Room | |
| NEW ROOM TYPE | ACTIVE DATE | C | ActiveDate | |
| | ALTERNATIVE ROOM TYPE | C | AlternateRoomType | |
| | AUTO ROOM ASSIGN YN | C | Autoroomassignyn | |
| | COMPONENT ROOM CATEGORY | C | ComponentRoomCategory | |
| | COMPONENT SUITE YN | C | ComponentSuiteYN | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | DEFAULT OCCUPANCY | N | DefaultOccupancy | |
| | DEFAULT RATE | N | DefaultRate | |
| | DESCRIPTION | C | Description | |
| | FEATURE | C | Feature | |
| | GENERIC FLAG | C | GenericFlag | |
| | MAX OCCUPANCY | N | MaxOccupancy | |
| | MAX ROLLAWAYS | N | MaxRollaways | |
| | NUMBER OF ROOMS | N | NumberOfRooms | |
| | PSEUDO FLAG | C | PseudoFlag | |
| | PSEUDO RM TYPE YN | C | PseudoRoomTypeYN | |
| | QUANTITY | C | Quantity | |
| | RATE CODE | C | RateCode | |
| | ROOM CLASS | C | RoomClass | |
| | ROOM TYPE | C | RoomType | |
| | SH CRS DESCRIPTION | C | ShCrsDescription | |
| | SH S BEDTYPE | C | ShSBedtype | |
| | SH S LABEL | C | ShSLabel | |
| | YIELD CATEGORY | C | YieldCategory | |
| | YIELD STATUS | C | YieldStatus | |
| NEW SOURCE CODE | APP USER | C | AppUser | |
| | DESCRIPTION | C | Description | |
| | INACTIVE YN | C | InactiveYN | |
| | SOURCE CODE | C | SourceCode | |
| | SOURCE GROUP | C | SourceGroup | |
| NEW TRANSACTION CODE | ADJUSTMENT TRANSACTION CODE | C | AdjustmentTransCode | |
| | APP USER | C | AppUser | |
| | CREDIT CARD COMMISSION | C | CreditCardCommission | |
| | DEFERRED FLAG | C | DefferedRate | |
| | DESCRIPTION | C | Description | |
| | INTER HOTEL SALES FLAG YN | C | InterHotelSalesFlagYn | |
| | MANUAL POSTING FLAG | C | ManualPostingFlag | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | MEMBERSHIP FLAG YN | C | MembershipFlagYn | |
| | PAID OUT FLAG | C | PaidOutFlag | |
| | REVENUE GROUP | C | RevenueGroup | |
| | SH CRS TAX DESCRIPTION | C | ShCrsTaxDescription | |
| | SUB GROUP | C | SubGroup | |
| | TAX INCLUSIVE FLAG | C | TaxInclusiveFlag | |
| | TRANSACTION CODE | C | TransactionCode | |
| | TRANSACTION CODE TYPE | C | TransCodeType | |
| NEW USER | LOGIN NAME | C | LoginName | |
| | RESORT | C | Resort | |
| | STATUS | D | Status | |
| | SUPER USER Y/N | C | SuperUserY/N | |
| NEW VIP LEVEL | DISPLAY COLOR | C | DisplayColor | |
| | DISPLAY SEQUENCE | N | DisplaySequence | |
| | VIP CODE | C | VipCode | |
| | VIP DESCRIPTION | C | VipDescription | |
| SALES ALLOWANCE | PMS ROOMTYPE | C | PMSROOMTYPE | |
| | RESORT | C | RESORT | |
| SET CALENDAR EVENT | BEGIN DATE | D | BeginDate | |
| | CALENDAR EVENT | C | DayType | |
| | DAY 1 | C | Day1 | |
| | DAY 2 | C | Day2 | |
| | DAY 3 | C | Day3 | |
| | DAY 4 | C | Day4 | |
| | DAY 5 | C | Day5 | |
| | DAY 6 | C | Day6 | |
| | DAY 7 | C | Day7 | |
| | END DATE | D | EndDate | |
| SET DAY TYPE | BEGIN DATE | D | BeginDate | |
| | DAY 1 | C | Day1 | |
| | DAY 2 | C | Day2 | |
| | DAY 3 | C | Day3 | |
| | DAY 4 | C | Day4 | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | DAY 5 | C | Day5 | |
| | DAY 6 | C | Day6 | |
| | DAY 7 | C | Day7 | |
| | DAY TYPE | C | DayType | |
| | END DATE | D | EndDate | |
| UPDATE AIRPORT | CODE | C | Code | |
| | DESCRIPTION | C | Description | |
| | DIRECTION | C | Direction | |
| | DISTANCE | N | Distance | |
| | DISTANCE TYPE | C | DistanceType | |
| | DRIVING TIME | C | DrivingTime | |
| | SEQUENCE | N | Sequence | |
| UPDATE ALERT CODE | ALERT CODE | C | AlertCode | |
| | DESCRIPTION | C | Description | |
| UPDATE COMMISSION CODE | APP USER | C | AppUser | |
| | COMMISSION CODE | C | CommissionCode | |
| | COMMISSION TYPE | C | CommissionType | |
| | DESCRIPTION | C | Description | |
| | FLAT AMOUNT | N | FlatAmount | |
| | MANUAL COMMISSION | N | ManualCommission | |
| | MANUAL FLAT/ PERCENTAGE | N | ManualFlatPercent | |
| | MANUAL PER NIGHT | N | ManualPerNight | |
| | MANUAL PER STAY | N | ManualPerStay | |
| | PER NIGHT | N | PerNight | |
| | PER STAY | N | PerStay | |
| | VAT% | N | VatPercent | |
| UPDATE COMMISSION TRANSACTION | APP USER | C | AppUser | |
| | COMMISSION CODE | C | CommissionCode | |
| | REVENUE NET AMOUNT | C | RevNetAmount | |
| | REVENUE PERCENTAGE | C | RevPercent | |
| | REVENUE TRANS CODE | C | RevenueTransCode | |
| | REVENUE WKND PERCENTAGE | C | SourceCode | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| UPDATE CURRENCY CODE | CURRENCY CODE | C | CurrencyCode | |
| | DECIMALS | C | Decimals | |
| | DESCRIPTION | C | Description | |
| UPDATE CURRENCY EXCHANGE RATE | BEGIN DATE | D | BeginDate | |
| | BEGIN TIME | T | beginTime | |
| | CURRENCY CODE | C | CurrencyCode | |
| | EXCHANGE RATE | N | ExchangeRate | |
| | EXCHANGE TYPE | C | ExchangeType | |
| UPDATE DAILY TARGETS | FORECAST DATE | D | ForecastDate | |
| | ROOM AVG RATE | N | RoomAvgRate | |
| | ROOM NIGHTS | N | RoomNights | |
| | ROOM REVENUE | N | RoomRevenue | |
| UPDATE DEPARTMENT | CODE | C | Code | |
| | DISPLAY SEQ | N | DisplaySeq | |
| | EMAIL ADDRESS | C | EmailAddress | |
| | NAME | C | Name | |
| | RESORT | C | Resort | |
| UPDATE FEATURE | BEGIN DATE | D | BeginDate | |
| | DESCRIPTION | C | Description | |
| | END DATE | D | EndDate | |
| | FEATURE | C | Feature | |
| | FEATURE TYPE | C | FeatureType | |
| | HOURS | C | Hours | |
| | PRICE RANGE | C | PriceRange | |
| | SEQUENCE | N | Sequence | |
| | TYPE | C | Type | |
| UPDATE GENDER | DISPLAY SEQUENCE | N | DisplaySequence | |
| | GENDER DESCRIPTION | C | GenderDescription | |
| | GENDER TYPE | C | GenderType | |
| UPDATE GENERATES | GENERATES AMOUNT | C | GeneratesAmount | |
| | GENERATES BUCKET 1 YN | C | GeneratesBucket1Yn | |
| | GENERATES BUCKET 2 YN | C | GeneratesBucket2Yn | |
| | GENERATES BUCKET 3 YN | C | GeneratesBucket3Yn | |
| | GENERATES NUMBER | C | GeneratesNumber | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | GENERATES PERCENTAGE | C | GeneratesPercentage | |
| | GENERATES PERCENTAGE CALCULATION | C | GeneratesPercentageCalculation | |
| | GENERATES TRANSACTION CODE | C | GeneratesTransactionCode | |
| | GENERATES UDF FUNCTION | C | GeneratesUdfFunction | |
| | GENERATES USE PRICES YN | C | GeneratesUsePricesYn | |
| | GROUP | C | Group | |
| | SUB GROUP | C | SubGroup | |
| | TRANSACTION CODE | C | TransactionCode | |
| UPDATE INVENTORY CONTROL | NO TO SELL LIMIT | N | NoToSellLimit | |
| | ROOM CLASS | C | RoomClass | |
| | ROOM TYPE | C | RoomType | |
| UPDATE ITEM CLASS | DESCRIPTION | C | Description | |
| | DISCOUNTABLE YN | C | DiscountableYn | |
| | ICON NAME | C | IconName | |
| | INACTIVE DATE | D | InactiveDate | |
| | ITEMCLASS CODE | C | ItemClassCode | |
| | ITEMCLASS ID | N | ItemClassId | |
| | ORDER BY | N | OrderBy | |
| | RESORT | C | Resort | |
| | USED IN APP | C | UsedInApp | |
| | WEB BOOKING YN | C | WebBookingYN | |
| UPDATE ITEM INVENTORY | ACTIVITY EXT SYSTEM | C | ActivityExtSystem | |
| | ACTIVITY LINK YN | C | ActivityLinkYn | |
| | ACTIVITY LOCATION CODE | C | ActivityLocationCode | |
| | ACTIVITY STATUS CODE | C | ActivityStatusCode | |
| | ACTIVITY TYPE | C | ActivityType | |
| | ARTICLE NUMBER | C | ArticleNumber | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | AVAILABLE FROM | T | AvailableFrom | |
| | AVAILABLE TO | T | AvailableTo | |
| | COST | N | Cost | |
| | CRITICAL YN | C | CriticalYn | |
| | DAILY INVENTORY YN | C | DailyInventoryYn | |
| | DEFAULT QTY | N | DefaultQty | |
| | DESCRIPTION | C | Description | |
| | DISCOUNTABLE YN | C | DiscountableYn | |
| | INACTIVE DATE | D | InactiveDate | |
| | INSERT DATE | D | InsertDate | |
| | INSERT USER | C | InsertUser | |
| | ITEM ID | N | ItemId | |
| | ITEM POOL CODE | C | ItemPoolCode | |
| | ITEM POOL ID | N | ItemPoolId | |
| | ITEMCLASS | N | ItemClass | |
| | MANDATORY YN | C | MandatoryYn | |
| | NAME | C | Name | |
| | OBJECT TYPE | C | ObjectType | |
| | ORDER BY | N | OrderBy | |
| | ORDER EXTERNAL YN | C | OrderExternalYn | |
| | QTY IN STOCK | N | QtyInStock | |
| | RESORT | C | Resort | |
| | REVENUE TYPE | C | RevenueType | |
| | SELL SEPARATE | C | SellSeparate | |
| | SETDOWN TIME | N | SetdownTime | |
| | SETUP TIME | N | SetupTime | |
| | SHOWBEO YN | C | ShowbeoYn | |
| | UPDATE DATE | D | UpdateDate | |
| | UPDATE USER | C | UpdateUser | |
| | WEB BOOKING YN | C | WebBookingYn | |
| UPDATE ITEM POOL | DESCRIPTION | C | Description | |
| | ITEM POOL CODE | C | Itempoolcode | |
| | ITEM POOL ID | N | Itempoolid | |
| | ORDER BY | N | Orderby | |
| | RESORT | C | Resort | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| UPDATE MARKET CODE | DESCRIPTION | C | Description | |
| | INACTIVE YN | C | InactiveYN | |
| | MAIN GROUP | C | MainGroup | |
| | MARKET CODE | C | MarketCode | |
| UPDATE MEETING ROOM | AREA F | N | AreaF | |
| | AREA M | N | AreaM | |
| | BUILDING | C | Building | |
| | COMBO ELEMENT CHANGED YN | C | ComboElementChangedYN | |
| | COMBO YN | C | ComboYN | |
| | DESCRIPTION | C | Description | |
| | DIARY DISPLAY YN | C | DiaryDisplayYN | |
| | DIARY NAME | C | DiaryName | |
| | DOORS | C | Doors | |
| | EXCLUDED EVENT TYPES | C | ExcludedEventTypes | |
| | FACING | C | Facing | |
| | FLOOR | C | Floor | |
| | FORCE ALTERNATE YN | C | ForceAlternateYN | |
| | FULL UTILIZATION TIME | N | FullUtilizationTime | |
| | HANDICAP YN | C | HandicapYN | |
| | HEIGHTMAX F | N | HeightMaxN | |
| | HEIGHTMAX M | N | HeightMaxM | |
| | HEIGHTMIN F | N | HeightMinF | |
| | HEIGHTMIN M | N | HeightMinM | |
| | KEY CODE | C | KeyCode | |
| | LENGTH F | N | LengthF | |
| | LENGTH M | N | LengthM | |
| | LIGHT | C | Light | |
| | LOUDSPEAKERS YN | C | LoudspeakersYN | |
| | MAX ADVANCE | N | MaxAdvance | |
| | MAX CAPACITY | C | MaxCapacity | |
| | MAX OCCUPANCY | N | MaxOccupancy | |
| | MAX SHARED GROUPS | C | MaxSharedGroups | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | MEETINGROOM TYPE | C | MeetingRoomType | |
| | MICROPHONE SOCKET TYPES | C | MicrophoneSocketTypes | |
| | MICROPHONE SOCKETS | N | MicrophoneSockets | |
| | MIN ADVANCE | N | MinAdvance | |
| | MIN OCCUPANCY | N | MinOccupancy | |
| | MINIMUM REVENUE | N | MinimumRevenue | |
| | NOTES | C | Notes | |
| | ORDER BY | N | OrderBy | |
| | ORDER BY2 | N | OrderBy2 | |
| | ORDER BY3 | N | OrderBy3 | |
| | ORDER BY4 | N | OrderBy4 | |
| | ORDER BY5 | N | OrderBy5 | |
| | REMARKS | C | Remarks | |
| | ROOM | C | Room | |
| | ROOM CATEGORY | C | RoomCategory | |
| | ROOM CLASS | C | RoomClass | |
| | ROOM RATES CHANGED YN | C | RoomRatesChangedYN | |
| | ROOM STATUS | C | RoomStatus | |
| | ROOM STATUS FROM DATE | D | RoomStatusFromDate | |
| | ROOM STATUS REASON | C | RoomStatusReason | |
| | ROOM STATUS REMARKS | C | RoomStatusRemarks | |
| | ROOM STATUS TO DATE | D | RoomStatusToDate | |
| | SEASONAL RATES CHANGED YN | C | SeasonalRatesChangedYN | |
| | SETUP STYLE CHANGED YN | C | SetupStyleElementChangedYN | |
| | SHAREABLE YN | C | ShareableYN | |
| | SUITE TYPE | C | SuiteType | |
| | TRANSLATIONBOOTH NUM | N | TranslationBoothNum | |
| | TV RADIO SOCKETS | N | TVRadioSockets | |
| | VIEWABLE VIA WEB YN | C | ViewableViaWebYN | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | WEB BOOKING YN | C | WebBookingYN | |
| | WEIGHT F | N | WeightF | |
| | WEIGHT M | N | WeightM | |
| | WIDTH F | N | WidthF | |
| | WIDTH M | N | WidthM | |
| UPDATE NOTE TYPE | CODE | C | Code | |
| | DEFAULT | C | Default | |
| | DESCRIPTION | C | Description | |
| | DISPLAY SEQUENCE | N | DisplaySequence | |
| | INACTIVE DATE | D | InactiveDate | |
| | INTERNAL | C | Internal | |
| | NOTE GROUP | C | NoteGroup | |
| | OVERRIDE INTERNAL | C | OverrideInternal | |
| UPDATE ORIGIN CODE | ORIGIN CODE | C | OriginCode | |
| | ORIGIN DESCRIPTION | C | OriginDescription | |
| | SEQUENCE | N | Sequence | |
| UPDATE PACKAGE ARRANGEMENT CODE | APP USER | C | AppUser | |
| | ARRANGEMENT CODE | C | ArrangementCode | |
| | ARRANGEMENT DESC | C | ArrangementDesc | |
| | ARRANGEMENT ID | N | ArrangementId | |
| | INACTIVE DATE | D | InactiveDate | |
| | RESORT | C | Resort | |
| UPDATE PACKAGE FORECAST GROUP | DESCRIPTION | C | Description | |
| | GROUP | C | Group | |
| | INACTIVE YN | C | InactiveYN | |
| | SEQUENCE | N | Sequence | |
| UPDATE PREFERENCE | CODE | C | Code | |
| | DESCRIPTION | C | Description | |
| | DISPLAY SEQUENCE | N | DisplaySequence | |
| | GLOBAL YN | C | GlobalYn | |
| | PREFERENCE GROUP | C | PreferenceGroup | |
| UPDATE PREFERENCE GROUP | DESCRIPTION | C | Description | |
| | DISPLAY SEQUENCE | N | DisplaySequence | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | MAX QUANTITY | N | MaxQuantity | |
| | PREFERENCE GROUP | C | PreferenceGroup | |
| | RESERVATION PREFERENCE Y/N | C | ReservationPreferenceY/N | |
| UPDATE PRICES | PRICES AMOUNT | C | PricesAmount | |
| | PRICES DO NOT POST YN | C | PricesDoNotPostYn | |
| | PRICES PERCENTAGE | C | PricesPercentage | |
| | PRICES START DATE | C | PricesStartDate | |
| | PRICES TAX TYPE | C | PricesTaxType | |
| | PRICES UDF FUNCTION | C | PricesUdfFunction | |
| | TRANSACTION CODE | C | TransactionCode | |
| UPDATE PROMOTION CODE | AUTHORIZER ID | N | AuthorizerId | |
| | BOOKING END DATE | D | BookingEndDate | |
| | BOOKING START DATE | D | BookingStartDate | |
| | CATEGORY | C | Category | |
| | CATEGORY DESCRIPTION | C | CategoryDescription | |
| | CHECKIN TIME | T | CheckinTime | |
| | CHECKOUT TIME | T | CheckoutTime | |
| | COUPON EXCLUDE CHARS | C | CouponExcludeChars | |
| | COUPON GENERATE FORMAT | C | CouponGenerateFormat | |
| | COUPON GENERATION OPTION | C | CouponGenerationOption | |
| | COUPON LENGTH | N | CouponLength | |
| | COUPON PREFIX | C | CouponPrefix | |
| | COUPON SUFFIX | C | CouponSuffix | |
| | ID REQUIRED | C | IdRequired | |
| | ID REQUIRED DESCRIPTION | C | IdRequiredDescription | |
| | LIMITED TIME PROMOTION | C | LimitedTimePromotion | |
| | PROMOTION GROUP | C | PromotionGroup | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | PROMOTION INFORMATION | C | PromotionInformation | |
| | PROMOTION INSTRUCTIONS | C | PromotionInstructions | |
| | PROMOTION NAME | C | PromotionName | |
| | PROMOTION RATES CHANGED | C | PromotionRatesChanged | |
| | STAY END DATE | D | StayEndDate | |
| | STAY START DATE | D | StayStartDate | |
| | UPD RESV OUTSIDE BOOKING DTS | C | UpdResvOutsideBookingDts | |
| | UPGRADE ALLOWED | C | UpgradeAllowed | |
| | VOUCHER BENEFIT CODE | C | VoucherBenefitCode | |
| UPDATE PROPERTY | ADDRESS | C | Address | |
| | CITY | C | City | |
| | COUNTRY | C | Country | |
| | DECIMALS | N | Decimals | |
| | EMAIL ADDRESS | C | EmailAddress | |
| | FAX NUMBER | C | FaxNumber | |
| | HOTEL CODE | C | HotelCode | |
| | LEGAL OWNER | C | LegalOwner | |
| | LOCAL CURRENCY | C | LocalCurrency | |
| | PHONE NUMBER | C | PhoneNumber | |
| | POSTAL CODE | C | PostalCode | |
| | PROPERTY NAME | C | PropertyName | |
| | PROPERTY TYPE | C | PropertyType | |
| | REGION | C | Region | |
| | STATE | C | State | |
| | TOLL FREE NUMBER | C | TollFreeNumber | |
| | WEB PAGE | C | WebPage | |
| UPDATE PROPERTY UDF | UDF TYPE | C | UdfType | |
| | UDF VALUE | C | UdfValue | |
| UPDATE RATE DISCOUNT LEVEL | DESCRIPTION | C | Description | |
| | DISCOUNT | N | Discount | |
| | DISCOUNT LEVEL | N | DiscountLevel | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | RESORT | C | Resort | |
| | REVENUE PRODUCTION | N | RevenueProduction | |
| | ROOM PRODUCTION | N | RoomProduction | |
| UPDATE RELATIONSHIP | DESCRIPTION | N | Description | |
| | FROM TYPE | N | FromType | |
| | GLOBAL YN | N | GlobalYN | |
| | HIERARCHY YN | N | HierarchyYN | |
| | INACTIVE DATE | N | InactiveDate | |
| | INDIVIDUAL YN | N | IndividualYN | |
| | INHERIT RATES YN | N | InheritRatesYN | |
| | PRIMARY YN | N | PrimaryYN | |
| | RELATION CATEGORY | N | RelationCategory | |
| | RELATIONSHIP | N | Relationship | |
| | RELATIONSHIP ROLE | N | RelationshipRole | |
| | TO DESCRIPTION | N | ToDescription | |
| | TO INDIVIDUAL YN | N | ToIndividualYN | |
| | TO INHERIT RATES YN | N | ToInheritRatesYN | |
| | TO RELATIONSHIP | N | ToRelationship | |
| | TO TYPE | N | ToType | |
| UPDATE RESERVATION TYPE | ADDRESS REQUIRED YN | C | AddressRequiredYn | |
| | AUTO CANCEL RES YN | C | AutoCancelResYn | |
| | BOOKING STATUS | C | BookingStatus | |
| | BOOKING STATUS ORDER | C | BookingStatusOrder | |
| | CAN DELETE YN | C | CanDeleteYn | |
| | CASH BASIS YN | C | CashBasisYn | |
| | CC PENDING DAYS | N | CcPendingDays | |
| | CC VERIFY CODE REQUIRED YN | C | CcVerifyCodeRequiredYn | |
| | CLOSING PROBABILITY | N | ClosingProbability | |
| | CREDIT CARD REQUIRED YN | C | CreditCardRequiredYn | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | CRO ALLOWED YN | C | CroAllowedYn | |
| | DEDUCT INVENTORY YN | C | DeductInventory | |
| | DEPOSIT REQUIRED YN | C | DepositRequiredYn | |
| | DESCRIPTION | C | Description | |
| | GDS SHORT DESCRIPTION | C | GdsShortDescription | |
| | INACTIVE DATE | D | InactiveDate | |
| | LONG DESCRIPTION | C | LongDescription | |
| | MANDATORY ARR TIME YN | C | MandatoryArrTimeYn | |
| | ORDER BY | N | OrderBy | |
| | PHONE REQUIRED YN | C | PhoneRequiredYn | |
| | RESERVATION TYPE | C | ReservationType | |
| | RESORT | C | Resort | |
| UPDATE RESORT ATTRACTION | ADDRESS1 | C | Address1 | |
| | ADDRESS2 | C | Address2 | |
| | ADDRESS3 | C | Address3 | |
| | ADDRESS4 | C | Address4 | |
| | ATTRACTION CLASS | C | AttractionClass | |
| | ATTRACTION CODE | C | AttractionCode | |
| | ATTRACTION TYPE | C | AttractionType | |
| | CITY | C | City | |
| | COORDINATE SUPPLIER | C | CoordinateSupplier | |
| | DIRECTION | C | Direction | |
| | DIRECTIONS | C | Directions | |
| | DISTANCE | N | Distance | |
| | DISTANCE TYPE | C | DistanceType | |
| | DRIVING TIME | C | DrivingTime | |
| | GENERAL DIRECTIONS | C | GeneralDirections | |
| | HOURS OPERATION | C | HoursOperation | |
| | INACTIVE DATE | D | InactiveDate | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | LATLONG X POSITION | N | LatLongXPosition | |
| | LATLONG Y POSITION | N | LatLongYPosition | |
| | NAME | C | Name | |
| | ORDER BY | C | OrderBy | |
| | PRICE RANGE | C | PriceRange | |
| | REGION | C | Region | |
| | STATE | C | State | |
| | ZIP CODE | C | ZipCode | |
| UPDATE RESORT RESTAURANT | BEGIN DATE | D | BeginDate | |
| | CATEGORY | C | Category | |
| | COMMENTS | C | Comments | |
| | END DATE | D | EndDate | |
| | HOURS | C | Hours | |
| | INACTIVE DATE | C | InactiveDate | |
| | ORDER BY | N | OrderBy | |
| | PRICE RANGE | C | PriceRange | |
| | RESTAURANT CODE | C | RestaurantCode | |
| | RESTAURANT NAME | C | RestaurantName | |
| | TYPE | C | Type | |
| UPDATE ROOM | APP USER | C | AppUser | |
| | CONNECTING ROOMS | C | ConnectingRooms | |
| | DAY SECTION | C | DaySection | |
| | DEPARTURE CREDITS | N | DepartureCredits | |
| | DESCRIPTION | C | Description | |
| | DISPLAY SEQUENCE | N | DisplaySequence | |
| | EVENING SECTION | C | EveningSection | |
| | FEATURES | C | Features | |
| | FLOOR PREFERENCE | C | FloorPreference | |
| | MAX OCCUPANCY | N | MaxOccupancy | |
| | MEASUREMENT | C | Measurement | |
| | PHONE NUMBER | C | PhoneNumber | |
| | PICKUP CREDITS | N | PickupCredits | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | PUBLISHED RATE AMOUNT | C | PublishedRateAmount | |
| | PUBLISHED RATE CODE | C | PublishedRateCode | |
| | RESORT | C | Resort | |
| | ROOM | C | Room | |
| | ROOM CLASS | C | RoomClass | |
| | ROOM TYPE | C | RoomType | |
| | SMOKING PREFERENCE | C | SmokingPreference | |
| | SQUARE UNITS | N | SquareUnits | |
| | STAYOVER CREDITS | N | StayoverCredits | |
| UPDATE ROOM CLASS | DESCRIPTION | C | Description | |
| | ROOM CLASS | C | RoomClass | |
| UPDATE ROOM FEATURE | BUILDING | C | Building | |
| | FEATURE | C | Feature | |
| | ROOM | C | Room | |
| UPDATE ROOM TYPE | ACTIVE DATE | C | ActiveDate | |
| | ALTERNATIVE ROOM TYPE | C | AlternateRoomType | |
| | AUTO ROOM ASSIGN YN | C | Autoroomassignyn | |
| | COMPONENT ROOM CATEGORY | C | ComponentRoomCategory | |
| | COMPONENT SUITE YN | C | ComponentSuiteYN | |
| | DEFAULT OCCUPANCY | N | DefaultOccupancy | |
| | DEFAULT RATE | N | DefaultRate | |
| | DESCRIPTION | C | Description | |
| | FEATURE | C | Feature | |
| | GENERIC FLAG | C | GenericFlag | |
| | MAX OCCUPANCY | N | MaxOccupancy | |
| | MAX ROLLAWAYS | N | MaxRollaways | |
| | NUMBER OF ROOMS | N | NumberOfRooms | |
| | PSEUDO FLAG | C | PseudoFlag | |
| | PSEUDO RM TYPE YN | C | PseudoRoomTypeYN | |
| | QUANTITY | C | Quantity | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | RATE CODE | C | RateCode | |
| | ROOM CLASS | C | RoomClass | |
| | ROOM TYPE | C | RoomType | |
| | SH CRS DESCRIPTION | C | ShCrsDescription | |
| | SH S BEDTYPE | C | ShSBedtype | |
| | SH S LABEL | C | ShSLabel | |
| | SH SELL THROUGH RULE YN | C | ShSellThroughRuleYn | |
| | YIELD CATEGORY | C | YieldCategory | |
| | YIELD STATUS | C | YieldStatus | |
| UPDATE SOURCE CODE | APP USER | C | AppUser | |
| | DESCRIPTION | C | Description | |
| | INACTIVE YN | C | InactiveYN | |
| | SOURCE CODE | C | SourceCode | |
| | SOURCE GROUP | C | SourceGroup | |
| UPDATE TRANSACTION CODE | ADJUSTMENT TRANSACTION CODE | C | AdjustmentTransCode | |
| | APP USER | C | AppUser | |
| | COMMISSION CODE | C | CommissionCode | |
| | DEFERRED FLAG | C | DefferedRate | |
| | DESCRIPTION | C | Description | |
| | INTER HOTEL SALES FLAG YN | C | InterHotelSalesFlagYn | |
| | MANUAL POSTING FLAG | C | ManualPostingFlag | |
| | MEMBERSHIP FLAG YN | C | MembershipFlagYn | |
| | PAID OUT FLAG | C | PaidOutFlag | |
| | REVENUE GROUP | C | RevenueGroup | |
| | SH CRS TAX DESCRIPTION | C | ShCrsTaxDescription | |
| | SUB GROUP | C | SubGroup | |
| | TAX INCLUSIVE FLAG | C | TaxInclusiveFlag | |
| | TRANSACTION CODE | C | TransactionCode | |
| | TRANSACTION CODE TYPE | C | TransCodeType | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| UPDATE USER | LOGIN NAME | C | LoginName | |
| | RESORT | C | Resort | |
| | STATUS | D | Status | |
| | SUPER USER Y/N | C | SuperUserY/N | |
| UPDATE VIP LEVEL | DISPLAY COLOR | C | DisplayColor | |
| | DISPLAY SEQUENCE | N | DisplaySequence | |
| | VIP CODE | C | VipCode | |
| | VIP DESCRIPTION | C | VipDescription | |

# Business Events - E-Certificate

The following table outlines the action types, data elements, data types and XML tag names within this OPERA Cloud Business Events module.

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| NEW E-CERTIFICATE | AUTH CODE | C | AuthCode | |
| | AWARD POINTS | N | AwardPoints | |
| | AWARD TYPE | C | AwardType | |
| | CANCEL ALLOWED YN | C | CancelAllowedYn | |
| | CANCEL REQUEST DATE | D | CancelRequestDate | |
| | CERT CODE | C | CertCode | |
| | CERT ID | N | CertId | |
| | CERT LABEL | C | CertLabel | |
| | CERTIFICATE NO | C | CertificateNo | |
| | CERTIFICATE SEQ NO | N | CertificateSeqNo | |
| | CHAIN CODE | C | ChainCode | |
| | CONSUMED AT | C | ConsumedAt | |
| | CONSUMER EMAIL | C | ConsumerEmail | |
| | CONSUMER FIRST NAME | C | ConsumerFirstName | |
| | CONSUMER LAST NAME | C | ConsumerLastName | |
| | CONSUMER MIDDLE NAME | C | ConsumerMiddleName | |
| | CONSUMPTION DATE | D | ConsumptionDate | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | CONSUMPTION LEG NO | C | ConsumptionLegNo | |
| | CONSUMPTION LOC TYPE | C | ConsumptionLocType | |
| | CONSUMPTION REF NO | C | ConsumptionRefNo | |
| | CONSUMPTION REF TYPE | C | ConsumptionRefType | |
| | CONSUMPTION USER NAME | C | ConsumptionUserName | |
| | COST | N | Cost | |
| | ELIGIBLE EXTENDS | N | EligibleExtends | |
| | EXPIRY DATE | D | ExpiryDate | |
| | FOR CHAIN CODE | C | ForChainCode | |
| | GEN IN LIEU CERT YN | C | GenInLieuCertYn | |
| | GEN RULE ID | N | GenRuleId | |
| | GEN RULE VALUE | C | GenRuleValue | |
| | GEN RULE VALUE TYPE | C | GenRuleValueType | |
| | INACTIVE DATE | D | InactiveDate | |
| | INSERT DATE | D | InsertDate | |
| | INSERT USER | N | InsertUser | |
| | ISSUE DATE | D | IssueDate | |
| | ISSUE SOURCE | C | IssueSource | |
| | ISSUE TYPE | C | IssueType | |
| | ISSUED DATABASE ID | C | IssuedDatabaseId | |
| | LONG DESCRIPTION | C | LongDescription | |
| | MEMBERSHIP AWARD ID | N | MembershipAwardId | |
| | MEMBERSHIP TYPE | C | MembershipType | |
| | NAME ID | N | NameId | |
| | OCIS CURRENCY CODE | C | OcisCurrencyCode | |
| | ORIGINAL CERTIFICATE NO | C | OriginalCertificateNo | |
| | ORIGINAL VOUCHER NO | C | OriginalVoucherNo | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | OWS CONSUMED YN | C | OwsConsumedYn | |
| | PMS CONSUMED YN | C | PmsConsumedYn | |
| | PRINT STATUS | C | PrintStatus | |
| | PROMOTION CODE | C | PromotionCode | |
| | RESERVATION CERT YN | C | ReservationCertYn | |
| | RESORT | C | Resort | |
| | RESORT CONSUMED | C | ResortConsumed | |
| | RESV NAME ID | N | ResvNameId | |
| | SCOPE | C | Scope | |
| | SERVICE DATE | D | ServiceDate | |
| | SHORT DESCRIPTION | C | ShortDescription | |
| | STATUS | C | Status | |
| | TOTAL EXTENDS | N | TotalExtends | |
| | UPDATE DATE | D | UpdateDate | |
| | UPDATE USER | N | UpdateUser | |
| | USER NOTES | C | UserNotes | |
| | VALUE | N | Value | |
| | VERIFY CERT NO YN | C | VerifyCertNoYn | |
| | VOUCHER BENEFIT CODE | C | VoucherBenefitCode | |
| | VOUCHER NO | C | VoucherNo | |
| NEW IN LIEU E-CERTIFICATE | AUTH CODE | C | AuthCode | |
| | AWARD POINTS | C | AwardPoints | |
| | AWARD TYPE | C | AwardType | |
| | CANCEL ALLOWED YN | C | CancelAllowedYn | |
| | CANCEL REQUEST DATE | D | CancelRequestDate | |
| | CERT CODE | C | CertCode | |
| | CERT ID | C | CertId | |
| | CERT LABEL | C | CertLabel | |
| | CERTIFICATE NO | C | CertificateNo | |
| | CERTIFICATE SEQ NO | N | CertificateSeqNo | |
| | CHAIN CODE | C | ChainCode | |
| | CONSUMED AT | C | ConsumedAt | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | CONSUMER EMAIL | C | ConsumerEmail | |
| | CONSUMER FIRST NAME | C | ConsumerFirstName | |
| | CONSUMER LAST NAME | C | ConsumerLastName | |
| | CONSUMER MIDDLE NAME | C | ConsumerMiddleName | |
| | CONSUMPTION DATE | C | ConsumptionDate | |
| | CONSUMPTION LEG NO | C | ConsumptionLegNo | |
| | CONSUMPTION LOC TYPE | C | ConsumptionLocType | |
| | CONSUMPTION REF NO | C | ConsumptionRefNo | |
| | CONSUMPTION REF TYPE | C | ConsumptionRefType | |
| | CONSUMPTION USER NAME | C | ConsumptionUserName | |
| | COST | C | Cost | |
| | ELIGIBLE EXTENDS | N | EligibleExtends | |
| | EXPIRY DATE | C | ExpiryDate | |
| | FOR CHAIN CODE | C | ForChainCode | |
| | GEN IN LIEU CERT YN | C | GenInLieuCertYn | |
| | GEN RULE ID | N | GenRuleId | |
| | GEN RULE VALUE | C | GenRuleValue | |
| | GEN RULE VALUE TYPE | C | GenRuleValueType | |
| | INACTIVE DATE | C | InactiveDate | |
| | INSERT DATE | C | InsertDate | |
| | INSERT USER | C | InsertUser | |
| | ISSUE DATE | D | IssueDate | |
| | ISSUE SOURCE | C | IssueSource | |
| | ISSUE TYPE | C | IssueType | |
| | ISSUED DATABASE ID | C | IssuedDatabaseId | |
| | LONG DESCRIPTION | C | LongDescription | |
| | MEMBERSHIP AWARD ID | C | MembershipAwardId | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | MEMBERSHIP TYPE | C | MembershipType | |
| | NAME ID | C | NameId | |
| | OCIS CURRENCY CODE | C | OcisCurrencyCode | |
| | ORIGINAL CERTIFICATE NO | C | OriginalCertificateNo | |
| | ORIGINAL VOUCHER NO | C | OriginalVoucherNo | |
| | OWS CONSUMED YN | C | OwsConsumedYn | |
| | PMS CONSUMED YN | C | PmsConsumedYn | |
| | PRINT STATUS | C | PrintStatus | |
| | PROMOTION CODE | C | PromotionCode | |
| | RESERVATION CERT YN | C | ReservationCertYn | |
| | RESORT | C | Resort | |
| | RESORT CONSUMED | C | ResortConsumed | |
| | RESV NAME ID | N | ResvNameId | |
| | SERVICE DATE | D | ServiceDate | |
| | SHORT DESCRIPTION | C | ShortDescription | |
| | STATUS | C | Status | |
| | TOTAL EXTENDS | N | TotalExtends | |
| | UPDATE DATE | C | UpdateDate | |
| | UPDATE USER | C | UpdateUser | |
| | USER NOTES | C | UserNotes | |
| | VALUE | C | Value | |
| | VERIFY CERT NO YN | C | VerifyCertNoYn | |
| | VOUCHER BENEFIT CODE | C | VoucherBenefitCode | |
| | VOUCHER NO | C | VoucherNo | |
| UPDATE E-CERTIFICATE | AUTH CODE | C | AuthCode | |
| | AWARD POINTS | N | AwardPoints | |
| | AWARD TYPE | C | AwardType | |
| | CANCEL ALLOWED YN | C | CancelAllowedYn | |
| | CANCEL REQUEST DATE | D | CancelRequestDate | |
| | CERT CODE | C | CertCode | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | CERT ID | N | CertId | |
| | CERT LABEL | C | CertLabel | |
| | CERTIFICATE NO | C | CertificateNo | |
| | CERTIFICATE SEQ NO | N | CertificateSeqNo | |
| | CHAIN CODE | C | ChainCode | |
| | CONSUMED AT | C | ConsumedAt | |
| | CONSUMER EMAIL | C | ConsumerEmail | |
| | CONSUMER FIRST NAME | C | ConsumerFirstName | |
| | CONSUMER LAST NAME | C | ConsumerLastName | |
| | CONSUMER MIDDLE NAME | C | ConsumerMiddleName | |
| | CONSUMPTION DATE | D | ConsumptionDate | |
| | CONSUMPTION LEG NO | C | ConsumptionLegNo | |
| | CONSUMPTION LOC TYPE | C | ConsumptionLocType | |
| | CONSUMPTION REF NO | C | ConsumptionRefNo | |
| | CONSUMPTION REF TYPE | C | ConsumptionRefType | |
| | CONSUMPTION USER NAME | C | ConsumptionUserName | |
| | COST | N | Cost | |
| | ELIGIBLE EXTENDS | N | EligibleExtends | |
| | EXPIRY DATE | D | ExpiryDate | |
| | FOR CHAIN CODE | C | ForChainCode | |
| | GEN IN LIEU CERT YN | C | GenInLieuCertYn | |
| | GEN RULE ID | N | GenRuleId | |
| | GEN RULE VALUE | C | GenRuleValue | |
| | GEN RULE VALUE TYPE | C | GenRuleValueType | |
| | INACTIVE DATE | D | InactiveDate | |
| | INSERT DATE | D | InsertDate | |
| | INSERT USER | N | InsertUser | |
| | ISSUE DATE | D | IssueDate | |
| | ISSUE SOURCE | C | IssueSource | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | ISSUE TYPE | C | IssueType | |
| | ISSUED DATABASE ID | C | IssuedDatabaseId | |
| | LONG DESCRIPTION | C | LongDescription | |
| | MEMBERSHIP AWARD ID | N | MembershipAwardId | |
| | MEMBERSHIP TYPE | C | MembershipType | |
| | NAME ID | N | NameId | |
| | OCIS CURRENCY CODE | C | OcisCurrencyCode | |
| | ORIGINAL CERTIFICATE NO | C | OriginalCertificateNo | |
| | ORIGINAL VOUCHER NO | C | OriginalVoucherNo | |
| | OWS CONSUMED YN | C | OwsConsumedYn | |
| | PMS CONSUMED YN | C | PmsConsumedYn | |
| | PRINT STATUS | C | PrintStatus | |
| | PROMOTION CODE | C | PromotionCode | |
| | RESERVATION CERT YN | C | ReservationCertYn | |
| | RESORT | C | Resort | |
| | RESORT CONSUMED | C | ResortConsumed | |
| | RESV NAME ID | N | ResvNameId | |
| | SERVICE DATE | D | ServiceDate | |
| | SHORT DESCRIPTION | C | ShortDescription | |
| | STATUS | C | Status | |
| | TOTAL EXTENDS | N | TotalExtends | |
| | UPDATE DATE | D | UpdateDate | |
| | UPDATE USER | N | UpdateUser | |
| | USER NOTES | C | UserNotes | |
| | VALUE | N | Value | |
| | VERIFY CERT NO YN | C | VerifyCertNoYn | |
| | VOUCHER BENEFIT CODE | C | VoucherBenefitCode | |
| | VOUCHER NO | C | VoucherNo | |

# Business Events - Enrollment

The following table outlines the action types, data elements, data types and XML tag names within this OPERA Cloud Business Events module.

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| NEW ENROLLMENT | ADDRESS 1 | C | Address1 | |
| | ADDRESS 2 | C | Address2 | |
| | AGENT MEMBER NO | C | AgentMemberNo | |
| | BUSINESS EXT | C | BusinessExt | |
| | BUSINESS PHONE | C | BusinessPhone | |
| | CC EXPIRATION DATE | C | CcExpirationDate | |
| | CC NO | C | CcNo | |
| | CC NO 4 DIGITS | C | CcNo4Digits | |
| | CC TYPE | C | CcType | |
| | CC VAULT ID | C | CcVaultId | |
| | CITY | C | City | |
| | COMM NAME | C | CommName | |
| | COUNTRY | C | Country | |
| | COUNTRY BIRTH | C | CountryBirth | |
| | COUNTRY CITIZEN | C | CountryCitizen | |
| | COUNTRY PASSPORT | C | CountryPassport | |
| | EMAIL ADDRESS | C | EmailAddress | |
| | EMAIL PREF CODE | C | EmailPrefCode | |
| | ENROLLMENT REC TYPE | C | EnrollmentRecType | |
| | FIRST NAME | C | FirstName | |
| | GUEST NAME ID | N | GuestNameID | |
| | HOME OR BUSINESS FLAG | C | HomeOrBusinessFlag | |
| | HOME PHONE | C | HomePhone | |
| | INSERT USER | N | InsertUser | |
| | LANGUAGE CODE | C | LanguageCode | |
| | LAST NAME | C | LastName | |
| | MEMBERSHIP LEVEL | C | MembershipLevel | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | MEMBERSHIP NO | N | MembershipNo | |
| | MIDDLE INITIAL | C | MiddleInitial | |
| | MP CODE | C | MpCode | |
| | PASSPORT NUMBER | C | PassportNumber | |
| | PMT AMOUNT | N | PmtAmount | |
| | PMT CC EXPIRATION DATE | C | PmtCcExpiration Date | |
| | PMT CC NO | C | PmtCcNo | |
| | PMT CC NO 4 DIGITS | C | PmtCcNo4Digits | |
| | PMT CC TYPE | C | PmtCcType | |
| | PMT CC VAULT ID | C | PmtCcVaultId | |
| | PMT METHOD | C | PmtMethod | |
| | PREF NAME | C | PrefName | |
| | PREFERENCE | N | Preference | |
| | PREFERENCE TYPE | N | PreferenceType | |
| | RATE CODE | C | RateCode | |
| | RESORT | C | Resort | |
| | RESV NAME ID | N | ResvNameId | |
| | SET NUMBER | C | SetNumber | |
| | SOURCE CODE | C | SourceCode | |
| | STATE | C | State | |
| | ZIP CODE | C | ZipCode | |
| UPDATE ENROLLMENT | ADDRESS 1 | C | Address1 | |
| | ADDRESS 2 | C | Address2 | |
| | AGENT MEMBER NO | C | AgentMemberNo | |
| | BUSINESS EXT | C | BusinessExt | |
| | BUSINESS PHONE | C | BusinessPhone | |
| | CC EXPIRATION DATE | C | CcExpirationDat e | |
| | CC NO | C | CcNo | |
| | CC NO 4 DIGITS | C | CcNo4Digits | |
| | CC TYPE | C | CcType | |
| | CC VAULT ID | C | CcVaultId | |
| | CITY | C | City | |
| | COMM NAME | C | CommName | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | COUNTRY | C | Country | |
| | COUNTRY BIRTH | C | CountryBirth | |
| | COUNTRY CITIZEN | C | CountryCitizen | |
| | COUNTRY PASSPORT | C | CountryPassport | |
| | EMAIL ADDRESS | C | EmailAddress | |
| | EMAIL PREF CODE | C | EmailPrefCode | |
| | ENROLLMENT REC TYPE | C | EnrollmentRecType | |
| | FIRST NAME | C | FirstName | |
| | HOME OR BUSINESS FLAG | C | HomeOrBusinessFlag | |
| | HOME PHONE | C | HomePhone | |
| | INSERT USER | N | InsertUser | |
| | LANGUAGE CODE | C | LanguageCode | |
| | LAST NAME | C | LastName | |
| | MEMBERSHIP LEVEL | C | MembershipLevel | |
| | MEMBERSHIP NO | N | MembershipNo | |
| | MIDDLE INITIAL | C | MiddleInitial | |
| | MP CODE | C | MpCode | |
| | PASSPORT NUMBER | C | PassportNumber | |
| | PMT AMOUNT | N | PmtAmount | |
| | PMT CC EXPIRATION DATE | C | PmtCcExpirationDate | |
| | PMT CC NO | C | PmtCcNo | |
| | PMT CC NO 4 DIGITS | C | PmtCcNo4Digits | |
| | PMT CC TYPE | C | PmtCcType | |
| | PMT CC VAULT ID | C | PmtCcVaultId | |
| | PMT METHOD | C | PmtMethod | |
| | PREF NAME | C | PrefName | |
| | PREFERENCE | C | Preference | |
| | PREFERENCE TYPE | C | PreferenceType | |
| | RATE CODE | C | RateCode | |
| | RESORT | C | Resort | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | SET NUMBER | C | SetNumber | |
| | SOURCE CODE | C | SourceCode | |
| | STATE | C | State | |
| | ZIP CODE | C | ZipCode | |

# Business Events - Housekeeping

The following table outlines the action types, data elements, data types and XML tag names within this OPERA Cloud Business Events module.

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| DELETE QUEUE ROOM | ARRIVAL DATE | D | ArrivalDate | |
| | GUEST NAME ID | N | GuestNameId | |
| | NAME | C | Name | |
| | QUEUE TIME | T | QueueTime | |
| | RESERVATION STATUS | C | ReservationStatus | |
| | ROOM NUMBER | C | RoomNumber | |
| | ROOM TYPE | C | RoomType | |
| GUEST SERVICE STATUS REQUEST | Room | C | Room | Room |
| | Guest Service Request | C | Guest Service Request | Guest Service Request |
| | Update Date | D | Update Date | Update Date |
| | Update Time | D | Update Time | Update Time |
| NEW CLOSED FOR WEB | BEGIN DATE | D | BeginDate | |
| | COMPLETED DATE | D | CompletedDate | The properties business date that the out of order task was completed. |
| | END DATE | D | EndDate | |
| | REASON | C | Reason | |
| | REPAIR REMARKS | C | RepairRemarks | |
| | REPAIR TYPE | C | RepairType | |
| | RETURN STATUS | C | ReturnStatus | |
| | ROOM | C | Room | |
| | ROOM STATUS | C | RoomStatus | |
| | ROOM TYPE | C | RoomType | |
| NEW OUT OF ORDER | BEGIN DATE | D | OOOBeginDate | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | COMPLETED DATE | D | CompletedDate | The properties business date that the out of order task was completed. |
| | END DATE | D | OOOEndDate | |
| | REALTIME EXCHANGE | C | RealtimeExchange | |
| | REASON | C | OOOReason | |
| | REPAIR REMARKS | C | RepairRemarks | |
| | REPAIR TYPE | C | RepairType | |
| | RETURN STATUS | C | OOOReturnStatus | |
| | ROOM | C | RoomNumber | |
| | ROOM STATUS | C | RoomStatus | |
| | ROOM TYPE | C | RoomType | |
| | ROOM TYPE CHILD EVENT | C | RoomTypeChildEvent | This data element allows for a reduction in messaging when multiple room types are taken out of order for an extended period. This child event will be used by the OXI interface to choose whether to suppress these for 'ROOM TYPE OUT OF ORDER' event. |
| NEW OUT OF SERVICE | BEGIN DATE | D | OOSBeginDate | |
| | COMPLETED DATE | D | CompletedDate | The properties business date that the out of order task was completed. |
| | END DATE | D | OOSEndDate | |
| | REASON | C | OOSReason | |
| | REPAIR REMARKS | C | RepairRemarks | |
| | REPAIR TYPE | C | RepairType | |
| | RETURN STATUS | C | OOSReturnStatus | |
| | ROOM | C | RoomNumber | |
| | ROOM STATUS | C | RoomStatus | |
| | ROOM TYPE | C | RoomType | |
| NEW QUEUE ROOM | ARRIVAL DATE | D | ArrivalDate | |
| | GUEST NAME ID | N | GuestNameId | |
| | NAME | C | Name | |
| | QUEUE TIME | T | QueueTime | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | RESERVATION STATUS | C | ReservationStatus | |
| | ROOM NUMBER | C | RoomNumber | |
| | ROOM TYPE | C | RoomType | |
| ROOM TYPE OUT OF ORDER | BEGIN DATE | D | BeginDate | |
| | COMPLETED DATE | D | CompletedDate | The properties business date that the out of order task was completed. |
| | END DATE | D | EndDate | |
| | REASON | C | OOOReason | |
| | REPAIR REMARKS | C | RepairRemarks | |
| | REPAIR TYPE | C | RepairType | |
| | RETURN STATUS | C | OOOReturnStatus | |
| | ROOM | C | RoomNumber | |
| | ROOM STATUS | C | RoomStatus | |
| | ROOM TYPE | C | RoomType | |
| ROOM KEY CREATED | KEY TYPE | C | KeyType | Key Type |
| | KEY OPTIONS | C | Keyoptions | Key options |
| | NUMBER OF KEYS | N | NumberofKeys | Number of Keys |
| | ROOM | C | Room | Room |
| | VALID START DATE | D | ValidStartDate | Valid Start Date |
| | VALID START TIME | D | ValidStartTime | Valid Start Time |
| | VALID UNTIL DATE | D | ValidUntilDate | Valid Until Date |
| | VALID UNTIL TIME | D | ValidUntilTime | Valid Until Time |
| UPDATE CLOSED FOR WEB | BEGIN DATE | D | BeginDate | |
| | COMPLETED DATE | D | CompletedDate | The properties business date that the out of order task was completed. |
| | END DATE | D | EndDate | |
| | REASON | C | Reason | |
| | REPAIR REMARKS | C | RepairRemarks | |
| | REPAIR TYPE | C | RepairType | |
| | RETURN STATUS | C | ReturnStatus | |
| | ROOM | C | Room | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | ROOM STATUS | C | RoomStatus | |
| | ROOM TYPE | C | RoomType | |
| UPDATE FO STATUS | APP USER | C | App_user | |
| | FO STATUS | C | Fo_status | |
| | ROOM | C | Room | |
| | ROOM TYPE | C | Room_type | |
| | UPDATE DATE | D | UpdateDate | |
| | UPDATE TIME | T | UpdateTime | |
| UPDATE OUT OF ORDER | BEGIN DATE | D | OOOBeginDate | |
| | COMPLETED DATE | D | CompletedDate | The properties business date that the out of order task was completed. |
| | END DATE | D | OOOEndDate | |
| | REALTIME EXCHANGE | C | RealtimeExchange | |
| | REASON | C | OOOReason | |
| | REPAIR REMARKS | C | RepairRemarks | |
| | REPAIR TYPE | C | RepairType | |
| | RETURN STATUS | C | OOOReturnStatus | |
| | ROOM | C | RoomNumber | |
| | ROOM STATUS | C | RoomStatus | |
| | ROOM TYPE | C | RoomType | |
| | ROOM TYPE CHILD EVENT | C | RoomTypeChildEvent | This data element allows for a reduction in messaging when multiple room types are taken out of order for an extended period. This child event will be used by the OXI interface to choose whether to suppress these for ‘ROOM TYPE OUT OF ORDER’ event. |
| UPDATE OUT OF SERVICE | BEGIN DATE | D | OOSBeginDate | |
| | COMPLETED DATE | D | CompletedDate | The properties business date that the out of order task was completed. |
| | END DATE | D | OOSEndDate | |
| | REASON | C | OOSReason | |
| | REPAIR REMARKS | C | RepairRemarks | |
| | REPAIR TYPE | C | RepairType | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | RETURN STATUS | C | OOSReturnStatus | |
| | ROOM | C | RoomNumber | |
| | ROOM STATUS | C | RoomStatus | |
| | ROOM TYPE | C | RoomType | |
| UPDATE QUEUE ROOM | ARRIVAL DATE | D | ArrivalDate | |
| | GUEST NAME ID | N | GuestNameId | |
| | NAME | C | Name | |
| | QUEUE TIME | T | QueueTime | |
| | RESERVATION STATUS | C | ReservationStatus | |
| | ROOM NUMBER | C | RoomNumber | |
| | ROOM TYPE | C | RoomType | |
| UPDATE ROOM STATUS | ROOM | C | RoomNumber | |
| | ROOM STATUS | C | RoomStatus | |
| | ROOM TYPE | C | RoomType | |
| | UPDATE DATE | D | UpdateDate | |
| | UPDATE TIME | T | UpdateTime | |

# Business Events - MR Enrollment

The following table outlines the action types, data elements, data types and XML tag names within this OPERA Cloud Business Events module.

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| NEW ENROLLMENT | ACCESSIBLE | C | Accessible | |
| | AIRLINE CODE | C | AirlineCode | |
| | ASSOCIATION | C | Association | |
| | BED TYPE REQUEST | C | BedTypeRequest | |
| | BEVERAGE | C | Beverage | |
| | BIRTH DAY | D | BirthDay | |
| | BUSINESS ADDRESS1 | C | BusinessAddress1 | |
| | BUSINESS ADDRESS2 | C | BusinessAddress2 | |
| | BUSINESS ADDRESS3 | C | BusinessAddress3 | |
| | BUSINESS CITY | C | BusinessCity | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | BUSINESS COUNTRY | C | BusinessCountry | |
| | BUSINESS PHONE | C | BusinessPhone | |
| | BUSINESS PHONE EXT | C | BusinessPhoneExt | |
| | BUSINESS PREFERRED YN | C | BusinessPreferredYn | |
| | BUSINESS PROVINCE | C | BusinessProvince | |
| | BUSINESS STATE | C | BusinessState | |
| | BUSINESS ZIP CODE | C | BusinessZipCode | |
| | BUSINESS ZIP CODE EXT | C | BusinessZipCodeExt | |
| | E FOLIO YN | C | EFolioYn | |
| | EMAIL ALTERNATE | C | EmailAlternate | |
| | EMAIL ALTERNATE FORMAT | C | EmailAlternateFormat | |
| | EMAIL PRIMARY | C | EmailPrimary | |
| | EMAIL PRIMARY FORMAT | C | EmailPrimaryFormat | |
| | EMPLOYER | C | Employer | |
| | FAX | C | Fax | |
| | FF NUMBER | C | FfNumber | |
| | FIRST | C | First | |
| | FLOOR | C | Floor | |
| | GENDER MF | C | GenderMf | |
| | HOME ADDRESS1 | C | HomeAddress1 | |
| | HOME ADDRESS2 | C | HomeAddress2 | |
| | HOME ADDRESS3 | C | HomeAddress3 | |
| | HOME CITY | C | HomeCity | |
| | HOME COUNTRY | C | HomeCountry | |
| | HOME PHONE | C | HomePhone | |
| | HOME PREFERRED YN | C | HomePreferredYn | |
| | HOME PROVINCE | C | HomeProvince | |
| | HOME STATE | C | HomeState | |
| | HOME ZIP CODE | C | HomeZipCode | |
| | HOME ZIP CODE EXT | C | HomeZipCodeExt | |
| | INTERESTS | C | Interests | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | LANGUAGE | C | Language | |
| | LAST | C | Last | |
| | MAR MAILINGS ONLY YN | C | MarMailingsOnlyYn | |
| | MEETING PLANNER YN | C | MeetingPlannerYn | |
| | MEMBERSHIP DATE | D | MembershipDate | |
| | MEMBERSHIP LEVEL | C | MembershipLevel | |
| | MEMBERSHIP NO | C | MembershipNo | |
| | MIDDLE | C | Middle | |
| | MOBILE PHONE | C | MobilePhone | |
| | MR VISA YN | C | MrVisaYn | |
| | MVCIOWNER | C | MvciOwner | |
| | NAME CODE | C | NameCode | |
| | NAME ID | N | NameId | |
| | NEWSPAPERS | C | Newspapers | |
| | PHONETICFIRST | C | PhoneticFirst | |
| | PHONETICLAST | C | PhoneticLast | |
| | PILLOW TYPE | C | PillowType | |
| | PRECEDENCE | C | Precedence | |
| | PREFIX | C | Prefix | |
| | ROOM AMENITIES | C | RoomAmenities | |
| | SMOKING REQUEST | C | SmokingRequest | |
| | SNACK | C | Snack | |
| | SUFFIX | C | Suffix | |
| | TITLE | C | Title | |
| UPDATE ENROLLMENT | ACCESSIBLE | C | Accessible | |
| | AIRLINE CODE | C | AirlineCode | |
| | ASSOCIATION | C | Association | |
| | BED TYPE REQUEST | C | BedTypeRequest | |
| | BEVERAGE | C | Beverage | |
| | BIRTH DAY | D | BirthDay | |
| | BUSINESS ADDRESS1 | C | BusinessAddress1 | |
| | BUSINESS ADDRESS2 | C | BusinessAddress2 | |
| | BUSINESS ADDRESS3 | C | BusinessAddress3 | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | BUSINESS CITY | C | BusinessCity | |
| | BUSINESS COUNTRY | C | BusinessCountry | |
| | BUSINESS PHONE | C | BusinessPhone | |
| | BUSINESS PHONE EXT | C | BusinessPhoneExt | |
| | BUSINESS PREFERRED YN | C | BusinessPreferredYn | |
| | BUSINESS PROVINCE | C | BusinessProvince | |
| | BUSINESS STATE | C | BusinessState | |
| | BUSINESS ZIP CODE | C | BusinessZipCode | |
| | BUSINESS ZIP CODE EXT | C | BusinessZipCodeExt | |
| | E FOLIO YN | C | EFolioYn | |
| | EMAIL ALTERNATE | C | EmailAlternate | |
| | EMAIL ALTERNATE FORMAT | C | EmailAlternateFormat | |
| | EMAIL PRIMARY | C | EmailPrimary | |
| | EMAIL PRIMARY FORMAT | C | EmailPrimaryFormat | |
| | EMPLOYER | C | Employer | |
| | FAX | C | Fax | |
| | FF NUMBER | C | FfNumber | |
| | FIRST | C | First | |
| | FLOOR | C | Floor | |
| | GENDER MF | C | GenderMf | |
| | HOME ADDRESS1 | C | HomeAddress1 | |
| | HOME ADDRESS2 | C | HomeAddress2 | |
| | HOME ADDRESS3 | C | HomeAddress3 | |
| | HOME CITY | C | HomeCity | |
| | HOME COUNTRY | C | HomeCountry | |
| | HOME PHONE | C | HomePhone | |
| | HOME PREFERRED YN | C | HomePreferredYn | |
| | HOME PROVINCE | C | HomeProvince | |
| | HOME STATE | C | HomeState | |
| | HOME ZIP CODE | C | HomeZipCode | |
| | HOME ZIP CODE EXT | C | HomeZipCodeExt | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | INTERESTS | C | Interests | |
| | LANGUAGE | C | Language | |
| | LAST | C | Last | |
| | MAR MAILINGS ONLY YN | C | MarMailingsOnly Yn | |
| | MEETING PLANNER YN | C | MeetingPlannerY n | |
| | MEMBERSHIP DATE | D | MembershipDate | |
| | MEMBERSHIP LEVEL | C | MembershipLeve l | |
| | MEMBERSHIP NO | C | MembershipNo | |
| | MIDDLE | C | Middle | |
| | MOBILE PHONE | C | MobilePhone | |
| | MR VISA YN | C | MrVisaYn | |
| | MVCIOWNER | C | MvciOwner | |
| | NAME CODE | C | NameCode | |
| | NAME ID | N | NameId | |
| | NEWSPAPERS | C | Newspapers | |
| | PHONETICFIRST | C | PhoneticFirst | |
| | PHONETICLAST | C | PhoneticLast | |
| | PILLOW TYPE | C | PillowType | |
| | PRECEDENCE | C | Precedence | |
| | PREFIX | C | Prefix | |
| | ROOM AMENITIES | C | RoomAmenities | |
| | SMOKING REQUEST | C | SmokingRequest | |
| | SNACK | C | Snack | |
| | SUFFIX | C | Suffix | |
| | TITLE | C | Title | |

## Business Events - Night Audit

The following table outlines the action types, data elements, data types and XML tag names within this OPERA Cloud Business Events module.

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| CLOSE BUSINESS DATE | BUSINESS DATE | D | BusinessDate | The properties date that the night audit is being run for. |
| DUE IN RESERVATIONS | ARRIVAL DATE | D | ArrivalDate | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | CONFIRMATION LEG NO | C | ConfirmationLegNo | |
| | CONFIRMATION NO | C | ConfirmationNo | |
| | DEPARTURE DATE | D | DepartureDate | |
| | GUEST NAME ID | C | GuestNameID | |
| | MEMBERSHIP ID | N | MembershipID | |
| | MEMBERSHIP NUMBER | C | MembershipNumber | |
| | MEMBERSHIP TYPE | C | MembershipType | |
| | RESERVATION NAME ID | N | ReservationNameId | |
| | RESERVATION STATUS | C | ReservationStatus | |
| | ROOM | C | Room | |
| END OF PROCEDURES | BUSINESS DATE | D | BusinessDate | |
| HOTEL STATISTICS | ADULTS | C | Adults | |
| | ARRIVAL ROOMS | C | ArrivalRooms | |
| | ARRIVAL ROOMS TOMORROW | C | ArrivalRoomsTomorrow | |
| | BUSINESS DATE | C | BusinessDate | The properties date that the night audit is being run for. |
| | CANCEL ROOMS ARRIVAL TODAY | C | CancelRoomsArrivalToday | |
| | CHILDREN | C | Children | |
| | COMPANY ROOMS | C | CompanyRooms | |
| | COMPLIMENTARY ROOMS | C | ComplimentaryRooms | |
| | DAY USE ROOMS | C | DayUseRooms | |
| | DEPARTURE ROOMS | C | DepartureRooms | |
| | DEPARTURE ROOMS TOMORROW | C | DepartureRoomsTomorrow | |
| | EXTRA REVENUE | C | ExtraRevenue | |
| | FOOD BEV REVENUE | C | FoodBevRevenue | |
| | GROUP REVENUE | C | GroupRevenue | |
| | GROUP ROOMS | C | GroupRooms | |
| | HOUSE USE ROOMS | C | HouseUseRooms | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | NO SHOW ROOMS | C | NoShowRooms | |
| | OUT OF ORDER ROOMS | C | OutOfOrderRooms | |
| | PHYSICAL ROOMS | C | PhysicalRooms | |
| | ROOM CLASS | C | RoomClass | |
| | ROOM REVENUE | C | RoomRevenue | |
| | TOTAL REVENUE | C | TotalRevenue | |
| | TURNAWAYS | C | Turnaways | |
| | WALKIN ROOMS | C | WalkinRooms | |
| MARKET STATISTICS | BUSINESS DATE | C | BusinessDate | The properties date that the night audit is being run for. |
| | CANCEL ROOMS ARRIVAL TODAY | C | CancelRoomsArrivalToday | |
| | DAY USE ROOMS | C | DayUseRooms | |
| | EXTRA REVENUE | C | ExtraRevenue | |
| | FOOD BEV REVENUE | C | FoodBevRevenue | |
| | MARKET CODE | C | MarketCode | |
| | NO OF GUESTS | C | NoOfGuests | |
| | NO SHOW ROOMS | C | NoShowRooms | |
| | OCCUPIED ROOMS | C | OccupiedRooms | Number of rooms In-House with a Front Office status of OCC |
| | ROOM REVENUE | C | RoomRevenue | |
| | ROOM TYPE | C | RoomType | |
| | TOTAL REVENUE | C | TotalRevenue | |
| REVENUE SUM | ARRIVAL DATE | D | ArrivalDate | |
| | BUSINESS DATE | D | BusinessDate | The properties date that the night audit is being run for. |
| | DEPARTURE DATE | D | DepartureDate | |
| | EXTRA REVENUE | N | ExtraRevenue | |
| | FOOD BEV REVENUE | N | FoodBevRevenue | |
| | RESERVATION NAME ID | N | ResvNameId | |
| | ROOM REVENUE | N | RoomRevenue | |
| | TOTAL REVENUE | N | TotalRevenue | |
| ROLL BUSINESS DATE | BUSINESS DATE | D | BusinessDate | The properties date that the night audit is being run for. |

# Business Events - Profile

The following table outlines the action types, data elements, data types and XML tag names within this OPERA Cloud Business Events module.

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| DELETE HISTORY | ADULTS | N | Adults | |
| | ARRIVAL | D | ArrivalDate | |
| | CANCELLATION DATE | D | CancellationDate | |
| | CANCELLATION NO | C | CancellationNo | |
| | CANCELLED BY | C | CancelledBy | |
| | CHILDREN | N | Children | |
| | COMPANY NAME | C | CompanyName | |
| | COMPANY NAME ID | N | CompanyNameId | |
| | CONFIRMATION NO | C | ConfirmationNo | |
| | CREDIT CARD EXPIRATION DATE | D | CreditCardExpDate | |
| | CREDIT CARD NUMBER | C | CreditCardNumber | |
| | CREDIT CARD NUMBER 4 DIGITS | C | CreditCardNumber4Digits | |
| | CREDIT CARD TYPE | C | CreditCardType | |
| | CREDIT CARD VAULT ID | C | CreditCardVaultId | |
| | CRS NUMBER | C | CRSNumber | |
| | DEPARTURE | D | DepartureDate | |
| | EXTRA REVENUE | N | ExtraRevenue | |
| | FB REVENUE | N | FBRevenue | |
| | GROUP NAME | C | GroupName | |
| | GROUP NAME ID | N | GroupNameId | |
| | GUEST NAME | C | GuestName | |
| | GUEST NAME ID | N | GuestNameID | |
| | MARKET CODE | C | MarketCode | |
| | PAYMENT | N | Payment | |
| | PAYMENT METHOD | C | PaymentMethod | |
| | RATE AMOUNT | N | RateAmount | |
| | RATE CODE | C | RateCode | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | RESERVATION DATE | D | ReservationDate | |
| | RESERVATION STATUS | C | ReservationStatus | |
| | RESV NAME ID | N | ResvNameId | |
| | ROOM REVENUE | N | RoomRevenue | |
| | SOURCE | C | Source | For Account Profiles (Company, Travel Agent, and Source, the Source of business. This is not the same as Source Codes configured for Reservations. The field is on the Sales Info screen and the List of Values are configured under System Configuration->Profiles->Sales Information->Sources |
| | SOURCE NAME | C | SourceName | |
| | SOURCE NAME ID | N | SourceNameId | |
| | TRAVEL AGENT NAME | C | TravelAgentName | |
| | TRAVEL AGENT NAME ID | N | TravelAgentNameId | |
| DELETE PROFILE | A/R NUMBER | C | ARNumber | |
| | ACCESS CHANNEL | C | AccessChannel | |
| | ACCESS CHANNEL CODE | C | AccessChannelCode | |
| | ACCESS CODE | C | AccessCode | |
| | ACCESS INACTIVE DATE | D | AccessInactiveDate | |
| | ACCESS RATE CODE | C | AccessRateCode | |
| | ACCESS RESORTS | C | AccessResorts | |
| | ACCESS UPDATE DATE | D | AccessUpdateDate | |
| | ACCOUNT SOURCE | C | AccountSource | |
| | ACCOUNT TYPE | C | AccountType | |
| | ACTION CODE | C | ActionCode | |
| | ADDRESS LANGUAGE | C | AddressLanguage | |
| | ADDRESS PRIMARY YN | C | AddressPrimaryYn | |
| | ADDRESS TYPE | C | AddressType | |
| | ADDRESS1 | C | Address1 | |
| | ADDRESS2 | C | Address2 | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | ADDRESS3 | C | Address3 | |
| | ADDRESS4 | C | Address4 | |
| | ADJUSTMENT AMOUNT | N | YieldAdjustment Amount | Amount used to determine the Rateable Value for comparison against Hurdle Rate when the Profile is defined in the Rate Query Scope. This Adjustment is used in conjunction with any Yield Adjustments configured on the Rate Code. If the same adjustment type is used on both the Rate Code and the Profile, the Hierarchy will use the amount of the Profile. If the same adjustment type is used on several Profiles, the Hierarchy of the amount is as follows: Individual, Company, Travel Agent, Source. |
| | ADJUSTMENT CODE | C | YieldAdjustment Code | Code used to determine the Rateable Value for comparison against Hurdle Rate for the selected Profile. User defined and amount can be changed per Profile when attached to the Profile. The Code cannot be changed. |
| | ADJUSTMENT TYPE | C | YieldAdjustment Type | Is the Adjustment AmountPer Night, Per Stay, Per Person/Per Stay, Per Person/Per Night? |
| | ANONYMIZATIO N DATE | D | AnonymizationD ate | |
| | ANONYMIZATIO N STATUS | C | AnonymizationSt atus | |
| | BARCODE | C | BarCode | |
| | BIRTH DATE | D | BirthDate | |
| | BL MSG | C | CreditRestriction Comments | |
| | BUSINESS TITLE | C | BusinessTitle | |
| | CASH BL IND | C | CreditRestriction Indicator | |
| | CENTRAL AR NUMBER | C | CentralArNumbe r | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | CHAIN CODE | C | ChainCode | When subscribed to, for example properties in ASP Mode, and a change has been made to any of the data elements for that business event, the Chain Code will be included, allowing external systems to filter business events for specific chains.<br>This will not affect updates coming into OPERA from external systems. |
| | CITY | C | City | |
| | COMMENTS | C | Comments | |
| | COMMISSION CODE | C | CommissionCode | |
| | COMMISSION CURRENCY | C | CommissionCurrency | |
| | COMPANY NUMBER | C | CompanyNumber | |
| | COMPANY TYPE | C | CompanyType | |
| | COMPETITION CODE | C | CompetitionCode | |
| | COUNTRY | C | Country | |
| | CREDIT CARD EXPIRATION DATE | D | CreditCardExpDate | |
| | CREDIT CARD NUMBER | C | CreditCardNumber | |
| | CREDIT CARD NUMBER 4 DIGITS | C | CreditCardNumber4Digits | |
| | CREDIT CARD TYPE | C | CreditCardType | |
| | CREDIT CARD VAULT ID | C | CreditCardVaultId | |
| | DATABASE ID | C | DatabaseID | |
| | DEPARTMENT NOTE SHORT | C | DepartmentNoteShort | |
| | EMAIL | C | Email | |
| | EMAIL LANGUAGE | C | EmailLanguage | |
| | FAX NUMBER | C | FaxNumber | |
| | FIRST NAME | C | FirstName | |
| | IATA NUMBER | C | IATANumber | |
| | IATA TYPE | C | IATAType | |
| | ID COUNTRY | C | IdCountry | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | ID DATE | D | IdDate | |
| | ID EXPIRATION DATE | D | IdExpirationDate | |
| | ID NUMBER | C | IdNumber | |
| | ID PLACE | C | IdCountry | |
| | ID TYPE | C | IdType | |
| | INCOGNITO FIRST | C | IncognitoFirst | Field displays based on activation of the Application Setting->Function INCOGNITO. |
| | INCOGNITO NAME | C | IncognitoName | Field displays based on activation of the Application Setting->Function INCOGNITO. |
| | INDUSTRY CODE | C | IndustryCode | |
| | INFLUENCE | C | Influence | |
| | KEYWORD | C | Keyword | |
| | KEYWORD TYPE | C | KeywordType | |
| | LANGUAGE | C | Language | |
| | LEGAL COMPANY | C | LegalCompany | |
| | MARKETS | C | Markets | |
| | MEMBERSHIP EXPIRATION DATE | D | MembershipExpDate | |
| | MEMBERSHIP LEVEL | C | MembershipLevel | |
| | MEMBERSHIP NUMBER | C | MembershipNumber | |
| | MEMBERSHIP TYPE | C | MembershipType | |
| | MIDDLE | C | Middle | |
| | NAME | C | Name | |
| | NAME ID | N | NameId | |
| | NAME TYPE | C | NameType | |
| | NAME2 | C | Name2 | |
| | NAME3 | C | Name3 | |
| | NATIONALITY | C | Nationality | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | NOTIFICATION | C | Notification | When a Profile Notification is resolved, the status of the notification description is updated from "UN RESOLVED" to "RESOLVED ON" and is triggered with the Update Profile Action Type. But when a Profile Notification is unresolved, the status of the notification description is updated from "RESOLVED ON" to "UN RESOLVED". |
| | PAGER | C | Pager | |
| | PASSPORT NUMBER | C | PassportNumber | |
| | PCC CHANNEL | C | PccChannel | |
| | PCC CODE | C | PccCode | |
| | PCC INACTIVE DATE | D | PccInactiveDate | |
| | PHONE NUMBER | C | PhoneNumber | |
| | PHONE PRIMARY YN | C | PhonePrimaryYn | |
| | PHONE TYPE | C | PhoneType | |
| | POSTAL CODE | C | PostalCode | |
| | PREFERENCE GROUP | C | PreferenceGroup | |
| | PREFERENCE TYPE | C | PreferenceType | |
| | PREFERENCE TYPE DESCRIPTION | C | PreferenceTypeDescription | |
| | PRIORITY | C | Priority | |
| | PROFESSION | C | Profession | |
| | RATE CODE | C | RateCode | |
| | RESORT LOGGED | C | ResortLogged | |
| | RESORT REGISTERED | C | ResortRegistered | |
| | ROOMS POTENTIAL | C | RoomsPotential | |
| | SALES MANAGER | C | SalesManager | |
| | SCOPE | C | Scope | |
| | SCOPE CITY | C | ScopeCity | |
| | STATE | C | State | |
| | STATUS | C | Status | |
| | TITLE | C | Title | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | UDF CHAR 01 | C | UdfChar01 | |
| | UDF CHAR 02 | C | UdfChar02 | |
| | UDF CHAR 03 | C | UdfChar03 | |
| | UDF CHAR 04 | C | UdfChar04 | |
| | UDF CHAR 05 | C | UdfChar05 | |
| | UDF CHAR 06 | C | UdfChar06 | |
| | UDF CHAR 07 | C | UdfChar07 | |
| | UDF CHAR 08 | C | UdfChar08 | |
| | UDF CHAR 09 | C | UdfChar09 | |
| | UDF CHAR 10 | C | UdfChar10 | |
| | UDF CHAR 11 | C | UdfChar11 | |
| | UDF CHAR 12 | C | UdfChar12 | |
| | UDF CHAR 13 | C | UdfChar13 | |
| | UDF CHAR 14 | C | UdfChar14 | |
| | UDF CHAR 15 | C | UdfChar15 | |
| | UDF CHAR 16 | C | UdfChar16 | |
| | UDF CHAR 17 | C | UdfChar17 | |
| | UDF CHAR 18 | C | UdfChar18 | |
| | UDF CHAR 19 | C | UdfChar19 | |
| | UDF CHAR 20 | C | UdfChar20 | |
| | UDF CHAR 21 | C | UdfChar21 | |
| | UDF CHAR 22 | C | UdfChar22 | |
| | UDF CHAR 23 | C | UdfChar23 | |
| | UDF CHAR 24 | C | UdfChar24 | |
| | UDF CHAR 25 | C | UdfChar25 | |
| | UDF CHAR 26 | C | UdfChar26 | |
| | UDF CHAR 27 | C | UdfChar27 | |
| | UDF CHAR 28 | C | UdfChar28 | |
| | UDF CHAR 29 | C | UdfChar29 | |
| | UDF CHAR 30 | C | UdfChar30 | |
| | UDF CHAR 31 | C | UdfChar31 | |
| | UDF CHAR 32 | C | UdfChar32 | |
| | UDF CHAR 33 | C | UdfChar33 | |
| | UDF CHAR 34 | C | UdfChar34 | |
| | UDF CHAR 35 | C | UdfChar35 | |
| | UDF CHAR 36 | C | UdfChar36 | |
| | UDF CHAR 37 | C | UdfChar37 | |
| | UDF CHAR 38 | C | UdfChar38 | |
| | UDF CHAR 39 | C | UdfChar39 | |
| | UDF CHAR 40 | C | UdfChar40 | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | UDF DATE 01 | D | UdfDate01 | |
| | UDF DATE 02 | D | UdfDate02 | |
| | UDF DATE 03 | D | UdfDate03 | |
| | UDF DATE 04 | D | UdfDate04 | |
| | UDF DATE 05 | D | UdfDate05 | |
| | UDF DATE 06 | D | UdfDate06 | |
| | UDF DATE 07 | D | UdfDate07 | |
| | UDF DATE 08 | D | UdfDate08 | |
| | UDF DATE 09 | D | UdfDate09 | |
| | UDF DATE 10 | D | UdfDate10 | |
| | UDF DATE 11 | D | UdfDate11 | |
| | UDF DATE 12 | D | UdfDate12 | |
| | UDF DATE 13 | D | UdfDate13 | |
| | UDF DATE 14 | D | UdfDate14 | |
| | UDF DATE 15 | D | UdfDate15 | |
| | UDF DATE 16 | D | UdfDate16 | |
| | UDF DATE 17 | D | UdfDate17 | |
| | UDF DATE 18 | D | UdfDate18 | |
| | UDF DATE 19 | D | UdfDate19 | |
| | UDF DATE 20 | D | UdfDate20 | |
| | UDF NUMBER 01 | N | UdfNumber01 | |
| | UDF NUMBER 02 | N | UdfNumber02 | |
| | UDF NUMBER 03 | N | UdfNumber03 | |
| | UDF NUMBER 04 | N | UdfNumber04 | |
| | UDF NUMBER 05 | N | UdfNumber05 | |
| | UDF NUMBER 06 | N | UdfNumber06 | |
| | UDF NUMBER 07 | N | UdfNumber07 | |
| | UDF NUMBER 08 | N | UdfNumber08 | |
| | UDF NUMBER 09 | N | UdfNumber09 | |
| | UDF NUMBER 10 | N | UdfNumber10 | |
| | UDF NUMBER 11 | N | UdfNumber11 | |
| | UDF NUMBER 12 | N | UdfNumber12 | |
| | UDF NUMBER 13 | N | UdfNumber13 | |
| | UDF NUMBER 14 | N | UdfNumber14 | |
| | UDF NUMBER 15 | N | UdfNumber15 | |
| | UDF NUMBER 16 | N | UdfNumber16 | |
| | UDF NUMBER 17 | N | UdfNumber17 | |
| | UDF NUMBER 18 | N | UdfNumber18 | |
| | UDF NUMBER 19 | N | UdfNumber19 | |
| | UDF NUMBER 20 | N | UdfNumber20 | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | UDF NUMBER 21 | N | UdfNumber21 | |
| | UDF NUMBER 22 | N | UdfNumber22 | |
| | UDF NUMBER 23 | N | UdfNumber23 | |
| | UDF NUMBER 24 | N | UdfNumber24 | |
| | UDF NUMBER 25 | N | UdfNumber25 | |
| | UDF NUMBER 26 | N | UdfNumber26 | |
| | UDF NUMBER 27 | N | UdfNumber27 | |
| | UDF NUMBER 28 | N | UdfNumber28 | |
| | UDF NUMBER 29 | N | UdfNumber29 | |
| | UDF NUMBER 30 | N | UdfNumber30 | |
| | UDF NUMBER 31 | N | UdfNumber31 | |
| | UDF NUMBER 32 | N | UdfNumber32 | |
| | UDF NUMBER 33 | N | UdfNumber33 | |
| | UDF NUMBER 34 | N | UdfNumber34 | |
| | UDF NUMBER 35 | N | UdfNumber35 | |
| | UDF NUMBER 36 | N | UdfNumber36 | |
| | UDF NUMBER 37 | N | UdfNumber37 | |
| | UDF NUMBER 38 | N | UdfNumber38 | |
| | UDF NUMBER 39 | N | UdfNumber39 | |
| | UDF NUMBER 40 | N | UdfNumber40 | |
| | VIP STATUS | C | VipStatus | |
| | VIRTUAL NUMBER | N | VirtualNumber | |
| | WEBPAGE | C | Webpage | |
| | XFIRST NAME | C | XFirstName | |
| | XNAME | C | XName | |
| | XSALUTATION | C | XSalutation | |
| | XTITLE | C | XTitle | |
| DELETE RELATIONSHIP | FROM NAME | C | FromName | Only triggered for Global Relationships |
| | FROM NAME ID | N | FromNameId | Only triggered for Global Relationships |
| | FROM RELATION | C | FromRelation | Only triggered for Global Relationships |
| | PRIMARY YN | C | PrimaryYn | Only triggered for Global Relationships |
| | TO NAME | C | ToName | Only triggered for Global Relationships |
| | TO NAME ID | N | ToNameId | Only triggered for Global Relationships |
| | TO RELATION | C | ToRelation | Only triggered for Global Relationships |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| MERGE PROFILE | A/R NUMBER | C | ARNumber | |
| | ACCESS CHANNEL | C | AccessChannel | |
| | ACCESS CHANNEL CODE | C | AccessChannelCode | |
| | ACCESS CODE | C | AccessCode | |
| | ACCESS INACTIVE DATE | D | AccessInactiveDate | |
| | ACCESS RATE CODE | C | AccessRateCode | |
| | ACCESS RESORTS | C | AccessResorts | |
| | ACCESS UPDATE DATE | D | AccessUpdateDate | |
| | ADDRESS LANGUAGE | C | AddressLanguage | |
| | ADDRESS PRIMARY YN | C | AddressPrimaryYn | |
| | ADDRESS TYPE | C | AddressType | |
| | ADDRESS1 | C | Address1 | |
| | ADDRESS2 | C | Address2 | |
| | ADDRESS3 | C | Address3 | |
| | ADDRESS4 | C | Address4 | |
| | ADJUSTMENT AMOUNT | N | YieldAdjustmentAmount | Amount used to determine the Rateable Value for comparison against Hurdle Rate when the Profile is defined in the Rate Query Scope. This Adjustment is used in conjunction with any Yield Adjustments configured on the Rate Code. If the same adjustment type is used on both the Rate Code and the Profile, the Hierarchy will use the amount of the Profile. If the same adjustment type is used on several Profiles, the Hierarchy of the amount is as follows: Individual, Company, Travel Agent, Source. |
| | ADJUSTMENT CODE | C | YieldAdjustmentCode | Code used to determine the Rateable Value for comparison against Hurdle Rate for the selected Profile. User defined and amount can be changed per Profile when attached to the Profile. The Code cannot be changed. |
| | ADJUSTMENT TYPE | C | YieldAdjustmentType | Is the Adjustment AmountPer Night, Per Stay, Per Person/Per Stay, Per Person/Per Night? |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | AUTO ENROLL MEMBERSHIP OPT IN FLG | C | AutoEnrollMembershipOptInFlg | |
| | AUTO ENROLL MEMBERSHIP YN | C | AutoenrollMemberYN | |
| | BARCODE | C | BarCode | |
| | BIRTH COUNTRY | C | BirthCountry | |
| | BIRTH DATE | D | BirthDate | |
| | BIRTH PLACE | C | BirthPlace | |
| | BL MSG | C | CreditRestrictionComments | |
| | BUSINESS TITLE | C | BusinessTitle | |
| | CASH BL IND | C | CreditRestrictionIndicator | |
| | CENTRAL AR NUMBER | C | CentralArNumber | |
| | CHAIN CODE | C | ChainCode | When subscribed to, for example properties in ASP Mode, and a change has been made to any of the data elements for that business event, the Chain Code will be included, allowing external systems to filter business events for specific chains.<br>This will not affect updates coming into OPERA from external systems. |
| | CITY | C | City | |
| | COMMENTS | C | Comments | |
| | COMMISSION CODE | C | CommissionCode | |
| | COMMISSION CURRENCY | C | CommissionCurrency | |
| | COMPANY NUMBER | C | CompanyNumber | |
| | COMPANY TYPE | C | CompanyType | |
| | COUNTRY | C | Country | |
| | CREDIT CARD EXPIRATION DATE | D | CreditCardExpDate | |
| | CREDIT CARD NUMBER | C | CreditCardNumber | |
| | CREDIT CARD NUMBER 4 DIGITS | C | CreditCardNumber4Digits | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | CREDIT CARD TYPE | C | CreditCardType | |
| | CREDIT CARD VAULT ID | C | CreditCardVaultId | |
| | CREDIT RATING | C | CreditRating | |
| | DATABASE ID | C | DatabaseID | |
| | DEPARTMENT NOTE SHORT | C | DepartmentNoteShort | |
| | EMAIL | C | Email | |
| | EMAIL OPT IN FLG | C | EmailOptInFlg | |
| | EMAIL YN | C | EmailYN | |
| | FAX NUMBER | C | FaxNumber | |
| | FIRST NAME | C | FirstName | |
| | GENDER | C | Gender | |
| | GUEST PRIVACY OPT IN FLG | C | GuestPrivacyOptInFlg | |
| | GUEST PRIVACY YN | C | GuestPrivYN | |
| | IATA NUMBER | C | IATANumber | |
| | IATA TYPE | C | IATAType | |
| | ID COUNTRY | C | IdCountry | |
| | ID DATE | D | IdDate | |
| | ID EXPIRATION DATE | D | IdExpirationDate | |
| | ID PLACE | C | IdCountry | |
| | INCOGNITO FIRST | C | IncognitoFirst | Field displays based on activation of the Application Setting->Function INCOGNITO. |
| | INCOGNITO NAME | C | IncognitoName | Field displays based on activation of the Application Setting->Function INCOGNITO. |
| | KEYWORD | C | Keyword | |
| | KEYWORD TYPE | C | KeywordType | |
| | LANGUAGE | C | Language | |
| | MAILING LIST OPT IN FLG | C | MailingListOptInFlg | |
| | MAILING LIST YN | C | MailList | |
| | MARKET RESEARCH OPT IN FLG | C | MarketResearchOptInFlg | |
| | MARKET RESEARCH YN | C | MarketResearchYN | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | MEMBERSHIP EXPIRATION DATE | D | MembershipExpDate | |
| | MEMBERSHIP LEVEL | C | MembershipLevel | |
| | MEMBERSHIP NUMBER | C | MembershipNumber | |
| | MEMBERSHIP TYPE | C | MembershipType | |
| | MIDDLE | C | Middle | |
| | NAME | C | Name | |
| | NAME ID | N | NameId | |
| | NAME TYPE | C | NameType | |
| | NATIONALITY | C | Nationality | |
| | PAGER | C | Pager | |
| | PASSPORT NUMBER | C | PassportNumber | |
| | PCC CHANNEL | C | PccChannel | |
| | PCC CODE | C | PccCode | |
| | PCC INACTIVE DATE | D | PccInactiveDate | |
| | PHONE NUMBER | C | PhoneNumber | |
| | PHONE OPT IN FLG | C | PhoneOptInFlg | |
| | PHONE PRIMARY YN | C | PhonePrimaryYn | |
| | PHONE TYPE | C | PhoneType | |
| | PHONE YN | C | PhoneYn | |
| | POSTAL CODE | C | PostalCode | |
| | PREFERENCE TYPE | C | PreferenceType | |
| | RATE CODE | C | RateCode | |
| | SALES MANAGER | C | SalesManager | |
| | SMS OPT IN FLG | C | SmsOptInFlg | |
| | SMS YN | C | SmsYn | |
| | STATE | C | State | |
| | STATUS | C | Status | |
| | TAX NUMBER1 | C | Tax1No | |
| | TAX NUMBER2 | C | Tax2No | |
| | THIRD PARTY OPT IN FLG | C | ThirdPartyOptInFlg | |
| | THIRD PARTY YN | C | ThirdPartyYN | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | TITLE | C | Title | |
| | UDF CHAR 01 | C | UdfChar01 | |
| | UDF CHAR 02 | C | UdfChar02 | |
| | UDF CHAR 03 | C | UdfChar03 | |
| | UDF CHAR 04 | C | UdfChar04 | |
| | UDF CHAR 05 | C | UdfChar05 | |
| | UDF CHAR 06 | C | UdfChar06 | |
| | UDF CHAR 07 | C | UdfChar07 | |
| | UDF CHAR 08 | C | UdfChar08 | |
| | UDF CHAR 09 | C | UdfChar09 | |
| | UDF CHAR 10 | C | UdfChar10 | |
| | UDF CHAR 11 | C | UdfChar11 | |
| | UDF CHAR 12 | C | UdfChar12 | |
| | UDF CHAR 13 | C | UdfChar13 | |
| | UDF CHAR 14 | C | UdfChar14 | |
| | UDF CHAR 15 | C | UdfChar15 | |
| | UDF CHAR 16 | C | UdfChar16 | |
| | UDF CHAR 17 | C | UdfChar17 | |
| | UDF CHAR 18 | C | UdfChar18 | |
| | UDF CHAR 19 | C | UdfChar19 | |
| | UDF CHAR 20 | C | UdfChar20 | |
| | UDF CHAR 21 | C | UdfChar21 | |
| | UDF CHAR 22 | C | UdfChar22 | |
| | UDF CHAR 23 | C | UdfChar23 | |
| | UDF CHAR 24 | C | UdfChar24 | |
| | UDF CHAR 25 | C | UdfChar25 | |
| | UDF CHAR 26 | C | UdfChar26 | |
| | UDF CHAR 27 | C | UdfChar27 | |
| | UDF CHAR 28 | C | UdfChar28 | |
| | UDF CHAR 29 | C | UdfChar29 | |
| | UDF CHAR 30 | C | UdfChar30 | |
| | UDF CHAR 31 | C | UdfChar31 | |
| | UDF CHAR 32 | C | UdfChar32 | |
| | UDF CHAR 33 | C | UdfChar33 | |
| | UDF CHAR 34 | C | UdfChar34 | |
| | UDF CHAR 35 | C | UdfChar35 | |
| | UDF CHAR 36 | C | UdfChar36 | |
| | UDF CHAR 37 | C | UdfChar37 | |
| | UDF CHAR 38 | C | UdfChar38 | |
| | UDF CHAR 39 | C | UdfChar39 | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | UDF CHAR 40 | C | UdfChar40 | |
| | UDF DATE 01 | D | UdfDate01 | |
| | UDF DATE 02 | D | UdfDate02 | |
| | UDF DATE 03 | D | UdfDate03 | |
| | UDF DATE 04 | D | UdfDate04 | |
| | UDF DATE 05 | D | UdfDate05 | |
| | UDF DATE 06 | D | UdfDate06 | |
| | UDF DATE 07 | D | UdfDate07 | |
| | UDF DATE 08 | D | UdfDate08 | |
| | UDF DATE 09 | D | UdfDate09 | |
| | UDF DATE 10 | D | UdfDate10 | |
| | UDF DATE 11 | D | UdfDate11 | |
| | UDF DATE 12 | D | UdfDate12 | |
| | UDF DATE 13 | D | UdfDate13 | |
| | UDF DATE 14 | D | UdfDate14 | |
| | UDF DATE 15 | D | UdfDate15 | |
| | UDF DATE 16 | D | UdfDate16 | |
| | UDF DATE 17 | D | UdfDate17 | |
| | UDF DATE 18 | D | UdfDate18 | |
| | UDF DATE 19 | D | UdfDate19 | |
| | UDF DATE 20 | D | UdfDate20 | |
| | UDF NUMBER 01 | N | UdfNumber01 | |
| | UDF NUMBER 02 | N | UdfNumber02 | |
| | UDF NUMBER 03 | N | UdfNumber03 | |
| | UDF NUMBER 04 | N | UdfNumber04 | |
| | UDF NUMBER 05 | N | UdfNumber05 | |
| | UDF NUMBER 06 | N | UdfNumber06 | |
| | UDF NUMBER 07 | N | UdfNumber07 | |
| | UDF NUMBER 08 | N | UdfNumber08 | |
| | UDF NUMBER 09 | N | UdfNumber09 | |
| | UDF NUMBER 10 | N | UdfNumber10 | |
| | UDF NUMBER 11 | N | UdfNumber11 | |
| | UDF NUMBER 12 | N | UdfNumber12 | |
| | UDF NUMBER 13 | N | UdfNumber13 | |
| | UDF NUMBER 14 | N | UdfNumber14 | |
| | UDF NUMBER 15 | N | UdfNumber15 | |
| | UDF NUMBER 16 | N | UdfNumber16 | |
| | UDF NUMBER 17 | N | UdfNumber17 | |
| | UDF NUMBER 18 | N | UdfNumber18 | |
| | UDF NUMBER 19 | N | UdfNumber19 | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | UDF NUMBER 20 | N | UdfNumber20 | |
| | UDF NUMBER 21 | N | UdfNumber21 | |
| | UDF NUMBER 22 | N | UdfNumber22 | |
| | UDF NUMBER 23 | N | UdfNumber23 | |
| | UDF NUMBER 24 | N | UdfNumber24 | |
| | UDF NUMBER 25 | N | UdfNumber25 | |
| | UDF NUMBER 26 | N | UdfNumber26 | |
| | UDF NUMBER 27 | N | UdfNumber27 | |
| | UDF NUMBER 28 | N | UdfNumber28 | |
| | UDF NUMBER 29 | N | UdfNumber29 | |
| | UDF NUMBER 30 | N | UdfNumber30 | |
| | UDF NUMBER 31 | N | UdfNumber31 | |
| | UDF NUMBER 32 | N | UdfNumber32 | |
| | UDF NUMBER 33 | N | UdfNumber33 | |
| | UDF NUMBER 34 | N | UdfNumber34 | |
| | UDF NUMBER 35 | N | UdfNumber35 | |
| | UDF NUMBER 36 | N | UdfNumber36 | |
| | UDF NUMBER 37 | N | UdfNumber37 | |
| | UDF NUMBER 38 | N | UdfNumber38 | |
| | UDF NUMBER 39 | N | UdfNumber39 | |
| | UDF NUMBER 40 | N | UdfNumber40 | |
| | VIP STATUS | C | VipStatus | |
| | VIRTUAL NUMBER | N | VirtualNumber | |
| | WEBPAGE | C | Webpage | |
| | XFIRST NAME | C | XFirstName | |
| | XNAME | C | XName | |
| | XSALUTATION | C | XSalutation | |
| | XTITLE | C | XTitle | |
| NEW HISTORY | ADULTS | N | Adults | |
| | ARRIVAL | D | ArrivalDate | |
| | CANCELLATION DATE | D | CancellationDate | |
| | CANCELLATION NO | C | CancellationNo | |
| | CANCELLED BY | C | CancelledBy | |
| | CHILDREN | N | Children | |
| | COMPANY NAME | C | CompanyName | |
| | COMPANY NAME ID | N | CompanyNameId | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | CONFIRMATION NO | C | ConfirmationNo | |
| | CREDIT CARD EXPIRATION DATE | D | CreditCardExpDate | |
| | CREDIT CARD NUMBER | C | CreditCardNumber | |
| | CREDIT CARD NUMBER 4 DIGITS | C | CreditCardNumber4Digits | |
| | CREDIT CARD TYPE | C | CreditCardType | |
| | CREDIT CARD VAULT ID | C | CreditCardVaultId | |
| | CRS NUMBER | C | CRSNumber | |
| | DEPARTURE | D | DepartureDate | |
| | EXTRA REVENUE | N | ExtraRevenue | |
| | FB REVENUE | N | FBRevenue | |
| | GROUP NAME | C | GroupName | |
| | GROUP NAME ID | N | GroupNameId | |
| | GUEST NAME | C | GuestName | |
| | GUEST NAME ID | N | GuestNameID | |
| | MARKET CODE | C | MarketCode | |
| | PAYMENT | N | Payment | |
| | PAYMENT METHOD | C | PaymentMethod | |
| | RATE AMOUNT | N | RateAmount | |
| | RATE CODE | C | RateCode | |
| | RESERVATION DATE | D | ReservationDate | |
| | RESERVATION STATUS | C | ReservationStatus | |
| | ROOM REVENUE | N | RoomRevenue | |
| | SOURCE | C | Source | For Account Profiles (Company, Travel Agent, and Source, the Source of business. This is not the same as Source Codes configured for Reservations. The field is on the Sales Info screen and the List of Values are configured under System Configuration->Profiles->Sales Information->Sources |
| | SOURCE NAME | C | SourceName | |
| | SOURCE NAME ID | N | SourceNameId | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | TRAVEL AGENT NAME | C | TravelAgentName | |
| | TRAVEL AGENT NAME ID | N | TravelAgentNameId | |
| NEW PROFILE | A/R NUMBER | C | ARNumber | |
| | ACCESS CHANNEL | C | AccessChannel | |
| | ACCESS CHANNEL CODE | C | AccessChannelCode | |
| | ACCESS CODE | C | AccessCode | |
| | ACCESS INACTIVE DATE | D | AccessInactiveDate | |
| | ACCESS RATE CODE | C | AccessRateCode | |
| | ACCESS RESORTS | C | AccessResorts | |
| | ACCESS UPDATE DATE | D | AccessUpdateDate | |
| | ACCOUNT SOURCE | C | AccountSource | |
| | ACCOUNT TYPE | C | AccountType | |
| | ACTION CODE | C | ActionCode | |
| | ADDRESS LANGUAGE | C | AddressLanguage | |
| | ADDRESS PRIMARY YN | C | AddressPrimaryYn | |
| | ADDRESS TYPE | C | AddressType | |
| | ADDRESS1 | C | Address1 | |
| | ADDRESS2 | C | Address2 | |
| | ADDRESS3 | C | Address3 | |
| | ADDRESS4 | C | Address4 | |
| | ADJUSTMENT AMOUNT | N | YieldAdjustmentAmount | Amount used to determine the Rateable Value for comparison against Hurdle Rate when the Profile is defined in the Rate Query Scope. This Adjustment is used in conjunction with any Yield Adjustments configured on the Rate Code. If the same adjustment type is used on both the Rate Code and the Profile, the Hierarchy will use the amount of the Profile. If the same adjustment type is used on several Profiles, the Hierarchy of the amount is as follows: Individual, Company, Travel Agent, Source. |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | ADJUSTMENT CODE | C | YieldAdjustment Code | Code used to determine the Rateable Value for comparison against Hurdle Rate for the selected Profile. User defined and amount can be changed per Profile when attached to the Profile. The Code cannot be changed |
| | ADJUSTMENT TYPE | C | YieldAdjustment Type | Is the Adjustment AmountPer Night, Per Stay, Per Person/Per Stay, Per Person/Per Night? |
| | ANONYMIZATIO N DATE | D | AnonymizationD ate | |
| | ANONYMIZATIO N STATUS | C | AnonymizationSt atus | |
| | AUTO ENROLL MEMBERSHIP OPT IN FLG | C | AutoEnrollMemb ershipOptInFlg | |
| | AUTO ENROLL MEMBERSHIP YN | C | AutoenrollMemb erYN | |
| | BARCODE | C | BarCode | |
| | BIRTH COUNTRY | C | BirthCountry | |
| | BIRTH DATE | D | BirthDate | |
| | BIRTH PLACE | C | BirthPlace | |
| | BL MSG | C | CreditRestriction Comments | |
| | BUSINESS TITLE | C | BusinessTitle | |
| | CASH BL IND | C | CreditRestriction Indicator | |
| | CENTRAL AR NUMBER | C | CentralArNumbe r | |
| | CHAIN CODE | C | ChainCode | When subscribed to, for example properties in ASP Mode, and a change has been made to any of the data elements for that business event, the Chain Code will be included, allowing external systems to filter business events for specific chains.<br>This will not affect updates coming into OPERA from external systems. |
| | CITY | C | City | |
| | COMMENTS | C | Comments | |
| | COMMISSION CODE | C | CommissionCode | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | COMMISSION CURRENCY | C | CommissionCurrency | |
| | COMPANY NUMBER | C | CompanyNumber | |
| | COMPANY TYPE | C | CompanyType | |
| | COMPETITION CODE | C | CompetitionCode | |
| | COUNTRY | C | Country | |
| | CREDIT CARD EXPIRATION DATE | D | CreditCardExpDate | |
| | CREDIT CARD NUMBER | C | CreditCardNumber | |
| | CREDIT CARD NUMBER 4 DIGITS | C | CreditCardNumber4Digits | |
| | CREDIT CARD TYPE | C | CreditCardType | |
| | CREDIT CARD VAULT ID | C | CreditCardVaultId | |
| | CREDIT RATING | C | CreditRating | |
| | DATABASE ID | C | DatabaseID | |
| | DEPARTMENT NOTE SHORT | C | DepartmentNoteShort | |
| | EMAIL | C | Email | |
| | EMAIL LANGUAGE | C | EmailLanguage | |
| | EMAIL OPT IN FLG | C | EmailOptInFlg | |
| | EMAIL YN | C | EmailYN | |
| | FAX NUMBER | C | FaxNumber | |
| | FIRST NAME | C | FirstName | |
| | GENDER | C | Gender | |
| | GUEST PRIVACY OPT IN FLG | C | GuestPrivacyOptInFlg | |
| | GUEST PRIVACY YN | C | GuestPrivYN | |
| | IATA NUMBER | C | IATANumber | |
| | IATA TYPE | C | IATAType | |
| | ID COUNTRY | C | IdCountry | |
| | ID DATE | D | IdDate | |
| | ID EXPIRATION DATE | D | IdExpirationDate | |
| | ID NUMBER | C | IdNumber | |
| | ID PLACE | C | IdCountry | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | ID TYPE | C | IdType | |
| | INCOGNITO FIRST | C | IncognitoFirst | Field displays based on activation of the Application Setting->Function INCOGNITO. |
| | INCOGNITO NAME | C | IncognitoName | Field displays based on activation of the Application Setting->Function INCOGNITO. |
| | INDUSTRY CODE | C | IndustryCode | |
| | INFLUENCE | C | Influence | |
| | KEYWORD | C | Keyword | |
| | KEYWORD TYPE | C | KeywordType | |
| | LANGUAGE | C | Language | |
| | LEGAL COMPANY | C | LegalCompany | |
| | MAILING LIST OPT IN FLG | C | MailingListOptInFlg | |
| | MAILING LIST YN | C | MailList | |
| | MARKET RESEARCH OPT IN FLG | C | MarketResearchOptInFlg | |
| | MARKET RESEARCH YN | C | MarketResearchYN | |
| | MARKETS | C | Markets | |
| | MEMBERSHIP DEVICE CODE | C | MembershipDeviceCode | |
| | MEMBERSHIP DEVICE DISABLE DATE | D | MembershipDeviceDisableDate | |
| | MEMBERSHIP ENROLLED AT | C | MembershipEnrolledAt | |
| | MEMBERSHIP ENROLLMENT SOURCE | C | MembershipEnrollmentSource | |
| | MEMBERSHIP EXPIRATION DATE | D | MembershipExpDate | |
| | MEMBERSHIP LEVEL | C | MembershipLevel | |
| | MEMBERSHIP NUMBER | C | MembershipNumber | |
| | MEMBERSHIP TYPE | C | MembershipType | |
| | MIDDLE | C | Middle | |
| | NAME | C | Name | |
| | NAME ID | N | NameId | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | NAME TYPE | C | NameType | |
| | NAME2 | C | Name2 | |
| | NAME3 | C | Name3 | |
| | NATIONALITY | C | Nationality | |
| | NOTIFICATION | C | Notification | When a Profile Notification is resolved, the status of the notification description is updated from "UN RESOLVED" to "RESOLVED ON" and is triggered with the Update Profile Action Type. But when a Profile Notification is unresolved, the status of the notification description is updated from "RESOLVED ON" to "UN RESOLVED". |
| | PAGER | C | Pager | |
| | PASSPORT NUMBER | C | PassportNumber | |
| | PCC CHANNEL | C | PccChannel | |
| | PCC CODE | C | PccCode | |
| | PCC INACTIVE DATE | D | PccInactiveDate | |
| | PHONE NUMBER | C | PhoneNumber | |
| | PHONE OPT IN FLG | C | PhoneOptInFlg | |
| | PHONE PRIMARY YN | C | PhonePrimaryYn | |
| | PHONE TYPE | C | PhoneType | |
| | PHONE YN | C | PhoneYn | |
| | POSTAL CODE | C | PostalCode | |
| | PREFERENCE GROUP | C | PreferenceGroup | |
| | PREFERENCE TYPE | C | PreferenceType | |
| | PREFERENCE TYPE DESCRIPTION | C | PreferenceTypeDescription | |
| | PRIORITY | C | Priority | |
| | PROFESSION | C | Profession | |
| | RATE CODE | C | RateCode | |
| | RESORT LOGGED | C | ResortLogged | |
| | RESORT REGISTERED | C | ResortRegistered | |
| | ROOMS POTENTIAL | C | RoomsPotential | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | SALES MANAGER | C | SalesManager | |
| | SCOPE | C | Scope | |
| | SCOPE CITY | C | ScopeCity | |
| | SMS OPT IN FLG | C | SmsOptInFlg | |
| | SMS YN | C | SmsYn | |
| | STATE | C | State | |
| | STATUS | C | Status | |
| | TAX NUMBER1 | C | Tax1No | |
| | TAX NUMBER2 | C | Tax2No | |
| | THIRD PARTY OPT IN FLG | C | ThirdPartyOptInFlg | |
| | THIRD PARTY YN | C | ThirdPartyYN | |
| | TITLE | C | Title | |
| | UDF CHAR 01 | C | UdfChar01 | |
| | UDF CHAR 02 | C | UdfChar02 | |
| | UDF CHAR 03 | C | UdfChar03 | |
| | UDF CHAR 04 | C | UdfChar04 | |
| | UDF CHAR 05 | C | UdfChar05 | |
| | UDF CHAR 06 | C | UdfChar06 | |
| | UDF CHAR 07 | C | UdfChar07 | |
| | UDF CHAR 08 | C | UdfChar08 | |
| | UDF CHAR 09 | C | UdfChar09 | |
| | UDF CHAR 10 | C | UdfChar10 | |
| | UDF CHAR 11 | C | UdfChar11 | |
| | UDF CHAR 12 | C | UdfChar12 | |
| | UDF CHAR 13 | C | UdfChar13 | |
| | UDF CHAR 14 | C | UdfChar14 | |
| | UDF CHAR 15 | C | UdfChar15 | |
| | UDF CHAR 16 | C | UdfChar16 | |
| | UDF CHAR 17 | C | UdfChar17 | |
| | UDF CHAR 18 | C | UdfChar18 | |
| | UDF CHAR 19 | C | UdfChar19 | |
| | UDF CHAR 20 | C | UdfChar20 | |
| | UDF CHAR 21 | C | UdfChar21 | |
| | UDF CHAR 22 | C | UdfChar22 | |
| | UDF CHAR 23 | C | UdfChar23 | |
| | UDF CHAR 24 | C | UdfChar24 | |
| | UDF CHAR 25 | C | UdfChar25 | |
| | UDF CHAR 26 | C | UdfChar26 | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | UDF CHAR 27 | C | UdfChar27 | |
| | UDF CHAR 28 | C | UdfChar28 | |
| | UDF CHAR 29 | C | UdfChar29 | |
| | UDF CHAR 30 | C | UdfChar30 | |
| | UDF CHAR 31 | C | UdfChar31 | |
| | UDF CHAR 32 | C | UdfChar32 | |
| | UDF CHAR 33 | C | UdfChar33 | |
| | UDF CHAR 34 | C | UdfChar34 | |
| | UDF CHAR 35 | C | UdfChar35 | |
| | UDF CHAR 36 | C | UdfChar36 | |
| | UDF CHAR 37 | C | UdfChar37 | |
| | UDF CHAR 38 | C | UdfChar38 | |
| | UDF CHAR 39 | C | UdfChar39 | |
| | UDF CHAR 40 | C | UdfChar40 | |
| | UDF DATE 01 | D | UdfDate01 | |
| | UDF DATE 02 | D | UdfDate02 | |
| | UDF DATE 03 | D | UdfDate03 | |
| | UDF DATE 04 | D | UdfDate04 | |
| | UDF DATE 05 | D | UdfDate05 | |
| | UDF DATE 06 | D | UdfDate06 | |
| | UDF DATE 07 | D | UdfDate07 | |
| | UDF DATE 08 | D | UdfDate08 | |
| | UDF DATE 09 | D | UdfDate09 | |
| | UDF DATE 10 | D | UdfDate10 | |
| | UDF DATE 11 | D | UdfDate11 | |
| | UDF DATE 12 | D | UdfDate12 | |
| | UDF DATE 13 | D | UdfDate13 | |
| | UDF DATE 14 | D | UdfDate14 | |
| | UDF DATE 15 | D | UdfDate15 | |
| | UDF DATE 16 | D | UdfDate16 | |
| | UDF DATE 17 | D | UdfDate17 | |
| | UDF DATE 18 | D | UdfDate18 | |
| | UDF DATE 19 | D | UdfDate19 | |
| | UDF DATE 20 | D | UdfDate20 | |
| | UDF NUMBER 01 | N | UdfNumber01 | |
| | UDF NUMBER 02 | N | UdfNumber02 | |
| | UDF NUMBER 03 | N | UdfNumber03 | |
| | UDF NUMBER 04 | N | UdfNumber04 | |
| | UDF NUMBER 05 | N | UdfNumber05 | |
| | UDF NUMBER 06 | N | UdfNumber06 | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | UDF NUMBER 07 | N | UdfNumber07 | |
| | UDF NUMBER 08 | N | UdfNumber08 | |
| | UDF NUMBER 09 | N | UdfNumber09 | |
| | UDF NUMBER 10 | N | UdfNumber10 | |
| | UDF NUMBER 11 | N | UdfNumber11 | |
| | UDF NUMBER 12 | N | UdfNumber12 | |
| | UDF NUMBER 13 | N | UdfNumber13 | |
| | UDF NUMBER 14 | N | UdfNumber14 | |
| | UDF NUMBER 15 | N | UdfNumber15 | |
| | UDF NUMBER 16 | N | UdfNumber16 | |
| | UDF NUMBER 17 | N | UdfNumber17 | |
| | UDF NUMBER 18 | N | UdfNumber18 | |
| | UDF NUMBER 19 | N | UdfNumber19 | |
| | UDF NUMBER 20 | N | UdfNumber20 | |
| | UDF NUMBER 21 | N | UdfNumber21 | |
| | UDF NUMBER 22 | N | UdfNumber22 | |
| | UDF NUMBER 23 | N | UdfNumber23 | |
| | UDF NUMBER 24 | N | UdfNumber24 | |
| | UDF NUMBER 25 | N | UdfNumber25 | |
| | UDF NUMBER 26 | N | UdfNumber26 | |
| | UDF NUMBER 27 | N | UdfNumber27 | |
| | UDF NUMBER 28 | N | UdfNumber28 | |
| | UDF NUMBER 29 | N | UdfNumber29 | |
| | UDF NUMBER 30 | N | UdfNumber30 | |
| | UDF NUMBER 31 | N | UdfNumber31 | |
| | UDF NUMBER 32 | N | UdfNumber32 | |
| | UDF NUMBER 33 | N | UdfNumber33 | |
| | UDF NUMBER 34 | N | UdfNumber34 | |
| | UDF NUMBER 35 | N | UdfNumber35 | |
| | UDF NUMBER 36 | N | UdfNumber36 | |
| | UDF NUMBER 37 | N | UdfNumber37 | |
| | UDF NUMBER 38 | N | UdfNumber38 | |
| | UDF NUMBER 39 | N | UdfNumber39 | |
| | UDF NUMBER 40 | N | UdfNumber40 | |
| | VIP STATUS | C | VipStatus | |
| | VIRTUAL NUMBER | N | VirtualNumber | |
| | WEBPAGE | C | Webpage | |
| | XFIRST NAME | C | XFirstName | |
| | XNAME | C | XName | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | XSALUTATION | C | XSalutation | |
| | XTITLE | C | XTitle | |
| NEW RELATIONSHIP | FROM NAME | C | FromName | Only triggered for Global Relationships |
| | FROM NAME ID | N | FromNameId | Only triggered for Global Relationships |
| | FROM RELATION | C | FromRelation | Only triggered for Global Relationships |
| | PRIMARY YN | C | PrimaryYn | Only triggered for Global Relationships |
| | TO NAME | C | ToName | Only triggered for Global Relationships |
| | TO NAME ID | N | ToNameId | Only triggered for Global Relationships |
| | TO RELATION | C | ToRelation | Only triggered for Global Relationships |
| PURGE PROFILE | ACCESS CHANNEL CODE | C | AccessChannelCode | |
| | ACCESS RESORTS | C | AccessResorts | |
| | NAME | C | Name | |
| | NAME ID | N | NameId | |
| SUBSCRIBED PROFILE | DATABASE ID | C | DatabaseID | |
| UPDATE HISTORY | ADULTS | N | Adults | |
| | ARRIVAL | D | ArrivalDate | |
| | CANCELLATION DATE | D | CancellationDate | |
| | CANCELLATION NO | C | CancellationNo | |
| | CANCELLED BY | C | CancelledBy | |
| | CHILDREN | N | Children | |
| | COMPANY NAME | C | CompanyName | |
| | COMPANY NAME ID | N | CompanyNameId | |
| | CONFIRMATION NO | C | ConfirmationNo | |
| | CREDIT CARD EXPIRATION DATE | D | CreditCardExpDate | |
| | CREDIT CARD NUMBER | C | CreditCardNumber | |
| | CREDIT CARD NUMBER 4 DIGITS | C | CreditCardNumber4Digits | |
| | CREDIT CARD TYPE | C | CreditCardType | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | CREDIT CARD VAULT ID | C | CreditCardVaultId | |
| | CRS NUMBER | C | CRSNumber | |
| | DEPARTURE | D | DepartureDate | |
| | EXTRA REVENUE | N | ExtraRevenue | |
| | FB REVENUE | N | FBRevenue | |
| | GROUP NAME | C | GroupName | |
| | GROUP NAME ID | N | GroupNameId | |
| | GUEST NAME | C | GuestName | |
| | GUEST NAME ID | N | GuestNameID | |
| | MARKET CODE | C | MarketCode | |
| | PAYMENT | N | Payment | |
| | PAYMENT METHOD | C | PaymentMethod | |
| | RATE AMOUNT | N | RateAmount | |
| | RATE CODE | C | RateCode | |
| | RESERVATION DATE | D | ReservationDate | |
| | RESERVATION STATUS | C | ReservationStatus | |
| | RESV NAME ID | N | ResvNameId | |
| | ROOM REVENUE | N | RoomRevenue | |
| | SOURCE | C | Source | For Account Profiles (Company, Travel Agent, and Source, the Source of business. This is not the same as Source Codes configured for Reservations. The field is on the Sales Info screen and the List of Values are configured under System Configuration->Profiles->Sales Information->Sources |
| | SOURCE NAME | C | SourceName | |
| | SOURCE NAME ID | N | SourceNameId | |
| | TRAVEL AGENT NAME | C | TravelAgentName | |
| | TRAVEL AGENT NAME ID | N | TravelAgentNameId | |
| UPDATE PROFILE | A/R NUMBER | C | ARNumber | |
| | ACCESS CHANNEL | C | AccessChannel | |
| | ACCESS CHANNEL CODE | C | AccessChannelCode | |
| | ACCESS CODE | C | AccessCode | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | ACCESS INACTIVE DATE | D | AccessInactiveDate | |
| | ACCESS RATE CODE | C | AccessRateCode | |
| | ACCESS RESORTS | C | AccessResorts | |
| | ACCESS UPDATE DATE | D | AccessUpdateDate | |
| | ACCOUNT SOURCE | C | AccountSource | |
| | ACCOUNT TYPE | C | AccountType | |
| | ACTION CODE | C | ActionCode | |
| | ADDRESS LANGUAGE | C | AddressLanguage | |
| | ADDRESS PRIMARY YN | C | AddressPrimaryYn | |
| | ADDRESS TYPE | C | AddressType | |
| | ADDRESS1 | C | Address1 | |
| | ADDRESS2 | C | Address2 | |
| | ADDRESS3 | C | Address3 | |
| | ADDRESS4 | C | Address4 | |
| | ADJUSTMENT AMOUNT | N | YieldAdjustmentAmount | Amount used to determine the Rateable Value for comparison against Hurdle Rate when the Profile is defined in the Rate Query Scope. This Adjustment is used in conjunction with any Yield Adjustments configured on the Rate Code. If the same adjustment type is used on both the Rate Code and the Profile, the Hierarchy will use the amount of the Profile. If the same adjustment type is used on several Profiles, the Hierarchy of the amount is as follows: Individual, Company, Travel Agent, Source. |
| | ADJUSTMENT CODE | C | YieldAdjustmentCode | Code used to determine the Rateable Value for comparison against Hurdle Rate for the selected Profile. User defined and amount can be changed per Profile when attached to the Profile. The Code cannot be changed. |
| | ADJUSTMENT TYPE | C | YieldAdjustmentType | Is the Adjustment AmountPer Night, Per Stay, Per Person/Per Stay, Per Person/Per Night? |
| | ANONYMIZATION DATE | D | AnonymizationDate | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | ANONYMIZATION STATUS | C | AnonymizationStatus | |
| | ATTACHMENT CHANGED | C | AttachmentChanged | |
| | AUTO ENROLL MEMBERSHIP OPT IN FLG | C | AutoEnrollMembershipOptInFlg | |
| | AUTO ENROLL MEMBERSHIP YN | C | AutoenrollMemberYN | |
| | BARCODE | C | BarCode | |
| | BIRTH COUNTRY | C | BirthCountry | |
| | BIRTH DATE | D | BirthDate | |
| | BIRTH DATE CHANGED YN | C | BirthDateChangedYN | |
| | BIRTH PLACE | C | BirthPlace | |
| | BL MSG | C | CreditRestrictionComments | |
| | BUSINESS TITLE | C | BusinessTitle | |
| | CASH BL IND | C | CreditRestrictionIndicator | |
| | CENTRAL AR NUMBER | C | CentralArNumber | |
| | CHAIN CODE | C | ChainCode | When subscribed to, for example properties in ASP Mode, and a change has been made to any of the data elements for that business event, the Chain Code will be included, allowing external systems to filter business events for specific chains.<br>This will not affect updates coming into OPERA from external systems. |
| | CITY | C | City | |
| | COMMENTS | C | Comments | |
| | COMMISSION CODE | C | CommissionCode | |
| | COMMISSION CURRENCY | C | CommissionCurrency | |
| | COMPANY NUMBER | C | CompanyNumber | |
| | COMPANY TYPE | C | CompanyType | |
| | COMPETITION CODE | C | CompetitionCode | |
| | COUNTRY | C | Country | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | CREDIT CARD EXPIRATION DATE | D | CreditCardExpDate | |
| | CREDIT CARD NUMBER | C | CreditCardNumber | |
| | CREDIT CARD NUMBER 4 DIGITS | C | CreditCardNumber4Digits | |
| | CREDIT CARD TYPE | C | CreditCardType | |
| | CREDIT CARD VAULT ID | C | CreditCardVaultId | |
| | CREDIT RATING | C | CreditRating | |
| | DATABASE ID | C | DatabaseID | |
| | DEPARTMENT NOTE SHORT | C | DepartmentNoteShort | |
| | EMAIL | C | Email | |
| | EMAIL LANGUAGE | C | EmailLanguage | |
| | EMAIL OPT IN FLG | C | EmailOptInFlg | |
| | EMAIL YN | C | EmailYN | |
| | FAX NUMBER | C | FaxNumber | |
| | FIRST NAME | C | FirstName | |
| | GENDER | C | Gender | |
| | GUEST PRIVACY OPT IN FLG | C | GuestPrivacyOptInFlg | |
| | GUEST PRIVACY YN | C | GuestPrivYN | |
| | IATA NUMBER | C | IATANumber | |
| | IATA TYPE | C | IATAType | |
| | ID COUNTRY | C | IdCountry | |
| | ID DATE | D | IdDate | |
| | ID EXPIRATION DATE | D | IdExpirationDate | |
| | ID NUMBER | C | IdNumber | |
| | ID PLACE | C | IdCountry | |
| | ID TYPE | C | IdType | |
| | INCOGNITO FIRST | C | IncognitoFirst | Field displays based on activation of the Application Setting-> Function INCOGNITO. |
| | INCOGNITO NAME | C | IncognitoName | Field displays based on activation of the Application Setting-> Function INCOGNITO. |
| | INDUSTRY CODE | C | IndustryCode | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | INFLUENCE | C | Influence | |
| | KEYWORD | C | Keyword | |
| | KEYWORD TYPE | C | KeywordType | |
| | LANGUAGE | C | Language | |
| | LEGAL COMPANY | C | LegalCompany | |
| | MAILING LIST OPT IN FLG | C | MailingListOptInFlg | |
| | MAILING LIST YN | C | MailList | |
| | MARKET RESEARCH OPT IN FLG | C | MarketResearchOptInFlg | |
| | MARKET RESEARCH YN | C | MarketResearchYN | |
| | MARKETS | C | Markets | |
| | MEMBERSHIP DEVICE CODE | C | MembershipDeviceCode | |
| | MEMBERSHIP DEVICE DISABLE DATE | D | MembershipDeviceDisableDate | |
| | MEMBERSHIP ENROLLED AT | C | MembershipEnrolledAt | |
| | MEMBERSHIP ENROLLMENT SOURCE | C | MembershipEnrollmentSource | |
| | MEMBERSHIP EXPIRATION DATE | D | MembershipExpDate | |
| | MEMBERSHIP LEVEL | C | MembershipLevel | |
| | MEMBERSHIP NAME ON CARD | C | MembershipNameOnCard | When subscribed, changing the Member Name on any type of Membership will fire the business event and send Update Profile messages to OXI and OXIHUB. The Membership Name will then be updated in ORS/OCIS with the exception of Memberships marked as primary. These primary Memberships will not be updated. |
| | MEMBERSHIP NUMBER | C | MembershipNumber | |
| | MEMBERSHIP PREFERRED CARD | C | MembershipPreferredCard | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | MEMBERSHIP TYPE | C | MembershipType | |
| | MIDDLE | C | Middle | |
| | NAME | C | Name | |
| | NAME ID | N | NameId | |
| | NAME TYPE | C | NameType | |
| | NAME2 | C | Name2 | |
| | NAME3 | C | Name3 | |
| | NATIONALITY | C | Nationality | |
| | NEG BEGIN SELL | D | NegRateBeginDate | |
| | NEG COMMISSION CODE | C | NegCommissionCode | |
| | NEG END SELL | D | NegRateEndDate | |
| | NON PRIMARY CREDIT CARD INFO CHANGED YN | C | NonPrimaryCreditCardInfoChangedYn | |
| | NOTIFICATION | C | Notification | When a Profile Notification is resolved, the status of the notification description is updated from "UN RESOLVED" to "RESOLVED ON" and is triggered with the Update Profile Action Type. But when a Profile Notification is unresolved, the status of the notification description is updated from "RESOLVED ON" to "UN RESOLVED". |
| | PAGER | C | Pager | |
| | PASSPORT NUMBER | C | PassportNumber | |
| | PCC CHANNEL | C | PccChannel | |
| | PCC CODE | C | PccCode | |
| | PCC INACTIVE DATE | D | PccInactiveDate | |
| | PHONE NUMBER | C | PhoneNumber | |
| | PHONE OPT IN FLG | C | PhoneOptInFlg | |
| | PHONE PRIMARY YN | C | PhonePrimaryYn | |
| | PHONE TYPE | C | PhoneType | |
| | PHONE YN | C | PhoneYn | |
| | POSTAL CODE | C | PostalCode | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | PREFERENCE GROUP | C | PreferenceGroup | |
| | PREFERENCE TYPE | C | PreferenceType | |
| | PREFERENCE TYPE DESCRIPTION | C | PreferenceTypeDescription | |
| | PRIORITY | C | Priority | |
| | PROFESSION | C | Profession | |
| | RATE CODE | C | RateCode | |
| | RESORT LOGGED | C | ResortLogged | |
| | RESORT REGISTERED | C | ResortRegistered | |
| | ROOMS POTENTIAL | C | RoomsPotential | |
| | SALES MANAGER | C | SalesManager | |
| | SCOPE | C | Scope | |
| | SCOPE CITY | C | ScopeCity | |
| | SMS OPT IN FLG | C | SmsOptInFlg | |
| | SMS YN | C | SmsYn | |
| | STATE | C | State | |
| | STATUS | C | Status | |
| | TAX NUMBER1 | C | Tax1No | |
| | TAX NUMBER2 | C | Tax2No | |
| | THIRD PARTY OPT IN FLG | C | ThirdPartyOptInFlg | |
| | THIRD PARTY YN | C | ThirdPartyYN | |
| | TITLE | C | Title | |
| | UDF CHAR 01 | C | UdfChar01 | |
| | UDF CHAR 02 | C | UdfChar02 | |
| | UDF CHAR 03 | C | UdfChar03 | |
| | UDF CHAR 04 | C | UdfChar04 | |
| | UDF CHAR 05 | C | UdfChar05 | |
| | UDF CHAR 06 | C | UdfChar06 | |
| | UDF CHAR 07 | C | UdfChar07 | |
| | UDF CHAR 08 | C | UdfChar08 | |
| | UDF CHAR 09 | C | UdfChar09 | |
| | UDF CHAR 10 | C | UdfChar10 | |
| | UDF CHAR 11 | C | UdfChar11 | |
| | UDF CHAR 12 | C | UdfChar12 | |
| | UDF CHAR 13 | C | UdfChar13 | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | UDF CHAR 14 | C | UdfChar14 | |
| | UDF CHAR 15 | C | UdfChar15 | |
| | UDF CHAR 16 | C | UdfChar16 | |
| | UDF CHAR 17 | C | UdfChar17 | |
| | UDF CHAR 18 | C | UdfChar18 | |
| | UDF CHAR 19 | C | UdfChar19 | |
| | UDF CHAR 20 | C | UdfChar20 | |
| | UDF CHAR 21 | C | UdfChar21 | |
| | UDF CHAR 22 | C | UdfChar22 | |
| | UDF CHAR 23 | C | UdfChar23 | |
| | UDF CHAR 24 | C | UdfChar24 | |
| | UDF CHAR 25 | C | UdfChar25 | |
| | UDF CHAR 26 | C | UdfChar26 | |
| | UDF CHAR 27 | C | UdfChar27 | |
| | UDF CHAR 28 | C | UdfChar28 | |
| | UDF CHAR 29 | C | UdfChar29 | |
| | UDF CHAR 30 | C | UdfChar30 | |
| | UDF CHAR 31 | C | UdfChar31 | |
| | UDF CHAR 32 | C | UdfChar32 | |
| | UDF CHAR 33 | C | UdfChar33 | |
| | UDF CHAR 34 | C | UdfChar34 | |
| | UDF CHAR 35 | C | UdfChar35 | |
| | UDF CHAR 36 | C | UdfChar36 | |
| | UDF CHAR 37 | C | UdfChar37 | |
| | UDF CHAR 38 | C | UdfChar38 | |
| | UDF CHAR 39 | C | UdfChar39 | |
| | UDF CHAR 40 | C | UdfChar40 | |
| | UDF DATE 01 | D | UdfDate01 | |
| | UDF DATE 02 | D | UdfDate02 | |
| | UDF DATE 03 | D | UdfDate03 | |
| | UDF DATE 04 | D | UdfDate04 | |
| | UDF DATE 05 | D | UdfDate05 | |
| | UDF DATE 06 | D | UdfDate06 | |
| | UDF DATE 07 | D | UdfDate07 | |
| | UDF DATE 08 | D | UdfDate08 | |
| | UDF DATE 09 | D | UdfDate09 | |
| | UDF DATE 10 | D | UdfDate10 | |
| | UDF DATE 11 | D | UdfDate11 | |
| | UDF DATE 12 | D | UdfDate12 | |
| | UDF DATE 13 | D | UdfDate13 | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | UDF DATE 14 | D | UdfDate14 | |
| | UDF DATE 15 | D | UdfDate15 | |
| | UDF DATE 16 | D | UdfDate16 | |
| | UDF DATE 17 | D | UdfDate17 | |
| | UDF DATE 18 | D | UdfDate18 | |
| | UDF DATE 19 | D | UdfDate19 | |
| | UDF DATE 20 | D | UdfDate20 | |
| | UDF NUMBER 01 | N | UdfNumber01 | |
| | UDF NUMBER 02 | N | UdfNumber02 | |
| | UDF NUMBER 03 | N | UdfNumber03 | |
| | UDF NUMBER 04 | N | UdfNumber04 | |
| | UDF NUMBER 05 | N | UdfNumber05 | |
| | UDF NUMBER 06 | N | UdfNumber06 | |
| | UDF NUMBER 07 | N | UdfNumber07 | |
| | UDF NUMBER 08 | N | UdfNumber08 | |
| | UDF NUMBER 09 | N | UdfNumber09 | |
| | UDF NUMBER 10 | N | UdfNumber10 | |
| | UDF NUMBER 11 | N | UdfNumber11 | |
| | UDF NUMBER 12 | N | UdfNumber12 | |
| | UDF NUMBER 13 | N | UdfNumber13 | |
| | UDF NUMBER 14 | N | UdfNumber14 | |
| | UDF NUMBER 15 | N | UdfNumber15 | |
| | UDF NUMBER 16 | N | UdfNumber16 | |
| | UDF NUMBER 17 | N | UdfNumber17 | |
| | UDF NUMBER 18 | N | UdfNumber18 | |
| | UDF NUMBER 19 | N | UdfNumber19 | |
| | UDF NUMBER 20 | N | UdfNumber20 | |
| | UDF NUMBER 21 | N | UdfNumber21 | |
| | UDF NUMBER 22 | N | UdfNumber22 | |
| | UDF NUMBER 23 | N | UdfNumber23 | |
| | UDF NUMBER 24 | N | UdfNumber24 | |
| | UDF NUMBER 25 | N | UdfNumber25 | |
| | UDF NUMBER 26 | N | UdfNumber26 | |
| | UDF NUMBER 27 | N | UdfNumber27 | |
| | UDF NUMBER 28 | N | UdfNumber28 | |
| | UDF NUMBER 29 | N | UdfNumber29 | |
| | UDF NUMBER 30 | N | UdfNumber30 | |
| | UDF NUMBER 31 | N | UdfNumber31 | |
| | UDF NUMBER 32 | N | UdfNumber32 | |
| | UDF NUMBER 33 | N | UdfNumber33 | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | UDF NUMBER 34 | N | UdfNumber34 | |
| | UDF NUMBER 35 | N | UdfNumber35 | |
| | UDF NUMBER 36 | N | UdfNumber36 | |
| | UDF NUMBER 37 | N | UdfNumber37 | |
| | UDF NUMBER 38 | N | UdfNumber38 | |
| | UDF NUMBER 39 | N | UdfNumber39 | |
| | UDF NUMBER 40 | N | UdfNumber40 | |
| | VIP STATUS | C | VipStatus | |
| | VIRTUAL NUMBER | N | VirtualNumber | |
| | WEB ACCOUNT LOCKED | D | WebAccountLocked | |
| | WEB COMMENTS | C | WebComments | |
| | WEB LOGIN NAME | C | WebLoginName | |
| | WEB PASSWORD | C | WebPassword | |
| | WEB SECRET ANSWER | C | WebSecretAnswer | |
| | WEB SECRET QUESTION | C | WebSecretQuestion | |
| | WEBPAGE | C | Webpage | |
| | XFIRST NAME | C | XFirstName | |
| | XNAME | C | XName | |
| | XSALUTATION | C | XSalutation | |
| | XTITLE | C | XTitle | |
| UPDATE RELATIONSHIP | FROM NAME | C | FromName | Only triggered for Global Relationships |
| | FROM NAME ID | N | FromNameId | Only triggered for Global Relationships |
| | FROM RELATION | C | FromRelation | Only triggered for Global Relationships |
| | PRIMARY YN | C | PrimaryYn | Only triggered for Global Relationships |
| | TO NAME | C | ToName | Only triggered for Global Relationships |
| | TO NAME ID | N | ToNameId | Only triggered for Global Relationships |
| | TO RELATION | C | ToRelation | Only triggered for Global Relationships |

## Business Events - Rate

The following table outlines the action types, data elements, data types and XML tag names within this OPERA Cloud Business Events module.

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| APPLY DAILY RATES | ADULTS THRESHOLD | N | Adultsthreshold | |
| | ADULTS THRESHOLD CHARGE | N | Adultsthresholdcharge | |
| | ADV DAILY BASE RATE CODE | C | AdvDailyBaseRateCode | |
| | APP USER | C | AppUser | |
| | BEGIN DATE | D | BeginDate | Beginning Date |
| | CHILD CHARGE 1 | N | Childcharge1 | |
| | CHILD CHARGE 2 | N | Childcharge2 | |
| | CHILD CHARGE 3 | N | Childcharge3 | |
| | CHILD RATE EXC THRESHOLD 1 | C | ChildRateExcThreshold1 | |
| | CHILD RATE EXC THRESHOLD 2 | C | ChildRateExcThreshold2 | |
| | CHILD RATE EXC THRESHOLD 3 | C | ChildRateExcThreshold3 | |
| | CHILDREN THRESHOLD | N | Childrenthreshold | |
| | CHILDREN THRESHOLD CHARGE | N | Childrenthresholdcharge | |
| | DAY 1 | C | Day1 | Values are Y or N. Indicates the Day of the Week the Rate Detail is applicable. |
| | DAY 2 | C | Day2 | Values are Y or N. Indicates the Day of the Week the Rate Detail is applicable. |
| | DAY 3 | C | Day3 | Values are Y or N. Indicates the Day of the Week the Rate Detail is applicable. |
| | DAY 4 | C | Day4 | Values are Y or N. Indicates the Day of the Week the Rate Detail is applicable. |
| | DAY 5 | C | Day5 | Values are Y or N. Indicates the Day of the Week the Rate Detail is applicable. |
| | DAY 6 | C | Day6 | Values are Y or N. Indicates the Day of the Week the Rate Detail is applicable. |
| | DAY 7 | C | Day7 | Values are Y or N. Indicates the Day of the Week the Rate Detail is applicable. |
| | END DATE | D | EndDate | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | EXTRA ADULT RATE | N | ExtraAdultRate | |
| | EXTRA CHILD RATE | N | ExtraChildRate | |
| | OCCUPANTS THRESHOLD | N | Occupantsthreshold | |
| | OCCUPANTS THRESHOLD CHARGE | N | Occupantsthresholdcharge | |
| | PERSON RATE 1 | N | PersonRate1 | |
| | PERSON RATE 2 | N | PersonRate2 | |
| | ROOM TYPES | C | RoomTypes | |
| APPLY PREVAILING RATES | RESORT | C | Resort | |
| CLEAR RESTRICTIONS | CLEAR ALL RESTRICTIONS | C | ClearAllRestrictions | |
| | DAY OF WEEK | C | DayOfWeek | |
| DELETE BEST AVAILABLE RATES | DAYS | C | Days | |
| | FROM DATE | D | FromDate | |
| | LOS | C | Los | |
| | RATE CODE | C | RateCode | |
| | TO DATE | D | ToDate | |
| DELETE DAILY RATES | ADULTS THRESHOLD | N | Adultsthreshold | |
| | ADULTS THRESHOLD CHARGE | N | Adultsthresholdcharge | |
| | ADV DAILY BASE RATE CODE | C | AdvDailyBaseRateCode | |
| | APP USER | C | AppUser | |
| | BEGIN DATE | D | BeginDate | Beginning Date |
| | CHILD CHARGE 1 | N | Childcharge1 | |
| | CHILD CHARGE 2 | N | Childcharge2 | |
| | CHILD CHARGE 3 | N | Childcharge3 | |
| | CHILD RATE EXC THRESHOLD 1 | C | ChildRateExcThreshold1 | |
| | CHILD RATE EXC THRESHOLD 2 | C | ChildRateExcThreshold2 | |
| | CHILD RATE EXC THRESHOLD 3 | C | ChildRateExcThreshold3 | |
| | CHILDREN THRESHOLD | N | Childrenthreshold | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | CHILDREN THRESHOLD CHARGE | N | Childrenthresholdcharge | |
| | DAY 1 | C | Day1 | Values are Y or N. Indicates the Day of the Week the Rate Detail is applicable. |
| | DAY 2 | C | Day2 | Values are Y or N. Indicates the Day of the Week the Rate Detail is applicable. |
| | DAY 3 | C | Day3 | Values are Y or N. Indicates the Day of the Week the Rate Detail is applicable. |
| | DAY 4 | C | Day4 | Values are Y or N. Indicates the Day of the Week the Rate Detail is applicable. |
| | DAY 5 | C | Day5 | Values are Y or N. Indicates the Day of the Week the Rate Detail is applicable. |
| | DAY 6 | C | Day6 | Values are Y or N. Indicates the Day of the Week the Rate Detail is applicable. |
| | DAY 7 | C | Day7 | Values are Y or N. Indicates the Day of the Week the Rate Detail is applicable. |
| | END DATE | D | EndDate | |
| | OCCUPANTS THRESHOLD | N | Occupantsthreshold | |
| | OCCUPANTS THRESHOLD CHARGE | N | Occupantsthresholdcharge | |
| | ROOM TYPES | C | RoomTypes | |
| DELETE HURDLE | APP USER | C | AppUser | |
| | CEILING | N | Ceiling | |
| | DELTA | N | Delta | |
| | HURDLE | N | HurdleRate | |
| | HURDLE DATE | D | HurdleDate | |
| | HURDLE LOS | N | HurdleLos | |
| | MAXSOLDS | N | MaxSolds | |
| | OVERRIDE | C | Override | |
| | ROOM TYPE | C | RoomType | |
| | UPSOLDS | N | Upsolds | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | YIELD CATEGORY | C | YieldCategory | Room Types in OPERA are assigned to Yield Categories determined by the Revenue Management Companies. When a room type is 'Yieldable', a Yield Category must also be assigned in order for the Hurdle Rate to be compared. |
| | YIELD MARKET TYPE | C | YieldMarketType | |
| DELETE PRODUCT | APP USER | C | AppUser | |
| | PACKAGE CODE | C | PackageCode | |
| | PACKAGE TYPE | C | PackageType | Is this package part of a group or single? Element or Group. |
| DELETE RATE CATEGORY | BEGIN DATE | D | BeginDate | Beginning Date |
| | DESCRIPTION | C | Description | |
| | END DATE | D | EndDate | |
| | RATE CATEGORY | C | RateCategory | Rate Category - Hierarchy is Rate Class, Rate Category and Rate Code |
| | RATE CLASS | C | RateClass | Rate Class - - Hierarchy is Rate Class, Rate Category and Rate Code |
| DELETE RATE CLASS | BEGIN DATE | D | BeginDate | Beginning Date |
| | DESCRIPTION | C | Description | |
| | END DATE | D | EndDate | |
| | RATE CLASS | C | RateClass | Rate Class - - Hierarchy is Rate Class, Rate Category and Rate Code |
| DELETE RATE HEADER | ADDITION | C | Addition | |
| | ADV DAILY BASE YN | C | AdvDailyBaseYN | |
| | ADV DAILY RATE YN | C | AdvDailyRateYN | |
| | ADVANCE BOOKING DAYS | N | AdvBookingDays | |
| | ASB RATE CYCLE | C | ASBRateCycle | |
| | BAR YN | C | BarYn | |
| | BASE TYPE | C | BaseType | |
| | BEGIN SELL | D | RateHeaderBeginSell | Beginning Date that the rate code can be booked. |
| | BYPASS RANK CHECK YN | C | BypassRankCheckYn | |
| | CHANNEL ALLOWED YN | C | ChannelAllowedYn | |
| | CLOSED TO ARRIVAL | C | ClosedToArrival | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | COMMISSION CODE | C | CommissionCode | |
| | COMPLIMENTARY | C | Complimentary | |
| | CURRENCY CODE | C | CurrencyCode | |
| | DAILY RATE YN | C | DailyRateYn | |
| | DAY TYPE | C | DayType | |
| | DAY USE | C | DayUse | |
| | DEPOSIT MATURITY PREFERENCE | C | | |
| | DISCOUNT RATE AMOUNT | N | DiscountRateAmount | |
| | DISCOUNT RATE PERCENTAGE YN | C | DiscountRatePercentageYN | |
| | END SELL | D | RateHeaderEndSell | |
| | ENTITY TYPE | C | EntityType | |
| | ENTITY VALUE | C | EntityValue | |
| | EXCHANGE POSTING TYPE | C | ExchangePostingType | |
| | EXTERNAL LOCKED | C | ExternalLocked | |
| | FORMULA | C | Formula | |
| | HOUSE USE | C | HouseUse | |
| | MARKET CODE | C | MarketCode | |
| | MAX LOS | N | MaxLos | |
| | MAX OCCUPANCY | N | MaxOccupancy | |
| | MEMBERSHIP | C | Membership | |
| | MIN LOS | N | MinLos | |
| | MIN OCCUPANCY | N | MinOccupancy | |
| | MYFIDELIO UPLOAD | C | MyfidelioUpdate | |
| | NEGOTIATED | C | Negotiated | |
| | OCCUPANCY BASED YN | C | OccupancyBasedYN | |
| | OCCUPANCY LEVEL | N | OccupancyLevel | |
| | OVERRIDE PACKAGE YN | C | OverridePackageYn | |
| | PACKAGE TRANSACTION CODE | C | PackageTransactionCode | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | PKG TRAN CODE TAX INCL | C | PkgTranCodeTaxIncl | |
| | POSTING RHYTHM | C | PostingRhythm | When does this package get posted? (examples: Every night, Only on arrival, Only on departure, etc..) |
| | POSTING RHYTHM BEGIN DATE | D | PostingRhythmBeginDate | |
| | POSTING RHYTHM CODE | C | PostingRhythmCode | |
| | POSTING RHYTHM DESCRIPTION | C | PostingRhythmDescription | |
| | POSTING RHYTHM END DATE | D | PostingRhythmEndDate | |
| | POSTING RHYTHM FREE NIGHTS | N | PostingRhythmFreeNights | |
| | POSTING RHYTHM NIGHTS | N | PostingRhythmNights | |
| | POSTING RHYTHM PAID NIGHTS | N | PostingRhythmPaidNights | |
| | POSTING RHYTHM REPEAT WITHIN SELL SEGMENT YN | C | PostingRhythmRepeatWithinSellSegmentYN | |
| | POSTING RHYTHM REPEAT WITHIN STAY FOR MULTI-SEGMENT YN | C | PostingRhythmRepeatWithinStayForMultiSegmentYN | |
| | PRINT RATE | C | PrintRate | Should the rate be printed on the guest folio? |
| | PRIVILEGED RESTRICTION YN | C | PrivilegedRestrictionYn | |
| | PRIVILEGED YN | C | PrivilegedYn | |
| | QTY PLUS PACKAGE CODE | C | QtyPlusPackageCode | |
| | RANK ADJUSTMENT FACTOR | N | RankAdjustmentFactor | |
| | RANK VALUE | N | RankValue | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | RATE BUCKET | C | RateBucket | Groupings of Rate Codes for Revenue Management Systems. Only displayed if a Revenue Management license code is active. |
| | RATE CATEGORY | C | RateCategory | Rate Category - Hierarchy is Rate Class, Rate Category and Rate Code |
| | RATE CLASS | C | RateClass | Rate Class - - Hierarchy is Rate Class, Rate Category and Rate Code |
| | RATE CODE | C | RateCode | |
| | RATE UPDATE | C | RateUpdate | |
| | REGIONAL AVAILABILITY | C | RegionalAvailability | |
| | REPEAT | C | Repeat | When the RATES->RATE CODE POSTING RHYTHM application parameter is active, a new checkbox is available on the More Tab of the Rate Setup (RTSETUP) screen for Repeat. When configuring a new Posting Rhythm, once the Nights field is populated the Repeat checkbox will be enabled and selected by default.<br>When selected, Posting Rhythm functionality will work as it does today. When unchecked, the rate will not post (or post a discounted amount based on the type of Posting Rhythm) only on the night defined. |
| | RESTRICTION UPDATE | C | RestrictionUpdate | |
| | ROOM TYPE | C | RoomType | |
| | SOURCE CODE | C | SourceCode | |
| | SUPPRESS RATE | C | SuppressRate | The Rate Amount is not displayed in the Sell Process or on the Reservation, Confirmation Letter or Folio - user will see 'SR' instead of the Amount. |
| | TIERED RATE | C | TieredRate | All rate codes will have the tiered flag set to either N or Y based on if the Tiered Rate check box is selected on the Rate Header tab. |
| | TRAN CODE TAX INCL | C | TranCodeTaxIncl | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | TRANSACTION CODE | C | TransactionCode | |
| | VOUCHER BENEFIT RATE YN | C | VoucherBenefitRateYn | |
| | WEEKEND DAYS | C | WeekendDays | No longer used - the fields are not available on the Rate Header |
| | YIELD STATUS | C | YieldStatus | When a Yield License is active, Rate Codes can be assigned a Yield Status of Yieldable, Non-Yieldable or Stay Pattern Yieldable. If a Rate Code is Non-Yieldable, it is not compared to the Hurdle Rate for booking. |
| DELETE RATE SET | 1 PERSON RATE | N | OnePersonRate | |
| | 2 PERSON RATE | N | TwoPersonRate | |
| | 3 PERSON RATE | N | ThreePersonRate | |
| | 4 PERSON RATE | N | FourPersonRate | |
| | 5 PERSON RATE | N | FivePersonRate | |
| | ADULTS THRESHOLD | N | Adultsthreshold | |
| | ADULTS THRESHOLD CHARGE | N | Adultsthresholdcharge | |
| | ADV DAILY BASE RATE CODE | C | AdvDailyBaseRateCode | |
| | AMOUNT 1 TYPE | C | Amount1Type | |
| | AMOUNT 2 TYPE | C | Amount2Type | |
| | AMOUNT 3 TYPE | C | Amount3Type | |
| | AMOUNT 4 TYPE | C | Amount4Type | |
| | AMOUNT 5 TYPE | C | Amount5Type | |
| | APP USER | C | AppUser | |
| | BAR AMOUNT | N | BarAmount | |
| | BAR FLT PCT | C | BarFltPct | |
| | BAR ROUNDING | C | BarRounding | |
| | BAR YN | C | BarFltPct | |
| | BEGIN DATE | D | BeginDate | Beginning Date |
| | CHILD CHARGE 1 | N | Childcharge1 | |
| | CHILD CHARGE 2 | N | Childcharge2 | |
| | CHILD CHARGE 3 | N | Childcharge3 | |
| | CHILD RATE | N | ChildRate | |
| | CHILD RATE EXC THRESHOLD 1 | C | ChildRateExcThreshold1 | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | CHILD RATE EXC THRESHOLD 2 | C | ChildRateExcThreshold2 | |
| | CHILD RATE EXC THRESHOLD 3 | C | ChildRateExcThreshold3 | |
| | CHILDREN THRESHOLD | N | Childrenthreshold | |
| | CHILDREN THRESHOLD CHARGE | N | Childrenthresholdcharge | |
| | DAY 1 | C | Day1 | Values are Y or N. Indicates the Day of the Week the Rate Detail is applicable. |
| | DAY 2 | C | Day2 | Values are Y or N. Indicates the Day of the Week the Rate Detail is applicable. |
| | DAY 3 | C | Day3 | Values are Y or N. Indicates the Day of the Week the Rate Detail is applicable. |
| | DAY 4 | C | Day4 | Values are Y or N. Indicates the Day of the Week the Rate Detail is applicable. |
| | DAY 5 | C | Day5 | Values are Y or N. Indicates the Day of the Week the Rate Detail is applicable. |
| | DAY 6 | C | Day6 | Values are Y or N. Indicates the Day of the Week the Rate Detail is applicable. |
| | DAY 7 | C | Day7 | Values are Y or N. Indicates the Day of the Week the Rate Detail is applicable. |
| | DIFF AMOUNT 1 | N | DiffAmount1 | |
| | DIFF AMOUNT 2 | N | DiffAmount2 | |
| | DIFF AMOUNT 3 | N | DiffAmount3 | |
| | DIFF AMOUNT 4 | N | DiffAmount4 | |
| | DIFF AMOUNT 5 | N | DiffAmount5 | |
| | DIFF AMOUNT EXTRA ADULT | N | DiffAmountExtraAdult | |
| | DIFF PERCENTAGE 1 YN | C | DiffPercentage1YN | |
| | DIFF PERCENTAGE 2 YN | C | DiffPercentage2YN | |
| | DIFF PERCENTAGE 3 YN | C | DiffPercentage3YN | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | DIFF PERCENTAGE 4 YN | C | DiffPercentage4YN | |
| | DIFF PERCENTAGE 5 YN | C | DiffPercentage5YN | |
| | DIFF PERCENTAGE EXTRA ADULT YN | C | DiffPercentageExtraAdultYN | |
| | END DATE | D | EndDate | |
| | EXTRA ADULT RATE | N | ExtraAdultRate | |
| | EXTRA ADULT TYPE | C | ExtraAdultType | |
| | MARKET CODE | C | MarketCode | |
| | MAXIMUM RATE PERSON 1 | N | MaxRatePerson1 | |
| | MAXIMUM RATE PERSON 2 | N | MaxRatePerson2 | |
| | MIN CHILDREN FOR FREE STAY | N | MinChildrenForFreeStay | |
| | MINIMUM RATE PERSON 1 | N | MinRatePerson1 | |
| | MINIMUM RATE PERSON 2 | N | MinRatePerson2 | |
| | NUM CHILDREN STAY FREE | N | NumChildrenStayFree | |
| | OCCUPANTS THRESHOLD | N | Occupantsthreshold | |
| | OCCUPANTS THRESHOLD CHARGE | N | Occupantsthresholdcharge | |
| | POINTS REQUIRED | N | pointsRequired | |
| | PRODUCT CODE | C | ProductCode | Package Code |
| | RATE CODE | C | RateCode | |
| | ROOM TYPE | C | RoomType | |
| | SEASON CODE | C | SeasonCode | |
| | SOURCE CODE | C | SourceCode | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | TIER | C | Tier | Values for element Tier will be first day - end day. Example: Tier 1 is configured as 1 –5 days. The element for Tier 1 would contain value of '1-5'. If a Rate Set is updated that is not Tiered, the element of 'Tier' in New Rate Set, Update Rate Set and Delete Rate Set will by <NULL>. |
| DELETE RATE SET ADJUSTMENT | ADJUSTMENT AMOUNT | N | YieldAdjustment Amount | Amount used for comparison against Hurdle Rate for the selected Profile. |
| | ADJUSTMENT CODE | C | YieldAdjustment Code | Code used for comparison against Hurdle Rate for the selected Profile. |
| | ADJUSTMENT TYPE | C | YieldAdjustment Type | Type used for comparison against Hurdle Rate for the selected Profile. |
| | BEGIN DATE | D | BeginDate | Beginning Date |
| | END DATE | D | EndDate | |
| | FLAT OR PERCENTAGE | C | FlatOrPercentage | |
| | RATE CODE | C | RateCode | |
| | ROOM TYPE | C | RoomType | |
| DELETE RATE STRATEGY | APPLY YN | C | ApplyYn | |
| | CONDITION TYPE | C | ConditionType | |
| | CONDITION VALUE | N | ConditionValue | |
| | CONDITION VALUE TYPE | C | ConditionValueType | |
| | CONTROL END DATE | D | ControlEndDate | |
| | CONTROL START DATE | D | ControlStartDate | |
| | COUNTER COND YN | C | CounterCondYn | |
| | DAY FIVE | C | DayFive | |
| | DAY FOUR | C | DayFour | |
| | DAY ONE | C | DayOne | |
| | DAY SEVEN | C | DaySeven | |
| | DAY SIX | C | DaySix | |
| | DAY THREE | C | DayThree | |
| | DAY TWO | C | DayTwo | |
| | DAYS IN ADVANCE FROM | N | DaysInAdvanceFrom | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | DAYS IN ADVANCE TO | N | DaysInAdvanceTo | |
| | EXTERNAL REFERENCE | C | ExternalReference | |
| | INACTIVE DATE | D | InactiveDate | |
| | OCCUPANCY BASED AMOUNT | N | OccupancyBasedAmount | |
| | OCCUPANCY BASED YN | C | OccupancyBasedYN | |
| | PHYSICAL | N | Physical | |
| | RATE CATEGORY | C | RateCategory | Rate Category - Hierarchy is Rate Class, Rate Category and Rate Code |
| | RATE CLASS | C | RateClass | Rate Class - Hierarchy is Rate Class, Rate Category and Rate Code |
| | RATE CODE | C | RateCode | |
| | RESTRICTION END DATE | D | RestrictionEndDate | |
| | RESTRICTION START DATE | D | RestrictionStartDate | |
| | RESTRICTION TYPE | C | RestrictionType | |
| | RESTRICTION VALUE | N | RestrictionValue | |
| | ROOM CLASS | C | RoomClass | Room Class - Hierarchy is Room Class, Room Type. Room Class is activated by the parameter ROOM CLASS. |
| | ROOM TYPE | C | RoomType | |
| | SEQUENCE | N | Sequence | |
| DELETE RULE | BLOCK CODE | C | BlockCode | |
| | BLOCK ID | N | BlockId | |
| | CNL BEFORE TIME | T | CnlBeforeTime | |
| | CNL DAYS PRIOR TO ARRIVAL | N | CnlDaysPriorToArrival | |
| | CNL PENALTY AMOUNT | N | CnlPenaltyAmount | |
| | CNL PENALTY AMOUNT TYPE | C | CnlPenaltyAmountType | |
| | DEP AMOUNT | N | DepAmount | |
| | DEP AMOUNT TYPE | C | DepAmountType | |
| | DEP DAYS AFTER BOOKING | N | DepDaysAfterBooking | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | DEP DAYS PRIOR TO ARRIVAL | N | DepDaysPriorTo Arrival | |
| | RATE CODE | C | RateCode | |
| | RESERVATION TYPE | C | ReservationType | |
| | RULE BEGIN DATE | D | RuleBeginDate | |
| | RULE CODE | C | RuleCode | |
| | RULE END DATE | D | RuleEndDate | |
| | RULE TYPE | C | RuleType | |
| | SEASON CODE | C | RuleSeasonCode | |
| DELETE SEASON CODE | BEGIN DATE | D | BeginDate | Beginning Date |
| | DESCRIPTION | C | Description | |
| | END DATE | D | EndDate | |
| | RATE CODE | C | RateCode | |
| | SEASON CODE | C | SeasonCode | |
| DELETE YIELD MARKET | ALTERNATIVE | C | Alternative | |
| | CODE | C | Code | |
| NEW BEST AVAILABLE RATES | DAYS | C | Days | |
| | FROM DATE | D | FromDate | |
| | LOS | C | Los | |
| | RATE CODE | C | RateCode | |
| | TO DATE | D | ToDate | |
| NEW HURDLE | APP USER | C | AppUser | |
| | CEILING | N | Ceiling | |
| | DELTA | N | Delta | |
| | HURDLE | N | HurdleRate | |
| | HURDLE DATE | D | HurdleDate | |
| | HURDLE LOS | N | HurdleLos | |
| | MAXSOLDS | N | MaxSolds | |
| | OVERRIDE | C | Override | |
| | ROOM TYPE | C | RoomType | |
| | UPSOLDS | N | Upsolds | |
| | YIELD CATEGORY | C | YieldCategory | Room Types in OPERA are assigned to Yield Categories determined by the Revenue Management Companies. When a room type is 'Yieldable', a Yield Category must also be assigned in order for the Hurdle Rate to be compared. |
| | YIELD MARKET TYPE | C | YieldMarketType | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| NEW PRODUCT | ALLOWANCE | C | Allowance | |
| | ALLOWANCE AMOUNT | N | AllowanceAmount | |
| | ALTERNATIVE TRANSACTION CODE | C | AlternativeTransCode | |
| | APP USER | C | AppUser | |
| | BEGIN DATE | D | BeginDate | Beginning Date |
| | BEGIN SELL DATE | D | BeginSellDate | |
| | BUCKET2 ALLOWANCE AMOUNT | N | Bucket2AllowanceAmount | |
| | BUCKET2 PRICE | N | Bucket2Price | |
| | BUCKET3 ALLOWANCE AMOUNT | N | Bucket3AllowanceAmount | |
| | BUCKET3 PRICE | N | Bucket3Price | |
| | CALCULATION RULE | C | CalculationRule | Is the Package to be charged as a Flat Rate, Per Room, Per Person, Per Adult or Per Child |
| | CATERING YN | C | CateringYn | |
| | COMBINED LINE | C | CombinedLine | |
| | CURRENCY CODE | C | CurrencyCode | |
| | DAY1 | C | Day1 | |
| | DAY2 | C | Day2 | |
| | DAY3 | C | Day3 | |
| | DAY4 | C | Day4 | |
| | DAY5 | C | Day5 | |
| | DAY6 | C | Day6 | |
| | DAY7 | C | Day7 | |
| | DEPT TAX INCL YN | C | DeptTaxInclYN | |
| | DESCRIPTION | C | Description | |
| | END DATE | D | EndDate | |
| | END SELL DATE | D | EndSellDate | |
| | FORECAST CODE | C | PKGForecastCode | |
| | FORECAST NEXT DAY YN | C | ForecastNextDayYN | |
| | FORMULA | C | Formula | |
| | GROUP PACKAGE LIST | C | GroupPackageList | |
| | INACTIVE DATE | D | InactiveDate | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | INCLUDED IN RATE | C | IncludedInRate | |
| | ITEM PRICE | N | ItemPrice | |
| | KEEP INVENTORY | C | KeepInventory | |
| | MAX NIGHTS | N | MaxNights | |
| | MAX PERSONS | N | MaxPersons | |
| | MIN NIGHTS | N | MinNights | |
| | MIN PERSONS | N | MinPersons | |
| | OVERAGE TAX INCL YN | C | OverageTaxInclYN | |
| | PACKAGE CODE | C | PackageCode | |
| | PACKAGE TYPE | C | PackageType | Is this package part of a group or single? Element or Group. |
| | PKG ARRANGEMENT CODE | C | PkgArrangementCode | |
| | PKG FORECAST GROUP | C | PkgForecastGroup | |
| | PKG VALID END TIME | T | PKGValidEndTime | |
| | PKG VALID START TIME | T | PKGValidStartTime | |
| | POINTS REQUIRED | N | PointsRequired | |
| | POST NEXT DAY | C | PostNextDay | Is this package posting the next day? |
| | POSTING RHYTHM | C | PostingRhythm | When does this package get posted? (examples: Every night, Only on arrival, Only on departure, etc..) |
| | RATE CODE | C | RateCode | |
| | SEASON CODE | C | SeasonCode | |
| | SELL OWS YN | C | SellOwsYn | |
| | SELL SEPARATE | C | SellSeparate | |
| | SEPARATE LINE | C | SeparateLine | |
| | SH CRS DEFAULT YN | C | ShCrsDefaultYN | |
| | SH CRS PKG CODE | C | ShCrsPkgCode | |
| | SHORT DESCRIPTION | C | PKGShortDesc | |
| | TRANSACTION CODE | C | TransactionCode | |
| | TRANSACTION CODE FOR LOSS | C | TransCodeForLoss | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | TRANSACTION CODE FOR OVERAGE | C | TransCodeForOverage | |
| | TRANSACTION CODE FOR PROFIT | C | TransCodeForProfit | |
| NEW RATE CATEGORY | BEGIN DATE | D | BeginDate | Beginning Date |
| | DESCRIPTION | C | Description | |
| | END DATE | D | EndDate | |
| | RATE CATEGORY | C | RateCategory | Rate Category - Hierarchy is Rate Class, Rate Category and Rate Code |
| | RATE CLASS | C | RateClass | Rate Class - Hierarchy is Rate Class, Rate Category and Rate Code |
| | SH DEFAULT NO OF ROOMS | C | ShDefaultNoOfRooms | |
| | SH DISPLAY SEQ | C | ShDisplaySeq | |
| | SH ENTITLEMENTS YN | C | ShEntitlementsYN | |
| | SH LAST ROOM AVAILABILITY | C | ShLastRoomAvailability | |
| | SH ROOM CATEGORY | C | ShRoomCategory | |
| NEW RATE CLASS | BEGIN DATE | D | BeginDate | Beginning Date |
| | DESCRIPTION | C | Description | |
| | END DATE | D | EndDate | |
| | RATE CLASS | C | RateClass | Rate Class - Hierarchy is Rate Class, Rate Category and Rate Code |
| NEW RATE HEADER | ADD TO RATE YN | C | AddToRateYn | Is the package added to the rate? |
| | ADDITION | C | Addition | |
| | ADV DAILY BASE YN | C | AdvDailyBaseYN | |
| | ADV DAILY RATE YN | C | AdvDailyRateYN | |
| | ADVANCE BOOKING DAYS | N | AdvBookingDays | |
| | ALLOWANCE AMOUNT | N | AllowanceAmount | |
| | ALTERNATE RATE CODE | C | AlternateRateCode | |
| | ASB RATE CYCLE | C | ASBRateCycle | |
| | BAR YN | C | BarYn | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | BASE TYPE | C | BaseType | |
| | BEGIN SELL | D | RateHeaderBeginSell | |
| | BYPASS RANK CHECK YN | C | BypassRankCheckYn | |
| | CHANNEL ALLOWED YN | C | ChannelAllowedYn | |
| | CLOSED TO ARRIVAL | C | ClosedToArrival | |
| | COMMISSION CODE | C | CommissionCode | |
| | COMPLIMENTARY | C | Complimentary | |
| | CURRENCY CODE | C | CurrencyCode | |
| | DAILY RATE YN | C | DailyRateYn | |
| | DAY TYPE | C | DayType | |
| | DAY USE | C | DayUse | |
| | DEPOSIT MATURITY PREFERENCE | C | | |
| | DESCRIPTION | C | Description | |
| | DISCOUNT RATE AMOUNT | N | DiscountRateAmount | |
| | DISCOUNT RATE PERCENTAGE YN | C | DiscountRatePercentageYN | |
| | DISCOUNT YN | C | DiscountYN | |
| | END SELL | D | RateHeaderEndSell | |
| | ENTITY TYPE | C | EntityType | |
| | ENTITY VALUE | C | EntityValue | |
| | EXCHANGE POSTING TYPE | C | ExchangePostingType | |
| | EXTERNAL LOCKED | C | ExternalLocked | |
| | FORMULA | C | Formula | |
| | HOUSE USE | C | HouseUse | |
| | ITEM PRICE | N | ItemPrice | |
| | LONG INFO | C | LongInfo | Field in application can be up to 4000 characters. OPERA will only send the first 200 characters in the |
| | MARKET CODE | C | MarketCode | |
| | MAX LOS | N | MaxLos | |
| | MAX OCCUPANCY | N | MaxOccupancy | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | MEMBERSHIP | C | Membership | |
| | MIN LOS | N | MinLos | |
| | MIN OCCUPANCY | N | MinOccupancy | |
| | MYFIDELIO UPLOAD | C | MyfidelioUpdate | |
| | NEGOTIATED | C | Negotiated | |
| | OCCUPANCY BASED YN | C | OccupancyBased YN | |
| | OCCUPANCY LEVEL | N | OccupancyLevel | |
| | OVERRIDE PACKAGE YN | C | OverridePackage Yn | |
| | PACKAGE BEGIN DATE | D | PackageBeginDat e | |
| | PACKAGE END DATE | D | PackageEndDate | |
| | PACKAGE TRANSACTION CODE | C | PackageTransact ionCode | |
| | PKG TRAN CODE TAX INCL | C | PkgTranCodeTax Incl | |
| | POSTING RHYTHM | C | PostingRhythm | When does this package get posted? (examples: Every night, Only on arrival, Only on departure, etc..) |
| | POSTING RHYTHM BEGIN DATE | D | PostingRhythmB eginDate | |
| | POSTING RHYTHM CODE | C | PostingRhythmC ode | |
| | POSTING RHYTHM DESCRIPTION | C | PostingRhythmD escription | |
| | POSTING RHYTHM END DATE | D | PostingRhythmE ndDate | |
| | POSTING RHYTHM FREE NIGHTS | N | PostingRhythmFr eeNights | |
| | POSTING RHYTHM NIGHTS | N | PostingRhythmN ights | |
| | POSTING RHYTHM PAID NIGHTS | N | PostingRhythmP aidNights | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | POSTING RHYTHM REPEAT WITHIN SELL SEGMENT YN | C | PostingRhythmRepeatWithinSellSegmentYN | |
| | POSTING RHYTHM REPEAT WITHIN STAY FOR MULTI-SEGMENT YN | C | PostingRhythmRepeatWithinStayForMultiSegmentYN | |
| | PRINT RATE | C | PrintRate | Should the rate be printed on the guest folio? |
| | PRIVILEGED RESTRICTION YN | C | PrivilegedRestrictionYn | |
| | PRIVILEGED YN | C | PrivilegedYn | |
| | PRODUCT CODE | C | ProductCode | Package Code |
| | PRODUCT QTY | C | ProductQty | Quantity of Packages |
| | QTY PLUS PACKAGE CODE | C | QtyPlusPackageCode | Quantity of Package and Package Code. |
| | RANK ADJUSTMENT FACTOR | N | RankAdjustmentFactor | |
| | RANK VALUE | N | RankValue | |
| | RATE BUCKET | C | RateBucket | Groupings of Rate Codes for Revenue Management Systems. Only displayed if a Revenue Management license code is active. |
| | RATE CATEGORY | C | RateCategory | Rate Category - Hierarchy is Rate Class, Rate Category and Rate Code |
| | RATE CLASS | C | RateClass | Rate Class - Hierarchy is Rate Class, Rate Category and Rate Code |
| | RATE CODE | C | RateCode | |
| | RATE FLOOR | N | RateFloor | |
| | RATE UPDATE | C | RateUpdate | |
| | REGIONAL AVAILABILITY | C | RegionalAvailability | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | REPEAT | C | Repeat | When the RATES->RATE CODE POSTING RHYTHM application parameter is active, a new checkbox is available on the More Tab of the Rate Setup (RTSETUP) screen for Repeat. When configuring a new Posting Rhythm, once the Nights field is populated the Repeat checkbox will be enabled and selected by default.<br>When selected, Posting Rhythm functionality will work as it does today. When unchecked, the rate will not post (or post a discounted amount based on the type of Posting Rhythm) only on the night defined. |
| | RESTRICTION UPDATE | C | RestrictionUpdate | |
| | ROOM TYPE | C | RoomType | |
| | SEASON CODE | C | SeasonCode | |
| | SH GROUP YN | C | GroupYN | |
| | SH ID REQUIREMENTS | C | IdRequirements | |
| | SH RIV MARKET SEGMENT | C | RivMarketSegment | |
| | SH STAY DAYS | C | StayDays | |
| | SHORT TEXT | C | ShortText | |
| | SOURCE CODE | C | SourceCode | |
| | SUPPRESS RATE | C | SuppressRate | The Rate Amount is not displayed in the Sell Process or on the Reservation, Confirmation Letter or Folio - user will see 'SR' instead of the Amount. |
| | TIERED RATE | C | TieredRate | All rate codes will have the tiered flag set to either N or Y based on if the Tiered Rate check box is selected on the Rate Header tab. |
| | TRAN CODE TAX INCL | C | TranCodeTaxIncl | |
| | TRANSACTION CODE | C | TransactionCode | |
| | VOUCHER BENEFIT RATE YN | C | VoucherBenefitRateYn | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | WEEKEND DAYS | C | WeekendDays | No longer used - the fields are not available on the Rate Header |
| | YIELD MARKET | C | YieldMarket | |
| | YIELD STATUS | C | YieldStatus | When a Yield License is active, Rate Codes can be assigned a Yield Status of Yieldable, Non-Yieldable or Stay Pattern Yieldable. If a Rate Code is Non-Yieldable, it is not compared to the Hurdle Rate for booking. |
| NEW RATE SET | 1 PERSON RATE | N | OnePersonRate | |
| | 2 PERSON RATE | N | TwoPersonRate | |
| | 3 PERSON RATE | N | ThreePersonRate | |
| | 4 PERSON RATE | N | FourPersonRate | |
| | 5 PERSON RATE | N | FivePersonRate | |
| | ACTIVE RATE SET | C | ActiveRateSet | |
| | ADULTS THRESHOLD | N | Adultsthreshold | |
| | ADULTS THRESHOLD CHARGE | N | Adultsthresholdcharge | |
| | ADV BASE AMOUNT | N | BaseAmount | |
| | ADV BASE COMPARE YN | C | AdvBaseCompareYN | |
| | ADV BASE FLT PCT | C | AdvBaseFltPct | |
| | ADV DAILY BASE RATE CODE | C | AdvDailyBaseRateCode | |
| | AMOUNT 1 TYPE | C | Amount1Type | |
| | AMOUNT 2 TYPE | C | Amount2Type | |
| | AMOUNT 3 TYPE | C | Amount3Type | |
| | AMOUNT 4 TYPE | C | Amount4Type | |
| | AMOUNT 5 TYPE | C | Amount5Type | |
| | APP USER | C | AppUser | |
| | BAR AMOUNT | N | BarAmount | |
| | BAR FLT PCT | C | BarFltPct | |
| | BAR ROUNDING | C | BarRounding | |
| | BAR YN | C | BarFltPct | |
| | BEGIN DATE | D | BeginDate | Beginning Date |
| | CHILD CHARGE 1 | N | Childcharge1 | |
| | CHILD CHARGE 2 | N | Childcharge2 | |
| | CHILD CHARGE 3 | N | Childcharge3 | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | CHILD OWN RATE 1 | N | ChildOwnRate1 | |
| | CHILD OWN RATE 2 | N | ChildOwnRate2 | |
| | CHILD OWN RATE 3 | N | ChildOwnRate3 | |
| | CHILD OWN RATE 4 | N | ChildOwnRate4 | |
| | CHILD RATE | N | ChildRate | |
| | CHILD RATE 1 | N | ChildRate1 | |
| | CHILD RATE 2 | N | ChildRate2 | |
| | CHILD RATE 3 | N | ChildRate3 | |
| | CHILD RATE EXC THRESHOLD 1 | C | ChildRateExcThreshold1 | |
| | CHILD RATE EXC THRESHOLD 2 | C | ChildRateExcThreshold2 | |
| | CHILD RATE EXC THRESHOLD 3 | C | ChildRateExcThreshold3 | |
| | CHILD RATE OWN 1 | N | ChildOwnRate1 | |
| | CHILD RATE OWN 2 | N | ChildOwnRate2 | |
| | CHILD RATE OWN 3 | N | ChildOwnRate3 | |
| | CHILDREN THRESHOLD | N | Childrenthreshold | |
| | CHILDREN THRESHOLD CHARGE | N | Childrenthresholdcharge | |
| | DAY 1 | C | Day1 | Values are Y or N. Indicates the Day of the Week the Rate Detail is applicable. |
| | DAY 2 | C | Day2 | Values are Y or N. Indicates the Day of the Week the Rate Detail is applicable. |
| | DAY 3 | C | Day3 | Values are Y or N. Indicates the Day of the Week the Rate Detail is applicable. |
| | DAY 4 | C | Day4 | Values are Y or N. Indicates the Day of the Week the Rate Detail is applicable. |
| | DAY 5 | C | Day5 | Values are Y or N. Indicates the Day of the Week the Rate Detail is applicable. |
| | DAY 6 | C | Day6 | Values are Y or N. Indicates the Day of the Week the Rate Detail is applicable. |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | DAY 7 | C | Day7 | Values are Y or N. Indicates the Day of the Week the Rate Detail is applicable. |
| | DIFF AMOUNT 1 | N | DiffAmount1 | |
| | DIFF AMOUNT 2 | N | DiffAmount2 | |
| | DIFF AMOUNT 3 | N | DiffAmount3 | |
| | DIFF AMOUNT 4 | N | DiffAmount4 | |
| | DIFF AMOUNT 5 | N | DiffAmount5 | |
| | DIFF AMOUNT EXTRA ADULT | N | DiffAmountExtraAdult | |
| | DIFF PERCENTAGE 1 YN | C | DiffPercentage1YN | |
| | DIFF PERCENTAGE 2 YN | C | DiffPercentage2YN | |
| | DIFF PERCENTAGE 3 YN | C | DiffPercentage3YN | |
| | DIFF PERCENTAGE 4 YN | C | DiffPercentage4YN | |
| | DIFF PERCENTAGE 5 YN | C | DiffPercentage5YN | |
| | DIFF PERCENTAGE EXTRA ADULT YN | C | DiffPercentageExtraAdultYN | |
| | END DATE | D | EndDate | |
| | EXTRA ADULT RATE | N | ExtraAdultRate | |
| | EXTRA ADULT TYPE | C | ExtraAdultType | |
| | MARKET CODE | C | MarketCode | |
| | MAXIMUM RATE PERSON 1 | N | MaxRatePerson1 | |
| | MAXIMUM RATE PERSON 2 | N | MaxRatePerson2 | |
| | MIN CHILDREN FOR FREE STAY | N | MinChildrenForFreeStay | |
| | MINIMUM RATE PERSON 1 | N | MinRatePerson1 | |
| | MINIMUM RATE PERSON 2 | N | MinRatePerson2 | |
| | NUM CHILDREN STAY FREE | N | NumChildrenStayFree | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | OCCUPANTS THRESHOLD | N | Occupantsthreshold | |
| | OCCUPANTS THRESHOLD CHARGE | N | Occupantsthresholdcharge | |
| | POINTS REQUIRED | N | pointsRequired | |
| | PRODUCT CODE | C | ProductCode | Package Code |
| | RATE CODE | C | RateCode | |
| | ROOM TYPE | C | RoomType | |
| | SEASON CODE | C | SeasonCode | |
| | SOURCE CODE | C | SourceCode | |
| | TIER | C | Tier | Values for element Tier will be first day - end day. Example: Tier 1 is configured as 1 –5 days. The element for Tier 1 would contain value of '1-5'. If a Rate Set is updated that is not Tiered, the element of 'Tier' in New Rate Set, Update Rate Set and Delete Rate Set will by <NULL>. |
| NEW RATE SET ADJUSTMENT | ADJUSTMENT AMOUNT | N | YieldAdjustment Amount | Amount used for comparison against Hurdle Rate for the selected Profile. |
| | ADJUSTMENT CODE | C | YieldAdjustment Code | Code used for comparison against Hurdle Rate for the selected Profile. |
| | ADJUSTMENT TYPE | C | YieldAdjustment Type | Type used for comparison against Hurdle Rate for the selected Profile. |
| | BEGIN DATE | D | BeginDate | Beginning Date |
| | END DATE | D | EndDate | |
| | FLAT OR PERCENTAGE | C | FlatOrPercentage | |
| | RATE CODE | C | RateCode | |
| | ROOM TYPE | C | RoomType | |
| NEW RATE STRATEGY | APPLY YN | C | ApplyYn | |
| | CONDITION TYPE | C | ConditionType | |
| | CONDITION VALUE | N | ConditionValue | |
| | CONDITION VALUE TYPE | C | ConditionValueType | |
| | CONTROL END DATE | D | ControlEndDate | |
| | CONTROL START DATE | D | ControlStartDate | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | COUNTER COND YN | C | CounterCondYn | |
| | DAY FIVE | C | DayFive | |
| | DAY FOUR | C | DayFour | |
| | DAY ONE | C | DayOne | |
| | DAY SEVEN | C | DaySeven | |
| | DAY SIX | C | DaySix | |
| | DAY THREE | C | DayThree | |
| | DAY TWO | C | DayTwo | |
| | DAYS IN ADVANCE FROM | N | DaysInAdvanceFrom | |
| | DAYS IN ADVANCE TO | N | DaysInAdvanceTo | |
| | EXTERNAL REFERENCE | C | ExternalReference | |
| | INACTIVE DATE | D | InactiveDate | |
| | OCCUPANCY BASED AMOUNT | N | OccupancyBasedAmount | |
| | OCCUPANCY BASED YN | C | OccupancyBasedYN | |
| | PHYSICAL | N | Physical | |
| | RATE CATEGORY | C | RateCategory | Rate Category - Hierarchy is Rate Class, Rate Category and Rate Code |
| | RATE CLASS | C | RateClass | Rate Class - Hierarchy is Rate Class, Rate Category and Rate Code |
| | RATE CODE | C | RateCode | |
| | RESTRICTION END DATE | D | RestrictionEndDate | |
| | RESTRICTION START DATE | D | RestrictionStartDate | |
| | RESTRICTION TYPE | C | RestrictionType | |
| | RESTRICTION VALUE | N | RestrictionValue | |
| | ROOM CLASS | C | RoomClass | Room Class - Hierarchy is Room Class, Room Type. Room Class is activated by the parameter ROOM CLASS. |
| | ROOM TYPE | C | RoomType | |
| | SEQUENCE | N | Sequence | |
| NEW RULE | BLOCK CODE | C | BlockCode | |
| | BLOCK ID | N | BlockId | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | CNL BEFORE TIME | T | CnlBeforeTime | |
| | CNL DAYS PRIOR TO ARRIVAL | N | CnlDaysPriorToArrival | |
| | CNL PENALTY AMOUNT | N | CnlPenaltyAmount | |
| | CNL PENALTY AMOUNT TYPE | C | CnlPenaltyAmountType | |
| | DEP AMOUNT | N | DepAmount | |
| | DEP AMOUNT TYPE | C | DepAmountType | |
| | DEP DAYS AFTER BOOKING | N | DepDaysAfterBooking | |
| | DEP DAYS PRIOR TO ARRIVAL | N | DepDaysPriorToArrival | |
| | RATE CODE | C | RateCode | |
| | RESERVATION TYPE | C | ReservationType | |
| | RULE BEGIN DATE | D | RuleBeginDate | |
| | RULE CODE | C | RuleCode | |
| | RULE END DATE | D | RuleEndDate | |
| | RULE TYPE | C | RuleType | |
| | SEASON CODE | C | RuleSeasonCode | |
| NEW SEASON CODE | BEGIN DATE | D | BeginDate | Beginning Date |
| | DESCRIPTION | C | Description | |
| | END DATE | D | EndDate | |
| | RATE CODE | C | RateCode | |
| | SEASON CODE | C | SeasonCode | |
| NEW YIELD MARKET | ALTERNATIVE | C | Alternative | |
| | CODE | C | Code | |
| | DESCRIPTION | C | Description | |
| RATE RESTRICTIONS | APP USER | C | AppUser | |
| | ARRIVAL | C | Arrival | |
| | BOOK MAX ADV | N | BookMaxAdv | |
| | BOOK MIN ADV | N | BookMinAdv | |
| | CHANNEL | C | Channel | |
| | CLEAR ALL RESTRICTIONS | C | ClearAllRestrictions | |
| | DAY OF WEEK | C | DayOfWeek | |
| | DEPARTURE | C | Departure | |
| | GDS ON REQUEST | C | GdsOnRequest | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | GENERATED BY RATE STRATEGY | C | GeneratedByRateStrategy | |
| | GdsOnRequest | C | GdsOnRequest | |
| | LENGTH OF STAY NA | C | LengthOfStayNA | Element value will be either O or C, separated by commas, with a maximum length of 7 characters. Example: C,O,O,C,C,O,C |
| | MAX LOS | N | MaxLos | |
| | MAX STAY THROUGH | N | MaxStayThrough | |
| | MIN LOS | N | MinLos | |
| | MIN STAY THROUGH | N | MinStayThrough | |
| | PER DAY YN | C | PerDayYn | |
| | RATE CATEGORY | C | RateCategory | Rate Category - Hierarchy is Rate Class, Rate Category and Rate Code |
| | RATE CLASS | C | RateClass | Rate Class - Hierarchy is Rate Class, Rate Category and Rate Code |
| | RATE CODE | C | RateCode | |
| | ROOM CLASS | C | RoomClass | Room Class - Hierarchy is Room Class, Room Type. Room Class is activated by the parameter ROOM CLASS. |
| | ROOM TYPE | C | RoomType | |
| | SET ON | C | SetOn | |
| | STAY | C | Stay | |
| | YIELDABILITY | C | Yieldability | |
| RATE TIER | NUMBER OF TIERS | N | NumberOfTiers | The number of configured Tiers for the Property. Value can be 2, 3, 4 or 5. |
| | TIER 1 | N | Tier1 | Values sent will be number,number. I.e if Tier One was configured as 1 - 7 Days. The value in the element for Tier1 will be '1,7' |
| | TIER 2 | N | Tier2 | Values sent will be number,number. I.e if Tier Two was configured as 1 - 7 Days. The value in the element for Tier2 will be '1,7' |
| | TIER 3 | N | Tier3 | Values sent will be number,number. I.e if Tier Three was configured as 1 - 7 Days. The value in the element for Tier3 will be '1,7' |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | TIER 4 | N | Tier4 | Values sent will be number,number. I.e if Tier Four was configured as 1 - 7 Days. The value in the element for Tier4 will be '1,7' |
| | TIER 5 | N | Tier5 | Values sent will be number,number. I.e if Tier Five was configured as 1 - 7 Days. The value in the element for Tier5 will be '1,7' |
| RESTRICTIONS PER DAY | RESTRICTION DATE | D | RestrictionDate | |
| UPDATE HURDLE | APP USER | C | AppUser | |
| | CEILING | N | Ceiling | |
| | DELTA | N | Delta | |
| | HURDLE | N | HurdleRate | |
| | HURDLE DATE | D | HurdleDate | |
| | HURDLE LOS | N | HurdleLos | |
| | MAXSOLDS | N | MaxSolds | |
| | OVERRIDE | C | Override | |
| | ROOM TYPE | C | RoomType | |
| | UPSOLDS | N | Upsolds | |
| | YIELD CATEGORY | C | YieldCategory | Room Types in OPERA are assigned to Yield Categories determined by the Revenue Management Companies. When a room type is 'Yieldable', a Yield Category must also be assigned in order for the Hurdle Rate to be compared. |
| | YIELD MARKET TYPE | C | YieldMarketType | |
| UPDATE PRODUCT | ALLOWANCE | C | Allowance | |
| | ALLOWANCE AMOUNT | N | AllowanceAmount | |
| | ALTERNATIVE TRANSACTION CODE | C | AlternativeTransCode | |
| | APP USER | C | AppUser | |
| | BEGIN DATE | D | BeginDate | Beginning Date |
| | BEGIN SELL DATE | D | BeginSellDate | |
| | BUCKET2 ALLOWANCE AMOUNT | N | Bucket2AllowanceAmount | |
| | BUCKET2 PRICE | N | Bucket2Price | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | BUCKET3 ALLOWANCE AMOUNT | N | Bucket3AllowanceAmount | |
| | BUCKET3 PRICE | N | Bucket3Price | |
| | CALCULATION RULE | C | CalculationRule | Is the Package to be charged as a Flat Rate, Per Room, Per Person, Per Adult or Per Child |
| | CATERING YN | C | CateringYn | |
| | COMBINED LINE | C | CombinedLine | |
| | CURRENCY CODE | C | CurrencyCode | |
| | DAY1 | C | Day1 | |
| | DAY2 | C | Day2 | |
| | DAY3 | C | Day3 | |
| | DAY4 | C | Day4 | |
| | DAY5 | C | Day5 | |
| | DAY6 | C | Day6 | |
| | DAY7 | C | Day7 | |
| | DEPT TAX INCL YN | C | DeptTaxInclYN | |
| | DESCRIPTION | C | Description | |
| | END DATE | D | EndDate | |
| | END SELL DATE | D | EndSellDate | |
| | FORECAST CODE | C | PKGForecastCode | |
| | FORECAST NEXT DAY YN | C | ForecastNextDayYN | |
| | FORMULA | C | Formula | |
| | GROUP PACKAGE LIST | C | GroupPackageList | |
| | INACTIVE DATE | D | InactiveDate | |
| | INCLUDED IN RATE | C | IncludedInRate | |
| | ITEM ID | N | ItemID | |
| | ITEM PRICE | N | ItemPrice | |
| | KEEP INVENTORY | C | KeepInventory | |
| | MAX NIGHTS | N | MaxNights | |
| | MAX PERSONS | N | MaxPersons | |
| | MIN NIGHTS | N | MinNights | |
| | MIN PERSONS | N | MinPersons | |
| | OVERAGE TAX INCL YN | C | OverageTaxInclYN | |
| | PACKAGE CODE | C | PackageCode | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | PACKAGE TYPE | C | PackageType | Is this package part of a group or single? Element or Group. |
| | PKG ARRANGEMENT CODE | C | PkgArrangementCode | |
| | PKG FORECAST GROUP | C | PkgForecastGroup | |
| | PKG VALID END TIME | T | PKGValidEndTime | |
| | PKG VALID START TIME | T | PKGValidStartTime | |
| | POINTS REQUIRED | N | PointsRequired | |
| | POST NEXT DAY | C | PostNextDay | Is this package posting the next day? |
| | POSTING RHYTHM | C | PostingRhythm | When does this package get posted? (examples: Every night, Only on arrival, Only on departure, etc..) |
| | QUANTITY | N | ItemQuantity | |
| | RATE CODE | C | RateCode | |
| | SEASON CODE | C | SeasonCode | |
| | SELL OWS YN | C | SellOwsYn | |
| | SELL SEPARATE | C | SellSeparate | |
| | SEPARATE LINE | C | SeparateLine | |
| | SH CRS DEFAULT YN | C | ShCrsDefaultYN | |
| | SH CRS PKG CODE | C | ShCrsPkgCode | |
| | SHORT DESCRIPTION | C | PKGShortDesc | |
| | TRANSACTION CODE | C | TransactionCode | |
| | TRANSACTION CODE FOR LOSS | C | TransCodeForLoss | |
| | TRANSACTION CODE FOR OVERAGE | C | TransCodeForOverage | |
| | TRANSACTION CODE FOR PROFIT | C | TransCodeForProfit | |
| UPDATE RATE CATEGORY | BEGIN DATE | D | BeginDate | Beginning Date |
| | DESCRIPTION | C | Description | |
| | END DATE | D | EndDate | |
| | RATE CATEGORY | C | RateCategory | Rate Category - Hierarchy is Rate Class, Rate Category and Rate Code |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | RATE CLASS | C | RateClass | Rate Class - Hierarchy is Rate Class, Rate Category and Rate Code |
| | SH DEFAULT NO OF ROOMS | C | ShDefaultNoOfRooms | |
| | SH DISPLAY SEQ | C | ShDisplaySeq | |
| | SH ENTITLEMENTS YN | C | ShEntitlementsYN | |
| | SH LAST ROOM AVAILABILITY | C | ShLastRoomAvailability | |
| | SH ROOM CATEGORY | C | ShRoomCategory | |
| UPDATE RATE CLASS | BEGIN DATE | D | BeginDate | Beginning Date |
| | DESCRIPTION | C | Description | |
| | END DATE | D | EndDate | |
| | RATE CLASS | C | RateClass | Rate Class - - Hierarchy is Rate Class, Rate Category and Rate Code |
| UPDATE RATE HEADER | ADD TO RATE YN | C | AddToRateYn | Is the package added to the rate? |
| | ADDITION | C | Addition | |
| | ADV DAILY BASE YN | C | AdvDailyBaseYN | |
| | ADV DAILY RATE YN | C | AdvDailyRateYN | |
| | ADVANCE BOOKING DAYS | N | AdvBookingDays | |
| | ALLOWANCE AMOUNT | N | AllowanceAmount | |
| | ALTERNATE RATE CODE | C | AlternateRateCode | |
| | ASB RATE CYCLE | C | ASBRateCycle | |
| | BAR YN | C | BarYn | |
| | BASE TYPE | C | BaseType | |
| | BEGIN SELL | D | RateHeaderBeginSell | Beginning Date that the rate code can be booked. |
| | BYPASS RANK CHECK YN | C | BypassRankCheckYn | |
| | CHANNEL ALLOWED YN | C | ChannelAllowedYn | |
| | CLOSED TO ARRIVAL | C | ClosedToArrival | |
| | COMMISSION CODE | C | CommissionCode | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | COMPLIMENTARY | C | Complimentary | |
| | CURRENCY CODE | C | CurrencyCode | |
| | DAILY RATE YN | C | DailyRateYn | |
| | DAY TYPE | C | DayType | |
| | DAY USE | C | DayUse | |
| | DEPOSIT MATURITY PREFERENCE | C | | |
| | DESCRIPTION | C | Description | |
| | DISCOUNT RATE AMOUNT | N | DiscountRateAmount | |
| | DISCOUNT RATE PERCENTAGE YN | C | DiscountRatePercentageYN | |
| | DISCOUNT YN | C | DiscountYN | |
| | END SELL | D | RateHeaderEndSell | |
| | ENTITY TYPE | C | EntityType | |
| | ENTITY VALUE | C | EntityValue | |
| | EXCHANGE POSTING TYPE | C | ExchangePostingType | |
| | EXTERNAL LOCKED | C | ExternalLocked | |
| | FORMULA | C | Formula | |
| | HOUSE USE | C | HouseUse | |
| | ITEM PRICE | N | ItemPrice | |
| | LONG INFO | C | LongInfo | Field in application can be up to 4000 characters. OPERA will only send the first 200 characters in the |
| | MANUALLY DISTRIBUTE | C | ManuallyDistribute | |
| | MARKET CODE | C | MarketCode | |
| | MAX LOS | N | MaxLos | |
| | MAX OCCUPANCY | N | MaxOccupancy | |
| | MEMBERSHIP | C | Membership | |
| | MIN LOS | N | MinLos | |
| | MIN OCCUPANCY | N | MinOccupancy | |
| | MYFIDELIO UPLOAD | C | MyfidelioUpdate | |
| | NEGOTIATED | C | Negotiated | |
| | OCCUPANCY BASED YN | C | OccupancyBasedYN | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | OCCUPANCY LEVEL | N | OccupancyLevel | |
| | OVERRIDE PACKAGE YN | C | OverridePackageYn | |
| | PACKAGE TRANSACTION CODE | C | PackageTransactionCode | |
| | PKG TRAN CODE TAX INCL | C | PkgTranCodeTaxIncl | |
| | POSTING RHYTHM | C | PostingRhythm | When does this package get posted? (examples: Every night, Only on arrival, Only on departure, etc..) |
| | POSTING RHYTHM BEGIN DATE | D | PostingRhythmBeginDate | |
| | POSTING RHYTHM CODE | C | PostingRhythmCode | |
| | POSTING RHYTHM DESCRIPTION | C | PostingRhythmDescription | |
| | POSTING RHYTHM END DATE | D | PostingRhythmEndDate | |
| | POSTING RHYTHM FREE NIGHTS | N | PostingRhythmFreeNights | |
| | POSTING RHYTHM NIGHTS | N | PostingRhythmNights | |
| | POSTING RHYTHM PAID NIGHTS | N | PostingRhythmPaidNights | |
| | POSTING RHYTHM REPEAT WITHIN SELL SEGMENT YN | C | PostingRhythmRepeatWithinSellSegmentYN | |
| | POSTING RHYTHM REPEAT WITHIN STAY FOR MULTI-SEGMENT YN | C | PostingRhythmRepeatWithinStayForMultiSegmentYN | |
| | PRINT RATE | C | PrintRate | Should the rate be printed on the guest folio? |
| | PRIVILEGED RESTRICTION YN | C | PrivilegedRestrictionYn | |
| | PRIVILEGED YN | C | PrivilegedYn | |
| | PRODUCT CODE | C | ProductCode | Package Code |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | PRODUCT QTY | C | ProductQty | Quantity of Packages |
| | QTY PLUS PACKAGE CODE | C | QtyPlusPackageCode | Quantity of Package and Package Code. |
| | RANK ADJUSTMENT FACTOR | N | RankAdjustmentFactor | |
| | RANK VALUE | N | RankValue | |
| | RATE BUCKET | C | RateBucket | Groupings of Rate Codes for Revenue Management Systems. Only displayed if a Revenue Management license code is active. |
| | RATE CATEGORY | C | RateCategory | Rate Category - Hierarchy is Rate Class, Rate Category and Rate Code |
| | RATE CLASS | C | RateClass | Rate Class - Hierarchy is Rate Class, Rate Category and Rate Code |
| | RATE CODE | C | RateCode | |
| | RATE FLOOR | N | RateFloor | |
| | RATE FORMULA CHANGED YN | C | RateFormulaChangedYn | |
| | RATE UPDATE | C | RateUpdate | |
| | REGIONAL AVAILABILITY | C | RegionalAvailability | |
| | REPEAT | C | Repeat | When the RATES->RATE CODE POSTING RHYTHM application parameter is active, a new checkbox is available on the More Tab of the Rate Setup (RTSETUP) screen for Repeat. When configuring a new Posting Rhythm, once the Nights field is populated the Repeat checkbox will be enabled and selected by default.<br>When selected, Posting Rhythm functionality will work as it does today. When unchecked, the rate will not post (or post a discounted amount based on the type of Posting Rhythm) only on the night defined. |
| | RESTRICTION UPDATE | C | RestrictionUpdate | |
| | ROOM TYPE | C | RoomType | |
| | SH GROUP YN | C | GroupYN | |
| | SH ID REQUIREMENTS | C | IdRequirements | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | SH RIV MARKET SEGMENT | C | RivMarketSegment | |
| | SH STAY DAYS | C | StayDays | |
| | SHORT TEXT | C | ShortText | |
| | SOURCE CODE | C | SourceCode | |
| | SUPPRESS RATE | C | SuppressRate | The Rate Amount is not displayed in the Sell Process or on the Reservation, Confirmation Letter or Folio - user will see 'SR' instead of the Amount. |
| | TIERED RATE | C | TieredRate | All rate codes will have the tiered flag set to either N or Y based on if the Tiered Rate check box is selected on the Rate Header tab. |
| | TRAN CODE TAX INCL | C | TranCodeTaxIncl | |
| | TRANSACTION CODE | C | TransactionCode | |
| | VOUCHER BENEFIT RATE YN | C | VoucherBenefitRateYn | |
| | WEEKEND DAYS | C | WeekendDays | No longer used - the fields are not available on the Rate Header |
| | YIELD MARKET | C | YieldMarket | |
| | YIELD STATUS | C | YieldStatus | When a Yield License is active, Rate Codes can be assigned a Yield Status of Yieldable, Non-Yieldable or Stay Pattern Yieldable. If a Rate Code is Non-Yieldable, it is not compared to the Hurdle Rate for booking. |
| UPDATE RATE SET | 1 PERSON RATE | N | OnePersonRate | |
| | 2 PERSON RATE | N | TwoPersonRate | |
| | 3 PERSON RATE | N | ThreePersonRate | |
| | 4 PERSON RATE | N | FourPersonRate | |
| | 5 PERSON RATE | N | FivePersonRate | |
| | ACTIVE RATE SET | C | ActiveRateSet | |
| | ADULTS THRESHOLD | N | Adultsthreshold | |
| | ADULTS THRESHOLD CHARGE | N | Adultsthresholdcharge | |
| | ADV BASE AMOUNT | N | BaseAmount | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | ADV BASE COMPARE YN | C | AdvBaseCompareYN | |
| | ADV BASE FLT PCT | C | AdvBaseFltPct | |
| | ADV DAILY BASE RATE CODE | C | AdvDailyBaseRateCode | |
| | AMOUNT 1 TYPE | C | Amount1Type | |
| | AMOUNT 2 TYPE | C | Amount2Type | |
| | AMOUNT 3 TYPE | C | Amount3Type | |
| | AMOUNT 4 TYPE | C | Amount4Type | |
| | AMOUNT 5 TYPE | C | Amount5Type | |
| | APP USER | C | AppUser | |
| | BAR AMOUNT | N | BarAmount | |
| | BAR FLT PCT | C | BarFltPct | |
| | BAR ROUNDING | C | BarRounding | |
| | BAR YN | C | BarFltPct | |
| | BEGIN DATE | D | BeginDate | Beginning Date |
| | CHILD CHARGE 1 | N | Childcharge1 | |
| | CHILD CHARGE 2 | N | Childcharge2 | |
| | CHILD CHARGE 3 | N | Childcharge3 | |
| | CHILD OWN RATE 1 | N | ChildOwnRate1 | |
| | CHILD OWN RATE 2 | N | ChildOwnRate2 | |
| | CHILD OWN RATE 3 | N | ChildOwnRate3 | |
| | CHILD OWN RATE 4 | N | ChildOwnRate4 | |
| | CHILD RATE | N | ChildRate | |
| | CHILD RATE 1 | N | ChildRate1 | |
| | CHILD RATE 2 | N | ChildRate2 | |
| | CHILD RATE 3 | N | ChildRate3 | |
| | CHILD RATE EXC THRESHOLD 1 | C | ChildRateExcThreshold1 | |
| | CHILD RATE EXC THRESHOLD 2 | C | ChildRateExcThreshold2 | |
| | CHILD RATE EXC THRESHOLD 3 | C | ChildRateExcThreshold3 | |
| | CHILD RATE OWN 1 | N | ChildOwnRate1 | |
| | CHILD RATE OWN 2 | N | ChildOwnRate2 | |
| | CHILD RATE OWN 3 | N | ChildOwnRate3 | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | CHILDREN THRESHOLD | N | Childrenthreshold | |
| | CHILDREN THRESHOLD CHARGE | N | Childrenthresholdcharge | |
| | DAY 1 | C | Day1 | Values are Y or N. Indicates the Day of the Week the Rate Detail is applicable. |
| | DAY 2 | C | Day2 | Values are Y or N. Indicates the Day of the Week the Rate Detail is applicable. |
| | DAY 3 | C | Day3 | Values are Y or N. Indicates the Day of the Week the Rate Detail is applicable. |
| | DAY 4 | C | Day4 | Values are Y or N. Indicates the Day of the Week the Rate Detail is applicable. |
| | DAY 5 | C | Day5 | Values are Y or N. Indicates the Day of the Week the Rate Detail is applicable. |
| | DAY 6 | C | Day6 | Values are Y or N. Indicates the Day of the Week the Rate Detail is applicable. |
| | DAY 7 | C | Day7 | Values are Y or N. Indicates the Day of the Week the Rate Detail is applicable. |
| | DIFF AMOUNT 1 | N | DiffAmount1 | |
| | DIFF AMOUNT 2 | N | DiffAmount2 | |
| | DIFF AMOUNT 3 | N | DiffAmount3 | |
| | DIFF AMOUNT 4 | N | DiffAmount4 | |
| | DIFF AMOUNT 5 | N | DiffAmount5 | |
| | DIFF AMOUNT EXTRA ADULT | N | DiffAmountExtraAdult | |
| | DIFF PERCENTAGE 1 YN | C | DiffPercentage1YN | |
| | DIFF PERCENTAGE 2 YN | C | DiffPercentage2YN | |
| | DIFF PERCENTAGE 3 YN | C | DiffPercentage3YN | |
| | DIFF PERCENTAGE 4 YN | C | DiffPercentage4YN | |
| | DIFF PERCENTAGE 5 YN | C | DiffPercentage5YN | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | DIFF PERCENTAGE EXTRA ADULT YN | C | DiffPercentageExtraAdultYN | |
| | END DATE | D | EndDate | |
| | EXTRA ADULT RATE | N | ExtraAdultRate | |
| | EXTRA ADULT TYPE | C | ExtraAdultType | |
| | MARKET CODE | C | MarketCode | |
| | MAXIMUM RATE PERSON 1 | N | MaxRatePerson1 | |
| | MAXIMUM RATE PERSON 2 | N | MaxRatePerson2 | |
| | MIN CHILDREN FOR FREE STAY | N | MinChildrenForFreeStay | |
| | MINIMUM RATE PERSON 1 | N | MinRatePerson1 | |
| | MINIMUM RATE PERSON 2 | N | MinRatePerson2 | |
| | NUM CHILDREN STAY FREE | N | NumChildrenStayFree | |
| | OCCUPANTS THRESHOLD | N | Occupantsthreshold | |
| | OCCUPANTS THRESHOLD CHARGE | N | Occupantsthresholdcharge | |
| | POINTS REQUIRED | N | pointsRequired | |
| | PRODUCT CODE | C | ProductCode | Package Code |
| | RATE CODE | C | RateCode | |
| | ROOM TYPE | C | RoomType | |
| | SEASON CODE | C | SeasonCode | |
| | SOURCE CODE | C | SourceCode | |
| | TIER | C | Tier | Values for element Tier will be first day - end day. Example: Tier 1 is configured as 1 –5 days. The element for Tier 1 would contain value of ‘1-5’. If a Rate Set is updated that is not Tiered, the element of 'Tier' in New Rate Set, Update Rate Set and Delete Rate Set will by <NULL>. |
| UPDATE RATE SET ADJUSTMENT | ADJUSTMENT AMOUNT | N | YieldAdjustmentAmt | Amount used for comparison against Hurdle Rate for the selected Profile. |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | ADJUSTMENT CODE | C | YieldAdjustment Code | Code used for comparison against Hurdle Rate for the selected Profile. |
| | ADJUSTMENT TYPE | C | YieldAdjustment Type | Type used for comparison against Hurdle Rate for the selected Profile. |
| | BEGIN DATE | D | BeginDate | Beginning Date |
| | END DATE | D | EndDate | |
| | FLAT OR PERCENTAGE | C | FlatOrPercentage | |
| | RATE CODE | C | RateCode | |
| | ROOM TYPE | C | RoomType | |
| UPDATE RATE STRATEGY | APPLY YN | C | ApplyYn | |
| | CONDITION TYPE | C | ConditionType | |
| | CONDITION VALUE | N | ConditionValue | |
| | CONDITION VALUE TYPE | C | ConditionValueType | |
| | CONTROL END DATE | D | ControlEndDate | |
| | CONTROL START DATE | D | ControlStartDate | |
| | COUNTER COND YN | C | CounterCondYn | |
| | DAY FIVE | C | DayFive | |
| | DAY FOUR | C | DayFour | |
| | DAY ONE | C | DayOne | |
| | DAY SEVEN | C | DaySeven | |
| | DAY SIX | C | DaySix | |
| | DAY THREE | C | DayThree | |
| | DAY TWO | C | DayTwo | |
| | DAYS IN ADVANCE FROM | N | DaysInAdvanceFrom | |
| | DAYS IN ADVANCE TO | N | DaysInAdvanceTo | |
| | EXTERNAL REFERENCE | C | ExternalReference | |
| | INACTIVE DATE | D | InactiveDate | |
| | OCCUPANCY BASED AMOUNT | N | OccupancyBased Amount | |
| | OCCUPANCY BASED YN | C | OccupancyBased YN | |
| | PHYSICAL | N | Physical | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | RATE CATEGORY | C | RateCategory | Rate Category - Hierarchy is Rate Class, Rate Category and Rate Code |
| | RATE CLASS | C | RateClass | Rate Class - Hierarchy is Rate Class, Rate Category and Rate Code |
| | RATE CODE | C | RateCode | |
| | RESTRICTION END DATE | D | RestrictionEndDate | |
| | RESTRICTION START DATE | D | RestrictionStartDate | |
| | RESTRICTION TYPE | C | RestrictionType | |
| | RESTRICTION VALUE | N | RestrictionValue | |
| | ROOM CLASS | C | RoomClass | Room Class - Hierarchy is Room Class, Room Type. Room Class is activated by the parameter ROOM CLASS. |
| | ROOM TYPE | C | RoomType | |
| | SEQUENCE | N | Sequence | |
| UPDATE RULE | BLOCK CODE | C | BlockCode | |
| | BLOCK ID | N | BlockId | |
| | CNL BEFORE TIME | T | CnlBeforeTime | |
| | CNL DAYS PRIOR TO ARRIVAL | N | CnlDaysPriorToArrival | |
| | CNL PENALTY AMOUNT | N | CnlPenaltyAmount | |
| | CNL PENALTY AMOUNT TYPE | C | CnlPenaltyAmountType | |
| | DEP AMOUNT | N | DepAmount | |
| | DEP AMOUNT TYPE | C | DepAmountType | |
| | DEP DAYS AFTER BOOKING | N | DepDaysAfterBooking | |
| | DEP DAYS PRIOR TO ARRIVAL | N | DepDaysPriorToArrival | |
| | RATE CODE | C | RateCode | |
| | RESERVATION TYPE | C | ReservationType | |
| | RULE BEGIN DATE | D | RuleBeginDate | |
| | RULE CODE | C | RuleCode | |
| | RULE END DATE | D | RuleEndDate | |
| | RULE TYPE | C | RuleType | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | SEASON CODE | C | RuleSeasonCode | |
| UPDATE SEASON CODE | BEGIN DATE | D | BeginDate | Beginning Date |
| | DESCRIPTION | C | Description | |
| | END DATE | D | EndDate | |
| | RATE CODE | C | RateCode | |
| | SEASON CODE | C | SeasonCode | |
| UPDATE YIELD MARKET | ALTERNATIVE | C | Alternative | |
| | CODE | C | Code | |
| | DESCRIPTION | C | Description | |

# Business Events - Reservation

The following table outlines the action types, data elements, data types and XML tag names within this OPERA Cloud Business Events module.

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| ADVANCE CHECK IN | ACCOMPANYING GUEST | C | AccompanyingGuest | |
| | ACCOMPANYING GUEST FIRST | C | AccompanyingGuestFirst | |
| | ACCOMPANYING NAMEID | N | AccompanyingNameid | |
| | ADULTS | N | Adults | |
| | ADVANCE CHECKED IN YN | C | AdvanceCheckedInYn | |
| | ARRIVAL CARRIER CODE | C | ArrivalCarrierCode | |
| | ARRIVAL COMMENTS | C | ArrivalComments | |
| | ARRIVAL DATE | D | ArrivalDate | |
| | ARRIVAL DATETIME | D | ArrivalDatetime | |
| | ARRIVAL ESTIMATE TIME | T | ArrivalEstimateTime | |
| | ARRIVAL STATION CODE | C | ArrivalStationCode | |
| | ARRIVAL TIME | T | ArrivalTime | |
| | ARRIVAL TRANSPORT CODE | C | ArrivalTransportCode | |
| | ARRIVAL TRANSPORT TIME | T | ArrivalTransportTime | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | ARRIVAL TRANSPORT TYPE | C | ArrivalTransportType | |
| | ARRIVAL TRANSPORTATION | C | ArrivalTransportation | |
| | AUTHORIZE DIRECT BILL | C | AuthorizeDirectBill | |
| | BLOCK CODE | C | BlockCode | |
| | CHECKOUT TIME | T | CheckoutTime | |
| | CHILDREN | N | Children | |
| | CHILDREN 1 | N | Children1 | |
| | CHILDREN 2 | N | Children2 | |
| | CHILDREN 3 | N | Children3 | |
| | CHILDREN AGE | C | ChildrenAge | |
| | COMMISSION PAID TO | C | CommissionPaidTo | |
| | COMMUNICATION | C | Communication | |
| | COMMUNICATION PRIORITY | N | CommunicationPriority | |
| | COMMUNICATION ROLE | C | CommunicationRole | |
| | COMMUNICATION TYPE | C | CommunicationType | |
| | COMP TYPE | C | CompType | |
| | COMPANY NAME | C | CompanyName | |
| | COMPANY NAME ID | N | CompanyNameId | |
| | CONFIRMATION LEG NO | N | ConfirmationLegNo | |
| | CONFIRMATION NO | C | ConfirmationNo | |
| | CREDIT LIMIT AUTO PAY ALLOW YN | C | CreditLimitAutoPayAllowYn | |
| | CURRENCY CODE | C | CurrencyCode | |
| | DEPARTURE CARRIER CODE | C | DepartureCarrierCode | |
| | DEPARTURE COMMENTS | C | DepartureComments | |
| | DEPARTURE DATE | D | DepartureDate | |
| | DEPARTURE DATETIME | D | DepartureDatetime | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | DEPARTURE ESTIMATE TIME | T | DepartureEstimateTime | |
| | DEPARTURE STATION CODE | C | DepartureStationCode | |
| | DEPARTURE TRANSPORT CODE | C | DepartureTransportCode | |
| | DEPARTURE TRANSPORT TIME | T | DepartureTransportTime | |
| | DEPARTURE TRANSPORT TYPE | C | DepartureTransportType | |
| | DEPARTURE TRANSPORTATION | C | DepartureTransportation | |
| | DISCOUNT AMOUNT | N | DiscountAmount | |
| | DISCOUNT PERCENT | N | DiscountPercent | |
| | DISCOUNT REASON | C | DiscountReason | |
| | ETR COMMENTS | C | EtrComments | |
| | EXPECTED TIME OF RETURN | T | ExpectedTimeOfReturn | |
| | FIRST NAME | C | FirstName | |
| | FIXED RATE | C | FixedRate | |
| | GROUP NAME | C | GroupName | |
| | GROUP NAME ID | N | GroupNameId | |
| | GUEST NAME ID | N | GuestNameId | |
| | GUEST MESSAGE | C | GuestMessage_ | |
| | LENGTH OF STAY | N | LengthOfStay | |
| | MARKET CODE | C | MarketCode | |
| | MEMBERSHIP NUMBER | C | MembershipNumber | |
| | MEMBERSHIP TYPE | C | MembershipType | |
| | NAME | C | Name | |
| | NO POST | C | NoPost | |
| | NUMBER OF ROOMS | N | NumberOfRooms | |
| | OPTED FOR COMM YN | C | Optedforcommyn | |
| | ORIGIN | C | Origin | |
| | PAYMENT METHOD | C | PaymentMethod | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | PRINT RATE YN | C | PrintRateYn | |
| | PRODUCTS | C | Products | |
| | RATE AMOUNT | N | RateAmount | |
| | RATE CODE | C | RateCode | |
| | RATEABLE VALUE | N | RateableValue | |
| | REALTIME EXCHANGE | C | RealtimeExchange | |
| | RESERVATION STATUS | C | ReservationStatus | |
| | RESERVATION TYPE | C | ReservationType | |
| | ROOM | C | Room | |
| | ROOM TYPE | C | RoomType | |
| | SHARE YN | C | ShareYn | |
| | SOURCE CODE | C | SourceCode | |
| | SOURCE NAME | C | SourceName | |
| | SOURCE NAME ID | N | SourceNameId | |
| | SPECIAL REQUEST | C | SpecialRequest | |
| | TAX TYPE | C | TaxType | |
| | TRAVEL AGENT NAME | C | TravelAgentName | |
| | TRAVEL AGENT NAME ID | N | TravelAgentNameId | |
| | TURNDOWN DATE | D | TurndownDate | |
| | TURNDOWN STATUS | C | TurndownStatus | |
| | VIDEO CHECKOUT | C | VideoCheckout | |
| | WALK IN | C | WalkIn | |
| CANCEL | ACCOMPANYING GUEST | C | AccompanyingGuest | For actions specific to Accompanying Guest, this will trigger the NEW ACCOMPANYING GUEST and DELETED ACCOMPANYING GUEST data elements and works independently of the ACCOMPANYING GUEST data element. |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | ACCOMPANYING GUEST FIRST | C | AccompanyingGuestFirst | For actions specific to Accompanying Guest First, this will trigger the NEW ACCOMPANYING GUEST FIRST and DELETED ACCOMPANYING GUEST FIRST data elements and works independently of the ACCOMPANYING GUEST FIRST data element. |
| | ACCOMPANYING NAMEID | N | AccompanyingNameid | For actions specific to Accompanying Guest ID, this will trigger the NEW ACCOMPANYING NAMEID and DELETED ACCOMPANYING NAMEID data elements and works independently of the ACCOMPANYING NAMEID data element. |
| | ADULTS | N | Adults | |
| | ADVANCE CHECKED IN YN | C | AdvanceCheckedInYn | |
| | APPLY SEQ | N | ApplySeq | |
| | ARRIVAL CARRIER CODE | C | ArrivalCarrierCode | |
| | ARRIVAL COMMENTS | C | ArrivalComments | |
| | ARRIVAL DATE | D | ArrivalDate | |
| | ARRIVAL DATETIME | D | ArrivalDateTime | |
| | ARRIVAL ESTIMATE TIME | T | ArrivalEstimateTime | |
| | ARRIVAL STATION CODE | C | ArrivalStationCode | |
| | ARRIVAL TIME | T | ArrivalTime | |
| | ARRIVAL TRANSPORT CODE | C | ArrivalTrasportCode | |
| | ARRIVAL TRANSPORT TIME | T | ArrivalTransportTime | |
| | ARRIVAL TRANSPORT TYPE | C | ArrivalTransportType | |
| | ARRIVAL TRANSPORTATION | C | ArrivalTransportation | |
| | AUTHORIZE DIRECT BILL | C | AuthorizeDirectBill | |
| | BENEFIT BASED ON | C | BenefitBasedOn | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | BLOCK CODE | C | BlockCode | |
| | CANCELLATION DATE | D | CancellationDate | |
| | CANCELLATION NO | C | CancellationNo | |
| | CANCELLATION REASON CODE | C | CancellationReasonCode | |
| | CANCELLATION REASON DESCRIPTION | C | CancellationReasonDesc | |
| | CHECKOUT TIME | T | CheckoutTime | |
| | CHILDREN | N | Children | |
| | CHILDREN 1 | N | Children1 | |
| | CHILDREN 2 | N | Children2 | |
| | CHILDREN 3 | N | Children3 | |
| | CHILDREN AGE | C | ChildrenAge | |
| | COMMISSION PAID TO | C | CommissionPaidTo | |
| | COMP TYPE | C | CompType | |
| | COMPANY NAME | C | CompanyName | |
| | COMPANY NAME ID | N | CompanyNameId | |
| | CONFIRMATION LEG NO | N | ConfirmationLegNo | |
| | CONFIRMATION LETTER YN | C | ConfirmationLetterYn | |
| | CONFIRMATION NO | C | ConfirmationNo | |
| | CONNECTING YN | C | ConnectingYN | |
| | CREDIT LIMIT AUTO PAY ALLOW YN | C | CreditLimitAutoPayAllowYn | |
| | CURRENCY CODE | C | CurrencyCode | The currency code that the reservation was created in. Either based on the attached Rate Code or if No Rate Code, than the Rate Amount assigned in the Reservation. |
| | DEPARTURE CARRIER CODE | C | DepartureCarrierCode | |
| | DEPARTURE COMMENTS | C | DepartureComments | |
| | DEPARTURE DATE | D | DepartureDate | |
| | DEPARTURE DATETIME | D | DepatureDateTime | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | DEPARTURE ESTIMATE TIME | T | DepartureEstimateTime | |
| | DEPARTURE STATION CODE | C | DepartureStationCode | |
| | DEPARTURE TRANSPORT CODE | C | DepartureTransportCode | |
| | DEPARTURE TRANSPORT TIME | T | DepartureTransportTime | |
| | DEPARTURE TRANSPORT TYPE | C | DepartureTransportType | |
| | DEPARTURE TRANSPORTATION | C | DepartureTransportation | |
| | DISCOUNT AMOUNT | N | DiscountAmount | |
| | DISCOUNT PERCENT | N | DiscountPercent | |
| | DISCOUNT REASON | C | DiscountReason | |
| | E CERTIFICATE NO | C | ECertificateNo | |
| | ETR COMMENTS | C | EtrComments | |
| | EXPECTED TIME OF RETURN | T | ExpectedTimeOfReturn | |
| | FIRST NAME | C | FirstName | |
| | FIXED RATE | C | FixedRate | |
| | GROUP NAME | C | GroupName | |
| | GROUP NAME ID | N | GroupNameId | |
| | GUEST NAME ID | N | GuestNameID | |
| | INACTIVE DATE | D | InactiveDate | |
| | INSERT DATE | D | InsertDate | |
| | INSERT USER | N | InsertUser | |
| | LENGTH OF STAY | N | LengthOfStay | The Length of Stay of the reservation. |
| | MARKET CODE | C | MarketCode | The Market Code on the reservation. |
| | MEMBERSHIP NUMBER | C | MembershipNumber | |
| | MEMBERSHIP TYPE | C | MembershipType | |
| | MOVE ACROSS RESORT | C | MoveAcrossResort | Was this reservation moved from another resort |
| | NAME | C | Name | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | NO OF UNITS | N | NoOfUnits | |
| | NO POST | C | NoPost | |
| | NUMBER OF ROOMS | N | NumberOfRooms | Suites: The value is only one room of the suite room type. OPERA will then deduct from availability for the room types that make up that suite. |
| | OPTED FOR COMM YN | C | OptedForCommYn | |
| | ORIGIN | C | Origin | |
| | PAYMENT METHOD | C | PaymentMethod | |
| | PRINT RATE YN | C | Printrateyn | |
| | PRODUCTS | C | Products | The packages that are attached as add-on to the reservation. This can either be via the Rate Code or manually added to the Reservation. |
| | RATE AMOUNT | N | RateAmount | This is the rate amount the guest will be charged. The amount can be based on the configuration of the rate code but not always. A reservation can be made without a rate code or a discount could be applied. The amount is always in the currency configured or selected in the LOV for currency on the reservation. External system should subscribe to element 'Currency Code' if in a multi-currency property. |
| | RATE CODE | C | RateCode | |
| | RATEABLE VALUE | N | RateableValue | Amount used to compare to the hurdle rate If the rate code is non-yieldable or there is not a rate code, this value will be empty. |
| | REALTIME EXCHANGE | C | RealtimeExchange | |
| | REF TYPE CODE | C | RefTypeCode | |
| | RESERVATION STATUS | C | ReservationStatus | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | RESERVATION TYPE | C | ReservationType | Determines if a Reservation is Deduct or Non Deduct. Additionally, the Reservation Type can be configured to mandate an Arrival Type, if a credit card is required and if a deposit is required. These are user definable. |
| | RESORT | C | Resort | |
| | RESV NAME ID | N | ResvNameId | |
| | RESV VOUCHER ID | N | ResvVoucherId | |
| | RETRO BENEFIT YN | C | RetroBenefitYn | |
| | ROOM | C | RoomNumber | What room number the reservation is assigned. |
| | ROOM TYPE | C | RoomType | Suites: One room for the suite room type. OPERA would then deduct from availability for the suite room type (not affecting inventory as there is not physical inventory of that room) and then the room types that make up that suite. |
| | SHARE YN | C | ShareYN | Is this reservation a share with? This field is reliable in both SYNC and STANDARD data. |
| | SOURCE CODE | C | SourceCode | |
| | SOURCE NAME | C | SourceName | |
| | SOURCE NAME ID | N | SourceNameId | |
| | SPECIAL REQUEST | C | SpecialRequest | |
| | STAY DATE | D | StayDate | |
| | STAY DAY | N | StayDay | |
| | TAX TYPE | C | TaxType | |
| | TRAVEL AGENT NAME | C | TravelAgentName | |
| | TRAVEL AGENT NAME ID | N | TravelAgentNameId | |
| | USER NAME | C | UserName | |
| | UPDATE DATE | D | UpdateDate | |
| | UPDATE USER | N | UpdateUser | |
| | VIDEO CHECKOUT | C | VideoCheckout | |
| | VOUCHER BENEFIT CODE | C | VoucherBenefitCode | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | VOUCHER BENEFIT DTL CODE | C | VoucherBenefitDtlCode | |
| | VOUCHER NO | C | VoucherNo | |
| | VOUCHER TYPE | C | VoucherType | |
| CHECK IN | ACCOMPANYING GUEST | C | AccompanyingGuest | For actions specific to Accompanying Guest, this will trigger the NEW ACCOMPANYING GUEST and DELETED ACCOMPANYING GUEST data elements and works independently of the ACCOMPANYING GUEST data element. |
| | ACCOMPANYING GUEST FIRST | C | AccompanyingGuestFirst | For actions specific to Accompanying Guest First, this will trigger the NEW ACCOMPANYING GUEST FIRST and DELETED ACCOMPANYING GUEST FIRST data elements and works independently of the ACCOMPANYING GUEST FIRST data element. |
| | ACCOMPANYING NAMEID | N | AccompanyingNameid | For actions specific to Accompanying Guest ID, this will trigger the NEW ACCOMPANYING NAMEID and DELETED ACCOMPANYING NAMEID data elements and works independently of the ACCOMPANYING NAMEID data element. |
| | ADULTS | N | Adults | |
| | ADVANCE CHECKED IN YN | C | AdvanceCheckedInYn | |
| | ARRIVAL CARRIER CODE | C | ArrivalCarrierCode | |
| | ARRIVAL COMMENTS | C | ArrivalComments | |
| | ARRIVAL DATE | D | ArrivalDate | |
| | ARRIVAL DATETIME | D | ArrivalDateTime | |
| | ARRIVAL ESTIMATE TIME | T | ArrivalEstimateTime | |
| | ARRIVAL STATION CODE | C | ArrivalStationCode | |
| | ARRIVAL TIME | T | ArrivalTime | |
| | ARRIVAL TRANSPORT CODE | C | ArrivalTrasportCode | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | ARRIVAL TRANSPORT TIME | T | ArrivalTransportTime | |
| | ARRIVAL TRANSPORT TYPE | C | ArrivalTransportType | |
| | ARRIVAL TRANSPORTATION | C | ArrivalTransportation | |
| | AUTHORIZE DIRECT BILL | C | AuthorizeDirectBill | |
| | BLOCK CODE | C | BlockCode | |
| | CHECKOUT TIME | T | CheckoutTime | |
| | CHILDREN | N | Children | |
| | CHILDREN 1 | N | Children1 | |
| | CHILDREN 2 | N | Children2 | |
| | CHILDREN 3 | N | Children3 | |
| | CHILDREN AGE | C | ChildrenAge | |
| | COMMISSION PAID TO | C | CommissionPaidTo | |
| | COMP TYPE | C | CompType | |
| | COMPANY NAME | C | CompanyName | |
| | COMPANY NAME ID | N | CompanyNameId | |
| | CONFIRMATION LEG NO | N | ConfirmationLegNo | |
| | CONFIRMATION NO | C | ConfirmationNo | |
| | CREDIT LIMIT AUTO PAY ALLOW YN | C | CreditLimitAutoPayAllowYn | |
| | CURRENCY CODE | C | CurrencyCode | The currency code that the reservation was created in. Either based on the attached Rate Code or if No Rate Code, than the Rate Amount assigned in the Reservation. |
| | DEPARTURE CARRIER CODE | C | DepartureCarrierCode | |
| | DEPARTURE COMMENTS | C | DepartureComments | |
| | DEPARTURE DATE | D | DepartureDate | |
| | DEPARTURE DATETIME | D | DepatureDateTime | |
| | DEPARTURE ESTIMATE TIME | T | DepartureEstimateTime | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | DEPARTURE STATION CODE | C | DepartureStationCode | |
| | DEPARTURE TRANSPORT CODE | C | DepartureTransportCode | |
| | DEPARTURE TRANSPORT TIME | T | DepartureTransportTime | |
| | DEPARTURE TRANSPORT TYPE | C | DepartureTransportType | |
| | DEPARTURE TRANSPORTATION | C | DepartureTransportation | |
| | DISCOUNT AMOUNT | N | DiscountAmount | |
| | DISCOUNT PERCENT | N | DiscountPercent | |
| | DISCOUNT REASON | C | DiscountReason | |
| | ETR COMMENTS | C | EtrComments | |
| | EXPECTED TIME OF RETURN | T | ExpectedTimeOfReturn | |
| | FIRST NAME | C | FirstName | |
| | FIXED RATE | C | FixedRate | |
| | GROUP NAME | C | GroupName | |
| | GROUP NAME ID | N | GroupNameId | |
| | GUEST NAME ID | N | GuestNameID | |
| | LANGUAGE | C | Language | |
| | LENGTH OF STAY | N | LengthOfStay | The Length of Stay of the reservation. |
| | MARKET CODE | C | MarketCode | The Market Code on the reservation. |
| | MEMBERSHIP NUMBER | C | MembershipNumber | |
| | MEMBERSHIP TYPE | C | MembershipType | |
| | NAME | C | Name | |
| | NO POST | C | NoPost | |
| | NUMBER OF ROOMS | N | NumberOfRooms | Suites: The value is only one room of the suite room type. OPERA will then deduct from availability for the room types that make up that suite. |
| | OPTED FOR COMM YN | C | OptedForCommYn | |
| | ORIGIN | C | Origin | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | PAYMENT METHOD | C | PaymentMethod | |
| | PRINT RATE YN | C | Printrateyn | |
| | PRODUCTS | C | Products | The packages that are attached as add-on to the reservation. This can either be via the Rate Code or manually added to the Reservation. |
| | RATE AMOUNT | N | RateAmount | This is the rate amount the guest will be charged. The amount can be based on the configuration of the rate code but not always. A reservation can be made without a rate code or a discount could be applied. The amount is always in the currency configured or selected in the LOV for currency on the reservation. External system should subscribe to element 'Currency Code' if in a multi-currency property. |
| | RATE CODE | C | RateCode | |
| | RATEABLE VALUE | N | RateableValue | Amount used to compare to the hurdle rate If the rate code is non-yieldable or there is not a rate code, this value will be empty. |
| | REALTIME EXCHANGE | C | RealtimeExchange | |
| | RESERVATION STATUS | C | ReservationStatus | |
| | RESERVATION TYPE | C | ReservationType | Determines if a Reservation is Deduct or Non Deduct. Additionally, the Reservation Type can be configured to mandate an Arrival Type, if a credit card is required and if a deposit is required. These are user definable. |
| | ROOM | C | RoomNumber | What room number the reservation is assigned. |
| | ROOM TYPE | C | RoomType | Suites: One room for the suite room type. OPERA would then deduct from availability for the suite room type (not affecting inventory as there is not physical inventory of that room) and then the room types that make up that suite. |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | SHARE YN | C | ShareYN | Is this reservation a share with? This field is reliable in both SYNC and STANDARD data. |
| | SOURCE CODE | C | SourceCode | |
| | SOURCE NAME | C | SourceName | |
| | SOURCE NAME ID | N | SourceNameId | |
| | SPECIAL REQUEST | C | SpecialRequest | |
| | TAX TYPE | C | TaxType | |
| | TITLE | C | Title | |
| | TRANSACTION TYPE ID | N | TransactionTypeId | |
| | TRAVEL AGENT NAME | C | TravelAgentName | |
| | TRAVEL AGENT NAME ID | N | TravelAgentNameId | |
| | TURNDOWN DATE | D | TurndownDate | |
| | TURNDOWN STATUS | C | TurndownStatus | |
| | UDF CHAR 01 | C | UdfChar01 | |
| | UDF CHAR 02 | C | UdfChar02 | |
| | UDF CHAR 03 | C | UdfChar03 | |
| | UDF CHAR 04 | C | UdfChar04 | |
| | UDF CHAR 05 | C | UdfChar05 | |
| | UDF CHAR 06 | C | UdfChar06 | |
| | UDF CHAR 07 | C | UdfChar07 | |
| | UDF CHAR 08 | C | UdfChar08 | |
| | UDF CHAR 09 | C | UdfChar09 | |
| | UDF CHAR 10 | C | UdfChar10 | |
| | UDF CHAR 11 | C | UdfChar11 | |
| | UDF CHAR 12 | C | UdfChar12 | |
| | UDF CHAR 13 | C | UdfChar13 | |
| | UDF CHAR 14 | C | UdfChar14 | |
| | UDF CHAR 15 | C | UdfChar15 | |
| | UDF CHAR 16 | C | UdfChar16 | |
| | UDF CHAR 17 | C | UdfChar17 | |
| | UDF CHAR 18 | C | UdfChar18 | |
| | UDF CHAR 19 | C | UdfChar19 | |
| | UDF CHAR 20 | C | UdfChar20 | |
| | UDF CHAR 21 | C | UdfChar21 | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | UDF CHAR 22 | C | UdfChar22 | |
| | UDF CHAR 23 | C | UdfChar23 | |
| | UDF CHAR 24 | C | UdfChar24 | |
| | UDF CHAR 25 | C | UdfChar25 | |
| | UDF CHAR 26 | C | UdfChar26 | |
| | UDF CHAR 27 | C | UdfChar27 | |
| | UDF CHAR 28 | C | UdfChar28 | |
| | UDF CHAR 29 | C | UdfChar29 | |
| | UDF CHAR 30 | C | UdfChar30 | |
| | UDF CHAR 31 | C | UdfChar31 | |
| | UDF CHAR 32 | C | UdfChar32 | |
| | UDF CHAR 33 | C | UdfChar33 | |
| | UDF CHAR 34 | C | UdfChar34 | |
| | UDF CHAR 35 | C | UdfChar35 | |
| | UDF CHAR 36 | C | UdfChar36 | |
| | UDF CHAR 37 | C | UdfChar37 | |
| | UDF CHAR 38 | C | UdfChar38 | |
| | UDF CHAR 39 | C | UdfChar39 | |
| | UDF CHAR 40 | C | UdfChar40 | |
| | UDF DATE 01 | D | UdfDate01 | |
| | UDF DATE 02 | D | UdfDate02 | |
| | UDF DATE 03 | D | UdfDate03 | |
| | UDF DATE 04 | D | UdfDate04 | |
| | UDF DATE 05 | D | UdfDate05 | |
| | UDF DATE 06 | D | UdfDate06 | |
| | UDF DATE 07 | D | UdfDate07 | |
| | UDF DATE 08 | D | UdfDate08 | |
| | UDF DATE 09 | D | UdfDate09 | |
| | UDF DATE 10 | D | UdfDate10 | |
| | UDF DATE 11 | D | UdfDate11 | |
| | UDF DATE 12 | D | UdfDate12 | |
| | UDF DATE 13 | D | UdfDate13 | |
| | UDF DATE 14 | D | UdfDate14 | |
| | UDF DATE 15 | D | UdfDate15 | |
| | UDF DATE 16 | D | UdfDate16 | |
| | UDF DATE 17 | D | UdfDate17 | |
| | UDF DATE 18 | D | UdfDate18 | |
| | UDF DATE 19 | D | UdfDate19 | |
| | UDF DATE 20 | D | UdfDate20 | |
| | UDF NUMBER 01 | N | UdfNumber01 | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | UDF NUMBER 02 | N | UdfNumber02 | |
| | UDF NUMBER 03 | N | UdfNumber03 | |
| | UDF NUMBER 04 | N | UdfNumber04 | |
| | UDF NUMBER 05 | N | UdfNumber05 | |
| | UDF NUMBER 06 | N | UdfNumber06 | |
| | UDF NUMBER 07 | N | UdfNumber07 | |
| | UDF NUMBER 08 | N | UdfNumber08 | |
| | UDF NUMBER 09 | N | UdfNumber09 | |
| | UDF NUMBER 10 | N | UdfNumber10 | |
| | UDF NUMBER 11 | N | UdfNumber11 | |
| | UDF NUMBER 12 | N | UdfNumber12 | |
| | UDF NUMBER 13 | N | UdfNumber13 | |
| | UDF NUMBER 14 | N | UdfNumber14 | |
| | UDF NUMBER 15 | N | UdfNumber15 | |
| | UDF NUMBER 16 | N | UdfNumber16 | |
| | UDF NUMBER 17 | N | UdfNumber17 | |
| | UDF NUMBER 18 | N | UdfNumber18 | |
| | UDF NUMBER 19 | N | UdfNumber19 | |
| | UDF NUMBER 20 | N | UdfNumber20 | |
| | UDF NUMBER 21 | N | UdfNumber21 | |
| | UDF NUMBER 22 | N | UdfNumber22 | |
| | UDF NUMBER 23 | N | UdfNumber23 | |
| | UDF NUMBER 24 | N | UdfNumber24 | |
| | UDF NUMBER 25 | N | UdfNumber25 | |
| | UDF NUMBER 26 | N | UdfNumber26 | |
| | UDF NUMBER 27 | N | UdfNumber27 | |
| | UDF NUMBER 28 | N | UdfNumber28 | |
| | UDF NUMBER 29 | N | UdfNumber29 | |
| | UDF NUMBER 30 | N | UdfNumber30 | |
| | UDF NUMBER 31 | N | UdfNumber31 | |
| | UDF NUMBER 32 | N | UdfNumber32 | |
| | UDF NUMBER 33 | N | UdfNumber33 | |
| | UDF NUMBER 34 | N | UdfNumber34 | |
| | UDF NUMBER 35 | N | UdfNumber35 | |
| | UDF NUMBER 36 | N | UdfNumber36 | |
| | UDF NUMBER 37 | N | UdfNumber37 | |
| | UDF NUMBER 38 | N | UdfNumber38 | |
| | UDF NUMBER 39 | N | UdfNumber39 | |
| | UDF NUMBER 40 | N | UdfNumber40 | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | VIDEO CHECKOUT | C | VideoCheckout | |
| | VIP STATUS | C | VipStatus | |
| | WALK IN | C | WalkIn | Value of Y or N will be sent. Populated with Y, when a Walkin Reservation is made. |
| CHECK OUT | ACCOMPANYING GUEST | C | AccompanyingGuest | For actions specific to Accompanying Guest, this will trigger the NEW ACCOMPANYING GUEST and DELETED ACCOMPANYING GUEST data elements and works independently of the ACCOMPANYING GUEST data element. |
| | ACCOMPANYING GUEST FIRST | C | AccompanyingGuestFirst | For actions specific to Accompanying Guest First, this will trigger the NEW ACCOMPANYING GUEST FIRST and DELETED ACCOMPANYING GUEST FIRST data elements and works independently of the ACCOMPANYING GUEST FIRST data element. |
| | ACCOMPANYING NAMEID | N | AccompanyingNameid | For actions specific to Accompanying Guest ID, this will trigger the NEW ACCOMPANYING NAMEID and DELETED ACCOMPANYING NAMEID data elements and works independently of the ACCOMPANYING NAMEID data element. |
| | ADULTS | N | Adults | |
| | ARRIVAL CARRIER CODE | C | ArrivalCarrierCode | |
| | ARRIVAL COMMENTS | C | ArrivalComments | |
| | ARRIVAL DATE | D | ArrivalDate | |
| | ARRIVAL DATETIME | D | ArrivalDateTime | |
| | ARRIVAL ESTIMATE TIME | T | ArrivalEstimateTime | |
| | ARRIVAL STATION CODE | C | ArrivalStationCode | |
| | ARRIVAL TIME | T | ArrivalTime | |
| | ARRIVAL TRANSPORT CODE | C | ArrivalTrasportCode | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | ARRIVAL TRANSPORT TIME | T | ArrivalTransportTime | |
| | ARRIVAL TRANSPORT TYPE | C | ArrivalTransportType | |
| | ARRIVAL TRANSPORTATION | C | ArrivalTransportation | |
| | AUTHORIZE DIRECT BILL | C | AuthorizeDirectBill | |
| | BLOCK CODE | C | BlockCode | |
| | CHECKOUT TIME | T | CheckoutTime | |
| | CHILDREN | N | Children | |
| | CHILDREN 1 | N | Children1 | |
| | CHILDREN 2 | N | Children2 | |
| | CHILDREN 3 | N | Children3 | |
| | CHILDREN AGE | C | ChildrenAge | |
| | COMMISSION PAID TO | C | CommissionPaidTo | |
| | COMP TYPE | C | CompType | |
| | COMPANY NAME | C | CompanyName | |
| | COMPANY NAME ID | N | CompanyNameId | |
| | CONFIRMATION LEG NO | N | ConfirmationLegNo | |
| | CONFIRMATION NO | C | ConfirmationNo | |
| | CURRENCY CODE | C | CurrencyCode | The currency code that the reservation was created in. Either based on the attached Rate Code or if No Rate Code, than the Rate Amount assigned in the Reservation. |
| | DEPARTURE CARRIER CODE | C | DepartureCarrierCode | |
| | DEPARTURE COMMENTS | C | DepartureComments | |
| | DEPARTURE DATE | D | DepartureDate | |
| | DEPARTURE DATETIME | D | DepatureDateTime | |
| | DEPARTURE ESTIMATE TIME | T | DepartureEstimateTime | |
| | DEPARTURE STATION CODE | C | DepartureStationCode | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | DEPARTURE TRANSPORT CODE | C | DepartureTransportCode | |
| | DEPARTURE TRANSPORT TIME | T | DepartureTransportTime | |
| | DEPARTURE TRANSPORT TYPE | C | DepartureTransportType | |
| | DEPARTURE TRANSPORTATION | C | DepartureTransportation | |
| | DISCOUNT AMOUNT | N | DiscountAmount | |
| | DISCOUNT PERCENT | N | DiscountPercent | |
| | DISCOUNT REASON | C | DiscountReason | |
| | FIRST NAME | C | FirstName | |
| | FIXED RATE | C | FixedRate | |
| | GROUP NAME | C | GroupName | |
| | GROUP NAME ID | N | GroupNameId | |
| | GUEST NAME ID | N | GuestNameID | |
| | LENGTH OF STAY | N | LengthOfStay | The Length of Stay of the reservation. |
| | MARKET CODE | C | MarketCode | The Market Code on the reservation. |
| | MEMBERSHIP NUMBER | C | MembershipNumber | |
| | MEMBERSHIP TYPE | C | MembershipType | |
| | NAME | C | Name | |
| | NO POST | C | NoPost | |
| | NUMBER OF ROOMS | N | NumberOfRooms | Suites: The value is only one room of the suite room type. OPERA will then deduct from availability for the room types that make up that suite. |
| | ORIGIN | C | Origin | |
| | PAYMENT METHOD | C | PaymentMethod | |
| | PRINT RATE YN | C | Printrateyn | |
| | PRODUCTS | C | Products | The packages that are attached as add-on to the reservation. This can either be via the Rate Code or manually added to the Reservation. |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | RATE AMOUNT | N | RateAmount | This is the rate amount the guest will be charged. The amount can be based on the configuration of the rate code but not always. A reservation can be made without a rate code or a discount could be applied. The amount is always in the currency configured or selected in the LOV for currency on the reservation. External system should subscribe to element 'Currency Code' if in a multi-currency property. |
| | RATE CODE | C | RateCode | |
| | RATEABLE VALUE | N | RateableValue | Amount used to compare to the hurdle rate If the rate code is non-yieldable or there is not a rate code, this value will be empty. |
| | REALTIME EXCHANGE | C | RealtimeExchange | |
| | RESERVATION STATUS | C | ReservationStatus | |
| | RESERVATION TYPE | C | ReservationType | Determines if a Reservation is Deduct or Non Deduct. Additionally, the Reservation Type can be configured to mandate an Arrival Type, if a credit card is required and if a deposit is required. These are user definable. |
| | ROOM | C | RoomNumber | What room number the reservation is assigned. |
| | ROOM TYPE | C | RoomType | Suites: One room for the suite room type. OPERA would then deduct from availability for the suite room type (not affecting inventory as there is not physical inventory of that room) and then the room types that make up that suite. |
| | SHARE YN | C | ShareYN | Is this reservation a share with? This field is reliable in both SYNC and STANDARD data. |
| | SOURCE CODE | C | SourceCode | |
| | SOURCE NAME | C | SourceName | |
| | SOURCE NAME ID | N | SourceNameId | |
| | SPECIAL REQUEST | C | SpecialRequest | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | TAX TYPE | C | TaxType | |
| | TRANSACTION TYPE ID | N | TransactionTypeId | |
| | TRAVEL AGENT NAME | C | TravelAgentName | |
| | TRAVEL AGENT NAME ID | N | TravelAgentNameId | |
| | TURNDOWN DATE | D | TurndownDate | |
| | TURNDOWN STATUS | C | TurndownStatus | |
| | VIDEO CHECKOUT | C | VideoCheckout | |
| CLOSE GUEST FOLIO | CONFIRMATION NO | C | ConfirmationNo | |
| | FOLIO CLOSE DATE | D | FolioCloseDate | |
| | FOLIO CLOSE YN | C | FolioCloseYN | |
| | RESV NAME ID | N | ResvNameId | |
| | UPDATE DATE | D | UpdateDate | |
| | UPDATE USER | N | UpdateUser | |
| CREATE WAKE UP CALL | RESERVATION CONFIRMATION NUMBER | C | Reservation Confirmation Number | Reservation Confirmation Number |
| | Reservation Status | C | ReservationStatus | Reservation Status |
| | Room | C | Room | Room |
| | Wake Up Call Date | D | WakeUpCallDate | Wake Up Call Date |
| | Wake Up Call Time | T | WakeUpCallTime | Wake Up Call Time |
| | Follow Up Call Time | T | FollowUpCallTime | Follow Up Call Time |
| | Wake Up Call Notes | C | WakeUpCallNotes | Wake Up Call Notes |
| | Wake Up Call Status | C | WakeUpCallStatus | Wake Up Call Status |
| DELETE RESERVATION | ACCOMPANYING GUEST | C | AccompanyingGuest | For actions specific to Accompanying Guest, this will trigger the NEW ACCOMPANYING GUEST and DELETED ACCOMPANYING GUEST data elements and works independently of the ACCOMPANYING GUEST data element. |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | ACCOMPANYING GUEST FIRST | C | AccompanyingGuestFirst | For actions specific to Accompanying Guest First, this will trigger the NEW ACCOMPANYING GUEST FIRST and DELETED ACCOMPANYING GUEST FIRST data elements and works independently of the ACCOMPANYING GUEST FIRST data element. |
| | ACCOMPANYING NAMEID | N | AccompanyingNameid | For actions specific to Accompanying Guest ID, this will trigger the NEW ACCOMPANYING NAMEID and DELETED ACCOMPANYING NAMEID data elements and works independently of the ACCOMPANYING NAMEID data element. |
| | ACTION DATE | C | ActionDate | |
| | ADULTS | N | Adults | |
| | ADVANCE CHECKED IN YN | C | AdvanceCheckedInYn | |
| | APP USER | N | AppUser | |
| | ARRIVAL CARRIER CODE | C | ArrivalCarrierCode | |
| | ARRIVAL COMMENTS | C | ArrivalComments | |
| | ARRIVAL DATE | D | ArrivalDate | |
| | ARRIVAL DATETIME | D | ArrivalDateTime | |
| | ARRIVAL ESTIMATE TIME | T | ArrivalEstimateTime | |
| | ARRIVAL STATION CODE | C | ArrivalStationCode | |
| | ARRIVAL TIME | T | ArrivalTime | |
| | ARRIVAL TRANSPORT CODE | C | ArrivalTrasportCode | |
| | ARRIVAL TRANSPORT TIME | T | ArrivalTransportTime | |
| | ARRIVAL TRANSPORT TYPE | C | ArrivalTransportType | |
| | ARRIVAL TRANSPORTATION | C | ArrivalTransportation | |
| | AUTHORIZE DIRECT BILL | C | AuthorizeDirectBill | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | AUTHORIZER | N | Authorizer | |
| | BEGIN DATE | D | Begindate | |
| | BLOCK CODE | C | BlockCode | |
| | CHECKOUT TIME | T | CheckoutTime | |
| | CHILDREN | N | Children | |
| | CHILDREN 1 | N | Children1 | |
| | CHILDREN 2 | N | Children2 | |
| | CHILDREN 3 | N | Children3 | |
| | CHILDREN AGE | C | ChildrenAge | |
| | COMMENT TYPE | C | CommentType | |
| | COMMENTS | C | Comments | Only available for subscription to the Business Events of New Routing, Update Routing and Delete Routing if the license code OPP_GCA is active. |
| | COMMISSION PAID TO | C | CommissionPaidTo | |
| | COMMISSION PAYOUT TO | C | CommissionPayoutTo | |
| | COMMUNICATION | C | Communication | |
| | COMMUNICATION PRIORITY | N | CommunicationPriority | |
| | COMMUNICATION ROLE | C | CommunicationRole | |
| | COMMUNICATION TYPE | C | CommunicationType | |
| | COMP TYPE | C | CompType | |
| | COMPANY NAME | C | CompanyName | |
| | COMPANY NAME ID | N | CompanyNameId | |
| | CONFIRMATION LEG NO | N | ConfirmationLegNo | |
| | CONFIRMATION NO | C | ConfirmationNo | |
| | COUNTRY DIALING CODE | C | CountryDialingCode | |
| | CREDIT CARD EXPIRATION DATE | D | CreditCardExpDate | |
| | CREDIT CARD NUMBER | C | CreditCardNumber | |
| | CREDIT CARD NUMBER 4 DIGITS | C | CreditCardNumber4Digits | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | CREDIT CARD TYPE | C | CreditCardType | |
| | CREDIT CARD VAULT ID | C | CreditCardVaultId | |
| | CREDIT LIMIT AUTO PAY ALLOW YN | C | CreditLimitAutoPayAllowYn | |
| | CRIBS | N | Cribs | |
| | CURRENCY CODE | C | CurrencyCode | The currency code that the reservation was created in. Either based on the attached Rate Code or if No Rate Code, than the Rate Amount assigned in the Reservation. |
| | DEPARTURE CARRIER CODE | C | DepartureCarrierCode | |
| | DEPARTURE COMMENTS | C | DepartureComments | |
| | DEPARTURE DATE | D | DepartureDate | |
| | DEPARTURE DATETIME | D | DepatureDateTime | |
| | DEPARTURE ESTIMATE TIME | T | DepartureEstimateTime | |
| | DEPARTURE STATION CODE | C | DepartureStationCode | |
| | DEPARTURE TRANSPORT CODE | C | DepartureTransportCode | |
| | DEPARTURE TRANSPORT TIME | T | DepartureTransportTime | |
| | DEPARTURE TRANSPORT TYPE | C | DepartureTransportType | |
| | DEPARTURE TRANSPORTATION | C | DepartureTransportation | |
| | DEPOSIT AMOUNT | N | DepositAmount | |
| | DEPOSIT DUE DATE | D | DepositDueDate | |
| | DISCOUNT AMOUNT | N | DiscountAmount | |
| | DISCOUNT PERCENT | N | DiscountPercent | |
| | DISCOUNT REASON | C | DiscountReason | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | END DATE | D | Enddate | |
| | ETR COMMENTS | C | EtrComments | |
| | EXPECTED TIME OF RETURN | T | ExpectedTimeOfReturn | |
| | EXT SEG NO | N | ExtSegNo | |
| | EXTERNAL REFERENCE | C | ExternalReference | |
| | EXTERNAL REFERENCE LEG NUMBER | N | ExternalReferenceLegNumber | |
| | EXTERNAL REFERENCE REVISION TOKEN | C | ExternalReferenceRevisionToken | |
| | EXTERNAL TYPE | C | ExternalType | |
| | EXTERNAL USER ID | C | ExternalUserId | |
| | EXTRA BEDS | N | ExtraBeds | |
| | FIRST NAME | C | FirstName | |
| | FIXED RATE | C | FixedRate | |
| | GROUP NAME | C | GroupName | |
| | GROUP NAME ID | N | GroupNameId | |
| | GUEST NAME ID | N | GuestNameID | |
| | HURDLE OVERRIDE | C | HurdleOverride | Was the rate closed due to Hurdle, and reservation made anyway? |
| | HURDLE RATE | N | HurdleRate | If the Rate Code booked was Yieldable, the amount of the Hurdle Rate for that Rate Code for the stay. |
| | INSERT DATE | D | InsertDate | The date the Reservation was created. |
| | ITEM | N | Item | |
| | LENGTH OF STAY | N | LengthOfStay | The Length of Stay of the reservation. |
| | MARKET CODE | C | MarketCode | The Market Code on the reservation. |
| | MEMBERSHIP NUMBER | C | MembershipNumber | |
| | MEMBERSHIP TYPE | C | MembershipType | |
| | NAME | C | Name | |
| | NO POST | C | NoPost | |
| | NOTE CODE | C | NoteCode | |
| | NOTE TITLE | C | NoteTitle | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | NUMBER OF ROOMS | N | NumberOfRooms | Suites: The value is only one room of the suite room type. OPERA will then deduct from availability for the room types that make up that suite. |
| | OPT IN YN | C | OptInYn | |
| | OPTED FOR COMM YN | C | OptedForCommYn | |
| | PARTY CODE | C | Party_code | |
| | PAYMENT METHOD | C | PaymentMethod | |
| | PAYMENT METHOD DESC | C | PaymentMethodDesc | |
| | PHONE NUMBER | C | PhoneNumber | |
| | PHONE PRIMARY YN | C | PhonePrimaryYN | |
| | PHONE ROLE | C | PhoneRole | |
| | PHONE TYPE | C | PhoneType | |
| | PREFERENCE GROUP | C | PreferenceGroup | |
| | PREFERENCE TYPE | C | PreferenceType | |
| | PREFERENCE TYPE DESCRIPTION | C | PreferenceTypeDescription | |
| | PRINT RATE YN | C | Printrateyn | |
| | PRODUCTS | C | Products | The packages that are attached as add-on to the reservation. This can either be via the Rate Code or manually added to the Reservation. |
| | PROMOTIONS | C | Promotions | |
| | QUANTITY | N | Quantity | |
| | RATE AMOUNT | N | RateAmount | This is the rate amount the guest will be charged. The amount can be based on the configuration of the rate code but not always. A reservation can be made without a rate code or a discount could be applied. The amount is always in the currency configured or selected in the LOV for currency on the reservation. External system should subscribe to element 'Currency Code' if in a multi-currency property. |
| | RATE CODE | C | RateCode | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | RATEABLE VALUE | N | RateableValue | Amount used to compare to the hurdle rate If the rate code is non-yieldable or there is not a rate code, this value will be empty. |
| | REALTIME EXCHANGE | C | RealtimeExchange | |
| | RESERVATION STATUS | C | ReservationStatus | |
| | RESERVATION TYPE | C | ReservationType | Determines if a Reservation is Deduct or Non Deduct. Additionally, the Reservation Type can be configured to mandate an Arrival Type, if a credit card is required and if a deposit is required. These are user definable. |
| | RESTRICTION OVERRIDE | C | RestrictionOverride | |
| | ROOM | C | RoomNumber | What room number the reservation is assigned. |
| | ROOM FEATURES | C | RoomFeatures | |
| | ROOM TYPE | C | RoomType | Suites: One room for the suite room type. OPERA would then deduct from availability for the suite room type (not affecting inventory as there is not physical inventory of that room) and then the room types that make up that suite. |
| | SHARE YN | C | ShareYN | Is this reservation a share with? This field is reliable in both SYNC and STANDARD data. |
| | SOURCE CODE | C | SourceCode | |
| | SOURCE NAME | C | SourceName | |
| | SOURCE NAME ID | N | SourceNameId | |
| | SPECIAL REQUEST | C | SpecialRequest | |
| | SPG DISCLOSE ROOM TYPE YN | C | SpgDiscloseRoomTypeYn | |
| | SPG UPGRADE REASON CODE | C | SpgUpgradeReasonCode | |
| | TA RECORD LOCATOR | C | TaRecordLocator | |
| | TAX TYPE | C | TaxType | |
| | TOPIC ID | N | TopicId | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | TRAVEL AGENT NAME | C | TravelAgentName | |
| | TRAVEL AGENT NAME ID | N | TravelAgentNameId | |
| | UDF CHAR 01 | C | UdfChar01 | |
| | UDF CHAR 02 | C | UdfChar02 | |
| | UDF CHAR 03 | C | UdfChar03 | |
| | UDF CHAR 04 | C | UdfChar04 | |
| | UDF CHAR 05 | C | UdfChar05 | |
| | UDF CHAR 06 | C | UdfChar06 | |
| | UDF CHAR 07 | C | UdfChar07 | |
| | UDF CHAR 08 | C | UdfChar08 | |
| | UDF CHAR 09 | C | UdfChar09 | |
| | UDF CHAR 10 | C | UdfChar10 | |
| | UDF CHAR 11 | C | UdfChar11 | |
| | UDF CHAR 12 | C | UdfChar12 | |
| | UDF CHAR 13 | C | UdfChar13 | |
| | UDF CHAR 14 | C | UdfChar14 | |
| | UDF CHAR 15 | C | UdfChar15 | |
| | UDF CHAR 16 | C | UdfChar16 | |
| | UDF CHAR 17 | C | UdfChar17 | |
| | UDF CHAR 18 | C | UdfChar18 | |
| | UDF CHAR 19 | C | UdfChar19 | |
| | UDF CHAR 20 | C | UdfChar20 | |
| | UDF CHAR 21 | C | UdfChar21 | |
| | UDF CHAR 22 | C | UdfChar22 | |
| | UDF CHAR 23 | C | UdfChar23 | |
| | UDF CHAR 24 | C | UdfChar24 | |
| | UDF CHAR 25 | C | UdfChar25 | |
| | UDF CHAR 26 | C | UdfChar26 | |
| | UDF CHAR 27 | C | UdfChar27 | |
| | UDF CHAR 28 | C | UdfChar28 | |
| | UDF CHAR 29 | C | UdfChar29 | |
| | UDF CHAR 30 | C | UdfChar30 | |
| | UDF CHAR 31 | C | UdfChar31 | |
| | UDF CHAR 32 | C | UdfChar32 | |
| | UDF CHAR 33 | C | UdfChar33 | |
| | UDF CHAR 34 | C | UdfChar34 | |
| | UDF CHAR 35 | C | UdfChar35 | |
| | UDF CHAR 36 | C | UdfChar36 | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | UDF CHAR 37 | C | UdfChar37 | |
| | UDF CHAR 38 | C | UdfChar38 | |
| | UDF CHAR 39 | C | UdfChar39 | |
| | UDF CHAR 40 | C | UdfChar40 | |
| | UDF DATE 01 | D | UdfDate01 | |
| | UDF DATE 02 | D | UdfDate02 | |
| | UDF DATE 03 | D | UdfDate03 | |
| | UDF DATE 04 | D | UdfDate04 | |
| | UDF DATE 05 | D | UdfDate05 | |
| | UDF DATE 06 | D | UdfDate06 | |
| | UDF DATE 07 | D | UdfDate07 | |
| | UDF DATE 08 | D | UdfDate08 | |
| | UDF DATE 09 | D | UdfDate09 | |
| | UDF DATE 10 | D | UdfDate10 | |
| | UDF DATE 11 | D | UdfDate11 | |
| | UDF DATE 12 | D | UdfDate12 | |
| | UDF DATE 13 | D | UdfDate13 | |
| | UDF DATE 14 | D | UdfDate14 | |
| | UDF DATE 15 | D | UdfDate15 | |
| | UDF DATE 16 | D | UdfDate16 | |
| | UDF DATE 17 | D | UdfDate17 | |
| | UDF DATE 18 | D | UdfDate18 | |
| | UDF DATE 19 | D | UdfDate19 | |
| | UDF DATE 20 | D | UdfDate20 | |
| | UDF NUMBER 01 | N | UdfNumber01 | |
| | UDF NUMBER 02 | N | UdfNumber02 | |
| | UDF NUMBER 03 | N | UdfNumber03 | |
| | UDF NUMBER 04 | N | UdfNumber04 | |
| | UDF NUMBER 05 | N | UdfNumber05 | |
| | UDF NUMBER 06 | N | UdfNumber06 | |
| | UDF NUMBER 07 | N | UdfNumber07 | |
| | UDF NUMBER 08 | N | UdfNumber08 | |
| | UDF NUMBER 09 | N | UdfNumber09 | |
| | UDF NUMBER 10 | N | UdfNumber10 | |
| | UDF NUMBER 11 | N | UdfNumber11 | |
| | UDF NUMBER 12 | N | UdfNumber12 | |
| | UDF NUMBER 13 | N | UdfNumber13 | |
| | UDF NUMBER 14 | N | UdfNumber14 | |
| | UDF NUMBER 15 | N | UdfNumber15 | |
| | UDF NUMBER 16 | N | UdfNumber16 | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | UDF NUMBER 17 | N | UdfNumber17 | |
| | UDF NUMBER 18 | N | UdfNumber18 | |
| | UDF NUMBER 19 | N | UdfNumber19 | |
| | UDF NUMBER 20 | N | UdfNumber20 | |
| | UDF NUMBER 21 | N | UdfNumber21 | |
| | UDF NUMBER 22 | N | UdfNumber22 | |
| | UDF NUMBER 23 | N | UdfNumber23 | |
| | UDF NUMBER 24 | N | UdfNumber24 | |
| | UDF NUMBER 25 | N | UdfNumber25 | |
| | UDF NUMBER 26 | N | UdfNumber26 | |
| | UDF NUMBER 27 | N | UdfNumber27 | |
| | UDF NUMBER 28 | N | UdfNumber28 | |
| | UDF NUMBER 29 | N | UdfNumber29 | |
| | UDF NUMBER 30 | N | UdfNumber30 | |
| | UDF NUMBER 31 | N | UdfNumber31 | |
| | UDF NUMBER 32 | N | UdfNumber32 | |
| | UDF NUMBER 33 | N | UdfNumber33 | |
| | UDF NUMBER 34 | N | UdfNumber34 | |
| | UDF NUMBER 35 | N | UdfNumber35 | |
| | UDF NUMBER 36 | N | UdfNumber36 | |
| | UDF NUMBER 37 | N | UdfNumber37 | |
| | UDF NUMBER 38 | N | UdfNumber38 | |
| | UDF NUMBER 39 | N | UdfNumber39 | |
| | UDF NUMBER 40 | N | UdfNumber40 | |
| | USER NAME | C | UserName | |
| | VALID YN | C | ValidYN | |
| | VIDEO CHECKOUT | C | VideoCheckout | |
| | YIELD MARKET TYPE | C | YieldMarketType | |
| | YIELD STATUS | C | YieldStatus | When a Yield License is active, Rate Codes can be assigned a Yield Status of Yieldable, Non-Yieldable or Stay Pattern Yieldable. If a Rate Code is Non-Yieldable, it is not compared to the Hurdle Rate for booking. |
| DELETE ROUTING | AUTHORIZER | C | Authorizer | Only available for subscription if the license code OPP_GCA is active. |
| | AUTHORIZER ACCOUNT NUMBER | N | AuthorizerAccountNumber | Only available for subscription if the license code OPP_GCA is active. |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | AUTHORIZER LIMIT | N | AuthorizerLimit | Only available for subscription if the license code OPP_GCA is active. |
| | COMMENTS | C | Comments | Only available for subscription to the Business Events of New Routing, Update Routing and Delete Routing if the license code OPP_GCA is active. |
| | CONFIRMATION LEG NO | C | ConfirmationLeg No | |
| | CONFIRMATION NO | C | ConfirmationNo | |
| | COUPON NUMBER | C | CouponNumber | Only available for subscription if the license code OPP_GCA is active. |
| | PRINT RATE YN | C | Printrateyn | |
| | REALTIME EXCHANGE | C | RealtimeExchange | |
| | REQUESTED BY | C | RequestedBy | Only available for subscription if the license code OPP_GCA is active. |
| | ROUTE TO | C | RouteTo | |
| | ROUTING BEGIN DATE | D | RoutingBeginDate | |
| | ROUTING END DATE | D | RoutingEndDate | |
| | ROUTING TYPE | C | RoutingType | Value of R, W, Q, C will be sent. R=Room, W=Window, Q=Request, C=Comp. Request and Comp are only available for routing if the license coe OPP_GCA is active. |
| | TRANSACTIONS | C | Transactions | |
| | WINDOW NUMBER | N | WindowNumber | |
| DELETE GUEST MESSAGE | Room | C | Room | |
| | Message Id | C | MessageId | |
| | Message Text | C | MessageText | |
| | Message Type | C | MessageType | |
| | Message Date | C | MessageDate | |
| | Delivery Status | D | DeliveryStatus | |
| | User Name | C | UserName | |
| | Guest Name | C | GuestName | |
| | Reservation Status | C | ReservationStatus | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| DELETE TRACE | Reservation Status | C | GuestName | |
| | Message Text | C | ReservationStatus | |
| | Message Type | C | MessageType | |
| | Message Date | D | MessageDate | |
| | Delivery Status | C | DeliveryStatus | |
| | EXTERNAL REFERENCE LEG NUMBER | N | ExternalReferenceLegNumber | |
| | EXTERNAL REFERENCE REVISION TOKEN | C | ExternalReferenceRevisionToken | |
| | EXTERNAL TRACE ID | C | ExternalTraceId | |
| | EXTERNAL TYPE | C | ExternalType | |
| | INSERT DATE | D | InsertDate | The date the Reservation was created. |
| | PRINT RATE YN | C | Printrateyn | |
| | REALTIME EXCHANGE | C | RealtimeExchange | |
| | RESOLVED BY | C | ResolvedBy | |
| | RESOLVED ON | D | ResolvedOn | |
| | TA RECORD LOCATOR | C | TaRecordLocator | |
| | TRACE DATE | D | TraceDate | |
| | TRACE DEPARTMENT | C | TraceDepartment | |
| | TRACE INSERT DATE | D | TraceInsertDate | |
| | TRACE INSERT USER | C | TraceInsertUser | |
| | TRACE TEXT | C | TraceText | |
| | TRACE UPDATE DATE | D | TraceUpdateDate | |
| | TRACE UPDATE USER | C | TraceUpdateUser | |
| INTERFACE STATUS UPDATE | CLASS OF SERVICE | C | ClassofService | Class of Service |
| | MESSAGE LIGHT NOTIFICATION | C | MessageLightnotification | Message Light notification |
| | DO NOT DISTURB | C | DoNotDisturb | Do Not Disturb |
| | TV RIGHTS | C | TvRights | Tv Rights |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | MINIBAR RIGHTS | C | MinibarRights | Minibar Rights |
| | VIDEO RIGHTS | C | VideoRights | Video Rights |
| | GAMES RIGHTS | C | GamesRights | Games Rights |
| | WEB RIGHTS | C | WebRights | Web Rights |
| | ROOM | C | Room | Room |
| | RESERVATION NAME ID | N | ReservationNameId | Reservation Name ID |
| | IFC NUMBER | N | IfcNumber | IFC Number |
| | IFC TYPE | C | IfcType | IFC Type |
| | IFC NAME | C | IfcName | IFC Name |
| | UPDATE DATE | D | UpdateDate | Update Date |
| | UPDATE TIME | T | UpdateTime | Update Time |
| DELETE WAKE UP CALL | Reservation Confirmation Number | C | Reservation Confirmation Number | Reservation Confirmation Number |
| | Reservation Status | C | ReservationStatus | Reservation Status |
| | Room | C | Room | Room |
| | Wake Up Call Date | D | WakeUpCallDate | Wake Up Call Date |
| | Wake Up Call Time | T | WakeUpCallTime | Wake Up Call Time |
| | Follow Up Call Time | T | FollowUpCallTime | Follow Up Call Time |
| | Wake Up Call Notes | C | WakeUpCallNotes | Wake Up Call Notes |
| | Wake Up Call Status | C | WakeUpCallStatus | Wake Up Call Status |
| JOIN GUEST | ACCOMPANYING GUEST | C | AccompanyingGuest | For actions specific to Accompanying Guest, this will trigger the NEW ACCOMPANYING GUEST and DELETED ACCOMPANYING GUEST data elements and works independently of the ACCOMPANYING GUEST data element. |
| | ACCOMPANYING GUEST FIRST | C | AccompanyingGuestFirst | For actions specific to Accompanying Guest First, this will trigger the NEW ACCOMPANYING GUEST FIRST and DELETED ACCOMPANYING GUEST FIRST data elements and works independently of the ACCOMPANYING GUEST FIRST data element. |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | ACCOMPANYING NAMEID | N | AccompanyingNameid | For actions specific to Accompanying Guest ID, this will trigger the NEW ACCOMPANYING NAMEID and DELETED ACCOMPANYING NAMEID data elements and works independently of the ACCOMPANYING NAMEID data element. |
| | ADULTS | N | Adults | |
| | ARRIVAL CARRIER CODE | C | ArrivalCarrierCode | |
| | ARRIVAL COMMENTS | C | ArrivalComments | |
| | ARRIVAL DATE | D | ArrivalDate | |
| | ARRIVAL DATETIME | D | ArrivalDateTime | |
| | ARRIVAL ESTIMATE TIME | T | ArrivalEstimateTime | |
| | ARRIVAL STATION CODE | C | ArrivalStationCode | |
| | ARRIVAL TIME | T | ArrivalTime | |
| | ARRIVAL TRANSPORT CODE | C | ArrivalTrasportCode | |
| | ARRIVAL TRANSPORT TIME | T | ArrivalTransportTime | |
| | ARRIVAL TRANSPORT TYPE | C | ArrivalTransportType | |
| | ARRIVAL TRANSPORTATION | C | ArrivalTransportation | |
| | AUTHORIZE DIRECT BILL | C | AuthorizeDirectBill | |
| | BLOCK CODE | C | BlockCode | |
| | CHECKOUT TIME | T | CheckoutTime | |
| | CHILDREN | N | Children | |
| | CHILDREN 1 | N | Children1 | |
| | CHILDREN 2 | N | Children2 | |
| | CHILDREN 3 | N | Children3 | |
| | CHILDREN AGE | C | ChildrenAge | |
| | COMMISSION PAID TO | C | CommissionPaidTo | |
| | COMP TYPE | C | CompType | |
| | COMPANY NAME | C | CompanyName | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | COMPANY NAME ID | N | CompanyNameId | |
| | CONFIRMATION LEG NO | N | ConfirmationLegNo | |
| | CONFIRMATION NO | C | ConfirmationNo | |
| | CURRENCY CODE | C | CurrencyCode | The currency code that the reservation was created in. Either based on the attached Rate Code or if No Rate Code, than the Rate Amount assigned in the Reservation. |
| | DEPARTURE CARRIER CODE | C | DepartureCarrierCode | |
| | DEPARTURE COMMENTS | C | DepartureComments | |
| | DEPARTURE DATE | D | DepartureDate | |
| | DEPARTURE DATETIME | D | DepatureDateTime | |
| | DEPARTURE ESTIMATE TIME | T | DepartureEstimateTime | |
| | DEPARTURE STATION CODE | C | DepartureStationCode | |
| | DEPARTURE TRANSPORT CODE | C | DepartureTransportCode | |
| | DEPARTURE TRANSPORT TIME | T | DepartureTransportTime | |
| | DEPARTURE TRANSPORT TYPE | C | DepartureTransportType | |
| | DEPARTURE TRANSPORTATION | C | DepartureTransportation | |
| | DISCOUNT AMOUNT | N | DiscountAmount | |
| | DISCOUNT PERCENT | N | DiscountPercent | |
| | DISCOUNT REASON | C | DiscountReason | |
| | EXT SEG NO | N | ExtSegNo | |
| | FIRST NAME | C | FirstName | |
| | FIXED RATE | C | FixedRate | |
| | GROUP NAME | C | GroupName | |
| | GROUP NAME ID | N | GroupNameId | |
| | GUEST NAME ID | N | GuestNameID | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | JOINING RESV NAME ID | C | JoiningResvNameId | The internal reservation name id for the share with guests. |
| | JOINING TYPE | C | JoiningType | The type of share with (Profile or existing Reservation. |
| | JOINTO RESV NAME ID | C | JointoResvNameId | The internal reservation name id for the sharing guest. |
| | LENGTH OF STAY | N | LengthOfStay | The Length of Stay of the reservation. |
| | MARKET CODE | C | MarketCode | The Market Code on the reservation. |
| | MEMBERSHIP NUMBER | C | MembershipNumber | |
| | MEMBERSHIP TYPE | C | MembershipType | |
| | NAME | C | Name | |
| | NO POST | C | NoPost | |
| | NUMBER OF ROOMS | N | NumberOfRooms | Suites: The value is only one room of the suite room type. OPERA will then deduct from availability for the room types that make up that suite. |
| | ORIGIN | C | Origin | |
| | PAYMENT METHOD | C | PaymentMethod | |
| | PRINT RATE YN | C | Printrateyn | |
| | PRODUCTS | C | Products | The packages that are attached as add-on to the reservation. This can either be via the Rate Code or manually added to the Reservation. |
| | RATE AMOUNT | N | RateAmount | This is the rate amount the guest will be charged. The amount can be based on the configuration of the rate code but not always. A reservation can be made without a rate code or a discount could be applied. The amount is always in the currency configured or selected in the LOV for currency on the reservation. External system should subscribe to element 'Currency Code' if in a multi-currency property. |
| | RATE CODE | C | RateCode | |
| | REALTIME EXCHANGE | C | RealtimeExchange | |
| | RESACTION | C | ResAction | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | RESERVATION STATUS | C | ReservationStatus | |
| | RESERVATION TYPE | C | ReservationType | Determines if a Reservation is Deduct or Non Deduct. Additionally, the Reservation Type can be configured to mandate an Arrival Type, if a credit card is required and if a deposit is required. These are user definable. |
| | ROOM | C | RoomNumber | What room number the reservation is assigned. |
| | ROOM TYPE | C | RoomType | Suites: One room for the suite room type. OPERA would then deduct from availability for the suite room type (not affecting inventory as there is not physical inventory of that room) and then the room types that make up that suite. |
| | SHARE YN | C | ShareYN | Is this reservation a share with? This field is reliable in both SYNC and STANDARD data. |
| | SOURCE CODE | C | SourceCode | |
| | SOURCE NAME | C | SourceName | |
| | SOURCE NAME ID | N | SourceNameId | |
| | SPECIAL REQUEST | C | SpecialRequest | |
| | TAX TYPE | C | TaxType | |
| | TRAVEL AGENT NAME | C | TravelAgentName | |
| | TRAVEL AGENT NAME ID | N | TravelAgentNameId | |
| | VIDEO CHECKOUT | C | VideoCheckout | |
| NEW RESERVATION | ACCOMPANYING GUEST | C | AccompanyingGuest | For actions specific to Accompanying Guest, this will trigger the NEW ACCOMPANYING GUEST and DELETED ACCOMPANYING GUEST data elements and works independently of the ACCOMPANYING GUEST data element. |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | ACCOMPANYING GUEST FIRST | C | AccompanyingGuestFirst | For actions specific to Accompanying Guest First, this will trigger the NEW ACCOMPANYING GUEST FIRST and DELETED ACCOMPANYING GUEST FIRST data elements and works independently of the ACCOMPANYING GUEST FIRST data element. |
| | ACCOMPANYING GUEST ADDRESS1 | C | AccompanyingGuestAddress1 | |
| | ACCOMPANYING GUEST ADDRESS2 | C | AccompanyingGuestAddress2 | |
| | ACCOMPANYING GUEST ADDRESS3 | C | AccompanyingGuestAddress3 | |
| | ACCOMPANYING GUEST ADDRESS4 | C | AccompanyingGuestAddress4 | |
| | ACCOMPANYING GUEST COUNTRY | C | AccompanyingGuestCountry | |
| | ACCOMPANYING GUEST STATE | C | AccompanyingGuestState | |
| | ACCOMPANYING GUEST CITY | C | AccompanyingGuestCity | |
| | ACCOMPANYING GUEST POSTAL CODE | C | AccompanyingGuestPostalCode | |
| | ACCOMPANYING GUEST MEMBERSHIP TYPE | C | AccompanyingGuestMembershipType | |
| | ACCOMPANYING GUEST MEMBERSHIP LEVEL | C | AccompanyingGuestMembershipLevel | |
| | ACCOMPANYING GUEST MEMBERSHIP NUMBER | C | AccompanyingGuestMembershipNumber | |
| | ACCOMPANYING GUEST NATIONALITY | C | AccompanyingGuestNationality | |
| | ACCOMPANYING GUEST BIRTH DATE | D | AccompanyingGuestBirthDate | |
| | ACCOMPANYING GUEST VIP | C | AccompanyingGuestVip | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | ACCOMPANYING GUEST EMAIL | C | AccompanyingGuestEmail | |
| | ACCOMPANYING GUEST PHONE NUMBER | C | AccompanyingGuestPhoneNumber | |
| | ACCOMPANYING GUEST ID TYPE | C | AccompanyingGuestIdType | |
| | ACCOMPANYING GUEST ID NUMBER | C | AccompanyingGuestIdNumber | |
| | ACCOMPANYING GUEST RELATIONSHIP | C | AccompanyingGuestRelationship | |
| | ACCOMPANYING NAMEID | N | AccompanyingNameid | For actions specific to Accompanying Guest ID, this will trigger the NEW ACCOMPANYING NAMEID and DELETED ACCOMPANYING NAMEID data elements and works independently of the ACCOMPANYING NAMEID data element. |
| | ACTION DATE | C | ActionDate | |
| | ADDRESSEE NAME | N | AddresseeName | |
| | ADDRESSEE NAME ID | N | AddresseeNameId | |
| | ADULTS | N | Adults | |
| | ADVANCE CHECKED IN YN | C | AdvanceCheckedInYn | |
| | APP USER | N | AppUser | |
| | APPLY SEQ | N | ApplySeq | |
| | ARRIVAL CARRIER CODE | C | ArrivalCarrierCode | |
| | ARRIVAL COMMENTS | C | ArrivalComments | |
| | ARRIVAL DATE | D | ArrivalDate | |
| | ARRIVAL DATETIME | D | ArrivalDateTime | |
| | ARRIVAL ESTIMATE TIME | T | ArrivalEstimateTime | |
| | ARRIVAL STATION CODE | C | ArrivalStationCode | |
| | ARRIVAL TIME | T | ArrivalTime | |
| | ARRIVAL TRANSPORT CODE | C | ArrivalTrasportCode | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | ARRIVAL TRANSPORT TIME | T | ArrivalTransportTime | |
| | ARRIVAL TRANSPORT TYPE | C | ArrivalTransportType | |
| | ARRIVAL TRANSPORTATION | C | ArrivalTransportation | |
| | AUTHORIZE DIRECT BILL | C | AuthorizeDirectBill | |
| | AUTHORIZER | N | Authorizer | |
| | BASE RATE CODE | C | BaseRateCode | |
| | BASE RATE CURRENCY CODE | C | BaseRateCurrencyCode | |
| | BATCH FOLIO OPT IN | C | BatchFolioOptIn | |
| | BEGIN DATE | D | Begindate | |
| | BENEFIT BASED ON | C | BenefitBasedOn | |
| | BLOCK CODE | C | BlockCode | |
| | CHECKOUT TIME | T | CheckoutTime | |
| | CHILDREN | N | Children | |
| | CHILDREN 1 | N | Children1 | |
| | CHILDREN 2 | N | Children2 | |
| | CHILDREN 3 | N | Children3 | |
| | CHILDREN AGE | C | ChildrenAge | |
| | COMMENT TYPE | C | CommentType | |
| | COMMENTS | C | Comments | Only available for subscription to the Business Events of New Routing, Update Routing and Delete Routing if the license code OPP_GCA is active. |
| | COMMISSION PAID TO | C | CommissionPaidTo | |
| | COMMISSION PAYOUT TO | C | CommissionPayoutTo | |
| | COMMUNICATION | C | Communication | |
| | COMMUNICATION PRIORITY | N | CommunicationPriority | |
| | COMMUNICATION ROLE | C | CommunicationRole | |
| | COMMUNICATION TYPE | C | CommunicationType | |
| | COMP TYPE | C | CompType | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | COMPANY NAME | C | CompanyName | |
| | COMPANY NAME ID | N | CompanyNameId | |
| | CONFIRMATION LEG NO | N | ConfirmationLegNo | |
| | CONFIRMATION NO | C | ConfirmationNo | |
| | CONNECTING YN | C | ConnectingYN | When a reservation is for a connecting room, then CONNECTING YN = Y |
| | COUNTRY DIALING CODE | C | CountryDialingCode | |
| | CREDIT CARD EXPIRATION DATE | D | CreditCardExpDate | |
| | CREDIT CARD NUMBER | C | CreditCardNumber | |
| | CREDIT CARD NUMBER 4 DIGITS | C | CreditCardNumber4Digits | |
| | CREDIT CARD TYPE | C | CreditCardType | |
| | CREDIT CARD VAULT ID | C | CreditCardVaultId | |
| | CREDIT LIMIT AUTO PAY ALLOW YN | C | CreditLimitAutoPayAllowYn | |
| | CRIBS | N | Cribs | |
| | CURRENCY CODE | C | CurrencyCode | The currency code that the reservation was created in. Either based on the attached Rate Code or if No Rate Code, than the Rate Amount assigned in the Reservation. |
| | DEPARTURE CARRIER CODE | C | DepartureCarrierCode | |
| | DEPARTURE COMMENTS | C | DepartureComments | |
| | DEPARTURE DATE | D | DepartureDate | |
| | DEPARTURE DATETIME | D | DepatureDateTime | |
| | DEPARTURE ESTIMATE TIME | T | DepartureEstimateTime | |
| | DEPARTURE STATION CODE | C | DepartureStationCode | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | DEPARTURE TRANSPORT CODE | C | DepartureTransportCode | |
| | DEPARTURE TRANSPORT TIME | T | DepartureTransportTime | |
| | DEPARTURE TRANSPORT TYPE | C | DepartureTransportType | |
| | DEPARTURE TRANSPORTATION | C | DepartureTransportation | |
| | DISCOUNT AMOUNT | N | DiscountAmount | |
| | DISCOUNT PERCENT | N | DiscountPercent | |
| | DISCOUNT REASON | C | DiscountReason | |
| | E CERTIFICATE NO | C | ECertificateNo | |
| | END DATE | D | Enddate | |
| | ETR COMMENTS | C | EtrComments | |
| | EXPECTED TIME OF RETURN | T | ExpectedTimeOfReturn | |
| | EXT SEG NO | N | ExtSegNo | |
| | EXTERNAL REFERENCE | C | ExternalReference | |
| | EXTERNAL REFERENCE LEG NUMBER | N | ExternalReferenceLegNumber | |
| | EXTERNAL REFERENCE REVISION TOKEN | C | ExternalReferenceRevisionToken | |
| | EXTERNAL TYPE | C | ExternalType | |
| | EXTERNAL USER ID | C | ExternalUserId | |
| | EXTRA BEDS | N | ExtraBeds | |
| | FIRST NAME | C | FirstName | |
| | FIXED RATE | C | FixedRate | |
| | GROUP NAME | C | GroupName | |
| | GROUP NAME ID | N | GroupNameId | |
| | GUEST NAME ID | N | GuestNameID | |
| | HURDLE OVERRIDE | C | HurdleOverride | Was the rate closed due to Hurdle, and reservation made anyway? |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | HURDLE RATE | N | HurdleRate | If the Rate Code booked was Yieldable, the amount of the Hurdle Rate for that Rate Code for the stay. |
| | INACTIVE DATE | D | InactiveDate | |
| | INSERT DATE | D | InsertDate | The date the Reservation was created. |
| | INSERT USER | N | InsertUser | |
| | ITEM | N | Item | |
| | LENGTH OF STAY | N | LengthOfStay | The Length of Stay of the reservation. |
| | LOCAL BASE RATE AMOUNT | N | BaseRateCode | |
| | MARKET CODE | C | MarketCode | The Market Code on the reservation. |
| | MEMBERSHIP NUMBER | C | MembershipNumber | |
| | MEMBERSHIP TYPE | C | MembershipType | |
| | MOVE ACROSS RESORT | C | MoveAcrossResort | Was this reservation moved from another resort |
| | NAME | C | Name | |
| | MIDDLE NAME | C | MiddleName | |
| | NO OF UNITS | N | NoOfUnits | |
| | NO POST | C | NoPost | |
| | NOTE CODE | C | NoteCode | |
| | NOTE TITLE | C | NoteTitle | |
| | NUMBER OF ROOMS | N | NumberOfRooms | Suites: The value is only one room of the suite room type. OPERA will then deduct from availability for the room types that make up that suite. |
| | OPT IN YN | C | OptInYn | |
| | OPTED FOR COMM YN | C | OptedForCommYn | |
| | ORIGIN | C | Origin | |
| | PARENT RESV NAME ID | N | ParentResvNameId | |
| | PARTY CODE | C | Party_code | |
| | PAYMENT METHOD | C | PaymentMethod | |
| | PAYMENT METHOD DESC | C | PaymentMethodDesc | |
| | PHONE NUMBER | C | PhoneNumber | |
| | PHONE PRIMARY YN | C | PhonePrimaryYN | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | PHONE ROLE | C | PhoneRole | |
| | PHONE TYPE | C | PhoneType | |
| | PRE REGISTERED YN | C | PreRegisteredYn | |
| | PREFERENCE GROUP | C | PreferenceGroup | |
| | PREFERENCE TYPE | C | PreferenceType | |
| | PREFERENCE TYPE DESCRIPTION | C | PreferenceTypeDescription | |
| | PRINT RATE YN | C | Printrateyn | |
| | PRODUCTS | C | Products | The packages that are attached as add-on to the reservation. This can either be via the Rate Code or manually added to the Reservation. |
| | PROMOTIONS | C | Promotions | |
| | QUANTITY | N | Quantity | |
| | RATE AMOUNT | N | RateAmount | This is the rate amount the guest will be charged. The amount can be based on the configuration of the rate code but not always. A reservation can be made without a rate code or a discount could be applied. The amount is always in the currency configured or selected in the LOV for currency on the reservation. External system should subscribe to element 'Currency Code' if in a multi-currency property. |
| | RATE CODE | C | RateCode | |
| | RATEABLE VALUE | N | RateableValue | Amount used to compare to the hurdle rate If the rate code is non-yieldable or there is not a rate code, this value will be empty. |
| | REALTIME EXCHANGE | C | RealtimeExchange | |
| | REF TYPE CODE | C | RefTypeCode | |
| | RESERVATION STATUS | C | ReservationStatus | The Reservation Status - Reserved, Checked In, Checked Out, Cancelled, Waitlist, No Show, Checked Out. |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | RESERVATION TYPE | C | ReservationType | Determines if a Reservation is Deduct or Non Deduct. Additionally, the Reservation Type can be configured to mandate an Arrival Type, if a credit card is required and if a deposit is required. These are user definable. |
| | RESORT | C | Resort | |
| | RESTRICTION OVERRIDE | C | RestrictionOverride | |
| | RESV NAME ID | N | ResvNameId | |
| | RESV VOUCHER ID | N | ResvVoucherId | |
| | RETRO BENEFIT YN | C | RetroBenefitYn | |
| | ROOM | C | RoomNumber | What room number the reservation is assigned. |
| | ROOM FEATURES | C | RoomFeatures | |
| | ROOM TYPE | C | RoomType | Suites: One room for the suite room type. OPERA would then deduct from availability for the suite room type (not affecting inventory as there is not physical inventory of that room) and then the room types that make up that suite. |
| | RTC | C | RTC | The Room Type to use to charge the guest their rate. This can be different than the assigned Room type the guest is staying in. |
| | SHARE YN | C | ShareYN | Is this reservation a share with? This field is reliable in both SYNC and STANDARD data. |
| | SOURCE CODE | C | SourceCode | |
| | SOURCE NAME | C | SourceName | |
| | SOURCE NAME ID | N | SourceNameId | |
| | SPECIAL REQUEST | C | SpecialRequest | |
| | SPG DISCLOSE ROOM TYPE YN | C | SpgDiscloseRoomTypeYn | |
| | SPG UPGRADE REASON CODE | C | SpgUpgradeReasonCode | |
| | SPLIT YN | C | SplitYN | When the reservation is shared with another, was the room rate split between the guests? |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | STAY DATE | D | StayDate | |
| | STAY DAY | N | StayDay | |
| | TA RECORD LOCATOR | C | TaRecordLocator | |
| | TAX TYPE | C | TaxType | |
| | TOPIC ID | N | TopicId | |
| | TRANSACTION TYPE ID | N | TransactionTypeId | |
| | TRAVEL AGENT NAME | C | TravelAgentName | |
| | TRAVEL AGENT NAME ID | N | TravelAgentNameId | |
| | UDF CHAR 01 | C | UdfChar01 | |
| | UDF CHAR 02 | C | UdfChar02 | |
| | UDF CHAR 03 | C | UdfChar03 | |
| | UDF CHAR 04 | C | UdfChar04 | |
| | UDF CHAR 05 | C | UdfChar05 | |
| | UDF CHAR 06 | C | UdfChar06 | |
| | UDF CHAR 07 | C | UdfChar07 | |
| | UDF CHAR 08 | C | UdfChar08 | |
| | UDF CHAR 09 | C | UdfChar09 | |
| | UDF CHAR 10 | C | UdfChar10 | |
| | UDF CHAR 11 | C | UdfChar11 | |
| | UDF CHAR 12 | C | UdfChar12 | |
| | UDF CHAR 13 | C | UdfChar13 | |
| | UDF CHAR 14 | C | UdfChar14 | |
| | UDF CHAR 15 | C | UdfChar15 | |
| | UDF CHAR 16 | C | UdfChar16 | |
| | UDF CHAR 17 | C | UdfChar17 | |
| | UDF CHAR 18 | C | UdfChar18 | |
| | UDF CHAR 19 | C | UdfChar19 | |
| | UDF CHAR 20 | C | UdfChar20 | |
| | UDF CHAR 21 | C | UdfChar21 | |
| | UDF CHAR 22 | C | UdfChar22 | |
| | UDF CHAR 23 | C | UdfChar23 | |
| | UDF CHAR 24 | C | UdfChar24 | |
| | UDF CHAR 25 | C | UdfChar25 | |
| | UDF CHAR 26 | C | UdfChar26 | |
| | UDF CHAR 27 | C | UdfChar27 | |
| | UDF CHAR 28 | C | UdfChar28 | |
| | UDF CHAR 29 | C | UdfChar29 | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | UDF CHAR 30 | C | UdfChar30 | |
| | UDF CHAR 31 | C | UdfChar31 | |
| | UDF CHAR 32 | C | UdfChar32 | |
| | UDF CHAR 33 | C | UdfChar33 | |
| | UDF CHAR 34 | C | UdfChar34 | |
| | UDF CHAR 35 | C | UdfChar35 | |
| | UDF CHAR 36 | C | UdfChar36 | |
| | UDF CHAR 37 | C | UdfChar37 | |
| | UDF CHAR 38 | C | UdfChar38 | |
| | UDF CHAR 39 | C | UdfChar39 | |
| | UDF CHAR 40 | C | UdfChar40 | |
| | UDF DATE 01 | D | UdfDate01 | |
| | UDF DATE 02 | D | UdfDate02 | |
| | UDF DATE 03 | D | UdfDate03 | |
| | UDF DATE 04 | D | UdfDate04 | |
| | UDF DATE 05 | D | UdfDate05 | |
| | UDF DATE 06 | D | UdfDate06 | |
| | UDF DATE 07 | D | UdfDate07 | |
| | UDF DATE 08 | D | UdfDate08 | |
| | UDF DATE 09 | D | UdfDate09 | |
| | UDF DATE 10 | D | UdfDate10 | |
| | UDF DATE 11 | D | UdfDate11 | |
| | UDF DATE 12 | D | UdfDate12 | |
| | UDF DATE 13 | D | UdfDate13 | |
| | UDF DATE 14 | D | UdfDate14 | |
| | UDF DATE 15 | D | UdfDate15 | |
| | UDF DATE 16 | D | UdfDate16 | |
| | UDF DATE 17 | D | UdfDate17 | |
| | UDF DATE 18 | D | UdfDate18 | |
| | UDF DATE 19 | D | UdfDate19 | |
| | UDF DATE 20 | D | UdfDate20 | |
| | UDF NUMBER 01 | N | UdfNumber01 | |
| | UDF NUMBER 02 | N | UdfNumber02 | |
| | UDF NUMBER 03 | N | UdfNumber03 | |
| | UDF NUMBER 04 | N | UdfNumber04 | |
| | UDF NUMBER 05 | N | UdfNumber05 | |
| | UDF NUMBER 06 | N | UdfNumber06 | |
| | UDF NUMBER 07 | N | UdfNumber07 | |
| | UDF NUMBER 08 | N | UdfNumber08 | |
| | UDF NUMBER 09 | N | UdfNumber09 | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | UDF NUMBER 10 | N | UdfNumber10 | |
| | UDF NUMBER 11 | N | UdfNumber11 | |
| | UDF NUMBER 12 | N | UdfNumber12 | |
| | UDF NUMBER 13 | N | UdfNumber13 | |
| | UDF NUMBER 14 | N | UdfNumber14 | |
| | UDF NUMBER 15 | N | UdfNumber15 | |
| | UDF NUMBER 16 | N | UdfNumber16 | |
| | UDF NUMBER 17 | N | UdfNumber17 | |
| | UDF NUMBER 18 | N | UdfNumber18 | |
| | UDF NUMBER 19 | N | UdfNumber19 | |
| | UDF NUMBER 20 | N | UdfNumber20 | |
| | UDF NUMBER 21 | N | UdfNumber21 | |
| | UDF NUMBER 22 | N | UdfNumber22 | |
| | UDF NUMBER 23 | N | UdfNumber23 | |
| | UDF NUMBER 24 | N | UdfNumber24 | |
| | UDF NUMBER 25 | N | UdfNumber25 | |
| | UDF NUMBER 26 | N | UdfNumber26 | |
| | UDF NUMBER 27 | N | UdfNumber27 | |
| | UDF NUMBER 28 | N | UdfNumber28 | |
| | UDF NUMBER 29 | N | UdfNumber29 | |
| | UDF NUMBER 30 | N | UdfNumber30 | |
| | UDF NUMBER 31 | N | UdfNumber31 | |
| | UDF NUMBER 32 | N | UdfNumber32 | |
| | UDF NUMBER 33 | N | UdfNumber33 | |
| | UDF NUMBER 34 | N | UdfNumber34 | |
| | UDF NUMBER 35 | N | UdfNumber35 | |
| | UDF NUMBER 36 | N | UdfNumber36 | |
| | UDF NUMBER 37 | N | UdfNumber37 | |
| | UDF NUMBER 38 | N | UdfNumber38 | |
| | UDF NUMBER 39 | N | UdfNumber39 | |
| | UDF NUMBER 40 | N | UdfNumber40 | |
| | UPDATE DATE | D | UpdateDate | |
| | UPDATE USER | N | UpdateUser | |
| | UPSELL CHARGE | N | UpsellCharge | |
| | UPSELL RULE | C | UpsellRule | |
| | UPSOLD | C | Upsold | Displays the amount the upsold was completed for attached to the reservation. |
| | USER NAME | C | UserName | |
| | VALID YN | C | ValidYN | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | VIDEO CHECKOUT | C | VideoCheckout | |
| | VOUCHER BENEFIT CODE | C | VoucherBenefitCode | |
| | VOUCHER BENEFIT DTL CODE | C | VoucherBenefitDtlCode | |
| | VOUCHER NO | C | VoucherNo | |
| | VOUCHER TYPE | C | VoucherType | |
| | WAITLIST PRIORITY | C | WaitlistPriority | |
| | WAITLIST REASON CODE | C | WaitlistReasonCode | |
| | WAITLIST REASON DESCRIPTION | C | WaitlistReasonDesc | |
| | WALK IN | C | WalkIn | Value of Y or N will be sent. Populated with Y, when a Walkin Reservation is made. |
| | YIELD MARKET TYPE | C | YieldMarketType | |
| | YIELD STATUS | C | YieldStatus | When a Yield License is active, Rate Codes can be assigned a Yield Status of Yieldable, Non-Yieldable or Stay Pattern Yieldable. If a Rate Code is Non-Yieldable, it is not compared to the Hurdle Rate for booking. |
| NEW GUEST MESSAGE | Room | C | Room | |
| | Message Id | C | MessageId | |
| | Message Text | C | MessageText | |
| | Message Type | C | MessageType | |
| | Message Date | D | MessageDate | |
| | Delivery Status | C | DeliveryStatus | |
| | User Name | C | UserName | |
| | Guest Name | C | GuestName | |
| | Reservation Status | C | ReservationStatus | |
| NEW ROUTING | User Name | C | Authorizer | Only available for subscription if the license code OPP_GCA is active. |
| | Guest Name | N | AuthorizerAccountNumber | Only available for subscription if the license code OPP_GCA is active. |
| | Message Type | N | AuthorizerLimit | Only available for subscription if the license code OPP_GCA is active. |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | Message Date | C | Comments | Only available for subscription to the Business Events of New Routing, Update Routing and Delete Routing if the license code OPP_GCA is active. |
| | Delivery Status | C | ConfirmationLegNo | |
| | User Name | C | ConfirmationNo | |
| | Guest Name | C | CouponNumber | Only available for subscription if the license code OPP_GCA is active. |
| | Reservation Status | C | Printrateyn | |
| | REALTIME EXCHANGE | C | RealtimeExchange | |
| | REQUESTED BY | C | RequestedBy | Only available for subscription if the license code OPP_GCA is active. |
| | ROUTE TO | C | RouteTo | |
| | ROUTING BEGIN DATE | D | RoutingBeginDate | |
| | ROUTING END DATE | D | RoutingEndDate | |
| | ROUTING TYPE | C | RoutingType | Value of R, W, Q, C will be sent. R=Room, W=Window, Q=Request, C=Comp. Request and Comp are only available for routing if the license coe OPP_GCA is active. |
| | TRANSACTIONS | C | Transactions | |
| | WINDOW NUMBER | N | WindowNumber | |
| NEW TRACE | AUTO ATTACH RULE CODE | C | AutoAttachRuleCode | |
| | CONFIRMATION LEG NO | N | ConfirmationLegNo | |
| | CONFIRMATION NO | N | ConfirmationNo | |
| | EXT SEG NO | N | ExtSegNo | |
| | EXTERNAL REFERENCE | N | ExternalReference | |
| | EXTERNAL REFERENCE LEG NUMBER | N | ExternalReferenceLegNumber | |
| | EXTERNAL REFERENCE REVISION TOKEN | C | ExternalReferenceRevisionToken | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | EXTERNAL TRACE ID | C | ExternalTraceId | |
| | EXTERNAL TYPE | C | ExternalType | |
| | INSERT DATE | D | InsertDate | The date the Reservation was created. |
| | PRINT RATE YN | C | Printrateyn | |
| | REALTIME EXCHANGE | C | RealtimeExchange | |
| | TA RECORD LOCATOR | C | TaRecordLocator | |
| | TRACE DATE | D | TraceDate | |
| | TRACE DEPARTMENT | C | TraceDepartment | |
| | TRACE INSERT DATE | D | TraceInsertDate | |
| | TRACE INSERT USER | C | TraceInsertUser | |
| | TRACE TEXT | C | TraceText | |
| | TRACE UPDATE DATE | D | TraceUpdateDate | |
| | TRACE UPDATE USER | C | TraceUpdateUser | |
| NO SHOW | ACCOMPANYING GUEST | C | AccompanyingGuest | For actions specific to Accompanying Guest, this will trigger the NEW ACCOMPANYING GUEST and DELETED ACCOMPANYING GUEST data elements and works independently of the ACCOMPANYING GUEST data element. |
| | ACCOMPANYING GUEST FIRST | C | AccompanyingGuestFirst | For actions specific to Accompanying Guest First, this will trigger the NEW ACCOMPANYING GUEST FIRST and DELETED ACCOMPANYING GUEST FIRST data elements and works independently of the ACCOMPANYING GUEST FIRST data element. |
| | ACCOMPANYING NAMEID | N | AccompanyingNameid | For actions specific to Accompanying Guest ID, this will trigger the NEW ACCOMPANYING NAMEID and DELETED ACCOMPANYING NAMEID data elements and works independently of the ACCOMPANYING NAMEID data element. |
| | ADULTS | N | Adults | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | ARRIVAL CARRIER CODE | C | ArrivalCarrierCode | |
| | ARRIVAL COMMENTS | C | ArrivalComments | |
| | ARRIVAL DATE | D | ArrivalDate | |
| | ARRIVAL DATETIME | D | ArrivalDateTime | |
| | ARRIVAL ESTIMATE TIME | T | ArrivalEstimateTime | |
| | ARRIVAL STATION CODE | C | ArrivalStationCode | |
| | ARRIVAL TIME | T | ArrivalTime | |
| | ARRIVAL TRANSPORT CODE | C | ArrivalTrasportCode | |
| | ARRIVAL TRANSPORT TIME | T | ArrivalTransportTime | |
| | ARRIVAL TRANSPORT TYPE | C | ArrivalTransportType | |
| | ARRIVAL TRANSPORTATION | C | ArrivalTransportation | |
| | AUTHORIZE DIRECT BILL | C | AuthorizeDirectBill | |
| | BLOCK CODE | C | BlockCode | |
| | CHECKOUT TIME | T | CheckoutTime | |
| | CHILDREN | N | Children | |
| | CHILDREN 1 | N | Children1 | |
| | CHILDREN 2 | N | Children2 | |
| | CHILDREN 3 | N | Children3 | |
| | CHILDREN AGE | C | ChildrenAge | |
| | COMMISSION PAID TO | C | CommissionPaidTo | |
| | COMP TYPE | C | CompType | |
| | COMPANY NAME | C | CompanyName | |
| | COMPANY NAME ID | N | CompanyNameId | |
| | CONFIRMATION LEG NO | N | ConfirmationLegNo | |
| | CONFIRMATION NO | C | ConfirmationNo | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | CURRENCY CODE | C | CurrencyCode | The currency code that the reservation was created in. Either based on the attached Rate Code or if No Rate Code, than the Rate Amount assigned in the Reservation. |
| | DEPARTURE CARRIER CODE | C | DepartureCarrierCode | |
| | DEPARTURE COMMENTS | C | DepartureComments | |
| | DEPARTURE DATE | D | DepartureDate | |
| | DEPARTURE DATETIME | D | DepatureDateTime | |
| | DEPARTURE ESTIMATE TIME | T | DepartureEstimateTime | |
| | DEPARTURE STATION CODE | C | DepartureStationCode | |
| | DEPARTURE TRANSPORT CODE | C | DepartureTransportCode | |
| | DEPARTURE TRANSPORT TIME | T | DepartureTransportTime | |
| | DEPARTURE TRANSPORT TYPE | C | DepartureTransportType | |
| | DEPARTURE TRANSPORTATION | C | DepartureTransportation | |
| | DISCOUNT AMOUNT | N | DiscountAmount | |
| | DISCOUNT PERCENT | N | DiscountPercent | |
| | DISCOUNT REASON | C | DiscountReason | |
| | FIRST NAME | C | FirstName | |
| | FIXED RATE | C | FixedRate | |
| | GROUP NAME | C | GroupName | |
| | GROUP NAME ID | N | GroupNameId | |
| | GUEST NAME ID | N | GuestNameID | |
| | LENGTH OF STAY | N | LengthOfStay | The Length of Stay of the reservation. |
| | MARKET CODE | C | MarketCode | The Market Code on the reservation. |
| | MEMBERSHIP NUMBER | C | MembershipNumber | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | MEMBERSHIP TYPE | C | MembershipType | |
| | NAME | C | Name | |
| | NO POST | C | NoPost | |
| | NUMBER OF ROOMS | N | NumberOfRooms | Suites: The value is only one room of the suite room type. OPERA will then deduct from availability for the room types that make up that suite. |
| | ORIGIN | C | Origin | |
| | PAYMENT METHOD | C | PaymentMethod | |
| | PRINT RATE YN | C | Printrateyn | |
| | PRODUCTS | C | Products | The packages that are attached as add-on to the reservation. This can either be via the Rate Code or manually added to the Reservation. |
| | RATE AMOUNT | N | RateAmount | This is the rate amount the guest will be charged. The amount can be based on the configuration of the rate code but not always. A reservation can be made without a rate code or a discount could be applied. The amount is always in the currency configured or selected in the LOV for currency on the reservation. External system should subscribe to element 'Currency Code' if in a multi-currency property. |
| | RATE CODE | C | RateCode | |
| | RATEABLE VALUE | N | RateableValue | Amount used to compare to the hurdle rate If the rate code is non-yieldable or there is not a rate code, this value will be empty. |
| | REALTIME EXCHANGE | C | RealtimeExchange | |
| | RESERVATION STATUS | C | ReservationStatus | |
| | RESERVATION TYPE | C | ReservationType | Determines if a Reservation is Deduct or Non Deduct. Additionally, the Reservation Type can be configured to mandate an Arrival Type, if a credit card is required and if a deposit is required. These are user definable. |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | ROOM | C | RoomNumber | What room number the reservation is assigned. |
| | ROOM TYPE | C | RoomType | Suites: One room for the suite room type. OPERA would then deduct from availability for the suite room type (not affecting inventory as there is not physical inventory of that room) and then the room types that make up that suite. |
| | SHARE YN | C | ShareYN | Is this reservation a share with? This field is reliable in both SYNC and STANDARD data. |
| | SOURCE CODE | C | SourceCode | |
| | SOURCE NAME | C | SourceName | |
| | SOURCE NAME ID | N | SourceNameId | |
| | SPECIAL REQUEST | C | SpecialRequest | |
| | TAX TYPE | C | TaxType | |
| | TRAVEL AGENT NAME | C | TravelAgentName | |
| | TRAVEL AGENT NAME ID | N | TravelAgentNameId | |
| | VIDEO CHECKOUT | C | VideoCheckout | |
| REACTIVATE NO SHOW | ACCOMPANYING GUEST | C | AccompanyingGuest | For actions specific to Accompanying Guest, this will trigger the NEW ACCOMPANYING GUEST and DELETED ACCOMPANYING GUEST data elements and works independently of the ACCOMPANYING GUEST data element. |
| | ACCOMPANYING GUEST FIRST | C | AccompanyingGuestFirst | For actions specific to Accompanying Guest First, this will trigger the NEW ACCOMPANYING GUEST FIRST and DELETED ACCOMPANYING GUEST FIRST data elements and works independently of the ACCOMPANYING GUEST FIRST data element. |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | ACCOMPANYING NAMEID | N | AccompanyingNameid | For actions specific to Accompanying Guest ID, this will trigger the NEW ACCOMPANYING NAMEID and DELETED ACCOMPANYING NAMEID data elements and works independently of the ACCOMPANYING NAMEID data element. |
| | ADULTS | N | Adults | |
| | ARRIVAL CARRIER CODE | C | ArrivalCarrierCode | |
| | ARRIVAL COMMENTS | C | ArrivalComments | |
| | ARRIVAL DATE | D | ArrivalDate | |
| | ARRIVAL DATETIME | D | ArrivalDateTime | |
| | ARRIVAL ESTIMATE TIME | T | ArrivalEstimateTime | |
| | ARRIVAL STATION CODE | C | ArrivalStationCode | |
| | ARRIVAL TIME | T | ArrivalTime | |
| | ARRIVAL TRANSPORT CODE | C | ArrivalTrasportCode | |
| | ARRIVAL TRANSPORT TIME | T | ArrivalTransportTime | |
| | ARRIVAL TRANSPORT TYPE | C | ArrivalTransportType | |
| | ARRIVAL TRANSPORTATION | C | ArrivalTransportation | |
| | AUTHORIZE DIRECT BILL | C | AuthorizeDirectBill | |
| | BLOCK CODE | C | BlockCode | |
| | CHECKOUT TIME | T | CheckoutTime | |
| | CHILDREN | N | Children | |
| | CHILDREN 1 | N | Children1 | |
| | CHILDREN 2 | N | Children2 | |
| | CHILDREN 3 | N | Children3 | |
| | CHILDREN AGE | C | ChildrenAge | |
| | COMMISSION PAID TO | C | CommissionPaidTo | |
| | COMP TYPE | C | CompType | |
| | COMPANY NAME | C | CompanyName | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | COMPANY NAME ID | N | CompanyNameId | |
| | CONFIRMATION LEG NO | N | ConfirmationLegNo | |
| | CONFIRMATION NO | C | ConfirmationNo | |
| | CURRENCY CODE | C | CurrencyCode | The currency code that the reservation was created in. Either based on the attached Rate Code or if No Rate Code, than the Rate Amount assigned in the Reservation. |
| | DEPARTURE CARRIER CODE | C | DepartureCarrierCode | |
| | DEPARTURE COMMENTS | C | DepartureComments | |
| | DEPARTURE DATE | D | DepartureDate | |
| | DEPARTURE DATETIME | D | DepatureDateTime | |
| | DEPARTURE ESTIMATE TIME | T | DepartureEstimateTime | |
| | DEPARTURE STATION CODE | C | DepartureStationCode | |
| | DEPARTURE TRANSPORT CODE | C | DepartureTransportCode | |
| | DEPARTURE TRANSPORT TIME | T | DepartureTransportTime | |
| | DEPARTURE TRANSPORT TYPE | C | DepartureTransportType | |
| | DEPARTURE TRANSPORTATION | C | DepartureTransportation | |
| | DISCOUNT AMOUNT | N | DiscountAmount | |
| | DISCOUNT PERCENT | N | DiscountPercent | |
| | DISCOUNT REASON | C | DiscountReason | |
| | FIRST NAME | C | FirstName | |
| | FIXED RATE | C | FixedRate | |
| | GROUP NAME | C | GroupName | |
| | GROUP NAME ID | N | GroupNameId | |
| | GUEST NAME ID | N | GuestNameID | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | LENGTH OF STAY | N | LengthOfStay | The Length of Stay of the reservation. |
| | MARKET CODE | C | MarketCode | The Market Code on the reservation. |
| | MEMBERSHIP NUMBER | C | MembershipNumber | |
| | MEMBERSHIP TYPE | C | MembershipType | |
| | NAME | C | Name | |
| | NO POST | C | NoPost | |
| | NUMBER OF ROOMS | N | NumberOfRooms | Suites: The value is only one room of the suite room type. OPERA will then deduct from availability for the room types that make up that suite. |
| | ORIGIN | C | Origin | |
| | PAYMENT METHOD | C | PaymentMethod | |
| | PRINT RATE YN | C | Printrateyn | |
| | PRODUCTS | C | Products | The packages that are attached as add-on to the reservation. This can either be via the Rate Code or manually added to the Reservation. |
| | RATE AMOUNT | N | RateAmount | This is the rate amount the guest will be charged. The amount can be based on the configuration of the rate code but not always. A reservation can be made without a rate code or a discount could be applied. The amount is always in the currency configured or selected in the LOV for currency on the reservation. External system should subscribe to element 'Currency Code' if in a multi-currency property. |
| | RATE CODE | C | RateCode | |
| | RATEABLE VALUE | N | RateableValue | Amount used to compare to the hurdle rate If the rate code is non-yieldable or there is not a rate code, this value will be empty. |
| | REALTIME EXCHANGE | C | RealtimeExchange | |
| | RESERVATION STATUS | C | ReservationStatus | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | RESERVATION TYPE | C | ReservationType | Determines if a Reservation is Deduct or Non Deduct. Additionally, the Reservation Type can be configured to mandate an Arrival Type, if a credit card is required and if a deposit is required. These are user definable. |
| | ROOM | C | RoomNumber | What room number the reservation is assigned. |
| | ROOM TYPE | C | RoomType | Suites: One room for the suite room type. OPERA would then deduct from availability for the suite room type (not affecting inventory as there is not physical inventory of that room) and then the room types that make up that suite. |
| | SHARE YN | C | ShareYN | Is this reservation a share with? This field is reliable in both SYNC and STANDARD data. |
| | SOURCE CODE | C | SourceCode | |
| | SOURCE NAME | C | SourceName | |
| | SOURCE NAME ID | N | SourceNameId | |
| | SPECIAL REQUEST | C | SpecialRequest | |
| | TAX TYPE | C | TaxType | |
| | TRAVEL AGENT NAME | C | TravelAgentName | |
| | TRAVEL AGENT NAME ID | N | TravelAgentNameId | |
| | VIDEO CHECKOUT | C | VideoCheckout | |
| REACTIVATE WAITLIST | ACCOMPANYING GUEST | C | AccompanyingGuest | For actions specific to Accompanying Guest, this will trigger the NEW ACCOMPANYING GUEST and DELETED ACCOMPANYING GUEST data elements and works independently of the ACCOMPANYING GUEST data element. |
| | ACCOMPANYING GUEST FIRST | C | AccompanyingGuestFirst | For actions specific to Accompanying Guest First, this will trigger the NEW ACCOMPANYING GUEST FIRST and DELETED ACCOMPANYING GUEST FIRST data elements and works independently of the ACCOMPANYING GUEST FIRST data element. |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | ACCOMPANYING NAMEID | N | AccompanyingNameid | For actions specific to Accompanying Guest ID, this will trigger the NEW ACCOMPANYING NAMEID and DELETED ACCOMPANYING NAMEID data elements and works independently of the ACCOMPANYING NAMEID data element. |
| | ADULTS | N | Adults | |
| | ARRIVAL CARRIER CODE | C | ArrivalCarrierCode | |
| | ARRIVAL COMMENTS | C | ArrivalComments | |
| | ARRIVAL DATE | D | ArrivalDate | |
| | ARRIVAL DATETIME | D | ArrivalDateTime | |
| | ARRIVAL ESTIMATE TIME | T | ArrivalEstimateTime | |
| | ARRIVAL STATION CODE | C | ArrivalStationCode | |
| | ARRIVAL TIME | T | ArrivalTime | |
| | ARRIVAL TRANSPORT CODE | C | ArrivalTrasportCode | |
| | ARRIVAL TRANSPORT TIME | T | ArrivalTransportTime | |
| | ARRIVAL TRANSPORT TYPE | C | ArrivalTransportType | |
| | ARRIVAL TRANSPORTATION | C | ArrivalTransportation | |
| | AUTHORIZE DIRECT BILL | C | AuthorizeDirectBill | |
| | BLOCK CODE | C | BlockCode | |
| | CHECKOUT TIME | T | CheckoutTime | |
| | CHILDREN | N | Children | |
| | CHILDREN 1 | N | Children1 | |
| | CHILDREN 2 | N | Children2 | |
| | CHILDREN 3 | N | Children3 | |
| | CHILDREN AGE | C | ChildrenAge | |
| | COMMISSION PAID TO | C | CommissionPaidTo | |
| | COMP TYPE | C | CompType | |
| | COMPANY NAME | C | CompanyName | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | COMPANY NAME ID | N | CompanyNameId | |
| | CONFIRMATION LEG NO | N | ConfirmationLegNo | |
| | CONFIRMATION NO | C | ConfirmationNo | |
| | CURRENCY CODE | C | CurrencyCode | The currency code that the reservation was created in. Either based on the attached Rate Code or if No Rate Code, than the Rate Amount assigned in the Reservation. |
| | DEPARTURE CARRIER CODE | C | DepartureCarrierCode | |
| | DEPARTURE COMMENTS | C | DepartureComments | |
| | DEPARTURE DATE | D | DepartureDate | |
| | DEPARTURE DATETIME | D | DepatureDateTime | |
| | DEPARTURE ESTIMATE TIME | T | DepartureEstimateTime | |
| | DEPARTURE STATION CODE | C | DepartureStationCode | |
| | DEPARTURE TRANSPORT CODE | C | DepartureTransportCode | |
| | DEPARTURE TRANSPORT TIME | T | DepartureTransportTime | |
| | DEPARTURE TRANSPORT TYPE | C | DepartureTransportType | |
| | DEPARTURE TRANSPORTATION | C | DepartureTransportation | |
| | DISCOUNT AMOUNT | N | DiscountAmount | |
| | DISCOUNT PERCENT | N | DiscountPercent | |
| | DISCOUNT REASON | C | DiscountReason | |
| | FIRST NAME | C | FirstName | |
| | FIXED RATE | C | FixedRate | |
| | GROUP NAME | C | GroupName | |
| | GROUP NAME ID | N | GroupNameId | |
| | GUEST NAME ID | N | GuestNameID | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | LENGTH OF STAY | N | LengthOfStay | The Length of Stay of the reservation. |
| | MARKET CODE | C | MarketCode | The Market Code on the reservation. |
| | MEMBERSHIP NUMBER | C | MembershipNumber | |
| | MEMBERSHIP TYPE | C | MembershipType | |
| | NAME | C | Name | |
| | NO POST | C | NoPost | |
| | NUMBER OF ROOMS | N | NumberOfRooms | Suites: The value is only one room of the suite room type. OPERA will then deduct from availability for the room types that make up that suite. |
| | ORIGIN | C | Origin | |
| | PAYMENT METHOD | C | PaymentMethod | |
| | PRINT RATE YN | C | Printrateyn | |
| | PRODUCTS | C | Products | The packages that are attached as add-on to the reservation. This can either be via the Rate Code or manually added to the Reservation. |
| | RATE AMOUNT | N | RateAmount | This is the rate amount the guest will be charged. The amount can be based on the configuration of the rate code but not always. A reservation can be made without a rate code or a discount could be applied. The amount is always in the currency configured or selected in the LOV for currency on the reservation. External system should subscribe to element 'Currency Code' if in a multi-currency property. |
| | RATE CODE | C | RateCode | |
| | RATEABLE VALUE | N | RateableValue | Amount used to compare to the hurdle rate If the rate code is non-yieldable or there is not a rate code, this value will be empty. |
| | REALTIME EXCHANGE | C | RealtimeExchange | |
| | RESERVATION STATUS | C | ReservationStatus | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | RESERVATION TYPE | C | ReservationType | Determines if a Reservation is Deduct or Non Deduct. Additionally, the Reservation Type can be configured to mandate an Arrival Type, if a credit card is required and if a deposit is required. These are user definable. |
| | ROOM | C | RoomNumber | What room number the reservation is assigned. |
| | ROOM TYPE | C | RoomType | Suites: One room for the suite room type. OPERA would then deduct from availability for the suite room type (not affecting inventory as there is not physical inventory of that room) and then the room types that make up that suite. |
| | SHARE YN | C | ShareYN | Is this reservation a share with? This field is reliable in both SYNC and STANDARD data. |
| | SOURCE CODE | C | SourceCode | |
| | SOURCE NAME | C | SourceName | |
| | SOURCE NAME ID | N | SourceNameId | |
| | SPECIAL REQUEST | C | SpecialRequest | |
| | TAX TYPE | C | TaxType | |
| | TRAVEL AGENT NAME | C | TravelAgentName | |
| | TRAVEL AGENT NAME ID | N | TravelAgentNameId | |
| | VIDEO CHECKOUT | C | VideoCheckout | |
| REVERSE ADVANCE CHECK IN | ACCOMPANYING GUEST | C | AccompanyingGuest | |
| | ACCOMPANYING GUEST FIRST | C | AccompanyingGuestFirst | |
| | ACCOMPANYING NAMEID | N | AccompanyingNameid | |
| | ADULTS | N | Adults | |
| | ADVANCE CHECKED IN YN | C | AdvanceCheckedInYn | |
| | ARRIVAL CARRIER CODE | C | ArrivalCarrierCode | |
| | ARRIVAL COMMENTS | C | ArrivalComments | |
| | ARRIVAL DATE | D | ArrivalDate | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | ARRIVAL DATETIME | D | ArrivalDatetime | |
| | ARRIVAL ESTIMATE TIME | T | ArrivalEstimateTime | |
| | ARRIVAL STATION CODE | C | ArrivalStationCode | |
| | ARRIVAL TIME | T | ArrivalTime | |
| | ARRIVAL TRANSPORT CODE | C | ArrivalTransportCode | |
| | ARRIVAL TRANSPORT TIME | T | ArrivalTransportTime | |
| | ARRIVAL TRANSPORT TYPE | C | ArrivalTransportType | |
| | ARRIVAL TRANSPORTATION | C | ArrivalTransportation | |
| | AUTHORIZE DIRECT BILL | C | AuthorizeDirectBill | |
| | BLOCK CODE | C | BlockCode | |
| | CHECKOUT TIME | T | CheckoutTime | |
| | CHILDREN | N | Children | |
| | CHILDREN 1 | N | Children1 | |
| | CHILDREN 2 | N | Children2 | |
| | CHILDREN 3 | N | Children3 | |
| | CHILDREN AGE | C | ChildrenAge | |
| | COMMISSION PAID TO | C | CommissionPaidTo | |
| | COMMUNICATION | C | Communication | |
| | COMMUNICATION PRIORITY | N | CommunicationPriority | |
| | COMMUNICATION ROLE | C | CommunicationRole | |
| | COMMUNICATION TYPE | C | CommunicationType | |
| | COMP TYPE | C | CompType | |
| | COMPANY NAME | C | CompanyName | |
| | COMPANY NAME ID | N | CompanyNameId | |
| | CONFIRMATION LEG NO | N | ConfirmationLegNo | |
| | CONFIRMATION NO | C | ConfirmationNo | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | CREDIT LIMIT AUTO PAY ALLOW YN | C | CreditLimitAutoPayAllowYn | |
| | CURRENCY CODE | C | CurrencyCode | |
| | DEPARTURE CARRIER CODE | C | DepartureCarrierCode | |
| | DEPARTURE COMMENTS | C | DepartureComments | |
| | DEPARTURE DATE | D | DepartureDate | |
| | DEPARTURE DATETIME | D | DepartureDatetime | |
| | DEPARTURE ESTIMATE TIME | T | DepartureEstimateTime | |
| | DEPARTURE STATION CODE | C | DepartureStationCode | |
| | DEPARTURE TRANSPORT CODE | C | DepartureTransportCode | |
| | DEPARTURE TRANSPORT TIME | T | DepartureTransportTime | |
| | DEPARTURE TRANSPORT TYPE | C | DepartureTransportType | |
| | DEPARTURE TRANSPORTATION | C | DepartureTransportation | |
| | DISCOUNT AMOUNT | N | DiscountAmount | |
| | DISCOUNT PERCENT | N | DiscountPercent | |
| | DISCOUNT REASON | C | DiscountReason | |
| | ETR COMMENTS | C | EtrComments | |
| | EXPECTED TIME OF RETURN | T | ExpectedTimeOfReturn | |
| | FIRST NAME | C | FirstName | |
| | FIXED RATE | C | FixedRate | |
| | GROUP NAME | C | GroupName | |
| | GROUP NAME ID | N | GroupNameId | |
| | GUEST NAME ID | N | GuestNameId | |
| | LENGTH OF STAY | N | LengthOfStay | |
| | MARKET CODE | C | MarketCode | |
| | MEMBERSHIP NUMBER | C | MembershipNumber | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | MEMBERSHIP TYPE | C | MembershipType | |
| | NAME | C | Name | |
| | NO POST | C | NoPost | |
| | NUMBER OF ROOMS | N | NumberOfRooms | |
| | OPTED FOR COMM YN | C | Optedforcommyn | |
| | ORIGIN | C | Origin | |
| | PAYMENT METHOD | C | PaymentMethod | |
| | PRINT RATE YN | C | PrintRateYn | |
| | PRODUCTS | C | Products | |
| | RATE AMOUNT | N | RateAmount | |
| | RATE CODE | C | RateCode | |
| | RATEABLE VALUE | N | RateableValue | |
| | REALTIME EXCHANGE | C | RealtimeExchange | |
| | RESERVATION STATUS | C | ReservationStatus | |
| | RESERVATION TYPE | C | ReservationType | |
| | ROOM | C | Room | |
| | ROOM TYPE | C | RoomType | |
| | SHARE YN | C | ShareYn | |
| | SOURCE CODE | C | SourceCode | |
| | SOURCE NAME | C | SourceName | |
| | SOURCE NAME ID | N | SourceNameId | |
| | SPECIAL REQUEST | C | SpecialRequest | |
| | TAX TYPE | C | TaxType | |
| | TRAVEL AGENT NAME | C | TravelAgentName | |
| | TRAVEL AGENT NAME ID | N | TravelAgentNameId | |
| | TURNDOWN DATE | D | TurndownDate | |
| | TURNDOWN STATUS | C | TurndownStatus | |
| | VIDEO CHECKOUT | C | VideoCheckout | |
| | WALK IN | C | WalkIn | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| REVERSE CHECK IN | ACCOMPANYING GUEST | C | AccompanyingGuest | For actions specific to Accompanying Guest, this will trigger the NEW ACCOMPANYING GUEST and DELETED ACCOMPANYING GUEST data elements and works independently of the ACCOMPANYING GUEST data element. |
| | ACCOMPANYING GUEST FIRST | C | AccompanyingGuestFirst | For actions specific to Accompanying Guest First, this will trigger the NEW ACCOMPANYING GUEST FIRST and DELETED ACCOMPANYING GUEST FIRST data elements and works independently of the ACCOMPANYING GUEST FIRST data element. |
| | ACCOMPANYING NAMEID | N | AccompanyingNameid | For actions specific to Accompanying Guest ID, this will trigger the NEW ACCOMPANYING NAMEID and DELETED ACCOMPANYING NAMEID data elements and works independently of the ACCOMPANYING NAMEID data element. |
| | ADULTS | N | Adults | |
| | ARRIVAL CARRIER CODE | C | ArrivalCarrierCode | |
| | ARRIVAL COMMENTS | C | ArrivalComments | |
| | ARRIVAL DATE | D | ArrivalDate | |
| | ARRIVAL DATETIME | D | ArrivalDateTime | |
| | ARRIVAL ESTIMATE TIME | T | ArrivalEstimateTime | |
| | ARRIVAL STATION CODE | C | ArrivalStationCode | |
| | ARRIVAL TIME | T | ArrivalTime | |
| | ARRIVAL TRANSPORT CODE | C | ArrivalTrasportCode | |
| | ARRIVAL TRANSPORT TIME | T | ArrivalTransportTime | |
| | ARRIVAL TRANSPORT TYPE | C | ArrivalTransportType | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | ARRIVAL TRANSPORTATION | C | ArrivalTransportation | |
| | AUTHORIZE DIRECT BILL | C | AuthorizeDirectBill | |
| | BLOCK CODE | C | BlockCode | |
| | CHECKOUT TIME | T | CheckoutTime | |
| | CHILDREN | N | Children | |
| | CHILDREN 1 | N | Children1 | |
| | CHILDREN 2 | N | Children2 | |
| | CHILDREN 3 | N | Children3 | |
| | CHILDREN AGE | C | ChildrenAge | |
| | COMMISSION PAID TO | C | CommissionPaidTo | |
| | COMP TYPE | C | CompType | |
| | COMPANY NAME | C | CompanyName | |
| | COMPANY NAME ID | N | CompanyNameId | |
| | CONFIRMATION LEG NO | N | ConfirmationLegNo | |
| | CONFIRMATION NO | C | ConfirmationNo | |
| | CURRENCY CODE | C | CurrencyCode | The currency code that the reservation was created in. Either based on the attached Rate Code or if No Rate Code, than the Rate Amount assigned in the Reservation. |
| | DEPARTURE CARRIER CODE | C | DepartureCarrierCode | |
| | DEPARTURE COMMENTS | C | DepartureComments | |
| | DEPARTURE DATE | D | DepartureDate | |
| | DEPARTURE DATETIME | D | DepatureDateTime | |
| | DEPARTURE ESTIMATE TIME | T | DepartureEstimateTime | |
| | DEPARTURE STATION CODE | C | DepartureStationCode | |
| | DEPARTURE TRANSPORT CODE | C | DepartureTransportCode | |
| | DEPARTURE TRANSPORT TIME | T | DepartureTransportTime | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | DEPARTURE TRANSPORT TYPE | C | DepartureTransportType | |
| | DEPARTURE TRANSPORTATION | C | DepartureTransportation | |
| | DISCOUNT AMOUNT | N | DiscountAmount | |
| | DISCOUNT PERCENT | N | DiscountPercent | |
| | DISCOUNT REASON | C | DiscountReason | |
| | FIRST NAME | C | FirstName | |
| | FIXED RATE | C | FixedRate | |
| | GROUP NAME | C | GroupName | |
| | GROUP NAME ID | N | GroupNameId | |
| | GUEST NAME ID | N | GuestNameID | |
| | LENGTH OF STAY | N | LengthOfStay | The Length of Stay of the reservation. |
| | MARKET CODE | C | MarketCode | The Market Code on the reservation. |
| | MEMBERSHIP NUMBER | C | MembershipNumber | |
| | MEMBERSHIP TYPE | C | MembershipType | |
| | NAME | C | Name | |
| | NO POST | C | NoPost | |
| | NUMBER OF ROOMS | N | NumberOfRooms | Suites: The value is only one room of the suite room type. OPERA will then deduct from availability for the room types that make up that suite. |
| | ORIGIN | C | Origin | |
| | PAYMENT METHOD | C | PaymentMethod | |
| | PRINT RATE YN | C | Printrateyn | |
| | PRODUCTS | C | Products | The packages that are attached as add-on to the reservation. This can either be via the Rate Code or manually added to the Reservation. |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | RATE AMOUNT | N | RateAmount | This is the rate amount the guest will be charged. The amount can be based on the configuration of the rate code but not always. A reservation can be made without a rate code or a discount could be applied. The amount is always in the currency configured or selected in the LOV for currency on the reservation. External system should subscribe to element 'Currency Code' if in a multi-currency property. |
| | RATE CODE | C | RateCode | |
| | RATEABLE VALUE | N | RateableValue | Amount used to compare to the hurdle rate If the rate code is non-yieldable or there is not a rate code, this value will be empty. |
| | REALTIME EXCHANGE | C | RealtimeExchange | |
| | RESERVATION STATUS | C | ReservationStatus | |
| | RESERVATION TYPE | C | ReservationType | Determines if a Reservation is Deduct or Non Deduct. Additionally, the Reservation Type can be configured to mandate an Arrival Type, if a credit card is required and if a deposit is required. These are user definable. |
| | ROOM | C | RoomNumber | What room number the reservation is assigned. |
| | ROOM TYPE | C | RoomType | Suites: One room for the suite room type. OPERA would then deduct from availability for the suite room type (not affecting inventory as there is not physical inventory of that room) and then the room types that make up that suite. |
| | SHARE YN | C | ShareYN | Is this reservation a share with? This field is reliable in both SYNC and STANDARD data. |
| | SOURCE CODE | C | SourceCode | |
| | SOURCE NAME | C | SourceName | |
| | SOURCE NAME ID | N | SourceNameId | |
| | SPECIAL REQUEST | C | SpecialRequest | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | TAX TYPE | C | TaxType | |
| | TRAVEL AGENT NAME | C | TravelAgentName | |
| | TRAVEL AGENT NAME ID | N | TravelAgentNameId | |
| | TURNDOWN DATE | D | TurndownDate | |
| | TURNDOWN STATUS | C | TurndownStatus | |
| | VIDEO CHECKOUT | C | VideoCheckout | |
| REVERSE CHECK OUT | ACCOMPANYING GUEST | C | AccompanyingGuest | For actions specific to Accompanying Guest, this will trigger the NEW ACCOMPANYING GUEST and DELETED ACCOMPANYING GUEST data elements and works independently of the ACCOMPANYING GUEST data element. |
| | ACCOMPANYING GUEST FIRST | C | AccompanyingGuestFirst | For actions specific to Accompanying Guest First, this will trigger the NEW ACCOMPANYING GUEST FIRST and DELETED ACCOMPANYING GUEST FIRST data elements and works independently of the ACCOMPANYING GUEST FIRST data element. |
| | ACCOMPANYING NAMEID | N | AccompanyingNameid | For actions specific to Accompanying Guest ID, this will trigger the NEW ACCOMPANYING NAMEID and DELETED ACCOMPANYING NAMEID data elements and works independently of the ACCOMPANYING NAMEID data element. |
| | ADULTS | N | Adults | |
| | ARRIVAL CARRIER CODE | C | ArrivalCarrierCode | |
| | ARRIVAL COMMENTS | C | ArrivalComments | |
| | ARRIVAL DATE | D | ArrivalDate | |
| | ARRIVAL DATETIME | D | ArrivalDateTime | |
| | ARRIVAL ESTIMATE TIME | T | ArrivalEstimateTime | |
| | ARRIVAL STATION CODE | C | ArrivalStationCode | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | ARRIVAL TIME | T | ArrivalTime | |
| | ARRIVAL TRANSPORT CODE | C | ArrivalTrasportCode | |
| | ARRIVAL TRANSPORT TIME | T | ArrivalTransportTime | |
| | ARRIVAL TRANSPORT TYPE | C | ArrivalTransportType | |
| | ARRIVAL TRANSPORTATION | C | ArrivalTransportation | |
| | AUTHORIZE DIRECT BILL | C | AuthorizeDirectBill | |
| | BLOCK CODE | C | BlockCode | |
| | CHECKOUT TIME | T | CheckoutTime | |
| | CHILDREN | N | Children | |
| | CHILDREN 1 | N | Children1 | |
| | CHILDREN 2 | N | Children2 | |
| | CHILDREN 3 | N | Children3 | |
| | CHILDREN AGE | C | ChildrenAge | |
| | COMMISSION PAID TO | C | CommissionPaidTo | |
| | COMP TYPE | C | CompType | |
| | COMPANY NAME | C | CompanyName | |
| | COMPANY NAME ID | N | CompanyNameId | |
| | CONFIRMATION LEG NO | N | ConfirmationLegNo | |
| | CONFIRMATION NO | C | ConfirmationNo | |
| | CURRENCY CODE | C | CurrencyCode | The currency code that the reservation was created in. Either based on the attached Rate Code or if No Rate Code, than the Rate Amount assigned in the Reservation. |
| | DEPARTURE CARRIER CODE | C | DepartureCarrierCode | |
| | DEPARTURE COMMENTS | C | DepartureComments | |
| | DEPARTURE DATE | D | DepartureDate | |
| | DEPARTURE DATETIME | D | DepatureDateTime | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | DEPARTURE ESTIMATE TIME | T | DepartureEstimateTime | |
| | DEPARTURE STATION CODE | C | DepartureStationCode | |
| | DEPARTURE TRANSPORT CODE | C | DepartureTransportCode | |
| | DEPARTURE TRANSPORT TIME | T | DepartureTransportTime | |
| | DEPARTURE TRANSPORT TYPE | C | DepartureTransportType | |
| | DEPARTURE TRANSPORTATION | C | DepartureTransportation | |
| | DISCOUNT AMOUNT | N | DiscountAmount | |
| | DISCOUNT PERCENT | N | DiscountPercent | |
| | DISCOUNT REASON | C | DiscountReason | |
| | FIRST NAME | C | FirstName | |
| | FIXED RATE | C | FixedRate | |
| | GROUP NAME | C | GroupName | |
| | GROUP NAME ID | N | GroupNameId | |
| | GUEST NAME ID | N | GuestNameID | |
| | LENGTH OF STAY | N | LengthOfStay | The Length of Stay of the reservation. |
| | MARKET CODE | C | MarketCode | The Market Code on the reservation. |
| | MEMBERSHIP NUMBER | C | MembershipNumber | |
| | MEMBERSHIP TYPE | C | MembershipType | |
| | NAME | C | Name | |
| | NO POST | C | NoPost | |
| | NUMBER OF ROOMS | N | NumberOfRooms | Suites: The value is only one room of the suite room type. OPERA will then deduct from availability for the room types that make up that suite. |
| | ORIGIN | C | Origin | |
| | PAYMENT METHOD | C | PaymentMethod | |
| | PRINT RATE YN | C | Printrateyn | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | PRODUCTS | C | Products | The packages that are attached as add-on to the reservation. This can either be via the Rate Code or manually added to the Reservation. |
| | RATE AMOUNT | N | RateAmount | This is the rate amount the guest will be charged. The amount can be based on the configuration of the rate code but not always. A reservation can be made without a rate code or a discount could be applied. The amount is always in the currency configured or selected in the LOV for currency on the reservation. External system should subscribe to element 'Currency Code' if in a multi-currency property. |
| | RATE CODE | C | RateCode | |
| | RATEABLE VALUE | N | RateableValue | Amount used to compare to the hurdle rate If the rate code is non-yieldable or there is not a rate code, this value will be empty. |
| | REALTIME EXCHANGE | C | RealtimeExchange | |
| | RESERVATION STATUS | C | ReservationStatus | |
| | RESERVATION TYPE | C | ReservationType | Determines if a Reservation is Deduct or Non Deduct. Additionally, the Reservation Type can be configured to mandate an Arrival Type, if a credit card is required and if a deposit is required. These are user definable. |
| | ROOM | C | RoomNumber | What room number the reservation is assigned. |
| | ROOM TYPE | C | RoomType | Suites: One room for the suite room type. OPERA would then deduct from availability for the suite room type (not affecting inventory as there is not physical inventory of that room) and then the room types that make up that suite. |
| | SHARE YN | C | ShareYN | Is this reservation a share with? This field is reliable in both SYNC and STANDARD data. |
| | SOURCE CODE | C | SourceCode | |
| | SOURCE NAME | C | SourceName | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | SOURCE NAME ID | N | SourceNameId | |
| | SPECIAL REQUEST | C | SpecialRequest | |
| | TAX TYPE | C | TaxType | |
| | TRAVEL AGENT NAME | C | TravelAgentName | |
| | TRAVEL AGENT NAME ID | N | TravelAgentNameId | |
| | TURNDOWN DATE | D | TurndownDate | |
| | TURNDOWN STATUS | C | TurndownStatus | |
| | VIDEO CHECKOUT | C | VideoCheckout | |
| ROLLBACK CANCEL | ACCOMPANYING GUEST | C | AccompanyingGuest | For actions specific to Accompanying Guest, this will trigger the NEW ACCOMPANYING GUEST and DELETED ACCOMPANYING GUEST data elements and works independently of the ACCOMPANYING GUEST data element. |
| | ACCOMPANYING GUEST FIRST | C | AccompanyingGuestFirst | For actions specific to Accompanying Guest First, this will trigger the NEW ACCOMPANYING GUEST FIRST and DELETED ACCOMPANYING GUEST FIRST data elements and works independently of the ACCOMPANYING GUEST FIRST data element. |
| | ACCOMPANYING NAMEID | N | AccompanyingNameid | For actions specific to Accompanying Guest ID, this will trigger the NEW ACCOMPANYING NAMEID and DELETED ACCOMPANYING NAMEID data elements and works independently of the ACCOMPANYING NAMEID data element. |
| | ADULTS | N | Adults | |
| | ARRIVAL CARRIER CODE | C | ArrivalCarrierCode | |
| | ARRIVAL COMMENTS | C | ArrivalComments | |
| | ARRIVAL DATE | D | ArrivalDate | |
| | ARRIVAL DATETIME | D | ArrivalDateTime | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | ARRIVAL ESTIMATE TIME | T | ArrivalEstimateTime | |
| | ARRIVAL STATION CODE | C | ArrivalStationCode | |
| | ARRIVAL TIME | T | ArrivalTime | |
| | ARRIVAL TRANSPORT CODE | C | ArrivalTrasportCode | |
| | ARRIVAL TRANSPORT TIME | T | ArrivalTransportTime | |
| | ARRIVAL TRANSPORT TYPE | C | ArrivalTransportType | |
| | ARRIVAL TRANSPORTATION | C | ArrivalTransportation | |
| | AUTHORIZE DIRECT BILL | C | AuthorizeDirectBill | |
| | BLOCK CODE | C | BlockCode | |
| | CHECKOUT TIME | T | CheckoutTime | |
| | CHILDREN | N | Children | |
| | CHILDREN 1 | N | Children1 | |
| | CHILDREN 2 | N | Children2 | |
| | CHILDREN 3 | N | Children3 | |
| | CHILDREN AGE | C | ChildrenAge | |
| | COMMISSION PAID TO | C | CommissionPaidTo | |
| | COMP TYPE | C | CompType | |
| | COMPANY NAME | C | CompanyName | |
| | COMPANY NAME ID | N | CompanyNameId | |
| | CONFIRMATION LEG NO | N | ConfirmationLegNo | |
| | CONFIRMATION NO | C | ConfirmationNo | |
| | CURRENCY CODE | C | CurrencyCode | The currency code that the reservation was created in. Either based on the attached Rate Code or if No Rate Code, than the Rate Amount assigned in the Reservation. |
| | DEPARTURE CARRIER CODE | C | DepartureCarrierCode | |
| | DEPARTURE COMMENTS | C | DepartureComments | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | DEPARTURE DATE | D | DepartureDate | |
| | DEPARTURE DATETIME | D | DepatureDateTime | |
| | DEPARTURE ESTIMATE TIME | T | DepartureEstimateTime | |
| | DEPARTURE STATION CODE | C | DepartureStationCode | |
| | DEPARTURE TRANSPORT CODE | C | DepartureTransportCode | |
| | DEPARTURE TRANSPORT TIME | T | DepartureTransportTime | |
| | DEPARTURE TRANSPORT TYPE | C | DepartureTransportType | |
| | DEPARTURE TRANSPORTATION | C | DepartureTransportation | |
| | DISCOUNT AMOUNT | N | DiscountAmount | |
| | DISCOUNT PERCENT | N | DiscountPercent | |
| | DISCOUNT REASON | C | DiscountReason | |
| | FIRST NAME | C | FirstName | |
| | FIXED RATE | C | FixedRate | |
| | GROUP NAME | C | GroupName | |
| | GROUP NAME ID | N | GroupNameId | |
| | GUEST NAME ID | N | GuestNameID | |
| | LENGTH OF STAY | N | LengthOfStay | The Length of Stay of the reservation. |
| | MARKET CODE | C | MarketCode | The Market Code on the reservation. |
| | MEMBERSHIP NUMBER | C | MembershipNumber | |
| | MEMBERSHIP TYPE | C | MembershipType | |
| | NAME | C | Name | |
| | NO POST | C | NoPost | |
| | NUMBER OF ROOMS | N | NumberOfRooms | Suites: The value is only one room of the suite room type. OPERA will then deduct from availability for the room types that make up that suite. |
| | ORIGIN | C | Origin | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | PAYMENT METHOD | C | PaymentMethod | |
| | PRINT RATE YN | C | Printrateyn | |
| | PRODUCTS | C | Products | The packages that are attached as add-on to the reservation. This can either be via the Rate Code or manually added to the Reservation. |
| | RATE AMOUNT | N | RateAmount | This is the rate amount the guest will be charged. The amount can be based on the configuration of the rate code but not always. A reservation can be made without a rate code or a discount could be applied. The amount is always in the currency configured or selected in the LOV for currency on the reservation. External system should subscribe to element 'Currency Code' if in a multi-currency property. |
| | RATE CODE | C | RateCode | |
| | RATEABLE VALUE | N | RateableValue | Amount used to compare to the hurdle rate If the rate code is non-yieldable or there is not a rate code, this value will be empty. |
| | REALTIME EXCHANGE | C | RealtimeExchange | |
| | RESERVATION STATUS | C | ReservationStatus | |
| | RESERVATION TYPE | C | ReservationType | Determines if a Reservation is Deduct or Non Deduct. Additionally, the Reservation Type can be configured to mandate an Arrival Type, if a credit card is required and if a deposit is required. These are user definable. |
| | ROOM | C | RoomNumber | What room number the reservation is assigned. |
| | ROOM TYPE | C | RoomType | Suites: One room for the suite room type. OPERA would then deduct from availability for the suite room type (not affecting inventory as there is not physical inventory of that room) and then the room types that make up that suite. |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | SHARE YN | C | ShareYN | Is this reservation a share with? This field is reliable in both SYNC and STANDARD data. |
| | SOURCE CODE | C | SourceCode | |
| | SOURCE NAME | C | SourceName | |
| | SOURCE NAME ID | N | SourceNameId | |
| | SPECIAL REQUEST | C | SpecialRequest | |
| | TAX TYPE | C | TaxType | |
| | TRAVEL AGENT NAME | C | TravelAgentName | |
| | TRAVEL AGENT NAME ID | N | TravelAgentNameId | |
| | VIDEO CHECKOUT | C | VideoCheckout | |
| ROOM KEY CREATED | ARRIVAL DATE | D | ArrivalDate | Date of Arrival |
| | ADDITIONAL ROOMS | C | AdditionalRooms | Additional Rooms |
| | CONFIRMATION NUMBER | C | ConfirmationNumber | Confirmation Number |
| | DEPARTURE DATE | D | DepartureDate | Departure Date |
| | KEY TYPE | C | KeyType | Key Type |
| | KEY OPTIONS | C | Keyoptions | Key options |
| | NUMBER OF KEYS | N | NumberofKeys | Number of Keys |
| | ROOM | C | Room | Room |
| | VALID START DATE | D | ValidStartDate | Valid Start Date |
| | VALID START TIME | D | ValidStartTime | Valid Start Time |
| | VALID UNTIL DATE | D | ValidUntilDate | Valid Until Date |
| | VALID UNTIL TIME | D | ValidUntilTime | Valid Until Time |
| SEPARATE GUEST FROM SHARE | ACCOMPANYING GUEST | C | AccompanyingGuest | For actions specific to Accompanying Guest, this will trigger the NEW ACCOMPANYING GUEST and DELETED ACCOMPANYING GUEST data elements and works independently of the ACCOMPANYING GUEST data element. |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | ACCOMPANYING GUEST FIRST | C | AccompanyingGuestFirst | For actions specific to Accompanying Guest First, this will trigger the NEW ACCOMPANYING GUEST FIRST and DELETED ACCOMPANYING GUEST FIRST data elements and works independently of the ACCOMPANYING GUEST FIRST data element. |
| | ACCOMPANYING NAMEID | N | AccompanyingNameid | For actions specific to Accompanying Guest ID, this will trigger the NEW ACCOMPANYING NAMEID and DELETED ACCOMPANYING NAMEID data elements and works independently of the ACCOMPANYING NAMEID data element. |
| | ADULTS | N | Adults | |
| | ARRIVAL CARRIER CODE | C | ArrivalCarrierCode | |
| | ARRIVAL COMMENTS | C | ArrivalComments | |
| | ARRIVAL DATE | D | ArrivalDate | |
| | ARRIVAL DATETIME | D | ArrivalDateTime | |
| | ARRIVAL ESTIMATE TIME | T | ArrivalEstimateTime | |
| | ARRIVAL STATION CODE | C | ArrivalStationCode | |
| | ARRIVAL TIME | T | ArrivalTime | |
| | ARRIVAL TRANSPORT CODE | C | ArrivalTrasportCode | |
| | ARRIVAL TRANSPORT TIME | T | ArrivalTransportTime | |
| | ARRIVAL TRANSPORT TYPE | C | ArrivalTransportType | |
| | ARRIVAL TRANSPORTATION | C | ArrivalTransportation | |
| | AUTHORIZE DIRECT BILL | C | AuthorizeDirectBill | |
| | BLOCK CODE | C | BlockCode | |
| | CHECKOUT TIME | T | CheckoutTime | |
| | CHILDREN | N | Children | |
| | CHILDREN 1 | N | Children1 | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | CHILDREN 2 | N | Children2 | |
| | CHILDREN 3 | N | Children3 | |
| | CHILDREN AGE | C | ChildrenAge | |
| | COMMISSION PAID TO | C | CommissionPaidTo | |
| | COMP TYPE | C | CompType | |
| | COMPANY NAME | C | CompanyName | |
| | COMPANY NAME ID | N | CompanyNameId | |
| | CONFIRMATION LEG NO | N | ConfirmationLegNo | |
| | CONFIRMATION NO | C | ConfirmationNo | |
| | CURRENCY CODE | C | CurrencyCode | The currency code that the reservation was created in. Either based on the attached Rate Code or if No Rate Code, than the Rate Amount assigned in the Reservation. |
| | DEPARTURE CARRIER CODE | C | DepartureCarrierCode | |
| | DEPARTURE COMMENTS | C | DepartureComments | |
| | DEPARTURE DATE | D | DepartureDate | |
| | DEPARTURE DATETIME | D | DepatureDateTime | |
| | DEPARTURE ESTIMATE TIME | T | DepartureEstimateTime | |
| | DEPARTURE STATION CODE | C | DepartureStationCode | |
| | DEPARTURE TRANSPORT CODE | C | DepartureTransportCode | |
| | DEPARTURE TRANSPORT TIME | T | DepartureTransportTime | |
| | DEPARTURE TRANSPORT TYPE | C | DepartureTransportType | |
| | DEPARTURE TRANSPORTATION | C | DepartureTransportation | |
| | DISCOUNT AMOUNT | N | DiscountAmount | |
| | DISCOUNT PERCENT | N | DiscountPercent | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | DISCOUNT REASON | C | DiscountReason | |
| | EXT SEG NO | N | ExtSegNo | |
| | FIRST NAME | C | FirstName | |
| | FIXED RATE | C | FixedRate | |
| | GROUP NAME | C | GroupName | |
| | GROUP NAME ID | N | GroupNameId | |
| | GUEST NAME ID | N | GuestNameID | |
| | LENGTH OF STAY | N | LengthOfStay | The Length of Stay of the reservation. |
| | MARKET CODE | C | MarketCode | The Market Code on the reservation. |
| | MEMBERSHIP NUMBER | C | MembershipNumber | |
| | MEMBERSHIP TYPE | C | MembershipType | |
| | NAME | C | Name | |
| | NO POST | C | NoPost | |
| | NUMBER OF ROOMS | N | NumberOfRooms | Suites: The value is only one room of the suite room type. OPERA will then deduct from availability for the room types that make up that suite. |
| | PAYMENT METHOD | C | PaymentMethod | |
| | PRINT RATE YN | C | Printrateyn | |
| | PRODUCTS | C | Products | The packages that are attached as add-on to the reservation. This can either be via the Rate Code or manually added to the Reservation. |
| | RATE AMOUNT | N | RateAmount | This is the rate amount the guest will be charged. The amount can be based on the configuration of the rate code but not always. A reservation can be made without a rate code or a discount could be applied. The amount is always in the currency configured or selected in the LOV for currency on the reservation. External system should subscribe to element 'Currency Code' if in a multi-currency property. |
| | RATE CODE | C | RateCode | |
| | REALTIME EXCHANGE | C | RealtimeExchange | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | RESACTION | C | ResAction | |
| | RESERVATION STATUS | C | ReservationStatus | |
| | RESERVATION TYPE | C | ReservationType | Determines if a Reservation is Deduct or Non Deduct. Additionally, the Reservation Type can be configured to mandate an Arrival Type, if a credit card is required and if a deposit is required. These are user definable. |
| | ROOM | C | RoomNumber | What room number the reservation is assigned. |
| | ROOM TYPE | C | RoomType | Suites: One room for the suite room type. OPERA would then deduct from availability for the suite room type (not affecting inventory as there is not physical inventory of that room) and then the room types that make up that suite. |
| | SEPARATING FROM RESV NAME ID | N | SeparatingFromResvNameId | |
| | SHARE YN | C | ShareYN | Is this reservation a share with? This field is reliable in both SYNC and STANDARD data. |
| | SOURCE CODE | C | SourceCode | |
| | SOURCE NAME | C | SourceName | |
| | SOURCE NAME ID | N | SourceNameId | |
| | SPECIAL REQUEST | C | SpecialRequest | |
| | TAX TYPE | C | TaxType | |
| | TRAVEL AGENT NAME | C | TravelAgentName | |
| | TRAVEL AGENT NAME ID | N | TravelAgentNameId | |
| | VIDEO CHECKOUT | C | VideoCheckout | |
| TURNAWAYS | ARRIVAL DATE | D | ArrivalDate | |
| | CITY | C | City | |
| | COMMENTS | C | Comments | Only available for subscription to the Business Events of New Routing, Update Routing and Delete Routing if the license code OPP_GCA is active. |
| | COUNTRY | C | Country | |
| | DISTRICT | C | District | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | MARKET CODE | C | MarketCode | |
| | NUMBER OF NIGHTS | N | NumberOfNights | The Number of Nights the reservation was created for. |
| | NUMBER OF ROOMS | N | NumberOfRooms | Suites: The value is only one room of the suite room type. OPERA will then deduct from availability for the room types that make up that suite. |
| | POSTAL CODE | C | PostalCode | |
| | PRINT RATE YN | C | Printrateyn | |
| | RATE CODE | C | RateCode | |
| | REALTIME EXCHANGE | C | RealtimeExchange | |
| | REGION | C | Region | |
| | ROOM TYPE | C | RoomType | Suites: One room for the suite room type. OPERA would then deduct from availability for the suite room type (not affecting inventory as there is not physical inventory of that room) and then the room types that make up that suite. |
| | STATE | C | State | |
| | TURNAWAY CODE | C | TurnawayCode | |
| | YIELD MARKET TYPE | C | YieldMarketType | |
| UPDATE CERTIFICATES | CERTIFICATE ACTION | C | CertStatus | |
| | CERTIFICATE NUMBER | N | CertNum | |
| | GUEST NAME ID | N | CustomerId | |
| | INSTANT REDEMPTION YN | C | InstantRedemptionYn | |
| | MASTER CERTIFICATE NUMBER | C | MasterCertificateNumber | |
| | NIGHTS | C | Nights | |
| | PRINT RATE YN | C | Printrateyn | |
| | REALTIME EXCHANGE | C | RealtimeExchange | |
| | TRANSACTION DATE | D | CertUseDate | |
| | TRANSACTION TIME | T | CertUseTime | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| UPDATE RESERVATION | ACCOMPANYING GUEST | C | AccompanyingGuest | For actions specific to Accompanying Guest, this will trigger the NEW ACCOMPANYING GUEST and DELETED ACCOMPANYING GUEST data elements and works independently of the ACCOMPANYING GUEST data element. |
| | ACCOMPANYING GUEST FIRST | C | AccompanyingGuestFirst | For actions specific to Accompanying Guest First, this will trigger the NEW ACCOMPANYING GUEST FIRST and DELETED ACCOMPANYING GUEST FIRST data elements and works independently of the ACCOMPANYING GUEST FIRST data element. |
| | ACCOMPANYING NAMEID | N | AccompanyingNameid | For actions specific to Accompanying Guest ID, this will trigger the NEW ACCOMPANYING NAMEID and DELETED ACCOMPANYING NAMEID data elements and works independently of the ACCOMPANYING NAMEID data element. |
| | ACCOMPANYING GUEST ADDRESS1 | C | AccompanyingGuestAddress1 | |
| | ACCOMPANYING GUEST ADDRESS2 | C | AccompanyingGuestAddress2 | |
| | ACCOMPANYING GUEST ADDRESS3 | C | AccompanyingGuestAddress3 | |
| | ACCOMPANYING GUEST ADDRESS4 | C | AccompanyingGuestAddress4 | |
| | ACCOMPANYING GUEST COUNTRY | C | AccompanyingGuestCountry | |
| | ACCOMPANYING GUEST STATE | C | AccompanyingGuestState | |
| | ACCOMPANYING GUEST CITY | C | AccompanyingGuestCity | |
| | ACCOMPANYING GUEST POSTAL CODE | C | AccompanyingGuestPostalCode | |
| | ACCOMPANYING GUEST MEMBERSHIP TYPE | C | AccompanyingGuestMembershipType | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | ACCOMPANYING GUEST MEMBERSHIP LEVEL | C | AccompanyingGuestMembershipLevel | |
| | ACCOMPANYING GUEST MEMBERSHIP NUMBER | C | AccompanyingGuestMembershipNumber | |
| | ACCOMPANYING GUEST NATIONALITY | C | AccompanyingGuestNationality | |
| | ACCOMPANYING GUEST BIRTH DATE | D | AccompanyingGuestBirthDate | |
| | ACCOMPANYING GUEST VIP | C | AccompanyingGuestVip | |
| | ACCOMPANYING GUEST EMAIL | C | AccompanyingGuestEmail | |
| | ACCOMPANYING GUEST PHONE NUMBER | C | AccompanyingGuestPhoneNumber | |
| | ACCOMPANYING GUEST ID TYPE | C | AccompanyingGuestIdType | |
| | ACCOMPANYING GUEST ID NUMBER | C | AccompanyingGuestIdNumber | |
| | ACCOMPANYING GUEST RELATIONSHIP | C | AccompanyingGuestRelationship | |
| | ACTION DATE | C | ActionDate | |
| | ADDRESSEE NAME | N | AddresseeName | |
| | ADDRESSEE NAME ID | N | AddresseeNameId | |
| | ADULTS | N | Adults | |
| | ADVANCE CHECKED IN YN | C | AdvanceCheckedInYn | |
| | ALERTS MODIFIED YN | C | AlertsModifiedYn | Available when the Reservations>Alerts application function is set to Y, when an alert is added to a reservation, this business event is triggered and will be sent to ORS to help central reservation agents identify alert information on bookings. |
| | APP USER | N | AppUser | |
| | APPLY SEQ | N | ApplySeq | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | ARRIVAL CARRIER CODE | C | ArrivalCarrierCode | |
| | ARRIVAL COMMENTS | C | ArrivalComments | |
| | ARRIVAL DATE | D | ArrivalDate | |
| | ARRIVAL DATETIME | D | ArrivalDateTime | |
| | ARRIVAL ESTIMATE TIME | T | ArrivalEstimateTime | |
| | ARRIVAL STATION CODE | C | ArrivalStationCode | |
| | ARRIVAL TIME | T | ArrivalTime | |
| | ARRIVAL TRANSPORT CODE | C | ArrivalTrasportCode | |
| | ARRIVAL TRANSPORT TIME | T | ArrivalTransportTime | |
| | ARRIVAL TRANSPORT TYPE | C | ArrivalTransportType | |
| | ARRIVAL TRANSPORTATION | C | ArrivalTransportation | |
| | AUTHORIZE DIRECT BILL | C | AuthorizeDirectBill | |
| | AUTHORIZER | N | Authorizer | |
| | AUTO REFRESH COMM PREFERENCES YN | C | AutoRefreshCommPreferencesYn | |
| | BASE RATE CODE | C | BaseRateCode | |
| | BASE RATE CURRENCY CODE | C | BaseRateCurrencyCode | |
| | BATCH FOLIO OPT IN | C | BatchFolioOptIn | |
| | BEGIN DATE | D | Begindate | |
| | BENEFIT BASED ON | C | BenefitBasedOn | |
| | BILLING CONTACT ID | N | billingContactId | |
| | BLOCK CODE | C | BlockCode | |
| | CANCELLATION DATE | D | CancellationDate | |
| | CANCELLATION NO | C | CancellationNo | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | CANCELLATION REASON CODE | C | CancellationReasonCode | |
| | CANCELLATION REASON DESCRIPTION | C | CancellationReasonDescription | |
| | CHECKOUT TIME | T | CheckoutTime | |
| | CHILDREN | N | Children | |
| | CHILDREN 1 | N | Children1 | |
| | CHILDREN 2 | N | Children2 | |
| | CHILDREN 3 | N | Children3 | |
| | CHILDREN AGE | C | ChildrenAge | |
| | COMMENT TYPE | C | CommentType | |
| | COMMENTS | C | Comments | Only available for subscription to the Business Events of New Routing, Update Routing and Delete Routing if the license code OPP_GCA is active. |
| | COMMISSION PAID TO | C | CommissionPaidTo | |
| | COMMISSION PAYOUT TO | C | CommissionPayoutTo | |
| | COMMUNICATION | C | Communication | |
| | COMMUNICATION PRIORITY | N | CommunicationPriority | |
| | COMMUNICATION ROLE | C | CommunicationRole | |
| | COMMUNICATION TYPE | C | CommunicationType | |
| | COMP TYPE | C | CompType | |
| | COMPANY NAME | C | CompanyName | |
| | COMPANY NAME ID | N | CompanyNameId | |
| | CONFIRMATION LEG NO | N | ConfirmationLegNo | |
| | CONFIRMATION LETTER YN | C | ConfirmationLetterYN | |
| | CONFIRMATION NO | C | ConfirmationNo | |
| | CONNECTING YN | C | ConnectingYN | When a reservation is for a connecting room, then CONNECTING YN = Y |
| | COUNTRY DIALING CODE | C | CountryDialingCode | |
| | CREDIT CARD EXPIRATION DATE | D | CreditCardExpDate | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | CREDIT CARD NUMBER | C | CreditCardNumber | |
| | CREDIT CARD NUMBER 4 DIGITS | C | CreditCardNumber4Digits | |
| | CREDIT CARD TYPE | C | CreditCardType | |
| | CREDIT CARD VAULT ID | C | CreditCardVaultId | |
| | CREDIT LIMIT AUTO PAY ALLOW YN | C | CreditLimitAutoPayAllowYn | |
| | CRIBS | N | Cribs | |
| | CURRENCY CODE | C | CurrencyCode | The currency code that the reservation was created in. Either based on the attached Rate Code or if No Rate Code, than the Rate Amount assigned in the Reservation. |
| | DELETED ACCOMPANYING GUEST | C | DeletedAccompanyingGuest | Triggered for an action specific to an Accompanying Guest and works independently of the ACCOMPANYING GUEST data element. |
| | DELETED ACCOMPANYING GUEST ADDRESS1 | C | DeletedAccompanyingGuestAddress1 | |
| | DELETED ACCOMPANYING GUEST ADDRESS2 | C | DeletedAccompanyingGuestAddress2 | |
| | DELETED ACCOMPANYING GUEST ADDRESS3 | C | DeletedAccompanyingGuestAddress3 | |
| | DELETED ACCOMPANYING GUEST ADDRESS4 | C | DeletedAccompanyingGuestAddress4 | |
| | DELETED ACCOMPANYING GUEST COUNTRY | C | DeletedAccompanyingGuestCountry | |
| | DELETED ACCOMPANYING GUEST STATE | C | DeletedAccompanyingGuestState | |
| | DELETED ACCOMPANYING GUEST CITY | C | DeletedAccompanyingGuestCity | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | DELETED ACCOMPANYING GUEST POSTAL CODE | C | DeletedAccompanyingGuestPostalCode | |
| | DELETED ACCOMPANYING GUEST MEMBERSHIP TYPE | C | DeletedAccompanyingGuestMembershipType | |
| | DELETED ACCOMPANYING GUEST MEMBERSHIP LEVEL | C | DeletedAccompanyingGuestMembershipLevel | |
| | DELETED ACCOMPANYING GUEST MEMBERSHIP NUMBER | C | DeletedAccompanyingGuestMembershipNumber | |
| | DELETED ACCOMPANYING GUEST NATIONALITY | C | DeletedAccompanyingGuestNationality | |
| | DELETED ACCOMPANYING GUEST BIRTH DATE | D | DeletedAccompanyingGuestBirthDate | |
| | DELETED ACCOMPANYING GUEST VIP | C | DeletedAccompanyingGuestVip | |
| | DELETED ACCOMPANYING GUEST EMAIL | C | DeletedAccompanyingGuestEmail | |
| | DELETED ACCOMPANYING GUEST PHONE NUMBER | C | DeletedAccompanyingGuestPhoneNumber | |
| | DELETED ACCOMPANYING GUEST ID TYPE | C | DeletedAccompanyingGuestIdType | |
| | DELETED ACCOMPANYING GUEST ID NUMBER | C | DeletedAccompanyingGuestIdNumber | |
| | DELETED ACCOMPANYING GUEST RELATIONSHIP | C | DeletedAccompanyingGuestRelationship | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | DELETED ACCOMPANYING NAMEID | N | DeletedAccompanyingNameid | Triggered for an action specific to an Accompanying Guest and works independently of the ACCOMPANYING NAMEID data element. |
| | DELETED GUEST NAME | C | DeletedGuestName | |
| | DELETED RESV NAME ID | N | DeletedResvNameId | |
| | DEPARTURE CARRIER CODE | C | DepartureCarrierCode | |
| | DEPARTURE COMMENTS | C | DepartureComments | |
| | DEPARTURE DATE | D | DepartureDate | |
| | DEPARTURE DATETIME | D | DepatureDateTime | |
| | DEPARTURE ESTIMATE TIME | T | DepartureEstimateTime | |
| | DEPARTURE STATION CODE | C | DepartureStationCode | |
| | DEPARTURE TRANSPORT CODE | C | DepartureTransportCode | |
| | DEPARTURE TRANSPORT TIME | T | DepartureTransportTime | |
| | DEPARTURE TRANSPORT TYPE | C | DepartureTransportType | |
| | DEPARTURE TRANSPORTATION | C | DepartureTransportation | |
| | DEPOSIT AMOUNT | N | DepositAmount | |
| | DEPOSIT DUE DATE | D | DepositDueDate | |
| | DISCOUNT AMOUNT | N | DiscountAmount | |
| | DISCOUNT PERCENT | N | DiscountPercent | |
| | DISCOUNT REASON | C | DiscountReason | |
| | E CERTIFICATE NO | C | ECertificateNo | |
| | END DATE | D | Enddate | |
| | ETR COMMENTS | C | EtrComments | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | EXPECTED TIME OF RETURN | T | ExpectedTimeOfReturn | |
| | EXT SEG NO | N | ExtSegNo | |
| | EXTERNAL REFERENCE | C | ExternalReference | |
| | EXTERNAL REFERENCE LEG NUMBER | N | ExternalReferenceLegNumber | |
| | EXTERNAL REFERENCE REVISION TOKEN | C | ExternalReferenceRevisionToken | |
| | EXTERNAL TYPE | C | ExternalType | |
| | EXTERNAL USER ID | C | ExternalUserId | |
| | EXTRA BEDS | N | ExtraBeds | |
| | FIRST NAME | C | FirstName | |
| | FIXED CHARGES MODIFIED YN | C | FixedChargesModifiedYn | Available when the Cashiering>Fixed Charges application parameter is set to Y, when subscribed to and a fixed charge is added, updated, or deleted, this business event is triggered. |
| | FIXED RATE | C | FixedRate | |
| | GROUP NAME | C | GroupName | |
| | GROUP NAME ID | N | GroupNameId | |
| | GUEST NAME ID | N | GuestNameID | |
| | HURDLE OVERRIDE | C | HurdleOverride | Was the rate closed due to Hurdle, and reservation made anyway? |
| | HURDLE RATE | N | HurdleRate | If the Rate Code booked was Yieldable, the amount of the Hurdle Rate for that Rate Code for the stay. |
| | INACTIVE DATE | D | InactiveDate | |
| | INSERT DATE | D | InsertDate | The date the Reservation was created. |
| | INSERT USER | N | InsertUser | |
| | ITEM | N | Item | |
| | JOINTO RESV NAME ID | C | JointoResvNameId | The internal reservation name id for the sharing guest. |
| | LENGTH OF STAY | N | LengthOfStay | The Length of Stay of the reservation. |
| | LOCAL BASE RATE AMOUNT | N | BaseRateCode | The Market Code on the reservation. |
| | MARKET CODE | C | MarketCode | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | MEMBERSHIP NUMBER | C | MembershipNumber | |
| | MEMBERSHIP TYPE | C | MembershipType | |
| | MIDDLE NAME | C | MiddleName | |
| | NAME | C | Name | |
| | NEW ACCOMPANYING GUEST | C | NewAccompanyingGuest | Triggered for an action specific to an Accompanying Guest and works independently of the ACCOMPANYING GUEST data element. |
| | NEW ACCOMPANYING NAMEID | N | NewAccompanyingNameId | Triggered for an action specific to an Accompanying Guest and works independently of the ACCOMPANYING NAMEID data element. |
| | NEW ACCOMPANYING GUEST ADDRESS1 | C | NewAccompanyingGuestAddress1 | |
| | NEW ACCOMPANYING GUEST ADDRESS2 | C | NewAccompanyingGuestAddress2 | |
| | NEW ACCOMPANYING GUEST ADDRESS3 | C | NewAccompanyingGuestAddress3 | |
| | NEW ACCOMPANYING GUEST ADDRESS4 | C | NewAccompanyingGuestAddress4 | |
| | NEW ACCOMPANYING GUEST COUNTRY | C | NewAccompanyingGuestCountry | |
| | NEW ACCOMPANYING GUEST STATE | C | NewAccompanyingGuestState | |
| | NEW ACCOMPANYING GUEST CITY | C | NewAccompanyingGuestCity | |
| | NEW ACCOMPANYING GUEST POSTAL CODE | C | NewAccompanyingGuestPostalCode | |
| | NEW ACCOMPANYING GUEST MEMBERSHIP TYPE | C | NewAccompanyingGuestMembershipType | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | NEW ACCOMPANYING GUEST MEMBERSHIP LEVEL | C | NewAccompanyingGuestMembershipLevel | |
| | NEW ACCOMPANYING GUEST MEMBERSHIP NUMBER | C | NewAccompanyingGuestMembershipNumber | |
| | NEW ACCOMPANYING GUEST NATIONALITY | C | NewAccompanyingGuestNationality | |
| | NEW ACCOMPANYING GUEST BIRTH DATE | D | NewAccompanyingGuestBirthDate | |
| | NEW ACCOMPANYING GUEST VIP | C | NewAccompanyingGuestVip | |
| | NEW ACCOMPANYING GUEST EMAIL | C | NewAccompanyingGuestEmail | |
| | NEW ACCOMPANYING GUEST PHONE NUMBER | C | NewAccompanyingGuestPhoneNumber | |
| | NEW ACCOMPANYING GUEST ID TYPE | C | NewAccompanyingGuestIdType | |
| | NEW ACCOMPANYING GUEST ID NUMBER | C | NewAccompanyingGuestIdNumber | |
| | NEW ACCOMPANYING GUEST RELATIONSHIP | C | NewAccompanyingGuestRelationship | |
| | NO OF UNITS | N | NoOfUnits | |
| | NO POST | C | NoPost | |
| | NOTE CODE | C | NoteCode | |
| | NOTE TITLE | C | NoteTitle | |
| | NUMBER OF ROOMS | N | NumberOfRooms | Suites: The value is only one room of the suite room type. OPERA will then deduct from availability for the room types that make up that suite. |
| | OPT IN YN | C | OptInYn | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | OPTED FOR COMM YN | C | OptedForCommYn | |
| | ORIGIN | C | Origin | |
| | PACKAGE DATES CHANGED | C | PackageDatesChanged | When the Begin and/or End Date fields are populated or changed on the Packages (PRODUCT_LIST) screen, this business event is triggered, with this element populated with a Y or N value. |
| | PACKAGE PRICE CHANGED | C | PackagePriceChanged | When the Price or Allowance fields are changed on the Packages (PRODUCT_LIST) screen, this business event is triggered, with this element populated with a Y or N value. |
| | PARTY CODE | C | Party_code | |
| | PAYMENT METHOD | C | PaymentMethod | |
| | PAYMENT METHOD DESC | C | PaymentMethodDesc | |
| | PAYMENT METHODS CHANGED YN | C | PaymentMethodsChangedYn | |
| | PHONE NUMBER | C | PhoneNumber | |
| | PHONE PRIMARY YN | C | PhonePrimaryYN | |
| | PHONE ROLE | C | PhoneRole | |
| | PHONE TYPE | C | PhoneType | |
| | PRE REGISTERED YN | C | PreRegisteredYn | |
| | PREFERENCE GROUP | C | PreferenceGroup | |
| | PREFERENCE TYPE | C | PreferenceType | |
| | PREFERENCE TYPE DESCRIPTION | C | PreferenceTypeDescription | |
| | PRINT RATE YN | C | Printrateyn | |
| | PRODUCTS | C | Products | The packages that are attached as add-on to the reservation. This can either be via the Rate Code or manually added to the Reservation. |
| | PROMOTIONS | C | Promotions | |
| | QUANTITY | N | Quantity | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | RATE AMOUNT | N | RateAmount | This is the rate amount the guest will be charged. The amount can be based on the configuration of the rate code but not always. A reservation can be made without a rate code or a discount could be applied. The amount is always in the currency configured or selected in the LOV for currency on the reservation. External system should subscribe to element 'Currency Code' if in a multi-currency property. |
| | RATE CODE | C | RateCode | |
| | RATEABLE VALUE | N | RateableValue | Amount used to compare to the hurdle rate If the rate code is non-yieldable or there is not a rate code, this value will be empty. |
| | REALTIME EXCHANGE | C | RealtimeExchange | |
| | REF TYPE CODE | C | RefTypeCode | |
| | RESACTION | C | ResAction | |
| | RESERVATION STATUS | C | ReservationStatus | The Reservation Status - Reserved, Checked In, Checked Out, Cancelled, Waitlist, No Show, Checked Out. |
| | RESERVATION TYPE | C | ReservationType | Determines if a Reservation is Deduct or Non Deduct. Additionally, the Reservation Type can be configured to mandate an Arrival Type, if a credit card is required and if a deposit is required. These are user definable. |
| | RESORT | C | Resort | |
| | RESTRICTION OVERRIDE | C | RestrictionOverride | |
| | RESV CONTACT ID | N | resvContactId | |
| | RESV NAME ID | N | ResvNameId | |
| | RESV VOUCHER ID | N | ResvVoucherId | |
| | RETRO BENEFIT YN | C | RetroBenefitYn | |
| | ROOM | C | RoomNumber | What room number the reservation is assigned. |
| | ROOM FEATURES | C | RoomFeatures | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | ROOM TYPE | C | RoomType | Suites: One room for the suite room type. OPERA would then deduct from availability for the suite room type (not affecting inventory as there is not physical inventory of that room) and then the room types that make up that suite. |
| | RTC | C | RTC | The Room Type to use to charge the guest their rate. This can be different than the assigned Room type the guest is staying in. |
| | SHARE YN | C | ShareYN | Is this reservation a share with? This field is reliable in both SYNC and STANDARD data. |
| | SOURCE CODE | C | SourceCode | |
| | SOURCE NAME | C | SourceName | |
| | SOURCE NAME ID | N | SourceNameId | |
| | SPECIAL REQUEST | C | SpecialRequest | |
| | SPG DISCLOSE ROOM TYPE YN | C | SpgDiscloseRoomTypeYn | |
| | SPG UPGRADE REASON CODE | C | SpgUpgradeReasonCode | |
| | STAY DATE | D | StayDate | |
| | STAY DAY | N | StayDay | |
| | TA RECORD LOCATOR | C | TaRecordLocator | |
| | TAX TYPE | C | TaxType | |
| | TOPIC ID | N | TopicId | |
| | TRANSACTION TYPE ID | N | TransactionTypeId | |
| | TRAVEL AGENT NAME | C | TravelAgentName | |
| | TRAVEL AGENT NAME ID | N | TravelAgentNameId | |
| | TURNDOWN DATE | D | TurndownDate | |
| | TURNDOWN STATUS | C | TurndownStatus | |
| | UDF CHAR 01 | C | UdfChar01 | |
| | UDF CHAR 02 | C | UdfChar02 | |
| | UDF CHAR 03 | C | UdfChar03 | |
| | UDF CHAR 04 | C | UdfChar04 | |
| | UDF CHAR 05 | C | UdfChar05 | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | UDF CHAR 06 | C | UdfChar06 | |
| | UDF CHAR 07 | C | UdfChar07 | |
| | UDF CHAR 08 | C | UdfChar08 | |
| | UDF CHAR 09 | C | UdfChar09 | |
| | UDF CHAR 10 | C | UdfChar10 | |
| | UDF CHAR 11 | C | UdfChar11 | |
| | UDF CHAR 12 | C | UdfChar12 | |
| | UDF CHAR 13 | C | UdfChar13 | |
| | UDF CHAR 14 | C | UdfChar14 | |
| | UDF CHAR 15 | C | UdfChar15 | |
| | UDF CHAR 16 | C | UdfChar16 | |
| | UDF CHAR 17 | C | UdfChar17 | |
| | UDF CHAR 18 | C | UdfChar18 | |
| | UDF CHAR 19 | C | UdfChar19 | |
| | UDF CHAR 20 | C | UdfChar20 | |
| | UDF CHAR 21 | C | UdfChar21 | |
| | UDF CHAR 22 | C | UdfChar22 | |
| | UDF CHAR 23 | C | UdfChar23 | |
| | UDF CHAR 24 | C | UdfChar24 | |
| | UDF CHAR 25 | C | UdfChar25 | |
| | UDF CHAR 26 | C | UdfChar26 | |
| | UDF CHAR 27 | C | UdfChar27 | |
| | UDF CHAR 28 | C | UdfChar28 | |
| | UDF CHAR 29 | C | UdfChar29 | |
| | UDF CHAR 30 | C | UdfChar30 | |
| | UDF CHAR 31 | C | UdfChar31 | |
| | UDF CHAR 32 | C | UdfChar32 | |
| | UDF CHAR 33 | C | UdfChar33 | |
| | UDF CHAR 34 | C | UdfChar34 | |
| | UDF CHAR 35 | C | UdfChar35 | |
| | UDF CHAR 36 | C | UdfChar36 | |
| | UDF CHAR 37 | C | UdfChar37 | |
| | UDF CHAR 38 | C | UdfChar38 | |
| | UDF CHAR 39 | C | UdfChar39 | |
| | UDF CHAR 40 | C | UdfChar40 | |
| | UDF DATE 01 | D | UdfDate01 | |
| | UDF DATE 02 | D | UdfDate02 | |
| | UDF DATE 03 | D | UdfDate03 | |
| | UDF DATE 04 | D | UdfDate04 | |
| | UDF DATE 05 | D | UdfDate05 | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | UDF DATE 06 | D | UdfDate06 | |
| | UDF DATE 07 | D | UdfDate07 | |
| | UDF DATE 08 | D | UdfDate08 | |
| | UDF DATE 09 | D | UdfDate09 | |
| | UDF DATE 10 | D | UdfDate10 | |
| | UDF DATE 11 | D | UdfDate11 | |
| | UDF DATE 12 | D | UdfDate12 | |
| | UDF DATE 13 | D | UdfDate13 | |
| | UDF DATE 14 | D | UdfDate14 | |
| | UDF DATE 15 | D | UdfDate15 | |
| | UDF DATE 16 | D | UdfDate16 | |
| | UDF DATE 17 | D | UdfDate17 | |
| | UDF DATE 18 | D | UdfDate18 | |
| | UDF DATE 19 | D | UdfDate19 | |
| | UDF DATE 20 | D | UdfDate20 | |
| | UDF NUMBER 01 | N | UdfNumber01 | |
| | UDF NUMBER 02 | N | UdfNumber02 | |
| | UDF NUMBER 03 | N | UdfNumber03 | |
| | UDF NUMBER 04 | N | UdfNumber04 | |
| | UDF NUMBER 05 | N | UdfNumber05 | |
| | UDF NUMBER 06 | N | UdfNumber06 | |
| | UDF NUMBER 07 | N | UdfNumber07 | |
| | UDF NUMBER 08 | N | UdfNumber08 | |
| | UDF NUMBER 09 | N | UdfNumber09 | |
| | UDF NUMBER 10 | N | UdfNumber10 | |
| | UDF NUMBER 11 | N | UdfNumber11 | |
| | UDF NUMBER 12 | N | UdfNumber12 | |
| | UDF NUMBER 13 | N | UdfNumber13 | |
| | UDF NUMBER 14 | N | UdfNumber14 | |
| | UDF NUMBER 15 | N | UdfNumber15 | |
| | UDF NUMBER 16 | N | UdfNumber16 | |
| | UDF NUMBER 17 | N | UdfNumber17 | |
| | UDF NUMBER 18 | N | UdfNumber18 | |
| | UDF NUMBER 19 | N | UdfNumber19 | |
| | UDF NUMBER 20 | N | UdfNumber20 | |
| | UDF NUMBER 21 | N | UdfNumber21 | |
| | UDF NUMBER 22 | N | UdfNumber22 | |
| | UDF NUMBER 23 | N | UdfNumber23 | |
| | UDF NUMBER 24 | N | UdfNumber24 | |
| | UDF NUMBER 25 | N | UdfNumber25 | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | UDF NUMBER 26 | N | UdfNumber26 | |
| | UDF NUMBER 27 | N | UdfNumber27 | |
| | UDF NUMBER 28 | N | UdfNumber28 | |
| | UDF NUMBER 29 | N | UdfNumber29 | |
| | UDF NUMBER 30 | N | UdfNumber30 | |
| | UDF NUMBER 31 | N | UdfNumber31 | |
| | UDF NUMBER 32 | N | UdfNumber32 | |
| | UDF NUMBER 33 | N | UdfNumber33 | |
| | UDF NUMBER 34 | N | UdfNumber34 | |
| | UDF NUMBER 35 | N | UdfNumber35 | |
| | UDF NUMBER 36 | N | UdfNumber36 | |
| | UDF NUMBER 37 | N | UdfNumber37 | |
| | UDF NUMBER 38 | N | UdfNumber38 | |
| | UDF NUMBER 39 | N | UdfNumber39 | |
| | UDF NUMBER 40 | N | UdfNumber40 | |
| | UPDATE DATE | D | UpdateDate | |
| | UPDATE USER | N | UpdateUser | |
| | UPSELL CHARGE | N | UpsellCharge | |
| | UPSELL RULE | C | UpsellRule | |
| | UPSOLD | C | Upsold | Displays the amount the upsold was completed for attached to the reservation. |
| | USER NAME | C | UserName | |
| | VALID YN | C | ValidYN | |
| | VIDEO CHECKOUT | C | VideoCheckout | |
| | VOUCHER BENEFIT CODE | C | VoucherBenefitCode | |
| | VOUCHER BENEFIT DTL CODE | C | VoucherBenefitDtlCode | |
| | VOUCHER NO | C | VoucherNo | |
| | VOUCHER TYPE | C | VoucherType | |
| | WAITLIST PRIORITY | C | WaitlistPriority | |
| | WAITLIST REASON CODE | C | WaitlistReasonCode | |
| | WAITLIST REASON DESCRIPTION | C | WaitlistReasonDesc | |
| | YIELD MARKET TYPE | C | YieldMarketType | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | YIELD STATUS | C | YieldStatus | When a Yield License is active, Rate Codes can be assigned a Yield Status of Yieldable, Non-Yieldable or Stay Pattern Yieldable. If a Rate Code is Non-Yieldable, it is not compared to the Hurdle Rate for booking. |
| UPDATE ROUTING | AUTHORIZER | C | Authorizer | Only available for subscription if the license code OPP_GCA is active. |
| | AUTHORIZER ACCOUNT NUMBER | N | AuthorizerAccountNumber | Only available for subscription if the license code OPP_GCA is active. |
| | AUTHORIZER LIMIT | N | AuthorizerLimit | Only available for subscription if the license code OPP_GCA is active. |
| | COMMENTS | C | Comments | Only available for subscription to the Business Events of New Routing, Update Routing and Delete Routing if the license code OPP_GCA is active. |
| | CONFIRMATION LEG NO | C | ConfirmationLegNo | |
| | CONFIRMATION NO | C | ConfirmationNo | |
| | COUPON NUMBER | C | CouponNumber | Only available for subscription if the license code OPP_GCA is active. |
| | PRINT RATE YN | C | Printrateyn | |
| | REALTIME EXCHANGE | C | RealtimeExchange | |
| | REQUESTED BY | C | RequestedBy | Only available for subscription if the license code OPP_GCA is active. |
| | ROUTE TO | C | RouteTo | |
| | ROUTING BEGIN DATE | D | RoutingBeginDate | |
| | ROUTING END DATE | D | RoutingEndDate | |
| | ROUTING TYPE | C | RoutingType | Value of R, W, Q, C will be sent. R=Room, W=Window, Q=Request, C=Comp. Request and Comp are only available for routing if the license coe OPP_GCA is active. |
| | TRANSACTIONS | C | Transactions | |
| | WINDOW NUMBER | N | WindowNumber | |
| UPDATE GUEST MESSAGE | Room | C | Room | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | Message Id | C | MessageId | |
| | Message Text | C | MessageText | |
| | Message Type | C | MessageType | |
| | Message Date | D | MessageDate | |
| | Delivery Status | C | DeliveryStatus | |
| | User Name | C | UserName | |
| | Guest Name | C | GuestName | |
| | Reservation Status | C | ReservationStatus | |
| UPDATE TRACE | User Name | C | UserName | |
| | Guest Name | C | GuestName | |
| | Reservation Status | C | ReservationStatus | |
| | EXT SEG NO | N | ExtSegNo | |
| | EXTERNAL REFERENCE | C | ExternalReference | |
| | EXTERNAL REFERENCE LEG NUMBER | N | ExternalReferenceLegNumber | |
| | EXTERNAL REFERENCE REVISION TOKEN | C | ExternalReferenceRevisionToken | |
| | EXTERNAL TRACE ID | C | ExternalTraceId | |
| | EXTERNAL TYPE | C | ExternalType | |
| | INSERT DATE | D | InsertDate | The date the Reservation was created. |
| | PRINT RATE YN | C | Printrateyn | |
| | REALTIME EXCHANGE | C | RealtimeExchange | |
| | RESOLVED BY | C | ResolvedBy | |
| | RESOLVED ON | D | ResolvedOn | |
| | TA RECORD LOCATOR | C | TaRecordLocator | |
| | TRACE DATE | D | TraceDate | |
| | TRACE DEPARTMENT | C | TraceDepartment | |
| | TRACE INSERT DATE | D | TraceInsertDate | |
| | TRACE INSERT USER | C | TraceInsertUser | |
| | TRACE TEXT | C | TraceText | |
| | TRACE UPDATE DATE | D | TraceUpdateDate | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | TRACE UPDATE USER | C | TraceUpdateUser | |
| UPDATE WAKE UP CALL | Reservation Confirmation Number | C | Reservation Confirmation Number | Reservation Confirmation Number |
| | Reservation Status | C | ReservationStatus | Reservation Status |
| | Room | C | Room | Room |
| | Wake Up Call Date | D | WakeUpCallDate | Wake Up Call Date |
| | Wake Up Call Time | T | WakeUpCallTime | Wake Up Call Time |
| | Follow Up Call Time | T | FollowUpCallTime | Follow Up Call Time |
| | Wake Up Call Notes | C | WakeUpCallNotes | Wake Up Call Notes |
| | Wake Up Call Status | C | WakeUpCallStatus | Wake Up Call Status |

# Business Events - Stay Records

The following table outlines the action types, data elements, data types and XML tag names within this OPERA Cloud Business Events module.

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| INSERT STAY RECORDS | COMPANY_NAME_ID | N | Company_Name_Id | |
| | GROUP_NAME_ID | N | Group_Name_Id | |
| | GUEST_NAME_ID | N | Guest_Name_Id | |
| | MISC_NAME_ID | N | Misc_Name_Id | |
| | TRAVEL_NAME_ID | N | Travel_Name_Id | |
| | WHOLESALER_NAME_ID | N | Wholesaler_Name_Id | |
| INSERT STAY RECORDS PROJECTIONS | COMPANY_NAME_ID | N | Company_Name_Id | |
| | GROUP_NAME_ID | N | Group_Name_Id | |
| | GUEST_NAME_ID | N | Guest_Name_Id | |
| | MISC_NAME_ID | N | Misc_Name_Id | |
| | TRAVEL_NAME_ID | N | Travel_Name_Id | |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | WHOLESALER_NAME_ID | N | Wholesaler_Name_Id | |
| UPDATE STAY RECORDS | COMPANY_NAME_ID | N | Company_Name_Id | |
| | GROUP_NAME_ID | N | Group_Name_Id | |
| | GUEST_NAME_ID | N | Guest_Name_Id | |
| | MISC_NAME_ID | N | Misc_Name_Id | |
| | TRAVEL_NAME_ID | N | Travel_Name_Id | |
| | WHOLESALER_NAME_ID | N | Wholesaler_Name_Id | |
| UPDATE STAY RECORDS PROJECTIONS | COMPANY_NAME_ID | N | Company_Name_Id | |
| | GROUP_NAME_ID | N | Group_Name_Id | |
| | GUEST_NAME_ID | N | Guest_Name_Id | |
| | MISC_NAME_ID | N | Misc_Name_Id | |
| | TRAVEL_NAME_ID | N | Travel_Name_Id | |
| | WHOLESALER_NAME_ID | N | Wholesaler_Name_Id | |

## Business Events - Room Rotation

The following table outlines the action types, data elements, data types and XML tag names within this OPERA Cloud Business Events module.

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| NEW OWNER REFERRAL | CONTRACT NUMBER | C | ContractNumber | Contract Number |
| | OWNER PROFILE ID | N | OwnerProfileID | Profile ID of Owner |
| | OWNERSHIP RECORD ID | N | OwnershipRecordID | Internal Id for Ownership Record |
| | OWNER REFERRAL PROFILE ID | N | OwnerReferralProfileID | Profile ID of Owner Referral |
| | RESORT | C | Resort | Resort |
| | UPDATE DATE | D | UpdateDate | Date of Update |
| | UPDATE TIME | T | UpdateTime | Time of Update |
| | UPDATE USER | N | UpdateUser | User who Updated |
| DELETE OWNER REFERRAL | CONTRACT NUMBER | C | ContractNumber | Contract Number |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | OWNER PROFILE ID | N | OwnerProfileID | Profile ID of Owner |
| | OWNERSHIP RECORD ID | N | OwnershipRecordID | Internal Id for Ownership Record |
| | OWNER REFERRAL PROFILE ID | N | OwnerReferralProfileID | Profile ID of Owner Referral |
| | RESORT | C | Resort | Resort |
| | UPDATE DATE | D | UpdateDate | Date of Update |
| | UPDATE TIME | T | UpdateTime | Time of Update |
| | UPDATE USER | N | UpdateUser | User who Updated |
| UPDATE OWNER REFERRAL | CONTRACT NUMBER | C | ContractNumber | Contract Number |
| | OWNER PROFILE ID | N | OwnerProfileID | Profile ID of Owner |
| | OWNERSHIP RECORD ID | N | OwnershipRecordID | Internal Id for Ownership Record |
| | OWNER REFERRAL PROFILE ID | N | OwnerReferralProfileID | Profile ID of Owner Referral |
| | RESORT | C | Resort | Resort |
| | UPDATE DATE | D | UpdateDate | Date of Update |
| | UPDATE TIME | T | UpdateTime | Time of Update |
| | UPDATE USER | N | UpdateUser | User who Updated |
| NEW OWNERSHIP RECORD | CONTRACT NUMBER | C | ContractNumber | Contract Number |
| | INSERT DATE | D | InsertDate | Date Ownership Record was created |
| | INSERT TIME | T | InsertTime | Time Ownership Record was created |
| | INSERT USER | C | InsertUser | User who created Ownership Record |
| | OWNER EXCLUSIVE YN | C | OwnerExclusiveYN | Owner Exclusive Yes / No |
| | OWNER PROFILE ID | N | OwnerProfileID | Profile ID of Owner |
| | OWNERSHIP RECORD START DATE | D | OwnershipRecordStartDate | Begin Date of Ownership Record |
| | OWNERSHIP RECORD END DATE | D | OwnershipRecord EndDate | End Date of Ownership Record |
| | OWNERSHIP RECORD ID | N | OwnershipRecordID | Internal Id for Ownership Record |
| | OWNER ROOM | C | OwnerRoom | Room |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | OWNER ROOM CATEGORY | C | OwnerRoomCategory | Room Category of Owner Room |
| | OWNER ROOM TYPE | C | OwnerRoomType | Room Type of Owner Room |
| | RESORT | C | Resort | Resort |
| | UPDATE DATE | D | UpdateDate | Date of Update |
| | UPDATE TIME | T | UpdateTime | Time of Update |
| | UPDATE USER | N | UpdateUser | User who Updated |
| DELETE OWNERSHIP RECORD | CONTRACT NUMBER | C | ContractNumber | Contract Number |
| | INSERT DATE | D | InsertDate | Date Ownership Record was created |
| | INSERT TIME | T | InsertTime | Time Ownership Record was created |
| | INSERT USER | C | InsertUser | User who created Ownership Record |
| | OWNER EXCLUSIVE YN | C | OwnerExclusiveYN | Owner Exclusive Yes / No |
| | OWNER PROFILE ID | N | OwnerProfileID | Profile ID of Owner |
| | OWNERSHIP RECORD START DATE | D | OwnershipRecordStartDate | Begin Date of Ownership Record |
| | OWNERSHIP RECORD END DATE | D | OwnershipRecord EndDate | End Date of Ownership Record |
| | OWNERSHIP RECORD ID | N | OwnershipRecordID | Internal Id for Ownership Record |
| | OWNER ROOM | C | OwnerRoom | Room |
| | OWNER ROOM CATEGORY | C | OwnerRoomCategory | Room Category of Owner Room |
| | OWNER ROOM TYPE | C | OwnerRoomType | Room Type of Owner Room |
| | RESORT | C | Resort | Resort |
| | UPDATE DATE | D | UpdateDate | Date of Update |
| | UPDATE TIME | T | UpdateTime | Time of Update |
| | UPDATE USER | N | UpdateUser | User who Updated |
| UPDATE OWNERSHIP RECORD | CONTRACT NUMBER | C | ContractNumber | Contract Number |
| | INSERT DATE | D | InsertDate | Date Ownership Record was created |
| | INSERT TIME | T | InsertTime | Time Ownership Record was created |
| | INSERT USER | C | InsertUser | User who created Ownership Record |

| Action Type | Data Element | Data Type | XML Tag | Description |
|---|---|---|---|---|
| | OWNER EXCLUSIVE YN | C | OwnerExclusiveYN | Owner Exclusive Yes / No |
| | OWNER PROFILE ID | N | OwnerProfileID | Profile ID of Owner |
| | OWNERSHIP RECORD START DATE | D | OwnershipRecordStartDate | Begin Date of Ownership Record |
| | OWNERSHIP RECORD END DATE | D | OwnershipRecord EndDate | End Date of Ownership Record |
| | OWNERSHIP RECORD ID | N | OwnershipRecordID | Internal Id for Ownership Record |
| | OWNER ROOM | C | OwnerRoom | Room |
| | OWNER ROOM CATEGORY | C | OwnerRoomCategory | Room Category of Owner Room |
| | OWNER ROOM TYPE | C | OwnerRoomType | Room Type of Owner Room |
| | RESORT | C | Resort | Resort |
| | UPDATE DATE | D | UpdateDate | Date of Update |
| | UPDATE TIME | T | UpdateTime | Time of Update |
| | UPDATE USER | N | UpdateUser | User who Updated |

# Configuring External Systems

## Prerequisites for Configuring External Systems

External Systems configuration defines the external systems integrated with OPERA Cloud. All validated partner solutions exist as External Systems to activate, configure and establish two-way communication with OPERA Cloud.

Additionally, you can define a new External Systems for any ad-hoc requirements to generate Business Events and share with an external system. Change your location to setup external systems for each property.

Once configured, user activity in OPERA Cloud triggers creation of business event XML messages for dequeue by external systems via OPERA Exchange integrations.

A Publisher is available to external systems to receive messages originating from another external system. To receive messages for events that originate outside OPERA Cloud, this relationship must be established. For example: If your property has two external systems: Yield System (YS) and Central Reservations (CRS), you can set up a relationship between these two external systems:

- If the yield system would like to receive Reservation Business Events generated from both OPERA Cloud and the **CRS** system, the Publisher is setup on the **YS** external system to receive the business events generated by the "CRS" external system.
- If the CRS would like to receive Business Events when the Yield System sets restrictions or hurdle rates, the Publisher is setup on the **CRS** external system to receive the Business Events generated by the **YS** external system.

### Adding External Systems

> **Note:**
>
> Do not create External System Codes with reserved names such as OPERA, OHIP or general such as Hospitality, External system, Interface, Integration.

1. From the **Administration** menu, select **Interfaces**, select **Business Events** and then select **External Systems**.
2. Click **New** and enter the following details:
   a. **Property**: Enter or select the property
   b. **Code**: Enter a code for the external system.
   c. **Description**: Enter a name of the external system.
   d. **External URI**: This HTNG features is equivalent to the URN that will be sent to OPERA Cloud from an external HTNG vendor .
   e. **Sequence**: Specify sequence in which the external system will display in the External Systems list.
   f. **Lookup**: Click to enable if the external system supports profile lookup. For more information, see Using Profile Lookup and Download with Integrated Solutions
   g. **Auto Configure External Databases**: Select check box to auto configure an external database for the selected properties. The External Database Code will be `ExternalSystemCode + ChainCode`.
   h. **Properties**: Details section
      i. **Property**: Select the required properties from the list. For more information, see hub location.
      ii. **Consumer**: Consumer code, this is auto generated or external database code is defaulted when saved.
      iii. Click **Activate** then click **Save**.
      iv. To delete details, click vertical ellipsis **Actions** menu and select **Delete**, then click **Delete** to confirm.
3. Click **Save**.

### Editing External Systems

1. From the **Administration** menu, select **Interfaces**, select **Business Events** and then select **External Systems**.
2. Enter search criteria and click **Search**.
3. Select the external system, click the vertical ellipsis **Actions** and select **Edit**.
4. Update details.
5. To delete Additional Details, click the vertical ellipsis **Actions** menu and select **Delete**, click **Delete** to confirm.
6. Click **Save**.

### Deleting External Systems

1. From the **Administration** menu, select **Interfaces**, select **Business Events** and then select **External Systems**.
2. Enter search criteria and click **Search**.
3. Select the external system in the search result, then click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

### Managing External System Publishers

Publisher functionality is available to subscribe (receive) the business event messages originating from another external system.

For example: Property 'PROP1' is integrated with two distinct external systems - a Central Reservations (CRS) system and a Customer Relationship Management (CRM) system and want to set up a relationship between the CRS and CRM external systems, so that the CRM receives profile business events generated from both OPERA Cloud and the CRS system. The Publisher is setup on the subscriber (receiving) CRM External System.

### Adding a Publisher

1. From the **Administration** menu, select **Interfaces**, select **Business Events**, and then select **External Systems**.
2. Enter search criteria and click **Search**.
3. Select the external system to receive business events, then click the vertical ellipsis **Actions** menu and select **Publisher**.
4. Click **New**.
    a. **Publisher**: Select the originating external system from the list.
    b. **Property**: Enter or select a property.
5. Click **Save**.

### Deleting Publisher

1. From the **Administration** menu, select **Interfaces**, select **Business Events** and then select **External Systems**.
2. Enter search criteria and click **Search**.
3. Select the external system, click **vertical ellipsis** and select **Publisher**.
4. Select the publisher, click the **vertical ellipsis** and select **Delete**.
5. Click **Delete** to confirm.

# Channel Configuration

Third parties are used to sell inventory and include travel agents on a global distribution system (GDS) and internet hotel booking portals on an alternate distribution system (ADS). You must configure these channels and create distribution templates, template types, and total pricing elements.

- **Channel Setup**: This enables the hotel and channel to process transactions. Setup includes creating a code and description of the channel. You can identify the channel type,

rates, room types, rate categories, rate levels, sub-channels, and error codes associated with the channel.

- **Distribution Templates**: These publish a rate to all channels configured in the rate code template. You can create templates at the chain or property level.
- **Template Type**: Use this to create a template type code and template description, then use the template type code when configuring Distribution Templates.
- **Total Pricing Elements**: These associate taxes or service fees with transaction codes. Total Pricing Elements provide channels and other reservation sources with a more detailed breakdown of charges.

# Configuring Channel Setup

The Channels Setup lets you configure the various channels used to sell a property's inventory through third parties.

### Adding Channel Setup

1. From the **Administration** menu, select **Interfaces**, select **Channel Configuration**, and select **Channel Setup**.
2. Click **New** and complete the following:
   a. **Code**. Enter an external system code for the channel.
   b. **Description**. Enter a description for the channel.
   c. **Type**. Select a channel type from the list. Channel types include: ADS, GDS, ODS, ON BEHALF, SWITCH, OWS, or WEB.
   d. **Sell Metho**d. Select a sell method from the list that the channel type supports.
   e. **Add-on cloud service (subscription)**. Select the subscription in place at your property. This is available to only channel type = ADS.
3. Click **Save**.

### Editing Channel Setup

1. From the **Administration** menu, select **Interfaces**, select **Channel Configuration**, and select **Channel Setup**.
2. Enter search criteria and click **Search**.
3. In the search results, select the **Channel**, click the vertical ellipsis **Actions** menu, and select **Edit**.
4. **Channel Details**:
   a. Select **Edit** and complete the following:
      i. **Description**. Enter a description for the channel.
      ii. **Sell Method**. Select a sell method from the list. Only rate types that the channel type supports are displayed.
      iii. **Web site URL**. Enter the website URL.
      iv. **Inactive**. Select the check box to inactivate the channel.
   b. Click **Save**.
5. **Error Codes**.
   a. Click **New** and complete the following:

i. **Code**. Create a code.

ii. **Description**. Briefly describe the new code.

iii. **Type**. Select a channel Type from the drop-down menu.

iv. **Sell Method**. Select a Sell Method from the drop-down menu.

b. Click **Save**.

6. **Room Types**. Add all of the room types to sell through the channel to this list. The room type base table also prevents accidental creation and duplication of room types that are to be sold.

a. Click **New** and complete the following:

i. **Ch. Room Type**. The channel room type.

ii. **Description**. A description of the channel room type.

iii. **Inactive Date**. The inactive date of the room type.

b. Click **Save**.

7. **Sub-Channels**.

a. Click **New** and complete the following:

i. **Sub-Channel**. Enter a sub-channel.

ii. **Use Sub-Channel Mapping**. Select the check box to use sub-channel mapping.

iii. **Inactive**. Select to make the sub-channel inactive.

b. Click **Save**.

8. **Rate Categories**.

a. Click **New** and complete the following:

i. **Rate Category**. Enter a rate category.

ii. **Description**. Enter a description.

iii. **Negotiated**. Select if it is configured to use for negotiated rates.

iv. **Inactive**. Select to make the rate category inactive.

b. Click **Save**.

9. **Rate Levels**.

a. Click **New** and complete the following:

i. **Rate Level**. Enter a rate level.

ii. **Description**. Enter a description.

b. Click **Save**.

# Configuring Channel Distribution Templates

Use the Channel Distribution screen to publish a rate that is highlighted on the Rate Header screen to all channels configured in the rate code template.

### Adding Channel Distribution Templates

1. From the **Administration** menu, select **Interfaces**, select **Channel Configuration**, and select **Distribution Template**.

2. Click **New** and complete the following:
    a. **Location Type**. Select **Chain** to configure for a chain; select **Property** to configure for the property.
    b. **Code**. Enter a code.
    c. **Description**. Enter a description.
    d. **Type**. Select a type from the list.
    e. **Sequence**. Enter a display sequence number.
    f. **Negotiated Rat**e. Select check box.
    g. **Attached Channel Distributions**.
        i. Click New and complete the following:
            i. **Channel**. Select a channel from the list.
            ii. **Channel Rate Code**. Enter a rate code.
            iii. **Rate Category**. Select a rate category from the list.
            iv. **Regional Availability**. Select the check box if the rate will participate in Regional Availability processing.
        ii. Click **Save**.
3. Click **Save**.

### Editing Channel Distribution Templates

1. From the **Administration** menu, select **Interfaces**, select **Channel Configuration**, and select **Distribution Template**.
2. Enter search criteria and click **Search**.
3. Select a **template** in the search results, click the vertical ellipsis **Actions** menu, and select **Edit**.
4. Update details.
5. Select the**Inactive** check box to inactivate the template.
6. Click **Save**.

### Deleting Channel Distribution Templates

1. From the **Administration** menu, select **Interfaces**, select **Channel Configuration**, and select **Distribution Template**.
2. Enter search criteria and click **Search**.
3. Select a **template** in the search results, click the vertical ellipsis **Actions** menu, and select **Delete**.
4. Click **Delete** to confirm.

## Mapping Total Pricing Elements to Channels

Mapping total pricing elements classifies channel pricing elements as either a tax or a service fee when associated with a transaction code.

1. From the **Administration** Navigation Bar, select **Interfaces**, **Channel Configuration**, and then select **Total Pricing Elements**.

2. Click **New**.
3. Select either **Tax** or **Service Fee**. This classifies the element as either a tax or a service fee when associated with a transaction code. Your selection determines the available choices in the Element Code field.
4. Select a **Property** name.
5. Select the **Transaction Code** you wish to map.
6. Select the **Element Code** that best describes the pricing element.
7. Click **Save**.

# Channel Controls

Channel Controls provide the ability to customize Channel functionality to your specific needs. You can do this by activating or deactivating Functions, turning Parameters on or off, and selecting values for Settings.

## Channel Controls — ARI Upload

The following tables outline the functions, parameters, and settings that can be configured in the OPERA Cloud Interfaces for Channel Controls.

**Table 16-1 Channel Controls — ARI Upload Parameters**

| CONTROL NAME | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| **BLOCK CODE USED BY EXTERNAL CHANNEL BLOCK** [BLOCKCODEUSEDBYEXTERNALCHANNEL] | | Code Used By External Channel. |
| **INVENTORY RESTRICTION UPDATE** INVENTORYRESTRICTIONUPDATE] | | Inventory and restrictions update messages supported for the channel. |
| | **AVAILABILITY UPDATE DAYS** [AVAILABILITYUPDATEDAYS] | Maximum number of days in the future for AVH (Inventory and Restriction) messages. |
| | **ROLL OVER DATE** ROLLOVERDATE | Used to hold the date of the last restatus. |

**Table 16-1 (Cont.) Channel Controls — ARI Upload Parameters**

| CONTROL NAME | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| | **DO NOT SEND SEPARATE INVENTORY MESSAGE WHEN AVAILABILITY OPEN/ CLOSE** [RATE_ROOM_INVENTORY_RESTRICTION_RESTAUS | With the parameter inactive, when inventory changes, OPERA will send to the ADS channel an Inventory message (OPEN/CLOSE with Rate Code = ALL) for each Room Type, and a Restriction message with any applicable restrictions. With the parameter active, when inventory changes, OPERA will evaluate existing restrictions and send to the ADS channel a Restriction message with OPEN/ CLOSE for each Room Type and Rate Code based on the inventory and applicable restrictions. |
| | **ADS MAX RATEROOM COMBINATIONS LIMIT** [ADS_MAX_RATEROOM_LIMIT] | This parameter setting will control the total number of rate and room combinations allowed during channel rate room distribution when PUSH DYNAMIC RATES PARAMETER is enabled. The Channel user will not be able to distribute rate room more than the value of this parameter set here. |
| | **SEND OPENCLOSE FOR ADS CHANNELS WHEN RATESET IS UPDATED OR RATEROOM DISTRIBUTED** [SEND_OPENCLOSE_RATESETDATE_CHANGES] | When parameter value is set yes, when rate set is extended or shortened or new rate rooms are distributed in channel, it would calculate and process open close for that rate room combination and send Availability Update Messages for ADS channels. |
| **PROPERTY UPDATE** [PROPERTYUPDATE] | | Property update messages supported for the channel. |
| **RATE UPDATE** RATEUPDATE | | Rate Update messages supported for the channel. |
| | **RATE PERIOD** RATEPERIOD | Total number of Start and End date combinations for each individual rate for rate upload message. |
| | **RATE ROLL OVER DATE** RATEROLLOVERDATE | Rate Update Roll Over Date. |
| | **RATE TYPE** RATETYPE | Rate Type Daily, Weekly etc. |
| | **RATE UPDATE DAYS** RATEUPDATEDAYS | Maximum number of days in advance to update Rate. |
| | **PUSH DYNAMIC RATES TO ADS** PUSH_DYNAMIC_RATES | When this parameter is enabled, the property will be able to send Dynamic Base and Advanced Dynamic Base Rate update messages to the ADS Channel as part of the ARI Rate update message. |

**Table 16-2 Channel Controls — ARI Upload Settings**

| CONTROL NAME | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| **RATE CHANGE TYPE** RATECHANGETYPE | | When there is rate change during availability or reservation, this setting determines how booked amount will be calculated. Options are FIRSTNIGHT. HIGHEST, LOWEST, AVERAGE, MOSTCOMMON. |

# Channel Controls — Availability

The following tables outline the functions, parameters, and settings that can be configured in the OPERA Cloud Interfaces for Channel Controls.

**Table 16-3 Channel Controls — Availability Parameters**

| CONTROL NAME | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| **ALTERNATE RATES RETURNED** [ALTERNATERATESRETURNED] | | Alternate Rates needs to be returned when requested rate range is not available. |
| **ALTERNATE RESORT** [ALTERNATERESORT] | | When set to YES and requested resort is not available, return alternate available resorts in the response of general availability. |
| **AMENITY CODE FILTER** [AMENITYCODEFILTER] | | Indicates if availability response has to be filtered by amenity codes. |
| **BUILD RPE MESSAGE** [BUILDRPEMESSAGE] | | Send RPE List segment to individual GDS channel as part of PALSRP segment. |
| **COMMISSIONABLE RATE CODE FILTER** [COMMISSIONABLERATECODEFILTER] | | Indicates if availability response has to be filtered by commission rates. |
| **INCLUDE MULTICURRENCY RATE CODES** [INCLUDEMULTICURRENCYRATECODES] | | Indicates whether to include multi-currency rate code in rate range for general and regional availability. |
| **Ability to Quote Rates in Foreign Currencies OPERA Control** [MULTICURRENCY] | | When set to YES, include multi-currency rate code in rate range of area or regional availability response. |
| **RETURN NEGOTIATED ONLY** [RETURNNEGOTITEDONLY] | | Return only requested negotiated rates in the response, by default public rates are always returned in general availability when negotiated rates requested. |

**Table 16-3 (Cont.) Channel Controls — Availability Parameters**

| CONTROL NAME | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| **RETURN RATE PLAN CODE** [RETURNRATEPLANCODE] | | Indicates if channel making the booking is using access rate code or channel rate code. |
| **SEARCH BY RATE LEVEL** [SEARCHBYRATELEVEL] | | Allow search for channel Availability response based on requested rate level. |
| **TOTAL PRICING WITH PACKAGES TAXES** [TOTALPRICINGWITHPACKAGESTAXES] | | Indicates if channel supports detail price including taxes, packages in the availability response. |
| **SEARCH ALTERNATE RESORT PROMO AVAILABILITY** [SEARCH_ALTERNATE_RESORT_PROMO_AVAILABILITY] | | When this parameter is set to Y, it will search alternate resort availability for same promotion code requested for all alternate resorts. |
| **CASHING** [CACHEENABLED] | | Select to allow the caching of General Availability and Fetch Calendar requests. |
| **IGNORE REGION SEQUENCE** [IGNORE_REGION_SEQ] | | Select for the channel to return regional availability results by city as configured under Setup>System Configuration>Property>Marketing Cities. If this setting is not selected, OWS regional availability will return results first by region and then by city. |
| **IGNORE REQUESTED CURRENCY IN RATE RANGE** [IGNORE_REQUESTED_CURRENCY_IN_RATERANGE_DISPLAY] | | This parameter applies to regional availability requests. When the request contains only one RPC code, the response will return the requested code in the currency setup in rate-header/rate-details. If the request contains more than one RPC code, the response will return the rate-range in the resort currency of the hotel and exclude any rate that is loaded in a currency that is not the resort currency. If another rate range currency is setup in property level application settings "RATE RANGE CURRENCY CODE", then response would be returned in this currency. |
| **REQUESTED LANGUAGE CODE FOR GDS** [REQUESTED_LANGUAGE_CODE_FOR_GDS] | | Return the translated descriptions of channel rates, rooms, guarantee information, policies, marketing and error texts in the language code that is sent in the RLC element (Requested Language Code)of availability and booking requests from the GDS. If there is no translation configured for the language code sent, the response will default to the English description. |

**Table 16-3 (Cont.) Channel Controls — Availability Parameters**

| CONTROL NAME | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| **RESERVATION RULES AND POLICIES IN GENERAL AVAILABILITY** [RESV_RULES_POLICIES_FOR_AVAILABILTY] | | When set to Yes, the General Availability response will include deposit, cancellation, guarantee and marketing policies. When set to No, these policies will be excluded from the General Availability response. When using General Availability to display an Availability Calendar for a website, there is no need to fetch this extra detail, and setting this to No will help process requests faster and reduce message size. |
| **RETURN EXPECTED CHARGES IN REGIONAL AVAILABILITY EXTENDED** [RETURN_EXPECTEDCHARGES_IN_REGIONALAVAILEXT_RESPONSE] | | Enabling this parameter will return the expected charges for the minimum and maximum rates in the Regional Availability Extended response. |
| **RETURN BARRATES FIRST GENEERAL AVAIL** [RETURN_BARRATES_FIRST_GENERAL_AVAIL] | | When the parameter set to Yes, the rate room combinations will be returned in general availability the way they currently are (with BAR shown separate from the rest of the order). When the parameter set to No, the rate-room combinations will be returned in general availability with BAR included in the mix based on the configured Order By values. |
| **GENERAL AVAILABILITY CACHE** [GENERAL_AVAILABILITY_CACHE] | | When set to Y, If cache is valid for requested criteria, availability will be read from general cache table. |

**Table 16-4 Channel Controls — Availability Settings**

| CONTROL NAME | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| **DISPLAY AVAILABILITY ORDER** [DISPLAYAVAILABILITYORDER] | | RateRoom order in the response would be by rate order or room order. |
| **MATCH AMENITIES** [MATCHAMENITIES] | | When list of amenity codes are given in general availability request search criteria, return the response of room with amenity order. |
| **MAXIMUM AVAILABLE RATE ROOM** [MAXIMUMAVAILABLERATEROOM] | | Maximum availability rate room returned in general availability response. |

**Table 16-4 (Cont.) Channel Controls — Availability Settings**

| CONTROL NAME | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| **MAX PROPERTY RETURNED** [MAXPROPERTYRETURNED] | | Maximum Property Returned for Regional Availability Request. |
| **SEARCH BY ACCESS CODE** [SEARCHBYACCESSCODE] | | When Use Access Code is set as A then search for negotiated rates will happen against neg channel rate code instead of channel rate code. |
| **MAX AVAILABLE LIST ITEMS** [MAX_AVAIL_LIST_ITEMS] | | Maximum number of rate and room records to search in order to provide available rate and room combinations in the general availability response. |
| **NIGHTS ALLOWED FOR AVAILABILITY** [NIGHTSALLOWEDFORAVAILABILITY] | | Maximum Number of Nights allowed for availability. |
| **OWS CALENDAR MODE** [OWS_CALENDAR_MODE] | | This parameter offers a selection of three different modes for the fetch calendar functionality. The following modes are offered on one multiple selection screen. Please ensure that multiple modes are not selected. NONE- This is the original calendar functionality. There are no specific rules applied and all rates will be returned in the response. The availability will be shown for all days and not each day. This mode does not evaluate BAR or channel inventory. This mode must not be combined with any single/multiple rate mode of the LOWEST mode. Rate code - Select a single rate code to use for the calendar functionality or make a multiple selection to have all rate codes returned in the response. When making multiple selection of rate codes, only a maximum of 25 rate codes will be processed for the calendar availability function. This mode must not be combined with NONE mode. LOWEST- The rates will be returned from the lowest to the highest in the response for rates setup in this parameter. This mode must be combined with any single or multiple rate codes. |
| **OWS GOOGLE CALENDAR MAX NIGHTS STAY** [OWS_GOOGLE_CALENDAR_MAX_NIGHTS_STAY] | | This parameter setting allows google to request availability for their calendar for maximum number of nights per stay date. |

**Table 16-4 (Cont.) Channel Controls — Availability Settings**

| CONTROL NAME | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| **REQUESTED BAR PUBLIC RATES** [REQUESTED_BAR_PUBLIC_RATES] | | When this parameter have value of a->REQUESTED,b->REQUESTED,BAR,c->REQUESTED,BAR,PUBLIC. When parameter value is set to requested, only requested rate codes will be returned as part of general availability, when value is set to REQUESTED,BAR, requested and bar rates will be returned as part of general availability, when set to REQUESTED,BAR,PUBLIC it would return requested, bar and all available public rates. |

# Channel Controls — Blocks

The following tables outline the functions, parameters, and settings that can be configured in the OPERA Cloud Interfaces for Channel Controls.

**Table 16-5 Channel Controls — Block Settings**

| CONTROL NAME | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| **MAXIMUM NO OF ROOMS ALLOWED TO BOOK** [MAXIMUMNOOFROOMSALLOWEDTOBOOK] | | Maximum No Of Rooms Allowed To Book by external channel. |
| **MASTER ALLOCATION BLOCK ID** [MASTER_ALLOCATION_BLOCK_ID] | | Master Allocation Block ID to be used when creating a block through OWS. |
| **MAXIMUM NUMBER OF ROOMS PER BLOCK** [MAXIMUM_NUMBER_OF_ROOMS_PER_BLOCK] | | Maximum number of rooms per day that can be allocated when creating a Block/ Allotment thorough web. |
| **MINIMUM NUMBER OF ROOMS PER BLOCK** [MINIMUM_NUMBER_OF_ROOMS_PER_BLOCK] | | Minimum number of rooms per day that can be allocated when creating a Block/ Allotment thorough web. |

# Channel Controls — General

The following tables outline the functions, parameters, and settings that can be configured in the OPERA Cloud Interfaces for Channel Controls.

**Table 16-6 Channel Controls — General Parameters**

| CONTROL NAME | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| **DELETE PROFILE ATTRIBUTES** [DELETE_PROFILES_ATTRIBUTES_NO_VAULE_IN_REQUEST] | | This parameter applies to the following name webservice functions: "UPDATEADDRESS","UPDATENAME","INSERTUPDATEUDFs","UPDATEPHONE". If the parameter is ON and when the request comes with no value specified in the element, the respective attribute of the profile will be removed. |
| **EXTERNAL CONTROLLED** EXTERNALCONTROLLED] | | Channel is controlled by an external system. |
| **OVERRIDE CHAIN OWNERSHIP** [OVERRIDE_CHAIN_OWNERSHIP] | | This parameter can be set to yes, When in Opera Chain Membership parameter is on, Generic CRO functionality is on, ORS_CM parameter is on, if parameter value is set to Yes, Profile, Security, Membership WS requires in the input request Domain element with value of CRO Code to manage profile and membership even when WS points to dummy CRO. If valid CRO Code is sent in the message request for the profile, user can manage profile and membership from website. |
| **VIEW COMMISSION PERCENT** [VIEW_COMMISSION_PERCENT] | | Enables the user to see the commission percent if the rate is commissionable. |
| **RETURN CP2 FIELDS** [RETURN_CP2_FIELDS] | | If parameter value is set to Y, Complete Pricing fields will be returned in the Availability and Reservation response for GDS channels. |
| **OWS FULL PROTECTION** [OWS_FULL_PROTECTION] | | When this parameter is set to Y, Full Lock is applied for protected profiles i.e certain Profile fields cannot be inserted/updated/deleted and when set to N Custom Protection template is available for the user. |
| **BILLING EMAIL REQUIRED** [BILLING_EMAIL_REQUIRED] | | This parameter will set the email_yn value for a profile which is used during PrintPreCheckoutBill. |
| **IGNORE PROFILE HISTORY** [IGNORE_PROFILE_HISTORY] | | This parameter when set to true will not save profile history in Opera. |

**Table 16-6 (Cont.) Channel Controls — General Parameters**

| CONTROL NAME | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| **MASK CC FOR WSRESPONSE** [MASK_CC_FOR_WSRESPONSE] | | When this parameter is set to Y, the following data will be masked in OWS responses: Passport Number, License number, etc. Date of Birth will be not returned in the OWS response. When this parameter is set to N, the following returned data will be unmasked in OWS responses: Passport Number, License number, etc. |
| **MAST PII FOR WSRESPONSE** [MASK_PII_FOR_WSRESPONSE] | | When this parameter is set to Y, the following data will be masked in OWS responses: Passport Number, License number, etc. Date of Birth will be not returned in the OWS response. When this parameter is set to N, the following returned data will be unmasked in OWS responses: Passport Number, License number, etc. |
| **OWS CALENDAR CACHE** [OWS_CALENDAR_CACHE] | | When set to Y, If cache is valid price and restrictions will be read from calendar cache table. |
| **OWS REGIONAL CACHE** [OWS_REGIONAL_CACHE] | | When set to Y, If cache is valid for price details and restrictions will be read from regional cache table. |
| **GDS TOTAL PRICING** [GDS_TOTAL_PRICING] | | Enables total pricing for GDS Application. |
| **LDAP AUTHORIZATION** [LDAP_AUTHORIZATION] | | When this parameter is active every OWS Web Service operation must pass valid LDAP user. |

**Table 16-7 Channel Controls — General Settings**

| CONTROL NAME | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| **DEFAULT LANGUAGE** [DEFAULT_LANGUAGE] | | This parameter value indicates default language used in opera to store data in main tables for rate description, room description and others. |
| **INVENTORY THRESHOLD COUNT TO INVALIDATE CACHE TIMESTAMP** [INVENTORY_THRESHOLD_CACHE] | | This parameter value indicates when no of rooms available for any property equal or less than this value update cache time stamp in OWS cached tracking table. When no of rooms available more than this value then time stamp on OWS cached tracking table is not updated. |

# Channel Controls — Payment

The following tables outline the functions, parameters, and settings that can be configured in the OPERA Cloud Interfaces for Channel Controls.

**Table 16-8 Channel Controls — Payment Parameters**

| CONTROL NAME | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| **ALLOW PAYMENT WITHOUT CREDIT CARD NUMBER** [ALLOW_MAKEPAYMENT_WITHOUT_CC] | | When the parameter value is set to YES, only the credit card type is required in the request. When the parameter value is set to NO, credit card number, expiration date and credit card type are required in the request. |
| **CREDIT CARD AUTHORIZATION REQUIRED** [CCAUTHORIZATIONREQUIRED] | | Channel performs authorization of credit card before processing booking. |
| **CREDIT CARD SURCHARGE** [CREDITCARDSURCHARGE] | | Enables credit card surcharges for the channel. |
| **ALLOW BOOK PRIOR CC EXPIRY DATE** [ALLOW_BOOK_PRIOR_CC_EXPIRY_DATE] | | This parameter determines whether or not to allow bookings to make via OWS if the CC EXPIRY DATE is prior to the booking arrival date. If active, then bookings can be made. If not active, then bookings will not be made. |

# Channel Controls — Rates

The following tables outline the functions, parameters, and settings that can be configured in the OPERA Cloud Interfaces for Channel Controls.

**Table 16-9 Channel Controls — Rate Parameters**

| CONTROL NAME | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| **CHANNEL RATE CATEGORY** [CHANNELRATECATEGORY] | | Channel Rate Category setup is required. |
| **HTML TEXT EDITOR** [HTMLTEXTEDITOR] | | Enables html text editor functionality for the channel. |

**Table 16-9 (Cont.) Channel Controls — Rate Parameters**

| CONTROL NAME | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| **CHANNEL OVERRIDE HIDE PROMOTIONS** [CHANNEL_HIDE_PROMOTIONS] | | When Enabled, return promotion rate codes for this channel and property only if the promotion code is sent in the request message regardless of the HIDE PROMOTION RATES global parameter setting. If not enabled, promotion rate codes will be displayed based on the HIDE PROMOTION RATES global parameter setting. |

**Table 16-10 Channel Controls — Rate Settings**

| CONTROL NAME | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| **CHANNEL RATE CODE LENGTH** [CHANNELRATECODELENGTH] | | Channel Rate Code Length. |
| **ICON IMAGE URL** [ICONIMAGEURL] | | Website Logo/Icon Image URL. |

# Channel Controls — Reservations

The following tables outline the functions, parameters, and settings that can be configured in the OPERA Cloud Interfaces for Channel Controls.

**Table 16-11 Channel Controls — Reservation Parameters**

| CONTROL NAME | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| **ACCEPT LOWER RATE AMOUNT** [ACCEPTLOWERRATEAMOUNT] | | Accept lower rate amount from the booking message for the channel. |
| **ADVANCED PACKAGE HANDLE** [ADVANCEDPACKAGEHANDLE] | | When set to Yes, returns additional package details during fetch available packages. |
| **CANCEL PENALTY OVERRIDE** [CANCELPENALTYOVERRIDE] | | Channel is allowed cancel the booking with penalty exists. |

**Table 16-11 (Cont.) Channel Controls — Reservation Parameters**

| CONTROL NAME | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| **CORPORATE NUMBER REQUIRED** [CORPORATENUMBERREQUIRED] | | Corporate Number required for the channel to book negotiated rates. |
| **LOG RESERVATION REGRETS** [LOG_RESERVATION_REGRETS] | | When the parameter value is set to YES, for availability requests which are made through external channels, regrets will be logged in reservation_regrets table if the requested availability criteria is not met. |
| **OVERRIDE DEPOSIT RULE** [OVERRIDEDEPOSITRULE] | | Override Deposit Rule and allow cancellation refund. |
| **OVERRIDE INVENTORY RESTRICTION** [OVERRIDEINVENTORYRESTRICTION] | | Override Restriction or availability for the property and continue with booking. |
| **OWNERS CONTRACT REFERRAL YN** [OWNERS_CONTRACT_REFERRAL_YN] | | When Referral Reservation Parameter under ownership group is set to Y and this parameter is set to Y, reservation can be indicated as a Referral Reservation using create/update booking WS. |
| **RETURN ERROR ON LOWER RATES** [RETURNERRORONLOWERRATES] | | Return an error when rate received in the booking request by external vendor is lower than Reservation System. |
| **RETURN PACKAGE DETAILS** [RETURNPACKAGEDETAILS] | | Returns package details during fetch available packages, allows user to book packages while making booking without making call to additional web service. |
| **SESSION CONTROL** [SESSIONCONTROL] | | When set to YES, reservations for this channel are created for the session using Guarantee code GDS-SESSION. |
| **SESSION MODIFICATION ALLOWED** [SESSIONMODIFICATIONALLOWED] | | Modification of reservation is allowed when it is in session. |
| **ATTACH PROFILE ROOM FEATURES TO RESERVATION** [ATTACH_PROFILE_ROOM_FEATURES_TO_RESERVATION] | | If this parameter is enabled, the room features attached to the profile will be auto attached to the reservation. |
| **CHANNEL GENERIC ROOM TYPE** [CHANNEL_GENERIC_ROOM_TYPE] | | Enable mapping of one channel room type to multiple opera room types. |

**Table 16-11 (Cont.) Channel Controls — Reservation Parameters**

| CONTROL NAME | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| **CHANNEL INVENTORY** [CHANNEL_INVENTORY] | | Activate the Channel Level Inventory Sell Limits Functionality. |
| **OVERRIDE AR SETTLEMENT VISIBLE ON FOLIO** [OVERRIDE_SHOW_AR_SETTLEMENT] | | This is a Channel Parameter for overriding the OPERA parameter "AR SETTLEMENT VISIBLE ON FOLIO" which is used to Print AR Settlement Payment on the Folio. |
| **OVERRIDE RATES CLOSED DUE TO RANKING** [OVERRIDE_RATES_CLOSED_DUE_TO_RANKING] | | Activating this parameter enables booking rate codes closed due to rank restriction. |
| **OWS UPDATE PROFILE FOR RESERVATION** [OWS_UPD_PROFILE_FOR_RESV] | | When parameter value is set to Y, it will update profile attached with reservation during modify booking from OWS Webservices if request has existing profile id with new profile address, phone, email. When Value is set to N profile attached with reservation will not be updated when profile id is in the request. |
| **PREFERENCE COMMENTS OVERLAY** [PREFERENCE_COMMENTS_OVERLAY] | | When this parameter is enabled, the external channel must provide a full overlay of the comments, specials, preferences, features, and memberships associated with the reservation. |
| **TEXT MESSAGE HANDLING** [SMS_CONFIRMATIONS] | | Activate Text Message Handling Functionality when reservation is modified. |
| **VAULT TIMEOUT ERROR** [VAULT_TIMEOUT_ERROR] | | When parameter value is set to YES, an error message will be returned and the reservation not booked if the credit card verification message times out to CC Vault. When the value is set to NO, the reservation will be created with a Cash payment method, and a warning will be logged as reservation comments to the reservation |
| **AUTO INVENTORY ITEM TRACE** [AUTO_INVENTORYITEM_TRACE] | | Automatically create or delete Reservation Traces when Inventory Items are attached or deleted for a Reservation via the Channel. |
| **DEFAULT PAYMENT METHOD PER CHANNEL** [DEFAULT_PAYMENT_METHOD_PER_CHANNEL] | | When active, a default payment method will be assigned to the reservation, and the payment method on the incoming booking will be assigned to a designated window. |

**Table 16-12 Channel Controls — Reservation Settings**

| CONTROL NAME | RELATED FUNCTION / PARAMETER / SETTING | DESCRIPTION |
|---|---|---|
| **RESERVATION STATUS WINDOW** [RESERVATION_STATUS_WINDOW] | | This parameter specifies the time in minutes to consider for updating a reservation status from "Reserved" to "Changed." |
| **CONFIRMATION EMAIL FROM** [CONFIRMATION_EMAIL_FROM] | | This parameter can be used to set the sender email address for the confirmation letter. |

# Configuring Channel Mapping

Channel mapping establishes connections between OPERA Cloud codes and the codes used by external channels. The mapping helps ensure smooth and accurate processing of information and transactions between OPERA Cloud and external channels.

You can map channels to the following:

- Amenities
- Channel Letters
- Credit Cards
- Currencies
- Properties
- Reservation Types

## Channel Mapping Amenities

Amenities are the saleable offerings available to external channels. Properties must map their amenity codes to equivalent external channel codes in order for transaction processing to take place between OPERA Cloud and the external channels.

### Adding Channel Mapping Amenities

Use the following steps to add Amenities to channels:

1. From the **Administration** menu, select **Interfaces**, select **Channel Mapping**, and select **Amenities**.
2. Click **New**.
3. On the Amenity Management screen, complete the following fields:
   a. **Property**. Select the property if logged into a chain location.
   b. **Channel**. Select the channel where the amenity code will be available.
   c. **Feature Type**. Select the feature type such as Room, Property, and so on.
   d. **Feature**. Select the feature that belongs to the amenity code.

e. **Amenity Code**. Select the Global Distribution System (GDS) amenity code from the list.

f. **Description**. As an option, enter a text description of the amenity or feature.

4. Click **Save**.

### Editing Channel Mapping Amenities

Use the following steps to edit the Description field:

1. From the **Administration** menu, select **Interfaces**, select **Channel Mapping**, and select **Amenities**.
2. Select search criteria and click **Search**.
3. From search results, click the vertical ellipsis **Actions** menu on the channel you want to edit and select Edit.
4. Make changes to the description.
5. Click **Save**.

### Deleting Channel Mapping Amenities

Use the following steps to delete the Channel:

1. From the **Administration** menu, select **Interfaces**, select **Channel Mapping**, and select **Amenities**.
2. Select search criteria and click **Search**.
3. From search results, click the vertical ellipsis **Actions** menu on the channel you want to delete and select **Delete**.

## Channel Mapping Letters

Use the Channel Letters screen to map confirmation and cancellation letter codes to channel properties.

### Adding Channel Mapping Letters

1. From the **Administration** menu, select **Interfaces**, select **Channel Mapping**, and select **Channel Letters**.
2. Click **New**.
3. On the Channel Letters screen, complete the following fields:
   a. **Property**. Select the property if logged into a chain location.
   b. **Channel**. Select the channel in which the letter code will be used.
   c. **Letter Type**. Select a letter type such as Confirmation, Cancellation, and so on.
   d. **Letter Name**. Select the letter name.
   e. **Language**. Select a language for the channel letter from the list.
4. Click **Save**.

### Editing Channel Mapping Letters

Use the following steps to edit the Channel Letter Name field:

1. From the **Administration** menu, select **Interfaces**, select **Channel Mapping**, and select **Channel Letters**.
2. Select search criteria and click **Search**.
3. From search results, click the vertical ellipsis **Actions** menu on the channel you want to edit and select **Edit**.
4. Make changes to the Letter Name.
5. Click **Save**.

### Deleting Channel Mapping Letters

Use the following steps to delete the Channel.

1. From the **Administration** menu, select **Interfaces**, select **Channel Mapping**, and select **Channel Letters**.
2. Select search criteria and click **Search**.
3. From search results, click the vertical ellipsis **Actions** menu on the channel you want to delete and select **Delete**.

## Channel Mapping Credit Cards

Use the Channel, Credit Cards screen to map credit card types to channels.

### Adding Channel Mapping Credit Cards

1. From the **Administration** menu, select **Interfaces**, select **Channel Mapping**, and select **Credit Cards**.
2. Click **New**.
3. On the Credit Cards screen, complete the following fields:
   a. **Channel**. Select the channel in which the credit card will be used.
   b. **Card Type**. Select a card type code used in OPERA Cloud such as VI for Visa, MC for Master Card, or AX for American Express from the list.
   c. **Channel Card Type**. Enter the code used by the channel. It is recommended to use codes provided by the channel.
   d. Start Date. Enter the date when the card is available to the channel.
   e. **End Date**. Enter a date when the property becomes unavailable in the channel (optional).
4. Click **Save**.

### Editing Channel Mapping Credit Cards

Use the following steps to edit the Credit Card mapping Start Date/End Date:

1. From the **Administration** menu, select **Interfaces**, select **Channel Mapping**, and select **Credit Cards**.
2. Select search criteria and click **Search**.
3. From search results, click the vertical ellipsis **Actions** menu on the channel you want to edit, and select **Edit**.

4. Make changes to the Start Dates/End Date.
5. Click **Save**.

### Deleting Channel Mapping Credit Cards

Use the following steps to delete a Channel:

1. From the **Administration** menu, select **Interfaces**, select **Channel Mapping**, and select **Credit Cards**.
2. Select search criteria and click **Search**.
3. From search results, click the vertical ellipsis **Actions** menu on the channel you want to delete, and select **Delete**.

## Channel Mapping Currencies

Use the Channel Mapping Currencies screen to map currencies to OPERA Cloud currency codes.

### Adding Channel Mapping Currencies

1. From the **Administration** menu, select **Interfaces**, select **Channel Mapping**, and select **Currencies**.
2. Click **New**.
3. On the Credit Card Management screen, complete the following fields:
    a. **Channel**. The channel where the currency code will be used.
    b. **Currency Code**. Select the currency code used in OPERA Cloud.
    c. **Channel Currency Code**. Select the currency code used for the channel. It is recommended that you use ISO standards, such as USD for the US Dollar.
    d. **Channel Decimal Position**. Enter the number of decimals supported by the channel, which is usually two.
    e. **External Decimal Position**. Enter decimal the position as provided by the channel.
    f. **Start Date**. Enter the date when the currency code is available to the channel.
    g. **End Date**. Enter a date when the property becomes unavailable in the channel (optional).
4. Click **Save**.

### Editing Channel Mapping Currencies

Use the following steps to edit the Channel Decimal Position, External Decimal Position, or Start Date/End Date on the Currencies screen:

1. From the **Administration menu**, select **Interfaces**, select **Channel Mapping**, and select **Currencies**.
2. Select search criteria and click **Search**.
3. From search results, click the vertical ellipsis **Actions** menu on the channel you want to edit and select **Edit**.
4. Make changes to the Channel Decimal Position, External Decimal Position, or Start Date/End Date.

5. Click **Save**.

### Deleting Channel Mapping Currencies

Use the following steps to delete a Channel:

1. From the **Administration menu**, select **Interfaces**, select **Channel Mapping**, and select **Currencies**.
2. Select search criteria and click **Search**.
3. From search results, click the vertical ellipsis **Actions** menu on the channel you want to delete and select **Delete**.

## Channel Mapping Properties

Use the Channel Mapping, Properties screen to map properties to OPERA Cloud property codes.

### Adding Channel Mapping Properties

1. From the **Administration** menu, select **Interfaces**, select **Channel Mapping**, and select **Property Management**.
2. Click **New**.
3. On the Credit Card Management screen, complete the following fields:
   a. **Channel**. Select the channel where the property code will be used.
   b. **Property**. Select the property code used in OPERA Cloud.
   c. **Channel Property**. Enter the property name.
   d. **Start Date**. Enter the date when the property becomes available to the channel.
   e. **End Date**. Enter a date when the property becomes unavailable in the channel (optional).
   f. **City**. Enter the city location of the property.
   g. **Room Limit**. Enter the property's room limit per single booking.
   h. **Prevailing Rates**. Select the check box to indicate the prevailing rates to be used by the channel.
4. Click **Save**.

### Editing Channel Mapping Properties

Use the following steps to edit Properties:

1. From the **Administration** menu, select **Interfaces**, select **Channel Mapping**, and select **Property Management**.
2. Select search criteria and click **Search**.
3. From search results, click the vertical ellipsis **Actions** menu of the channel you want to edit and select **Edit**.
4. Make changes to Channel Property, Start Date/End Date, City, Room Limit, or Prevailing Rates in the Property Management screen.
5. Click **Save**.

### Deleting Channel Mapping Properties

Use the following steps to delete a Channel:

1. From the **Administration** menu, select **Interfaces**, select **Channel Mapping**, and select **Property Management**.
2. Select search criteria and click **Search**.
3. From search results, click the vertical ellipsis **Actions** menu of the channel you want to delete and select **Delete**.

## Channel Mapping Reservation Types

Reservations are categorized by types such as Guaranteed, Checked-in, and so on. Use the Channel Mapping, Reservation Types screen to map OPERA Cloud reservation types to channels.

### Adding Channel Mapping Reservation Types

1. From the **Administration** menu, select **Interfaces**, select **Channel Mapping**, and select **Reservation Types**.
2. Click **New**.
3. On the Reservation Types screen, complete the following fields:
    a. **Channel**. Select the channel where the reservation code will be used.
    b. **Reservation Type**. Select the reservation type used in OPERA Cloud.
    c. **Channel Reservation Type**. Enter the channel reservation type code used by the channel.
    d. **Requirement Code**. Select a requirement codes such as Credit Card, Hold, and so on used in OPERA Cloud.
    e. **Start Date**. Enter the date when the reservation type becomes available to the channel.
    f. **End Date**. Enter a date when the reservation type becomes unavailable in the channel (optional).
4. Click **Save**.

### Editing Mapping Channel Reservation Types

Use the following steps to edit reservation types:

1. From the **Administration** menu, select **Interfaces**, select **Channel Mapping**, and select **Reservation Types**.
2. Select search criteria and click **Search**.
3. From search results, click the vertical ellipsis **Actions** menu on the channel you want to edit and select **Edit**.
4. Make changes to the Channel Reservation Type, Requirement Code, or Start Date/End Date.
5. Click **Save**.

### Deleting Mapping Channel Reservation Types

Use the following steps to delete a Channel:

1. From the **Administration** menu, select **Interfaces**, select **Channel Mapping**, and select **Reservation Types**.
2. Select search criteria and click **Search**.
3. From search results, click the vertical ellipsis **Actions** menu on the channel you want to delete and select **Delete**.

# Channel Property Mapping

You must create and map property values with channel values for various codes such as reservation types, room types, card types, and so on to facilitate property queries and transactions through channels.

## Creating Channel Mapping Card Types

Card Type configuration enables you to map the credit card types associated with your property to channels.

### Adding Card Types

1. From the Administration menu, select **Interfaces**, select **Channel Property Mapping**, and select **Card Type**.
2. Click **New** and complete the following fields:
   a. **Property**. Select the property from the list.
   b. **Channel**. Select the channel from the list.
   c. **Card Type**. Select the property's card type that you want mapped to the channel's card type.
   d. **Channel Card Type**. Select the channel converted card type. This is the card type that will be configured for the channel.
3. Click **Save**.

### Editing Card Types

1. From the Administration menu, select **Interfaces**, select **Channel Property Mapping**, and select **Card Type**.
2. Enter search criteria and click **Search**.
3. From your search results, select the vertical ellipsis **Actions** menu and select **Edit**.
4. Select a **Channel Card Type** from the list.
5. Select an **Inactive Date** to stop using the selected card, if desired.
6. Click **Save**.

### Deleting Card Types

1. From the Administration menu, select **Interfaces**, select **Channel Property Mapping**, and select **Card Type**.
2. Enter search criteria and click **Search**.
3. From your search results, select the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

## Configuring Channel Rate Mapping

Channel Rate Mappings enables you to map property rate codes with the channel's rate codes. Begin by searching for existing rate code conversions.

### Adding New Channel Rate Mappings

1. From the Administration menu, select **Interfaces**, select **Channel Property Mapping**, and select **Channel Rate Mapping**.
2. Enter the **property** and other search criteria and click **Search**.
3. From your search results, click the vertical ellipsis **Actions** menu and select **New**. Complete the following fields:
    a. **Channel Rate Code**. Enter a free text for channel rate code.
    b. **Start Date**. The first date the rate code is available in the channel.
    c. **End Date**. The last date the rate code is available in the channel.
    d. **Rate Level**. Search for and select a channel rate level.
    e. **Property radio button**. Select to keep the property rate description.
    f. **Custom radio button**. Select to add a customized channel rate description.
    g. **Rate Category**. Enter the rate category used by the channel host.
    h. **Order**. This determines the order this Channel Rate Mapping appears when searched.
    i. **SGA**. Enter the signature airline code. Use the SGA to filter rate codes for specific sources of business. This field can also be used to exclude specific sources of availability and bookings from the selection of rates.
    j. **BlockRateIndicator**. This field cannot be edited once the channel conversion rate code is saved. To create a conversion using an OPERA Cloud rate code, select the Rate Code option from the list of values. To use inventory from a block, create a conversion for a channel rate using a rate code attached to the block or the block code. The Block Rate Indicator is used primarily for GDS channels as they cannot send the block code in the switch messages.
    k. **Rate Update**. Select the check box if this rate should be sent to an ADS, GDS, or an ODS partner such as Expedia.
    l. **Restriction Update**. Select the check box to send restrictions to an ADS, GDS, or ODS partner such as Expedia.
    m. **Return to SGA**. Select the check box only when you want to return the signature airline code in the channel property availability response.
    n. **Regional Availability**. Select the check box if this rate is to participate in Regional Availability processing.

o. **Room Types**. Select the room types available at the selected rate.

4. Click **Save**.

# Creating Channel Mapping Marketing Text

Property marketing text is used to distribute marketing information to travel agents and other channels. You can create marketing text designed for properties or create a template designed for transaction types.

### Adding Marketing Text

1. From the Administration menu, select **Interfaces**, select **Channel Property Mapping**, and select **Marketing Text**.
2. Click **New**.
3. Complete the following fields:
   a. **Property**. Select a property for this (mandatory field).
   b. **Channel**. Select the channel name (mandatory field).
   c. **Transaction Type**. The transaction type that will display the marketing text (mandatory field).
   d. **Policy Type**. Select the policy type to use for this property. For example, Commission, Cancel Policy, or other.
   e. **Policy Detail**. The policy type to specify the method for returning the text.
   f. **Start Date**. The first date the rate code is available in the channel (mandatory field).
   g. **End Date**. The last date the marketing text is available in the channel.
   h. **Marketing Text**. Enter the marketing message to appear throughout the channel.
4. Click **Save**.

### Editing Marketing Text

1. From the Administration menu, select **Interfaces**, select **Channel Property Mapping**, and select **Marketing Text**.
2. Enter search criteria and click **Search**.
3. From your search results, select the vertical ellipsis **Actions** menu and select **Edit**.
4. Update the marketing text.
5. Click **Save**.

### Deleting Marketing Text

1. From the Administration menu, select **Interfaces**, select **Channel Property Mapping**, and select **Marketing Text**.
2. Enter search criteria and click **Search**.
3. From your search results, select the vertical ellipsis Actions menu and select **Delete**.
4. Click **Delete** to confirm.

**Adding Marketing Text Templates**

1. From the Administration menu, select **Interfaces**, select **Channel Property Mapping**, and select **Marketing Text**.
2. Click the **Template tab** and click **New**.
3. Complete the following:
    a. **Transaction Type**. The transaction type that displays the marketing text (mandatory field).
    b. **Policy Type**. Select the policy type to use for this property. For example, Commission, Cancel Policy, or other.
    c. **Policy Detail**. The policy type for specifying the method of returning the text.
    d. **Start Date**. The first date the rate code is available in the channel (mandatory field).
    e. **End Date**. The last date the marketing text is available in the channel.
    f. **Marketing Text**. Enter the marketing message to appear throughout the channel.
4. Click **Save**.

# Channel Publications

The Channel Publication menu enables you to initiate the distribution of availability, rates, and restrictions information to Alternate Distribution System (ADS) channels. It is advised that you use channel publications as a fail over mechanism during network outages or if both systems data are out of sync.

## Reprocessing Availability

Use Reprocessing Availability to send an inventory data snapshot for channel room types to Alternate Distribution System (ADS) partner channels.

1. From the Administration menu, select **Interfaces**, select **Channel Publications**, and select **Reprocess Availability**.
2. Select a **Property**.
3. Select a **Channel**.
4. Select either the**Channel radio button** or the **Property radio button**:
    a. If you select Channel, select the **Channel Room Type**.
    b. If you select Property, select the **Property Room Type**.
5. Enter the **Begin Date** to start reprocessing.
6. Enter the **End Date** to end reprocessing.
7. Click **Reprocess Availability**.

## Reprocessing Rate

Use Reprocessing Rate to send rate information to Alternate Distribution System (ADS) partner channels.

1. From the Administration menu, select **Interfaces**, select **Channel Publications**, and select **Reprocess Rate**.
2. Select a **Property**.
3. Select a **Channel**.
4. Select either the **Channel radio button** or the **Property radio button**:
    a. If you select **Channel**, select the **Channel Rate Code** and **Channel Room Type**.
    b. If you select **Property**, select the property **Rate Code** and **Room Type**.
5. Enter the **Begin Date** when reprocessing starts.
6. Enter the **End Date** when reprocessing ends.
7. Click **Reprocess Rate**.

## Reprocessing Restrictions

Use Reprocessing Restrictions to send channel or property restrictions data snapshots to Alternate Distribution System (ADS) partner channels.

1. From the Administration menu, select **Interfaces**, select **Channel Publications**, and select **Reprocess Restrictions**.
2. Select a **Property**.
3. Select a **Channel**.
4. Select either the **Channel radio button** or the **Property radio button**:
    a. If you select **Channel**, select the **Channel Rate Code** and **Channel Room Type**.
    b. If you select **Property**, select the property **Rate Code** and **Room Type**.
5. Enter the **Begin Date** when reprocessing starts.
6. Enter the **End Date** when reprocessing ends.
7. Click **Reprocess Restrictions**.

# Enhanced Room Key Generation

Room key generation enables you to create guest room keys before guests arrive and to configure default settings to streamline the key creation process and reduce manual input errors.

Use the room key validation, expiry, and additional rooms controls in conjunction with a third-party Door Lock System (DLS) to:

- Define the room key activation start date/time.
- Check if previous keys were made and for which additional rooms.
- Limit the number of additional rooms allowed for key creation.
- Override key options and suppress success notifications when creating keys for multiple reservations.

## Customizing the Additional Rooms Field

1. Go to **Miscellaneous - Property Interface Control**.

2. Choose a reservation and click **Create Key**.
3. Select the **Customize** link.
4. Click the pencil icon next to the **Additional Rooms** field.
5. In the **Basic** tab, select the **</> Custom Validator icon** next to the **Default Value** field.
6. In the Expression Builder screen from the Available Fields search, select the **PreviousKeyAdditionalRooms** binding:

   (Name) **PreviousKeyAdditionalRooms**

   (Description) #**(bindings.PreviousKeyAdditionalRooms.inputValue)**
7. Click **Evaluate**, and then click **Apply**.
8. Click **Save**, and then **Close Customize**.

With this customization, the **Additional Rooms** field populates with all additional rooms associated with the reservation room when the previous key was created (Previous Keys Made > 0).
After the Additional Rooms functionality is customized, when a new key is created with additional rooms selected, the additional rooms are logged and saved with the main room key information. This is per reservation and room.

## Customizing the Create Key Screen Additional Rooms Field

You can customize the Additional Rooms field on the Create Key to populate the Additional Rooms field with the room numbers that were selected when a new key is created for that reservation and room number. This applies to duplicate keys (when Previous Keys Made > 0).

**Prerequisites/Conditions**

- **Allow Multiple Room Selection for Keys** check box is selected in the Property Interfaces Configuration for DLS (Door Lock System).
- OPERA Cloud Task **Customize Chain** or **Customize Property** in the **General - Access Options**.
- **Customization must be on for Property / Hub level** — Main Menu – Settings – Customization, select Property/Hub Level.

## DLS (Door Lock System) Property Interface Setup Options

**Administration – Interfaces – Property Interfaces – Property Interfaces**

The following are additional setup options for the DLS type property interface for enhanced room key generation on the General Information panel.

- **Send Valid Start Date / Time** — When this check box is selected, the **Valid Start Date** and **Valid Start Time** fields appear on the Create Key screen and the Room Keys screen. These enable you to set the key activation date and time.
- **Limit Additional Number of Rooms To** — When the **Allow Multiple Room Selection for Keys** check box is selected, the **Limit Additional Number of Room To** field is available. This field limits the number of additional rooms you can select or manually enter in the **Additional Rooms** field.

# Enhanced Room Key Generation Validation Rules by Process

**Table 16-13** `Enhanced Room Key Generation Validation Rules by Process`

| Reservation State/Status | Valid Start Date | Valid Start Time | Valid Until Date | Valid Until Time |
|---|---|---|---|---|
| Reserved, Pre-Arrival (before advance check in or before check in) | Reservation arrival date | Default time set in the **Key Valid Start Time** OPERA Controls Setting | **Valid Until Date** field defaults to the reservation departure date or the departure date plus the number of days in the OPERA Cloud Control **Key Expiry Days** setting. | The **Valid Until Time** field defaults with the time setting that is chosen in the OPERA Cloud Control **Default Keys Expiry Time** setting. |
| During advance check in or when the reservation is indicated as Advance Checked In | Current system date | Default time set in the **Key Valid Start Time** OPERA Controls Setting | **Valid Until Date** field defaults to the reservation departure date or the departure date plus the number of days in the OPERA Cloud Control **Key Expiry Days** setting. | The **Valid Until Time** field defaults with the time setting that is chosen in the OPERA Cloud Control **Default Keys Expiry Time** setting. |
| During check in process | Current system date | Current system time | **Valid Until Date** field defaults to the reservation departure date or the departure date plus the number of days in the OPERA Cloud Control **Key Expiry Days** setting. | The **Valid Until Time** field defaults with the time setting that is chosen in the OPERA Cloud Control **Default Keys Expiry Time** setting. |
| When reservation is in house | Current system date | Current system time | **Valid Until Date** field defaults to the reservation departure date or the departure date plus the number of days in the OPERA Cloud Control **Key Expiry Days** setting. | The **Valid Until Time** field defaults with the time setting that is chosen in the OPERA Cloud Control **Default Keys Expiry Time** setting. |

# Enhanced Room Key Generation Impact

The Enhanced Room Key Generation functionality with its related controls and tasks (refer to *Enhanced Room Key Generation Prerequisites*) impacts the following areas.

### Property Interfaces Configuration for DLS

DLS property interface additional configuration setup to support sending room key valid start date and time validation (requires DLS vendor support). Refer to *DLS (Door Lock System) Property Interface Setup Options*.

- **Send Valid Start Date/Time** check box to send the start date and start time for the room key request to the third party DLS vendor.
- **Limit Additional Number of Rooms To** field to limit the maximum number (1-999) of additional rooms the key can access. When the **Allow Multiple Room Selection for Keys** check box is checked, the **Limit Additional Number of Room To** field is available. This limits the number of additional rooms you can select or manually enter in the **Additional Rooms** field..

**Property Interface Control Screen**

- Additional Search Criteria:
  - Arrival From
  - Arrival To
  - ETA From
  - ETA To
  - Reservation Status
  - Specials
  - Floors
  - Room Features
  - Room Class
  - Confirmation Number/CRS Number
  - Room Status
  - Include Linked Reservations
  - Include Blocks
- Additional Sort Options:
  - Arrival Date and ETR ascending
  - Arrival Date and ETR descending

**Create Key Screen**

- **Valid Start Date** field (default values):
  - In house: current business date
  - Future reservations: arrival date
- **Valid Start Time** field (default values):
  - In house: property system time
  - Future reservations: Key Valid Start Time setting, property system time
- **Previous Keys Made** number field:
  - Tracks the number of keys created since the last new key previously made for this specific reservation and room.
  - When there are previous keys made for this reservation and room, the Key Type in the Create Key screen defaults to Duplicate Key.
- **Additional Rooms** field with customization to show the room numbers of additional rooms with previous keys made for that reservation. Refer to *Customizing the Additional Rooms Field*.
- **Number of Keys** field defaults to the number of adults on the reservation.

**Room Keys Screen**

- New screen when creating keys for multiple reservations.
- **Suppress Key Success Message** check box to hide the notification that keys have been successfully created to avoid interruption while in the create key process for multiple reservations.

- **Overriding Associated Key Options** check box to override or append the key options (access to specific areas of the property) in the Room Keys screen. Refer to *Overriding Associated Key Options*.
- **Additional Rooms** field with customization to show the room numbers of additional rooms with previous keys made for that reservation. Refer to *Customizing the Additional Rooms Field*.

**Changes Log Screen**

Activity Group = Reservation, Activity Type = Keys

- Details the number of keys created or modified for the primary room number, confirmation number, and the logged in user.
- Records the additional room numbers selected. These are only logged on the reservation that the primary key was created for, not on the reservations for those additional rooms.

## Enhanced Room Key Generation Conditions/Assumptions

- Multiple rooms on one room key and Valid Start Date / Valid Start Time functionality is dependent on the DLS supporting it.
- When more than one DLS interface is active at the property, each must be configured with unique room numbers and must support the same functionality. The correct encoder/ terminal for the DLS must be chosen during the Create Key process.
- Room key creation functionality shows the room key creation success or failure according to the DLS response.
- If the DLS doesn't respond within the timeout value set in the DLS property interface configuration, OPERA Cloud shows a message that the room key creation timed-out. If this occurs, you can retry creating the room key.

# Configuring Credit Card Readers (Magnetic Stripe)

Prerequisites for Configuring Credit Card Readers

Configure the Magnetic Stripe Credit Card Reader device types available at your property.

A credit card reader is a device that decodes the credit card information contained on the magnetic strip of a credit or debit card.

### Adding Magnetic Credit Card Reader Devices

1. From the **Administration** menu, select **Interfaces**, click **Interface Devices**, and then select **Credit Card Reader Devices**.
2. Click **New** and enter the following details:
    a. **Reader Number**. Enter a unique reader number for the type of reader.
    b. **Description**. Enter a description/name of the reader
    c. Separator
        i. **Expiry**:Enter the character used as the expiration start date character. Typically, this will be "=".
        ii. **End of Track**: Enter the character used as the end-of-track separator. Typically, this will be "?".
        iii. **Name**: Enter the character used as the name separator. Typically, this will be "^".

iv. **Track 2**: Enter the character used as the track two separator. Typically, this will be ";".

d. Encrypted Device

i. **Secure. Reader**: Available when the CC Vault OPERA Control is active; select the check box if communication with the credit card reader device is encrypted. Enter the appropriate details in the fields below to enable parsing the needed data from the encrypted string provided from the device. (The credit card merchant or device vendor will need to provide the details to be entered).

ii. **Software ID**: Enter the version number of the reader device software, as assigned by the device manufacturer (not mandatory except for HID Format Type). This is used as the default value to all workstations that have this Reader No. attached to it.

iii. **Encryption Format Codes**: Enter the code assigned by the Credit Card Provider for the encrypted data format for the swiped information.

iv. **Format Type**: Choose the type of format used for the encrypted device. IDTECH is specific to the IDTech M130 device; POSITION indicates the needed encrypted data can be found in a specific position in the entire string; FIELDID indicates the needed encrypted data can be found in a specific field in the entire string; HID is specific to the Magtek DynaPro device.

v. Separator

- **Start Data**: Enter the start delimiter defining the fields of encrypted data.
- **End Data**: Enter the end delimiter defining the fields of encrypted data.

vi. Position

- **KSN Field**: Enter the ordinal number of the Field ID or the Position that holds the KSN, Encryption Key Serial Number, and Transaction Counter data.
- **ET1 Field**: Enter the ordinal number of the Field ID or the Position that holds the ET1 and Encrypted Track 1 data.
- **ETS2 Field**: Enter the ordinal number of the Field ID or the Position that holds the ET2 and Encrypted Track 2 data.

3. Click **Save**.

### Editing Magnetic Credit Card Reader Devices

1. From the **Administration** menu, select **Interfaces**, click **Interface Devices**, and then select **Credit Card Reader Devices**.
2. Enter search criteria and click **Search**.
3. Select the device, then click the **vertical ellipsis** and select **Edit**.
4. Update configuration.
5. Click **Save**.

### Deleting Magnetic Credit Card Reader Devices

1. From the **Administration** menu, select **Interfaces**, click **Interface Devices**, and then select **Credit Card Reader Devices**.
2. Enter search criteria and click **Search**.
3. Select the device, then click the **vertical ellipsis** and select **Delete**.
4. Click **Delete** to confirm.

# Configuring Credit Card Terminals (PIN Entry Payment Devices)

## Prerequisites for Configuring Credit Card Terminals

OPERA Cloud supports Chip and PIN for credit card authorizations and payments. Chip and PIN payment utilizes the EMV standard and requires a microchip on the credit card that holds the cardholder authentication information. To process Chip and PIN payments, you must set up the Chip and PIN payment devices available at your property. Chip & PIN devices can be grouped by device areas to assist mobile users with finding the required, nearby device.

### Adding Credit Card Terminals

1. From the **Administration** menu, select **Interfaces**, select **Interface Devices**, and then select **Credit Card Terminals**.
2. Click **New** and enter the following details:
    a. **Property**: Enter or select the property
    b. **Terminal ID**: Enter the terminal ID number provided by the vendor.
    c. **Terminal Label**: Enter a label or name for the device that identifies its physical location.
    d. **Device Area**: Link the device to an area. Refer to Configuring Device Areas.
3. Click **Save**.

### Editing Credit Card Terminals

1. From the **Administration** menu, select **Interfaces**, select **Interface Devices**, and then select **Credit Card Terminals**.
2. Enter search criteria and click **Search**.
3. Select the device, then click the **vertical ellipsis** and select **Edit**.
4. Update configuration.
5. Click **Save**.

### Deleting Credit Card Terminals

1. From the **Administration** menu, select **Interfaces**, select **Interface Devices**, and then select **Credit Card Terminals**.
2. Enter search criteria and click **Search**.
3. Select the device, then click the **vertical ellipsis** and select **Delete**.
4. Click **Delete** to confirm.

# Configuring Delivery Management

## Prerequisites for Configuring Delivery Management

Use Delivery Management to configure email delivery of OPERA Cloud reports and stationery.

For each delivery method you can choose to use the Oracle Cloud Infrastructure SMTP (Simple Mail Transfer Protocol) Email Delivery service or an alternate, external SMTP server. For more information, see Configuring SMTP Connections

- If using Oracle Cloud Infrastructure SMTP to deliver emails on your behalf, you will also need to setup an SPF record for `spf_3a.oracleindustry.com`, to ensure emails are not treated as spam by the recipient.
- If using an external SMTP server, you will need to setup an Outbound Domain Allowlist entry for the SMTP server **Hostname** and **Port**. For more information, see Configuring Outbound Domain Allow Listings.

When the **Text Message Handling** OPERA Control is active you can also setup communication with an SMS service provider for the delivery of queue rush room text messages to staff mobiles, as well as queue room-ready, reservation confirmations and guest messages to guest mobiles. Communication with SMS service provider can be either through email or HTTP POST.

To configure SFTP destinations for scheduled report delivery, see Configuring SFTP Connections.

The following configuration options are available.

**Table 16-14 Configuration methods and purpose**

| Method | Purpose |
|---|---|
| General | Reports through email. |
| Confirmation Letters | Reservation confirmations through email (HTML or as PDF attachment).<br>Reservation confirmations through SMS. |
| Guest Message | Guest messages through SMS. |
| Billing Folios | Interim, Advanced, Proforma, Information, Settlement folios through email as PDF attachment. |
| AR | AR Statement and Reminder Letters delivered using email as a PDF attachment. |
| Text to Guest | Queue Room ready notification to Guest through SMS. |
| Text to Housekeeping | Queue "rush room" alert to Housekeeping Attendant through SMS. |
| Other Folios | Deposit, AR, Passerby, Post It Credit Bill, Debit Bill and other folio types delivered through email as a PDF attachment. |

> **Note:**
>
> The default Oracle Cloud Infrastructure Email Delivery service will be used when no **Email Server Code** is selected; the "From Address" used is **noreply-hgbu-opera-dev@ocs.oraclecloud.com**.

### Configuring Report Delivery

#### Editing Report Delivery by Email

1. From the **Administration** menu, select **Interfaces**, and then select **Delivery Management**.

2. Select **General** and click **Search**.
3. Click **Edit** and enter the following details:
   a. **Property**: Enter or select the property.
   b. **Activate Email Delivery**: Select check box to activate email delivery functionality.
   c. **From Email Address**: Enter the sender email address. You can set a **display name** along with the email address, for example: `Bell Hotel <accounting@bell.com`. If you do so, enclose the email address in **<** and **>** .
   d. **Email Server Code**: Select an SMTP Code from the list. See Configuring SMTP Connections.
   e. **Email Subject**: Enter the subject that is to appear in the email message.
   f. Click **Save**.

### Configuring Reservation Confirmation Delivery

#### Adding Reservation Confirmation Delivery by Email

1. From the **Administration** menu, select **Interfaces**, and then select **Delivery Management**.
2. Select **Confirmations**, then click **Search**.
3. Click **New** and complete the following:
   a. **Property**: Enter or select the property.
   b. **Activate Email Delivery**: Select check box to activate email delivery functionality.
   c. **HTML Format Delivery**: Select check box to generate email as embedded HTML. Leave unchecked to generate a PDF attachment.

> **Note:**
>
> For HTML delivery, all images (such as logos, room type images) must be available on a publicly accessible web-server / content management system for download by the email client.

   d. **From Email Address**: Enter the sender email address. You can set a "display name" along with the email address, for example: Bell Hotel <accounting@bellhotel.com>. If you do so, enclose the email address in **<** and **>**.
   e. **Email Server Code**: Select an SMTP Code from the list. See Configuring SMTP Connections.
   f. **Email Subject**: Enter the subject that is to appear in the email message. You can use conditional blocks to dynamically generate a subject line

```
<?><Status>[='RESERVED']Reservation confirmation #<ConfirmationNumber>
for <ResortFullName></?> <?><Status>[='CANCELLED']Reservation
cancellation #<CancellationNo> for <ResortFullName></?>
```

   g. **Email Body**: You can configure an email body when **HTML Format Delivery** is not enabled. The reservation confirmation is attached in PDF format. Y. Use the rich text editor to enter text and select merge codes to display reservation-specific values in the email body. Select the **Merge Codes** button to view and select from the list to insert merge code into the message body. For example, name and confirmation number

merge code can be inserted. Select the **Conditions** button to insert condition blocks of text in the message. All merge codes will be inserted in the position where your cursor is placed.

> **Note:**
>
> Email body is limited to 2000 characters.

h. Click **Save**.

### Editing Reservation Confirmation Delivery by SMS (Text Message)

Available when the **Text Message Handling** OPERA Control is active.

1. From the **Administration** menu, select **Interfaces**, and then select **Delivery Management**.
2. Select **Confirmations** and click **Search**.
3. In the Text Message Delivery Settings panel, click **Edit** and enter the following details:
   a. **Delivery Method**:
      i. **URL (HTTP POST)**: Post to URL.
      ii. **Email**: Send as email (email to sms). See Using the Rich Text Editor.
   b. **Partner/User ID**: Enter the Partner ID or User ID for the delivery provider. This is the Text Messaging Provider name.
   c. **Service Type/Server**: Enter the service type or the FDQN of SMTP server.
   d. **Service ID/Account**: Enter the service ID or SMTP email server account.
   e. **Password**: Enter the SMTP email password.
   f. **URL**: Enter the URL address for the Text Messaging Provider.
   g. **URL Parameter Format**: Select Text or XML.
   h. **Timeout in seconds**: Enter the delivery timeout in seconds for the message. Any message exceeding this limit will be timed out.
   i. **Message Format**: For email to SMS enter or select the following from the list of values: `<TO_MOBILE>@<URL_NAME>`. The <URL_NAME> tag is the value from the URL field..
   j. **Text Message**: Use the rich text editor to enter text and select merge codes to display reservation-specific values in the message. Select the Merge Codes button to view and select from the list to insert merge code into the message body. For example, name and confirmation number merge code can be inserted. Select the Conditions button to insert condition blocks of text in the message. All merge codes will be inserted in the position where your cursor is placed.
   k. Click **Save**.

### Configuring Confirmation SMS (Text Message) Delivery

#### Adding Reservation Confirmation Delivery by SMS (Text Message)

1. From the **Administration** menu, select **Interfaces**, and then select **Delivery Management**.
2. Select **Confirmations** and click **Search**.

3. In the **Text Message Delivery Settings** panel, click **Edit** and enter the following details:
   a. **Delivery Method**:
      i. **URL (HTTP POST)**: Post to URL.
      ii. **Email**: Send as email (email to sms). See Using the Rich Text Editor.
   b. **Partner/User ID**: Enter the Partner ID or User ID for the delivery provider. This is the Text Messaging Provider name.
   c. **Service Type/Server**: Enter the service type or SMTP email server address.
   d. **Service ID/Account**: Enter the service ID or SMTP email server account.
   e. **Password**: Enter the SMTP email password.
   f. **URL**: Enter the URL address for the Text Messaging Provider.
   g. **URL Parameter Format**:Select Text or XML.
   h. **Timeout in seconds**: Enter the delivery timeout in seconds for the message. Any message exceeding this limit will be timed out.
   i. **Message Format**: For email to SMS enter or select the following from the list of values: <TO_MOBILE>@<URL_NAME>. The <URL_NAME> tag is the value from the URL field..
   j. **Text Message**: Use the rich text editor to enter text and select merge codes to display reservation-specific values in the message. Select the **Merge Codes** button to view and select from the list to insert merge code into the message body. For example, name and confirmation number merge code can be inserted. Select the Conditions button to insert condition blocks of text in the message. All merge codes will be inserted in the position where your cursor is placed.
4. Click **Save**.

### Configuring Guest Message Delivery

#### Editing Guest Message Email Delivery

1. From the **Administration** menu, select **Interfaces**, and then select **Delivery Management**.
2. Select **Guest Messages** and click **Search**.
3. Click**Edit** and enter the following details:
   a. **Property**: Enter or select the property.
   b. **Activate Email Delivery**: Select to activate email delivery functionality.
   c. **From Email Address**: Enter the sender email address.  You can set a "display name" along with the email address, . If you do so, enclose the email address in < and >.
   d. **Email Server Code**: Select an SMTP Code from the list. See Configuring SMTP Connections.
   e. **Email Subject**: Enter the subject that is to appear in the email message.
4. Click **Save**.

### Configuring Guest Message SMS (Text Message) Delivery

#### Adding Guest Message Delivery by SMS (Text Message)

1. From the **Administration** menu, select **Interfaces**, and then select **Delivery Management**.

2. Select **Guest Messages** and click **Search**.
3. Click **New** and complete the following:
    a. **Delivery Method**
        i. **URL (HTTP POST)**: Post to URL.
        ii. **Email**: Send as email (email to sms).
    b. **Partner/User ID**: Enter the Partner ID or User ID for the delivery provider. This is the Text Messaging Provider name.
    c. **Service Type/Server**: Enter the service type or the FDQN of SMTP server..
    d. **Service ID/Account**: Enter the service ID or SMTP email server account.
    e. **Password**: Enter the SMTP email password.
    f. **URL**: Enter the URL address for the Text Messaging Provider.
    g. **URL Parameter Format**:Select Text or XML.
    h. **Timeout in seconds**: Enter the delivery timeout in seconds for the message. Any message exceeding this limit will be timed out.
    i. **Message Format**: For email to SMS enter or select the following from the list of values: `<TO_MOBILE>@<URL_NAME>`. The `<URL_NAME>` tag is the value from the URL field.
    j. **Text Message**: Use the rich text editor to enter text and select merge codes to display reservation-specific values in the message. Select the **Merge Codes** button to view and select from the list to insert merge code into the message body. For example, name and confirmation number merge code can be inserted. Select the Conditions button to insert condition blocks of text in the message. All merge codes will be inserted in the position where your cursor is placed.
4. Click **Save**.

### Configuring Billing Folios Delivery

#### Adding Billing Folios Email Delivery

1. From the **Administration** menu, select **Interfaces**, and then select **Delivery Management**.
2. Select **Billing Folios** and click **Search**.
3. Click **New** and complete the following:
    a. **Property**: Enter or select the property.
    b. **Activate Email Delivery**: Select check box to activate email delivery functionality.
    c. **From Email Address**: Enter the sender email address. You can set a "display name" along with the email address, . If you do so, enclose the email address in < and > .
    d. **Email Server Code**: Select an SMTP Code from the list. See Configuring SMTP Connections
    e. **Email Body**: The folio is attached to email as PDF file; add email body text to display along with the attachment. Use the rich text editor to enter text and select merge codes to display reservation-specific values in the email body. Select the **Merge Codes** button to view and select from the list to insert merge code into the message body. For example, name and confirmation number merge code can be inserted. Select the **Conditions** button to insert condition blocks of text in the message. All merge codes will be inserted in the position where your cursor is placed.

> **Note:**
>
> E-mail body is limited to 2000 characters.

f. **Email Subject**: Enter the subject that is to appear in the email message.

4. Click **Save**.

### Configuring AR Statement and Reminder Email Delivery

#### Adding AR Statement and Reminder Email Delivery

1. From the **Administration** menu, select **Interfaces**, and then select **Delivery Management**.
2. Select **AR** and click **Search**.
3. Click **New** and complete the following details:
   a. **Property**: Enter or select the property.
   b. **Activate Email Delivery**: Select to activate email delivery functionality.
   c. **From Email Address**: Enter the sender email address. You can set a "display name" along with the email address, . If you do so, enclose the email address in < and > .
   d. **Email Server Code**: Select an SMTP Code from the list. See Configuring SMTP Connections.
   e. **Email Subject**: Enter the subject that is to appear in the email message.
   f. **Email Body**: The folio is attached to email as PDF file; add email body text to display along with the attachment. Use the rich text editor to enter text and select merge codes to display reservation-specific values in the email body. Select the **Merge Codes** button to view and select from the list to insert merge code into the message body. For example, name and confirmation number merge code can be inserted. Select the **Conditions** button to insert condition blocks of text in the message. All merge codes will be inserted in the position where your cursor is placed.

   > **Note:**
   >
   > E-mail body is limited to 2000 characters.

   g. Click **Save**.

### Configuring Queue Room Message to Guest by SMS (Text Message)

#### Editing Queue Room Message to Guest by SMS (Text Message)

> **Note:**
>
> Available when the **Text Message Handling** OPERA Control is active.

Used to send queue room ready notifications to guests through SMS.

1. From the **Administration** menu, select **Interfaces**, and then select **Delivery Management**.

2. Select **Text to Guest** and click **Search**.
3. In the Text Message Delivery Settings panel, click **Edit** and complete the following:
    a. **Delivery Method**
        i. **URL (HTTP POST)**: Post to URL.
        ii. **Email**: Send as email (email to sms).
    b. **Partner/User ID**: Enter the Partner ID or User ID for the delivery provider. This is the Text Messaging Provider name.
    c. **Service Type/Server**: Enter the service type or SMTP email server address.
    d. **Service ID/Account**: Enter the service type or the FDQN of SMTP server.
    e. **Password**: Enter the SMTP email password.
    f. **URL**: Enter the URL address for the Text Messaging Provider.
    g. **URL Parameter Format**:Select Text or XML.
    h. **Timeout in seconds**: Enter the delivery timeout in seconds for the message. Any message exceeding this limit will be timed out.
    i. **Message Format**: For email to SMS enter or select the following from the list of values: `<TO_MOBILE>@<URL_NAME>`. The `<URL_NAME>` tag is the value from the URL field.
    j. **Text Message**: Use the rich text editor to enter text and select merge codes to display reservation-specific values in the message. Select the **Merge Codes** button to view and select from the list to insert merge code into the message body. For example, name and confirmation number merge code can be inserted. Select the Conditions button to insert condition blocks of text in the message. All merge codes will be inserted in the position where your cursor is placed.
    k. Click **Save**.

### Configuring Queue Rush Room to Housekeeping by SMS (Text Message)

### Editing Queue Rush Room to Housekeeping by SMS (Text Message)

Available when the **Text Message Handling** OPERA Control is active.

1. From the **Administration** menu, select **Interfaces**, and then select **Delivery Management**.
2. Select **Text to Housekeeping** and click **Search**.
3. In the Text Message Delivery Settings panel, click **Edit** and complete the following:
    a. **Delivery Method**
        i. **URL (HTTP POST)**: Post to URL.
        ii. **Email**: Send as email (email to sms).
    b. **Partner/User ID**: Enter the Partner ID or User ID for the delivery provider. This is the Text Messaging Provider name.
    c. **Service Type/Server**: Enter the service type or the FDQN of SMTP server.
    d. **Service ID/Account**: Enter the service ID or SMTP email server account.
    e. **Password**: Enter the SMTP email password.
    f. **URL**: Enter the URL address for the Text Messaging Provider.
    g. **URL Parameter Format**:Select Text or XML.

h. **Timeout in seconds**: Enter the delivery timeout in seconds for the message. Any message exceeding this limit will be timed out.

i. **Message Format**: For email to SMS enter or select the following from the list of values: `<TO_MOBILE>@<URL_NAME>`. The `<URL_NAME>` tag is the value from the URL field.

j. **Text Message**: Use the rich text editor to enter text and select merge codes to display reservation-specific values in the message. Select the **Merge Codes** button to view and select from the list to insert merge code into the message body. For example, name and confirmation number merge code can be inserted. Select the Conditions button to insert condition blocks of text in the message. All merge codes will be inserted in the position where your cursor is placed.

k. Click **Save**.

### Configuring Other Folio Delivery by Email

#### Adding Other Folio Delivery by Email

1. From the **Administration** menu, select **Interfaces**, and then select **Delivery Management**.
2. Select **Other Folios** and click **Search**.
3. Click **New** and complete the following details:
   a. **Property**: Enter or select the property.
   b. **Activate Email Delivery**: Select to activate email delivery functionality.
   c. **From Email Address**: Enter the sender email address. You can set a "display name" along with the email address, . If you do so, enclose the email address in < and > .
   d. **Email Server Code**: Select an SMTP Code from the list. See Configuring SMTP Connections
   e. **Email Subject**: Enter the subject that is to appear in the email message.
   f. **Email Body**: The folio is attached to email as PDF file; add email body text to display along with the attachment. Use the rich text editor to enter text and select merge codes to display reservation-specific values in the email body. Select the **Merge Codes** button to view and select from the list to insert merge code into the message body. For example, name and confirmation number merge code can be inserted. Select the **Conditions** button to insert condition blocks of text in the message. All merge codes will be inserted in the position where your cursor is placed.

> **Note:**
>
> E-mail body is limited to 2000 characters.

   g. Click **Save**.

#### Editing Delivery Method Configuration

1. From the **Administration** menu, select **Interfaces**, and then select **Delivery Management**.
2. Select a **Delivery Method** option , then click **Search**.
3. Click **Edit**.
   a. Update the configuration.

b. Click **Save**.

### Deleting Delivery Method Configuration

1. From the **Administration** menu, select **Interfaces**, and then select **Delivery Management**.
2. Select a **Delivery Method** option , then click **Search**.
3. Click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

# Configuring Device Areas

Use Device Areas to define the locations where RFID key encoders and EMV PIN Entry Devices (PEDs) are located. Once configured you can assign a device area to each RFID key encoder or EMV PED. Then when processing payment or encoding a room key, you can use device area as a filter, making it much easier to find the devices assigned to that area.

### Adding Device Areas

1. From the **Administration** menu, select **Interfaces**, and then select **Device Areas**.

> **Note:**
>
> When the Multi Property OPERA Control is active, new Device Areas are created by selecting the Template tab. Once created, you can copy locators to specific properties using the Copy action. Refer to Copying Configuration Codes to Multiple Properties for more information.

2. Click **New** and complete the following fields:
   a. **Property**: Enter or search for and select a property.
   b. **Code**: Enter a code that briefly describes the device area (for example, FD for front desk, HL for hall, LBBY for lobby, PL for pool, CF for club floor, VIP for VIP lounge, and so on).
   c. **Description**: Enter a description of the device area (for example, Front Desk, Club Floor, and so on).
      i. **Manage Translations**: Click link to configure localized descriptions. For more information, see Configuring Localized Code Descriptions. (Available when the **Multi-language** OPERA Control is active).
   d. **Sequence**: Enter a number that controls the position of this code in listings. Codes without a sequence number assigned are listed in alphabetical order following codes with a sequence assigned.
3. Click **Save**.

### Editing Device Areas

1. From the **Administration** menu, select **Interfaces**, and then select **Device Areas**.
2. Enter search criteria and click **Search**.

3. Select a device area in the search result, then click the vertical ellipsis **Actions** menu and select**Edit**.
4. Update the configuration.
5. Click **Save**.

#### Deleting Device Areas

1. From the **Administration** menu, select **Interfaces**, and then select **Device Areas**.
2. Enter search criteria and click **Search**.
3. Select a device area in the search result, then click the vertical ellipsis **Actions** menu and select**Delete**.
4. Click **Delete** to confirm.

# Desktop ID Document Scanning

Prerequisites for Desktop ID Scanning

When the Oracle Hospitality OPERA ID Document Scanning Cloud Service is active you can configure and enable the scanning of identification documents using a partner scanning solution and hardware.

ID document scanning is available in the Identification panel of a guest or contact profile and is also as available as part of the reservation check-in. On completion of an ID document scan, you are presented with the profile information comparison screen, enabling you to retain or overwrite existing values obtained from the scan. In addition to the document data, an image of the ID document may be captured and stored securely as an attachment on the profile. For more information see, OPERA Controls — Profile. Stored ID Document Image Type setting.

#### Supported ID Documents Types

- Passport
- Visa
- Drivers License
- ID Card

#### Supported ID Scan Vendors

See the Validated Interfaces list available on Oracle Hospitality Documentation.

## Configuring a Desktop ID Document Scanner

#### Adding a Desktop ID Document Scanner

1. From the Administration menu, select **Interfaces**, and select **ID Document Scanners**.
2. Click **New** and complete the following:
   a. **Property**: Enter or select the property.
   b. **Scanner Type**: Select the Desktop radio button. If ID Document scanning configuration already exists for the selected property, you are presented with the following warning message: Desktop scanner configuration for [Property Code] already

exists. If you continue and save this new configuration it will overwrite the existing record. DELETE IMAGE

c. **ID Document Scanner**: Enter the partner name or other identifier. This is a free text field.

d. **URL**: Enter the URL for the ID scanning solution; including domain, port, and resource location . Example: https://domain.com:443/scan.

e. **ID Type Mapping**: Select the applicable Identification Types for the supportable ID Document Types displayed

- Drivers License. Select the ID Type for drivers license from the list
- ID Card. Select the ID Type for ID Card from the list
- Passport. Select the ID Type for Passport from the list
- Visa. Select the ID Type for Visa from the list

- Click **Save**.

### Editing a Desktop ID Document Scanner

1. From the Administration menu, select **Interfaces**, and select **ID Document Scanners**.
2. Select the **ID Document Scanner** configuration entry that has the Desktop column checked.
3. Click the **vertical ellipsis** and select **Edit**.
4. Update the configuration:
   a. **Inactive**: Select checkbox to mark this integration as inactive.

> **Note:**
>
> Property and Scanner Type are read only.

5. Click **Save**.

### Deleting a Desktop ID Document Scanner

1. From the Administration menu, select **Interfaces**, and select **ID Document Scanners**.
2. Select the **ID Document Scanner** configuration entry that has the Desktop column checked.
3. Click the **vertical ellipsis** and select **Delete**.
4. Click **Delete** to confirm.

# Mobile ID Document Scanning

## Prerequisites for Mobile ID Scanning

ID Document Scanning is functionality built to support hotel employees embracing the freedom to greet guests anywhere. Architected to fit into the Cloud-first approach of OPERA Cloud, the integration offer's REST APIs for partners to integrate with and take advantage of the hardware built into the tablet. By initiating the scan process from either the guest profile or during the reservation check-in, the tablet camera is used to take an image of the ID Document. Once you are satisfied with the quality of the image, OPERA Cloud will send it to the partner to

analyze the information and return them back to OPERA Cloud. You will be presented with a profile information comparison screen that allows you to select which existing information to overwrite with the data read from the ID Document, which to keep and which to remove. This functionality requires the OPERA Cloud Add-on "Oracle Hospitality OPERA ID Document Scanning Cloud Service" to be active and for the property to contract an integrated vendor.

### Supported ID Documents Types

Passport, Visa, Driver License, and ID Card.

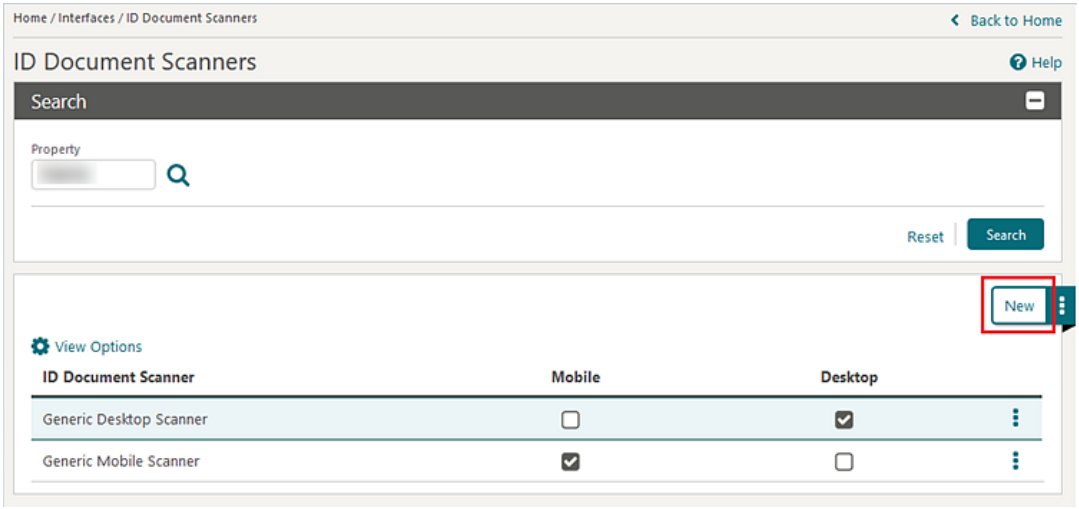
### Supported Vendors

See the Certified Third-Party Interfaces list available on docs.oracle.com

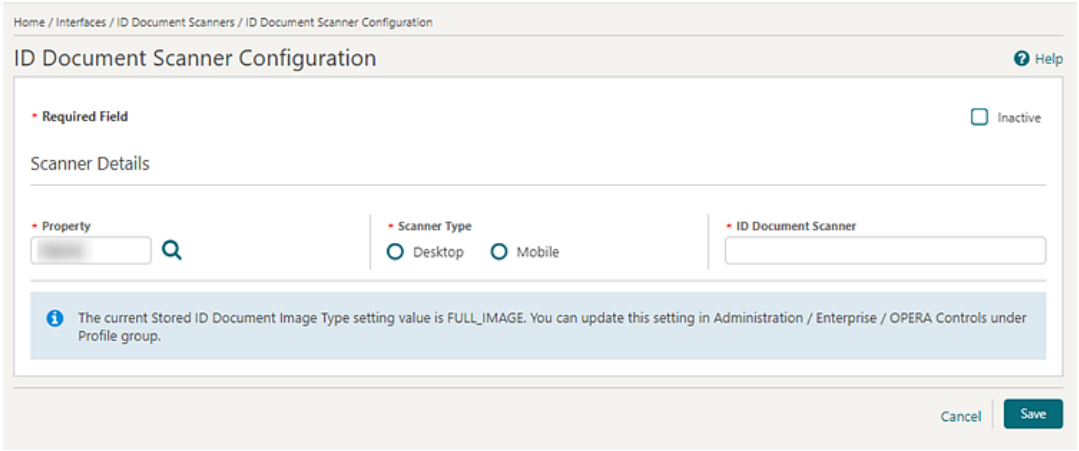
# Configuring a Mobile ID Document Scanner

### Adding a Mobile ID Document Scanner

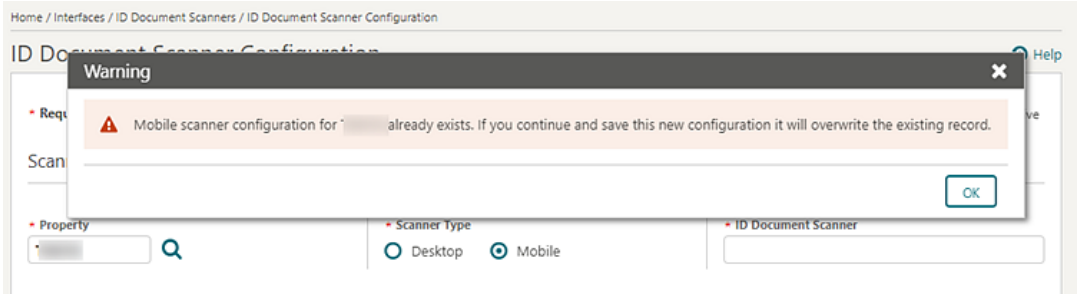
1. From the Administration menu, select **Interfaces**, and select **ID Document Scanner**.
2. Click **New**.



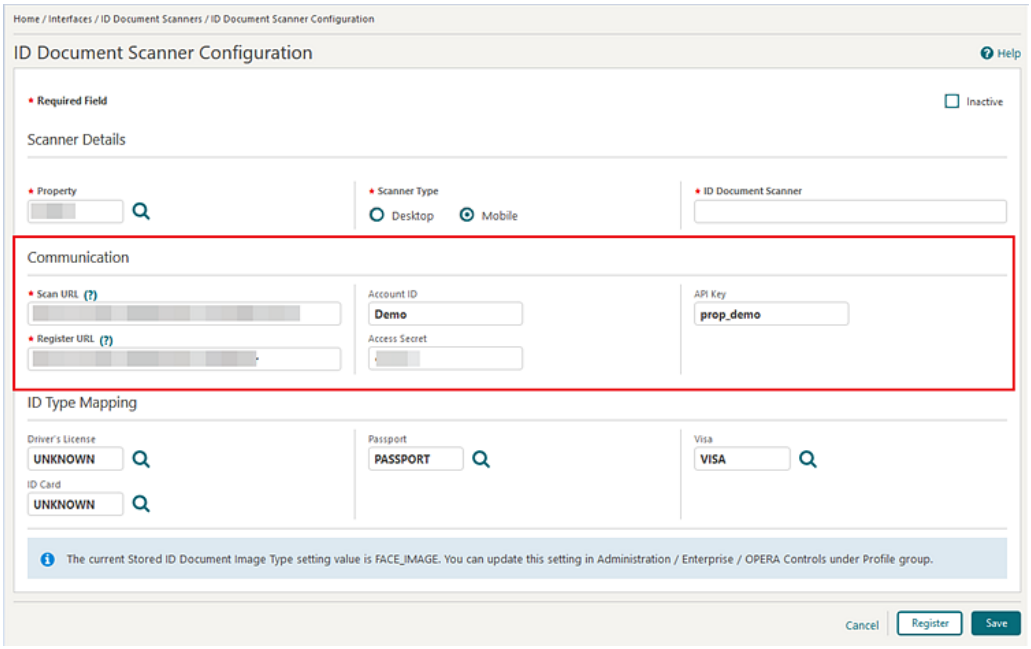

3. Select the **Property** if signed in at Hub level. If signed in at property level, the Property field is populated by default.



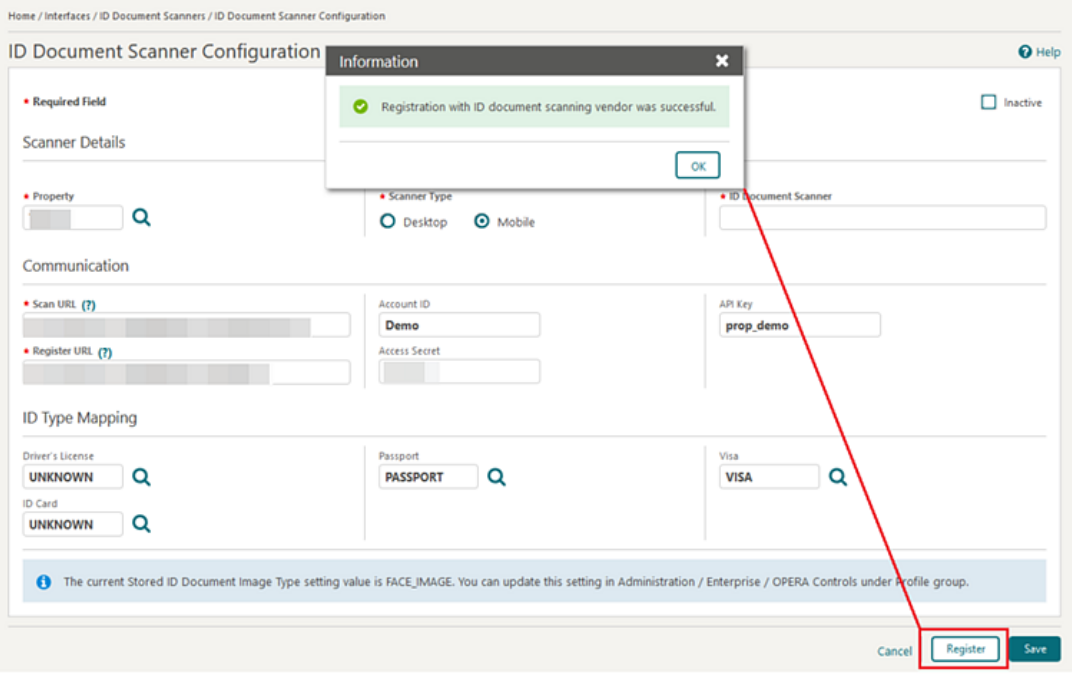
4. Select the **Scanner Type – Mobile** radio button. If ID Document scanning for Desktop configuration already exists for the selected property, you are presented with the following warning message: Mobile scanner configuration for [Property Code] already exists. If you continue and save this new configuration it will overwrite the existing record.




5. Enter the name of the partner into the ID Document Scanner field. This is a free text field.
6. In the Communication section enter details provided by vendor:
   a. **Scan URL** – enter the full Scan API URL, including domain, port, and resource location. Example: https://domain.com:443/scan.
   b. **Register URL** – enter the full Register API URL, including domain, port, and resource location. Example: https://domain.com:443/client-register.
   c. **Account ID**– value provided by vendor if required for their service.
   d. **Access Secret** – value provided by vendor if required for their service.
   e. **API Key** – value provided by vendor if required for their service.




7. After entering all values provided by vendor in the Communication section. click **Register** to identify the property to the vendor and generate a security token if entered details are valid.




8. In the ID Type Mapping section, select the **Identification Types** configured in Administration > Client Relations > Geographic Management > Identification Types for the supportable ID Document Types displayed.
9. Click **Save**.

### Editing a Mobile ID Document Scanner

1. From the Administration menu, select **Interfaces**, and select **ID Document Scanner**.
2. Select the ID Document Scanner configuration entry that has the Mobile column checked.
3. Click the **vertical ellipsis** and select **Edit**.
4. The following fields are read only:
   a. Property
   b. Scanner Type
5. You can modify the following fields:
   a. Inactive check box
   b. ID Document Scanner
   c. Scan URL
   d. ID Type Mappings
   e. Register URL
   f. Account ID
   g. Access Secret
   h. API Key
6. If any of the Communication fields related to scan registration (including Register URL, Account ID, Access Secret, and API Key) have been updated, click **Register** to update the vendor registration and token.
7. Click **Save**.

### Deleting a Mobile ID Document Scanner

1. From the Administration menu, select **Interfaces**, and select **ID Document Scanner**.
2. Select the **ID Document Scanner** configuration entry that has the Mobile column checked.
3. Click the **vertical ellipsis** and select **Delete**.
4. Click **Delete** to confirm.

### Inactivating a Mobile ID Document Scanner

1. From the Administration menu, select **Interfaces**, and select **ID Document Scanner**.
2. Select the **ID Document Scanner** configuration entry that has the Mobile column checked.
3. Click the **vertical ellipsis** and select **Edit**.
4. Select the **Inactive** check box in the upper right corner.
5. Click **Save**.

# Configuring Printers

Configure email-addressable printers so these printers can be selected as a destination when generating reports and stationery. Reports generated are emailed directly to the printer and printed.

The printers configured here can be selected for Scheduled Reports. For more information, see Managing Scheduled Reports .

When the Alerts OPERA Control is active you can nominate printers as **Use (in) Alert Printing** and select a nominated printer in Global Alert Rules and Reservation Alerts.

> **Note:**
>
> Printers that are not email addressable do not need to be configured. Reports can be previewed as PDF and then printed to a local or network printer using the locally installed printer on the workstation or tablet.

### Adding Printers

1. From the **Administration** menu, select **Interfaces**, and then select **Printer Configuration**.
2. Click **New** and complete the following:
   a. **Location**:
      i. **Global**: Printer is shared across multiple properties when a users location is set to a Hub.
      ii. **Property**: Printer is property-specific, select the property from the list.
   b. **Output Type**:
      i. **Print**: Not used.
      ii. **Email**: The print job will be delivered via email directly to the printer (the printer has email-to-print capabilities).

c. **Printer (Name)**: The name of the printer that will display to users. Use a naming convention that indicates the physical location of the printer to help users correctly identify the printer.

d. **Printer Location**: Not used (displayed based on output type = printer).

e. **Printer Email Address**: Enter the email address for the printer.

f. **Description**: Enter additional information for the printer - for example the manufacturer, model, install date.

g. **Folio Printer**: Enabled when the Credit Bill OPERA Control is active or when the Fiscal Folio Printing OPERA Control is active, or for selected country modes.

h. **Use Alert Printing**: Enabled when the Alerts OPERA Control is active. Select this check box if this email addressable printer is to be available for printing alerts. For more information, see Reservation Alerts.

i. **Print Tasks**: Select various print tasks that the printer will support. Highlight the required print tasks in the left pane; l and click **>** to move print tasks to the selected panel; use **>>** to select all.

3. Click **Save**.

### Editing Printers

1. From the **Administration** menu, select **Interfaces**, and then select **Printer Configuration**.
2. Enter search criteria and click **Search**.
3. In the search results, select the printer and click the vertical ellipsis **Actions** menu, and then click **Edit**.
4. Update the configuration.
5. Click **Save**.

### Deleting Printers

1. From the **Administration** menu, select **Interfaces**, and then select **Printer Configuration**.
2. Enter search criteria and click **Search**.
3. In the search results, select the printer and click the vertical ellipsis **Actions** menu, and then click **Delete**.
4. Click **Delete** to confirm.

### Copying Printers

You can copy or clone a printer. This is a new printer in edit state. You can make changes to these printers on the Printer Configuration screen with defaults from the printer copied.

For example, if you have 1, 2, and 3 front desk printers, setup printer 1, then select this printer and copy. On the Printer Configuration screen, update the information for printer 2, such as Printer Name, Printer Location, Description as so on and save it. Repeat the process for printer 3.

1. From the **Administration** menu, select **Interfaces**, and then select **Printer Configuration**.
2. In the search results, select the printer and click the vertical ellipsis **Actions** menu, and then click **Copy**. New printer configuration is displayed, with the details populated from source / original printer.
3. Update the information, such as Printer Name, Printer Location, Description.

4. Click **Save**.

# Configuring Stationery Custom Message Texts

Prerequisites for Custom Message Texts for Stationery

Use Custom Message Texts to configure text strings to output on stationery; you can use this feature to add promotional text or other message texts that you want to include in the document generated. The message text can be updated in OPERA Cloud anytime without having to make further modifications to the customized stationery template. Message codes are suffixed with `[PCODE]` for the property code to support a different message per property.

When the **Multi-language** OPERA Control is active you can add translation for each message string, so that the correct text is fetched and output based on the profile language.

### Editing Custom Message Texts

1. From the **Administration** menu, select **Interfaces**, and select **Report Text Configuration**.
2. Enter search criteria then click **Search**.
3. Select the message text in the search result, then click the vertical ellipsis **Actions** menu and select **Edit**.
4. Add your custom text in the Reports Text box.
    a. Click **Manage Translation** to added translated text for each language. (Available when the Multi-language OPERA Control is active).
5. Click **Save**.

### Copying Custom Message Texts

You can copy message texts to other properties from a hub location.

1. From the **Administration** menu, select **Interfaces**, and select **Report Text Configuration**.
2. Enter search criteria then click **Search**.
3. Select the message text in the search result, then click the vertical ellipsis **Actions** menu and select **Copy**.
    a. **Properties**: Enter or select target properties from the list.
    b. Click **Copy Report Text**.

**Table 16-15 Custom Message Texts - Sales and Event Management**

| Name | Default Text | Description | Report/Template |
|---|---|---|---|
| REP_BEO.P_INCL__[PCODE] | Incl | Indicates function space rental is included in the Catering Package | SAMPLE_BEO_1COLUM<br>SAMPLE_BEO_2COLUM<br>SAMPLE_BEO_2COLUMN_FB |
| SC_STD_UNALLOCATED_[PCODE] | Unallocated | | REP_PROFORMA_INVOICE |

**Table 16-15 (Cont.) Custom Message Texts - Sales and Event Management**

| Name | Default Text | Description | Report/Template |
|---|---|---|---|
| SC_TOTAL_DISCOUNT_[PCODE] | Total Discount | | REP_PROFORMA_INVOICE |
| SC_STD_TOTAL_[PCODE] | Total | | REP_PROFORMA_INVOICE<br>SAMPLE_BEO_1COLUM<br>SAMPLE_BEO_2COLUM<br>SAMPLE_BEO_2COLUMN_FB |
| SC_STD_SUMMARY_[PCODE] | Summary | | REP_PROFORMA_INVOICE |
| SC_STD_ROOM_TYPE_[PCODE] | Room Type | | SAMPLE_CONT_MERGE |
| SC_STD_ROOM_[PCODE] | Room | Indicates the type of Deposit | REP_PROFORMA_INVOICE |
| SC_STD_ROOM_[PCODE] | Room | | SAMPLE_BEO_1COLUM<br>SAMPLE_BEO_2COLUM<br>SAMPLE_BEO_2COLUMN_FB |
| SC_STD_REP_BY_[PCODE] | On Site Contact | | SAMPLE_BEO_1COLUM<br>SAMPLE_BEO_2COLUM<br>SAMPLE_BEO_2COLUMN_FB |
| SC_STD_PAGE_[PCODE] | Page | | REP_PROFORMA_INVOICE |
| SC_STD_OF_[PCODE] | of | | REP_PROFORMA_INVOICE |
| SC_STD_DEPARTURE_[PCODE] | Departure | | REP_PROFORMA_INVOICE |
| SC_STD_DATE_[PCODE] | Date | | SAMPLE_CONT_MERGE<br>SAMPLE_BEO_1COLUM<br>SAMPLE_BEO_2COLUM<br>SAMPLE_BEO_2COLUMN_FB |
| SC_STD_ARRIVAL_[PCODE] | Arrival | | REP_PROFORMA_INVOICE |
| SC_STD_CATERING_[PCODE] | Catering | Indicates the type of Deposit | REP_PROFORMA_INVOICE |
| SC_STD_ALL_[PCODE] | All | Indicates the type of Deposit | REP_PROFORMA_INVOICE |
| SC_ROOMOCC4_[PCODE] | Occupancy 4 | | REP_PROFORMA_INVOICE |

**Table 16-15 (Cont.) Custom Message Texts - Sales and Event Management**

| Name | Default Text | Description | Report/Template |
|---|---|---|---|
| SC_ROOMOCC3_[PCODE] | Occupancy 3 | | REP_PROFORMA_INVOICE |
| SC_ROOMOCC2_[PCODE] | Occupancy 2 | | REP_PROFORMA_INVOICE |
| SC_ROOMOCC1_[PCODE] | Occupancy 1 | | REP_PROFORMA_INVOICE |
| SC_REP_GRMRES_EVENTS_REQ_DEP_[PCODE] | Deposit Req. | | REP_PROFORMA_INVOICE |
| SC_REP_GRMRES_EVENTS_PAID_DEP_[PCODE] | Paid Deposit | | REP_PROFORMA_INVOICE |
| SC_REP_GRMRES_EVENTS_DUE_DATE_[PCODE] | Due Date | | REP_PROFORMA_INVOICE |
| SC_REP_GRMRES_EVENTS_DUE_AMOUNT_[PCODE] | Due Amount | | REP_PROFORMA_INVOICE |
| SC_REP_BEO_ORG_AUTH_SIGN_[PCODE] | Organisation Authorized Signature | | SAMPLE_BEO_1COLUM<br>SAMPLE_BEO_2COLUM<br>SAMPLE_BEO_2COLUMN_FB |
| SC_REP_GRMRES_EVENTS_DEPOSIT_[PCODE] | Deposit | | REP_PROFORMA_INVOICE |
| SC_REP_BEO_EVENT_ID_[PCODE] | Event ID | | REP_PROFORMA_INVOICE |
| SC_REP_BEO_BC_[PCODE] | BC | Abbreviation used for item marked as Based on Consumption | SAMPLE_BEO_1COLUM<br>SAMPLE_BEO_2COLUM<br>SAMPLE_BEO_2COLUMN_FB |
| SC_REP_BEO_BASED_CONSUMPTION_[PCODE] | Based on Consumption | | SAMPLE_CONT_MERGE<br>SAMPLE_BEO_1COLUM<br>SAMPLE_BEO_2COLUM<br>SAMPLE_BEO_2COLUMN_FB |
| SC_POSTING_ACCOUNT_[PCODE] | Posting Account | | SAMPLE_BEO_1COLUM<br>SAMPLE_BEO_2COLUM<br>SAMPLE_BEO_2COLUMN_FB |
| SC_ORIG_UNIT_PRICE_[PCODE] | Orig. Unit Price | | REP_PROFORMA_INVOICE |
| SC_OCC4_[PCODE] | Occ4 | | SAMPLE_CONT_MERGE |

**Table 16-15 (Cont.) Custom Message Texts - Sales and Event Management**

| Name | Default Text | Description | Report/Template |
|---|---|---|---|
| SC_OCC3_[PCODE] | Occ3 | | SAMPLE_CONT_MERGE |
| SC_OCC2_[PCODE] | Occ2 | | SAMPLE_CONT_MERGE |
| SC_OCC1_[PCODE] | Occ1 | | SAMPLE_CONT_MERGE |
| SC_LABEL_CATERING_[PCODE] | Catering | Indicates the type of Deposit | REP_PROFORMA_INVOICE |
| SC_GENERATES_BOTTOM_TXT_[PCODE] | Please enter a message for SC_GENERATES_BOTTOM_TXT | A customizable message output at the end of the Proforma Invoice, before the signature. | REP_PROFORMA_INVOICE |
| SC_INC_TAX_N_SVC_[PCODE] | (Incl) Tax & Service Charges | | REP_PROFORMA_INVOICE |
| SC_GEN_EST_TOTAL_INC_[PCODE] | Estimated Total Including Tax & Service Charges | | REP_PROFORMA_INVOICE |
| SC_GEN_EST_TOTAL_EXC_[PCODE] | Estimated Total Excluding Tax & Service Charges | | REP_PROFORMA_INVOICE |
| SC_DEPOSIT_COMMENTS_[PCODE] | Comments | | REP_PROFORMA_INVOICE |
| SC_EXC_TAX_N_SVC_[PCODE] | Tax & Service Charges | | REP_PROFORMA_INVOICE |
| SC_BUSINESS_BLOCK NAME_[PCODE] | Business Block Name | | REP_PROFORMA_INVOICE |
| SC_BILLING_INSTRUCTIONS_[PCODE] | Billing Instructions | | REP_PROFORMA_INVOICE |
| SC_BEO_BOTTOM_TXT_[PCODE] | Please enter a message for SC_BEO_BOTTOM_TXT | A customizable message output at the end of the Banquet Event Order, before the signature. | SAMPLE_BEO_1COLUM SAMPLE_BEO_2COLUM SAMPLE_BEO_2COLUMN_FB |
| SC_BB_ID_[PCODE] | BB ID | | REP_PROFORMA_INVOICE |
| REP_TEL_[PCODE] | Tel | | REP_PROFORMA_INVOICE |
| REP_ROOMS_GENERATES_[PCODE] | Room Generates | | REP_PROFORMA_INVOICE |
| REP_PFI_UP_[PCODE] | Unit Price | | REP_PROFORMA_INVOICE |
| REP_PFI_SIGNATURE_[PCODE] | Signature | | REP_PROFORMA_INVOICE |
| REP_PFI_QTY_[PCODE] | Qty | | REP_PROFORMA_INVOICE |

**Table 16-15 (Cont.) Custom Message Texts - Sales and Event Management**

| Name | Default Text | Description | Report/Template |
|---|---|---|---|
| REP_PFI_PRINT_DATE_[PCODE] | Print Date | | REP_PROFORMA_INVOICE |
| REP_PFI_PKG_REVENUE_[PCODE] | Package Revenue | | REP_PROFORMA_INVOICE |
| REP_PFI_CURR_[PCODE] | Curr. | | REP_PROFORMA_INVOICE |
| REP_GUEST_ROOMS_[PCODE] | Guest Room | | REP_PROFORMA_INVOICE |
| REP_FAX_[PCODE] | Fax | | REP_PROFORMA_INVOICE |
| MENU_DET_MISSING_GUARANTEED_[PCODE] | **{}**This item may not be included in the total because the Guaranteed numbers have not been entered.**{}** | | REP_PROFORMA_INVOICE |
| REP_BEO.P_INCLU_[PCODE] | Incl | | SAMPLE_BEO_1COLUM<br>SAMPLE_BEO_2COLUM<br>SAMPLE_BEO_2COLUMN_FB |
| MENU_DET_MISSING_ACTUALS_[PCODE] | ***{}**This item is not included in the total because the Actual/ Billed numbers have not been entered**{}*** | | REP_PROFORMA_INVOICE |
| IFC_WEB_ITEM_DISC_[PCODE] | Discount | | REP_PROFORMA_INVOICE |

**Table 16-16 Custom Message Texts - Property Management**

| Name | Template |
|---|---|
| AMPLE_ALERT_TEXT1_[PCODE] | SAMPLE_ALERT |
| SAMPLE_ALERT_TEXT2_[PCODE] | SAMPLE_ALERT |
| SAMPLE_CHECKUSD_TEXT1_[PCODE] | SAMPLE_CHECKUSD |
| SAMPLE_CHECKUSD_TEXT2_[PCODE] | SAMPLE_CHECKUSD |
| SAMPLE_CREDIT_CARD_RECEIPT_TEXT1_[PCODE] | SAMPLE_CREDIT_CARD_RECEIPT |
| SAMPLE_CREDIT_CARD_RECEIPT_TEXT2_[PCODE] | SAMPLE_CREDIT_CARD_RECEIPT |
| SAMPLE_DEPRECPT_TEXT1_[PCODE] | SAMPLE_DEPRECPT |
| SAMPLE_DEPRECPT_TEXT2_[PCODE] | SAMPLE_DEPRECPT |
| SAMPLE_EXERECPT_INDIA_TEXT1_[PCODE] | SAMPLE_EXERECPT_INDIA |
| SAMPLE_EXERECPT_INDIA_TEXT2_[PCODE] | SAMPLE_EXERECPT_INDIA |
| SAMPLE_EXERECPT_INDIA_TEXT3_[PCODE] | SAMPLE_EXERECPT_INDIA |

**Table 16-16 (Cont.) Custom Message Texts - Property Management**

| Name | Template |
|---|---|
| SAMPLE_EXERECPT_INDIA_TEXT4_[PCODE] | SAMPLE_EXERECPT_INDIA |
| SAMPLE_EXERECPT_INDIA_TEXT5_[PCODE] | SAMPLE_EXERECPT_INDIA |
| SAMPLE_EXERECPT_INDIA_TEXT6_[PCODE] | SAMPLE_EXERECPT_INDIA |
| SAMPLE_EXERECPT_INDIA_TEXT7_[PCODE] | SAMPLE_EXERECPT_INDIA |
| SAMPLE_EXERECPT_INDIA_TEXT8_[PCODE] | SAMPLE_EXERECPT_INDIA |
| SAMPLE_EXERECPT_INDIA_TEXT9_[PCODE] | SAMPLE_EXERECPT_INDIA |
| SAMPLE_EXERECPT_INDIA_TEXT10_[PCODE] | SAMPLE_EXERECPT_INDIA |
| SAMPLE_EXP_FOLIO_TEXT1_[PCODE] | SAMPLE_EXP_FOLIO |
| SAMPLE_EXP_FOLIO_TEXT2_[PCODE] | SAMPLE_EXP_FOLIO |
| SAMPLE_EXRECPT_TEXT1_[PCODE] | SAMPLE_EXRECPT |
| SAMPLE_EXRECPT_TEXT2_[PCODE] | SAMPLE_EXRECPT |
| SAMPLE_FOLIO_INDIA_BUCKETS_TEXT1_[PCODE] | SAMPLE_FOLIO_INDIA_BUCKETS |
| SAMPLE_FOLIO_INDIA_BUCKETS_TEXT2_[PCODE] | SAMPLE_FOLIO_INDIA_BUCKETS |
| SAMPLE_FOLIO_INDIA_BUCKETS_TEXT3_[PCODE] | SAMPLE_FOLIO_INDIA_BUCKETS |
| SAMPLE_FOLIO_INDIA_BUCKETS_TEXT4_[PCODE] | SAMPLE_FOLIO_INDIA_BUCKETS |
| SAMPLE_FOLIO_INDIA_BUCKETS_TEXT5_[PCODE] | SAMPLE_FOLIO_INDIA_BUCKETS |
| SAMPLE_FOLIO_INDIA_BUCKETS_TEXT6_[PCODE] | SAMPLE_FOLIO_INDIA_BUCKETS |
| SAMPLE_FOLIO_INDIA_BUCKETS_TEXT7_[PCODE] | SAMPLE_FOLIO_INDIA_BUCKETS |
| SAMPLE_FOLIO_INDIA_BUCKETS_TEXT8_[PCODE] | SAMPLE_FOLIO_INDIA_BUCKETS |
| SAMPLE_FOLIO_INDIA_BUCKETS_TEXT9_[PCODE] | SAMPLE_FOLIO_INDIA_BUCKETS |
| SAMPLE_FOLIO_INDIA_BUCKETS_TEXT10_[PCODE] | SAMPLE_FOLIO_INDIA_BUCKETS |
| SAMPLE_FOLIO_INDIA_BUCKETS_TEXT11_[PCODE] | SAMPLE_FOLIO_INDIA_BUCKETS |
| SAMPLE_FOLIO_INDIA_BUCKETS_TEXT12_[PCODE] | SAMPLE_FOLIO_INDIA_BUCKETS |
| SAMPLE_FOLIO_INDIA_BUCKETS_TEXT13_[PCODE] | SAMPLE_FOLIO_INDIA_BUCKETS |
| SAMPLE_FOLIO_INDIA_BUCKETS_TEXT14_[PCODE] | SAMPLE_FOLIO_INDIA_BUCKETS |
| SAMPLE_FOLIO_INDIA_BUCKETS_TEXT15_[PCODE] | SAMPLE_FOLIO_INDIA_BUCKETS |
| SAMPLE_FOLIO_PHILIPPINES_TEXT1_[PCODE] | SAMPLE_FOLIO_PHILIPPINES |
| SAMPLE_FOLIO_PHILIPPINES_TEXT2_[PCODE] | SAMPLE_FOLIO_PHILIPPINES |

**Table 16-16 (Cont.) Custom Message Texts - Property Management**

| Name | Template |
|---|---|
| SAMPLE_FOLIO_TEXT1_[PCODE] | SAMPLE_FOLIO |
| SAMPLE_FOLIO_TEXT2_[PCODE] | SAMPLE_FOLIO |
| SAMPLE_GRP_FOLIO_TEXT1_[PCODE] | SAMPLE_GRP_FOLIO |
| SAMPLE_GRP_FOLIO_TEXT2_[PCODE] | SAMPLE_GRP_FOLIO |
| SAMPLE_GUEST_CONFIRMATION_TEXT1_[PCODE] | SAMPLE_GUEST_CONFIRMATION |
| SAMPLE_GUEST_CONFIRMATION_TEXT2_[PCODE] | SAMPLE_GUEST_CONFIRMATION |
| SAMPLE_MEMBERSHIP_LETTER_TEXT1_[PCODE] | SAMPLE_MEMBERSHIP_LETTER |
| SAMPLE_MEMBERSHIP_LETTER_TEXT2_[PCODE] | SAMPLE_MEMBERSHIP_LETTER |
| SAMPLE_MSG_TEXT_TEXT1_[PCODE] | SAMPLE_MSG_TEXT |
| SAMPLE_MSG_TEXT_TEXT2_[PCODE] | SAMPLE_MSG_TEXT |
| SAMPLE_PAIDOUT_TEXT1_[PCODE] | SAMPLE_PAIDOUT |
| SAMPLE_PAIDOUT_TEXT2_[PCODE] | SAMPLE_PAIDOUT |
| SAMPLE_PAYMENT_PHILIPPINES_TEXT1_[PCODE] | SAMPLE_PAYMENT_PHILIPPINES |
| SAMPLE_PAYMENT_PHILIPPINES_TEXT2_[PCODE] | SAMPLE_PAYMENT_PHILIPPINES |
| SAMPLE_PAYMENT_TAX_TEXT1_[PCODE] | SAMPLE_PAYMENT_TAX |
| SAMPLE_PAYMENT_TAX_TEXT2_[PCODE] | SAMPLE_PAYMENT_TAX |
| SAMPLE_PAYMENT_TEXT1_[PCODE] | SAMPLE_PAYMENT |
| SAMPLE_PAYMENT_TEXT2_[PCODE] | SAMPLE_PAYMENT |
| SAMPLE_REGISTRATION_CARD_TEXT1_[PCODE] | SAMPLE_REGISTRATION_CARD |
| SAMPLE_REGISTRATION_CARD_TEXT2_[PCODE] | SAMPLE_REGISTRATION_CARD |
| SAMPLE_REMINDER_TEXT1_[PCODE] | SAMPLE_REMINDER |
| SAMPLE_REMINDER_TEXT2_[PCODE] | SAMPLE_REMINDER |
| SAMPLE_STATEMENT_NUMBERING_TEXT1_[PCODE] | SAMPLE_STATEMENT_NUMBERING |
| SAMPLE_STATEMENT_NUMBERING_TEXT2_[PCODE] | SAMPLE_STATEMENT_NUMBERING |
| SAMPLE_STATEMENT_PHILIPPINES_TEXT1_[PCODE] | SAMPLE_STATEMENT_PHILIPPINES |
| SAMPLE_STATEMENT_PHILIPPINES_TEXT2_[PCODE] | SAMPLE_STATEMENT_PHILIPPINES |
| SAMPLE_STATEMENT_TEXT1_[PCODE] | SAMPLE_STATEMENT |
| SAMPLE_STATEMENT_TEXT2_[PCODE] | SAMPLE_STATEMENT |
| SAMPLE_VOUCHER_TEXT1_[PCODE] | SAMPLE_VOUCHER |
| SAMPLE_VOUCHER_TEXT2_[PCODE] | SAMPLE_VOUCHER |

# Configuring Property Interface

## Prerequisites for Configuring Property Interfaces

Property Interfaces are integrations with systems such as door locks, on-demand video, call accounting, PBX, voicemail, point of sale, minibar, payment, building management and WIFI/ Internet; that require reservation check in and check out details. Events such as an arrival, room move or departure trigger room and reservation details to be sent to various property interfaces. Systems such as call accounting, minibar and point of sale can also post charges to reservation and AR accounts. Integration with payment solutions, for pre-auth, settlement and refunds is also processed via property interfaces.

### Adding a Property Interface

Fields not applicable to OHIP/Outbound configuration are disabled when selecting an **Outbound** value.

1. From the **Administration** menu, select **Interfaces**, and then select **Property Interfaces**.
2. Click **New** and enter the following details:
   a. **Property**: Enter or select the property from the list.
   b. **Interface Type**: Select the interface type from the list.
   c. **Product Code**: Enter the product ID of the validated system.
   d. **Outbound**: To configure a Door Lock System via the Oracle Hospitality Integration Platform, select a GUESTKEY_GENERIC Outbound System from the list.
   e. **IFC8 Product Code**: Field will auto-populate based on the Product Code.
   f. **Name**: Enter the display name of the system for identification.
   g. **All Charges**: Choose the default transaction code for any incoming posting messages.
   h. **Cashier ID**: Select a cashier ID for the interface from the list. See Configuring Cashiers.
   i. **Path ID**: Enter the Path ID of the interface. In most cases this is a **1**. Only if the vendor is supporting multi-property with one interface, is there a need for more. If setting up a multi-property, the first property must be defined as **1**, and all subsequent properties must follow sequentially and with no gaps.
   j. **Machine**: Select a server name from the list (where Machines have been configured) where the IFC Controller is installed.
   k. **Time-out**: Enter a time-out value in seconds on how long the UI will wait for response on outbound messages (Room key and credit card transaction requests).
   l. **Version**: Will auto-populate once an IFC Controller connects with the specific interface.
3. Click **Save**.
4. Refer to the Table Property Interface Detail Links in the section below for complete interface configuration.

### Editing a Property Interface

> **Note:**
>
> Interface configuration uses a presentation page, select or customise the presentation style to suit your needs.

1. From the **Administration** menu, select **Interfaces**, and then select **Property Interfaces**.
2. Enter the search criteria and click **Search**.
3. Select the interface, then click vertical ellipsis **Actions** menu and click **Edit**.
   a. Update configuration. See the table below.
   b. **Inactive**: Select checkbox to inactivate the interface (not yet in use for outbound/ inbound messages).
4. Click **Save**.

**Table 16-17 Property Interface Detail Links**

| Links to Property Interface Configuration | | |
|---|---|---|
| Property Interface Primary Information | Property Interface Class of Service | Property Interface Room Status |
| Property Interface General Information | Property Interface Postings | Property Interface Translation |
| Property Interface Transaction Codes | Property Interface Workstation Setup | Property Interface Rights |
| Property Interface Rooms | Property Interface Unit Charges | |

### Deleting a Property Interface

1. From the **Administration** menu, select **Interfaces**, and then select **Property Interfaces**.
2. Enter the search criteria and click **Search**.
3. Select the interface, then click vertical ellipsis **Actions** menu and click **Delete**.
4. Click **Delete** to confirm.

## Configuring Property Interface Rights

### Adding Property Interface Rights

1. From the **Administration** menu, select **Interfaces**, then select **Property Interfaces**.
2. Enter search criteria and click **Search**.
3. Select the interface in the search result, then click the vertical ellipsis **Actions** menu and select **Edit**.
4. Select the **General Information** link.
5. Click **New** and complete the following:

a. **Category**: Select the category to configure the right for. Selecting a category is optional, however if left blank, all available interface rights will appear in the Right field list of values.

b. **Right**: Select the interface right from the list

c. **Code**: Enter a unique code for the interface right. This field is limited to five characters. This value will appear on the Room Status or Group Bar/Unbar screens when working with the Interface Menu screen.

d. **Description**: Enter a short description of the interface right. This value will appear on the Room Status or Group Bar/Unbar screens when working with the Interface Menu screen.

6. Click **Save**.

### Editing Property Interface Rights

1. From the **Administration** menu, select **Interfaces**, then select **Property Interfaces**.
2. Enter search criteria and click **Search**.
3. Select the interface in the search result, then click the vertical ellipsis **Actions** menu and select **Edit**.
4. Update the configuration.
5. Click **Save**.

### Deleting Property Interface Rights

1. From the **Administration** menu, select **Interfaces**, then select **Property Interfaces**.
2. Enter search criteria and click **Search**.
3. Select the interface in the search result, then click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

## Configuring Property Interface Primary Information

### Editing Interface Primary Information

1. From the **Administration** menu, select **Interfaces**, then select **Property Interfaces**.
2. Enter search criteria and click **Search**.
3. Select the interface in the search result, then click the vertical ellipsis**Actions** menu and select **Edit**.
4. Select the **Primary Information** link.
5. Click**Edit**.

a. **IFC8 Product Code**: Will auto-populate based on the Product Code.

b. **Name**: Enter the display name of the system for identification.

c. **Cashier ID**: Select a cashier ID for the interface from the list. See Configuring Cashiers.

d. **Path ID**: Enter the Path ID of the interface. In most cases this is **1**. Only if the vendor is supporting multi-property with one interface, is there a need for more. If setting up a

multi-property, the first property must be defined as **1**, and all subsequent properties must follow sequentially and with no gaps.

e. **Machine**: Select a server name from the list (where Interfaces>Machines have been configured) where the IFC Controller is installed.

f. **Timeout**: Enter a timeout value in seconds on how long the UI will wait for response on outbound messages (Room key and credit card transaction requests).

g. **Version**: Will auto-populate once an IFC Controller connects with the specific interface.

h. **Message Expires After (minutes)**: Enter the number for minutes that will remove a stale outbound record from the table at startup of the interface.

i. **Menu Type**: Select the system type menu that can be used.

j. **Menu Name**: Enter a descriptive name for the menu item (Miscellaneous>Property Interface Control).

k. **Inactive**: Select checkbox to inactivate the interface (not yet in use for outbound/ inbound messages).

6. Click **Save**.

# Configuring Property Interface General Information

The General panel allows you to configure several general interface settings, including night audit commands, EFT setup, wake-up call options, video checkout options, and bill display options. Depending on the interface type you are setting up, the available configurations vary. Refer to the Property Interfaces General Information table below.

### Editing Interface General Information

1. From the **Administration** menu, select **Interfaces**, then select **Property Interfaces**.
2. Enter search criteria and click **Search**.
3. Select the interface in the search result, then click the vertical ellipsis**Actions** menu and select **Edit**.
4. Select the **General Information** link.
5. Click**Edit**.
   - See Table Property Interfaces General Information for the applicable interface type.
   - To configure the interface rights. For more information, see Configuring Interface Rights.
6. Click **Save**.

**Table 16-18 Property Interfaces General Information**

| EFT Interfaces |
| --- |
| • **Handle night audit commands**: Select the check box to notify the vendor, mostly EFT and FIAS interfaces, that the PMS night audit was started and stopped and that the PMS business date had been rolled. If this check box is not selected, the vendor will not be notified of this information.<br>• **CC Vault Function**: Select the check box to indicate that the EFT interface supports the credit card vault functionality. Selection of this check box will activate the credit card vault interface functionality for this property. See **Credit Card Vault** for details.<br>• **Regular Transaction**: Selected by default when creating a new EFT Interface, indicates whether or not this is interface handles regular transactions.<br>• **Courtesy Card Handling**: An indication of whether or not the interface handles courtesy cards.<br>• **Port**: The port that the interface is configured on.<br>• **IP Address**: The IP address used for the interface.<br>• **OPI Configuration**: Click link to launch OPI configuration (Available when the OPI Credit Card Processing OPERA Control is active and user is granted the CCCONF role).<br>• **Prepaid Card**: Select this check box to configure the stored value system. An interface should be selected as a Stored Value System when the vendor supports the ability to activate, issue reload, and redeem stored value cards (gift cards).<br>• **Create Prepaid during Checkin**: Displayed when the Stored Value System check box is selected, select to create a stored value account when the guest is checking in.<br>• **Show Prepaid Pin**: Displayed when the Stored Value System check box is selected, select the check box to display the stored value pin that is provided by the vendor. The vendor can define whether a PIN is in use or not. This should not be checked unless the Vendor has indicated they will use PINs.<br>• **Device**: Displayed when the Stored Value System check box is selected, select the device from the list of values if a device is used to read the stored value card (gift card). An example would be an RFID device. This field is rarely populated.<br>• **Show Prepaid Trxn**: Displayed when the Stored Value System check box is selected, select to choose OPERA Cloud Transactions, Vendor Transactions, or both OPERA Cloud and Vendor Transactions. The option that is selected controls what is displayed in the Stored Value Account Maintenance screen for the interface and the specific stored value account.<br>• **Prepaid Redeem Trx**: Displayed when the Stored Value System check box is selected, select the stored value redeem transaction method from the drop down list. The transaction code that is selected here will be used any time a stored value account is redeemed. |
| **CCW Interfaces** |

**Table 16-18 (Cont.) Property Interfaces General Information**

| EFT Interfaces |
| --- |
| • **Send AR Auth Type**: Select to send the AR authorization type to the vendor. This check box should be selected if credit card authorizations will be used for AR Accounts. See AR Credit Cards for details.<br>• **Note:** The Send AR Auth Type check box cannot be selected at the same time as the Enable DB Verification check box.<br>• **Allow CC Cancel Transactions**: Select to allow credit card transaction cancelations with the CCW interface. This check box should be selected in order to send a notice to the vendor that the credit card settlement transaction was canceled for any reason (e.g., communication error). This notice will only be sent one time to the vendor when the credit card transaction is canceled.<br>• **CC Vault Function**: Select the check box to indicate that the CCW interface supports the credit card vault functionality. Selection of this check box will activate the credit card vault interface functionality for this property. See Credit **Card Vault for details**. The credit card vendor must support the vault functionality. Verify with the vendor that it is supported before activating this function.<br>• **Enable Resend**: Select to enable the functionality to resend any credit card settlement payments for a reservation, deposit, or AR account that may have failed due to a disruptive event, such as a session disconnect or an error occurred before the posting could be made, and the settlement was sent to the interface. OPERA Cloud would then check on the settlement posting the next time the reservation is accessed and for any payments that were sent to the interface but not posted to OPERA Cloud another settlement would be initiated with an extra field in the IFC request indicating to the vendor that the record is a resend. This includes any postings from Billing ,Deposits, or AR and will not include postings from Passer By, Post It, and Fiscal Payments.<br>• **Note:** During the resend of the failed posting, if the interface returns an error/failed status, no reprocessing of the failed resend will occur and no posting will be completed.<br>• **Enable DB Verification**: Select to allow direct bill authorizations and settlements with the interface. See Direct Bill Authorizations and Settlements for details.<br>• **Note:** Selection of the Enable DB Verification check box displays the CASHIERING > DIRECT BILL AUTHORIZATIONS AND SETTLEMENTS application parameter.<br>• **Note:** The Enable DB Verification check box cannot be selected at the same time as the Send AR Auth Type check box.<br>• **Enable Failover**: This check box can be selected to use the Failover URL for all credit card transactions. When it is not selected, then the URL address defined in the URL field will be used for all credit card transactions.<br>• **Card Present Flag**: Only displayed when MICROS Payment Gateway is the active Credit Card IFC. Select this check box to display a Card Present check box on the Payment, Deposit, and Post It screens. The will allow the user to check this check box if a credit card is present at |

**Table 16-18 (Cont.) Property Interfaces General Information**

| EFT Interfaces |
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| the time of the payment. This is useful to provide an indicator to the Credit Card Vendor to follow a different process depending on the card present or not.<br>• **URL**: The URL of the CCW Interface.<br>• **Send End of Day**: An indication of whether or not information is sent as part of the end of day routine.<br>• **Send Enhanced Fields**: Select to send additional fields for a credit card transaction request that include Workstation, RoomNum, OriginalAuthSequence, Version, and CardType. With most CCW vendors, these fields will be required.<br>• **Prepaid Card**: Select this check box to configure the stored value system. An interface should be selected as a Stored Value System when the vendor supports the ability to activate, issue reload, and redeem stored value cards (gift cards).<br>• **Create Prepaid during Check in**: Displayed when the Stored Value System check box is selected, select to create a stored value account when the guest is checking in.<br>• **Show Prepaid Pin**: Displayed when the Stored Value System check box is selected, select the check box to display the stored value pin that is provided by the vendor. The vendor can define whether a PIN is in use or not. This should not be checked unless the Vendor has indicated they will use PINs.<br>• **Device**: Displayed when the Stored Value System check box is selected, select the device from the list of values if a device is used to read the stored value card (gift card). An example would be an RFID device. This field is rarely populated.<br>• **Show Prepaid Trxn**: Displayed when the Stored Value System check box is selected, select to choose OPERA Cloud Transactions, Vendor Transactions, or both OPERA Cloud and Vendor Transactions. The option that is selected controls what is displayed in the Stored Value Account Maintenance screen for the interface and the specific stored value account.<br>• **Prepaid Redeem Trx**: Displayed when the Stored Value System check box is selected, select the stored value redeem transaction method from the drop down list. The transaction code that is selected here will be used any time a stored value account is redeemed.<br>• **Failover URL**: The Failover URL as specified by the Credit Card Interface vendor is displayed here. This URL will be used for all credit card transactions when the Enable Failover check box is selected, in case the vendor's main system goes down for an extended period. When the Enable Failover check box is not selected, then the URL address defined in the URL field will be used for all credit card transactions. |
| **SVS Interfaces** |

**Table 16-18 (Cont.) Property Interfaces General Information**

| EFT Interfaces |
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| • **URL**: The interface URL.<br>• <br>**Note:**<br>When using the URL field for the interface, the IP Address and Port fields do not need to be populated.<br>• **IP Address**: The IP address. The IP Address that is entered needs to match with the interface machine that the .exe is running on.<br>• **Port**: The port that the interface is configured on. The Port number that is entered needs to match with the Port number configured for the SVS Interface Type configuration file.<br>• <br>**Note:**<br>The IP Address and Port fields need to be populated when using a Socket type approach.<br>• **Stored Value System**: Select this check box to configure the stored value system. An interface should be selected as a Stored Value System when the vendor supports the ability to activate, issue reload, and redeem stored value cards (gift cards).<br>• **Create SV during Checkin**: Displayed when the Stored Value System check box is selected, select to create a stored value account when the guest is checking in.<br>• **Show Stored Value Pin**: Displayed when the Stored Value System check box is selected, select the check box to display the stored value pin that is provided by the vendor. The vendor can define whether a PIN is in use or not. This should not be checked unless the Vendor has indicated they will use PINs.<br>• **Device**: Displayed when the Stored Value System check box is selected, select the device from the list of values if a device is used to read the stored value card (gift card). An example would be an RFID device. This field is rarely populated.<br>• **Show SV Trxn**: Displayed when the Stored Value System check box is selected, select to choose OPERA Cloud Transactions, Vendor Transactions, or both OPERA Cloud and Vendor Transactions. The option that is selected controls what is displayed in the Stored Value Account Maintenance screen for the interface and the specific stored value account.<br>• **SV Redeem Trx**: Displayed when the Stored Value System check box is selected, select the stored value redeem transaction method from the drop down list. The transaction code that is selected here will be used any time a stored value account is redeemed.<br>• **Configure**: Click to launch OPERA Payment Interface configuration. You must be granted the PPCONF user role. |
| **DLS (Key Encoding) Interfaces** |

**Table 16-18 (Cont.) Property Interfaces General Information**

| EFT Interfaces |
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| • **Handle night audit commands**: Select the check box to notify the vendor, mostly EFT and FIAS interfaces, that the PMS night audit was started and stopped and that the PMS business date had been rolled. If this check box is not selected, the vendor will not be notified of this information.<br>• **On Line Key System**: An indication of whether or not this is an ONLINE key system and this relates to if whether the vendor supports KeyDataChange Requests or not. What determines if a Key Interface is an ONLINE key system or not is that for an ONLINE key system, the vendor requires the KeyRequest, KeyAnswer, KeyRead (Optional), KeyDelete (Optional), and KeyDataChange. If the key system is an OFFLINE system, then the vendor requires only the KeyRequest and KeyAnswer (KeyRead and KeyDelete are optional).<br>• **Allow Multiple Room Selection for Keys**. An indication of whether or not multiple rooms can be accessed from the same key through this interface, for example one key can be used for connecting rooms that are part of a reservation.<br>• **Send Track2 Data**: An indication of whether or not Track2 data is sent to the vendor. This is a sequence number that connects the key card to the room. This sequence number can be manipulated if a membership is attached or if the key card is also being used as a gaming card.<br>• **Send Track1 Data**: An indication of whether or not Track1 data is sent to the vendor. Track 1 is used by the key vendors to get specific data from the PMS and use as needed or for printing on the keycard. It is configurable as a User Defined Format where fields can be chosen from the reservation tables or a literal expression can be entered. One of the uses for Track1 would be to send the Membership ID when the keycard is also used as a gaming card.<br>• **Display Key Pin Code**: Available only for DLS Interface Types with a KSS Menu Type, select to display the PIN code used to access the guest room. This PIN code is passed in Track3 generated by the key vendor and sent to OPERA Cloud or a Kiosk terminal to provide to the guest instead of a key card.<br>• **Delete IFC Keys on KeyDelete**: Select to delete the IFC_KEYS record at the time of Check Out or when a Checked In Reservation is Canceled.<br>• **Default All Print Details On**: Checked (default) to automatically select all the Print Detail fields when requesting a Room Key, Universal Card, or Gaming Card. Unchecked does not select all the Print Detail fields automatically. When requesting a key, select/deselect any of the Print Details on the Card Details To Be Printed screen. Print Details are available when configured on the Class of Service tab with the PRINT menu Right (in the grid).<br>• **Display Key PIN Code**: Available for DLS Interface Types with a KSS Menu Type. Select check box to display the PIN code used to access the guest room. This PIN code is passed in Track3 generated by the key vendor and sent to OPERA Cloud or a Kiosk terminal to provide to the guest instead of a key card. (Available when the Display Key PIN OPERA Control is active). |
| **PBX Interfaces** |

**Table 16-18 (Cont.) Property Interfaces General Information**

| EFT Interfaces |
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| • **Handle night audit commands**: Select the check box to notify the vendor, mostly EFT and FIAS interfaces, that the PMS night audit was started and stopped and that the PMS business date had been rolled. If this check box is not selected, the vendor will not be notified of this information.<br>• **Enable Rollup Transactions**: Select to enable a rollup transaction functionality for outgoing transactions requested by the interface to display on the vendor's side in a view of the folio as one bill item. Rollup transactions are multiple transactions that were made on the same day that have the same Reference (e.g., Check Number), and can be rolled into one line item. These are identified by having a + sign next to the line item on the Billing screen for example.<br>• **Phone Display Name**: When the guest calls the Front Desk, selecting this check box displays the primary sharer's name on the Front Desk phone display. A room with sharers will send the guest name from the first reservation checked in for that room to the IFC Vendor; this name will continue to be sent in the messages for all of the following sharer Check-Ins and any reservation changes. A room with no sharers will send the guest name that is on the reservation.<br>• **Note:**<br>The name that is displayed can manually be changed to one of the other sharer names from Miscellaneous > Interfaces > Interfaces > Display Name after all sharers are checked in. The Display field can only be selected for one guest name per room.<br>• **Bill display options**: The following bill display options are available.<br>– **User defined folio**: Select this option to select a user-defined folio window where the bill is displayed. When you select this option, the Folio field appears. Select the drop-down arrow and select this folios where the bill will be displayed.<br>– **Guest folio**: Select this option to display windows that have the guest profile linked to the folio window.<br>– **Off**: Select this option to turn the bill display options off through the video system.<br>• **Video checkout options**: The following video checkout options are available for VID interfaces only.<br>– **Allow video check out**: Select this option to allow videos to be checked out from this room. Once this option is selected, you can alter the Check credit limit, Check balance, and Check routing settings.<br>– **Check credit limit**: Not currently used.<br>– **Check balance**: Select this option to check the video balance against the total balance in OPERA Cloud.<br>– **Check routing**: Select this option to allow the charges to go to another room.<br>• **Wake-up call options**: The following wake up call options are available.<br>– **Handle wake-up calls**: Select this option to allow wake up calls through the video or phone system.<br>– **OPERA**: If the OPERA button is selected, then a WakeupSet is sent to IFC8 at the time of the wake up call. The Number of Retries field needs to be completed to define the number of times OPERA Cloud attempts to resend the message to the vendor before the call is finally set to unsuccessful (if there is no response or there is an unsuccessful response). The Retry Interval field also needs to be completed to define the amount of time between the retries.<br>– **Vendor**: If this option is selected, the WakeupSet message is instantly communicated with the vendor phone system, and the vendor handles the wake up call. This option is only visible if the Handle wake up calls option is selected. If this option button is selected, the Number of Retries field should be set to 0 and the value entered in the |

**Table 16-18 (Cont.) Property Interfaces General Information**

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| **EFT Interfaces** |
| Retry Interval field is the amount of time that OPERA Cloud waits for a response from vendor before the call is set to unsuccessful.<br>– **Number of retries**: Indicates the number of times to retry a wake up call if the original wake up call fails. This option is mandatory if the Handle wake up calls option is selected, and should be set to "0" if the Vendor option button is selected.<br>– **Retry interval**: If the OPERA button is selected, this is the retry interval of the wake up calls, in seconds. For example, if 60 is entered, then the wake-up call will be retried every minute until the number entered in the Number of Retries is reached. If the Vendor option button is selected, the value entered is the amount of time that OPERA Cloud waits for a response from vendor before the call is set to unsuccessful. This option is mandatory if the Handle wake-up calls option is selected.<br>– **Wake Set**: Available when the OPERA button is selected, enter the number of seconds the call should be sent to the vendor before the actual set time of the call in OPERA Cloud. For example, if the wake-up call is set for 08:00 but it needs to go to the vendor at 07:58, then the Wake Set would be set to 120. If the field is blank, then the wake-up call will go out at the set wake time. |
| **VID Interfaces** |

**Table 16-18 (Cont.) Property Interfaces General Information**

| EFT Interfaces |
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| • **Handle night audit commands**: Select the check box to notify the vendor, mostly EFT and FIAS interfaces, that the PMS night audit was started and stopped and that the PMS business date had been rolled. If this check box is not selected, the vendor will not be notified of this information.<br>• **Enable Rollup Transactions**: Select to enable a rollup transaction functionality for outgoing transactions requested by the interface to display on the vendor's side in a view of the folio as one bill item. Rollup transactions are multiple transactions that were made on the same day that have the same Reference (e.g., Check Number), and can be rolled into one line item. These are identified by having a + sign next to the line item on the Billing screen for example.<br>• **Bill display options**: The following bill display options are available.<br>– **User defined folio**: Select this option to select a user-defined folio window where the bill is displayed. When you select this option, the Folio field appears. Select the drop-down arrow and select this folios where the bill will be displayed.<br>– **Guest folio**: Select this option to display windows that have the guest profile linked to the folio window<br>– **Off**: Select this option to turn the bill display options off through the video system.<br>**Video checkout options**: The following video checkout options are available for VID interfaces only.<br>• **Allow video check out**: Select this option to allow videos to be checked out from this room. Once this option is selected, you can alter the Check credit limit, Check balance, and Check routing settings.<br>• **Check credit limit**: Not currently used.<br>• **Check balance**: Select this option to check the video balance against the total balance in OPERA Cloud.<br>• **Check routing**: Select this option to allow the charges to go to another room.<br>Wakeup call options. The following wake up call options are available.<br>• **Handle wake-up calls**: Select this option to allow wake up calls through the video or phone system.<br>• **OPERA**: If the OPERA button is selected, then a WakeupSet is sent to IFC8 at the time of the wake up call. The Number of Retries field needs to be completed to define the number of times OPERA Cloud attempts to resend the message to the vendor before the call is finally set to unsuccessful (if there is no response or there is an unsuccessful response). The Retry Interval field also needs to be completed to define the amount of time between the retries.<br>• **Vendor**: If this option is selected, the WakeupSet message is instantly communicated with the vendor phone system, and the vendor handles the wake up call. This option is only visible if the Handle wake up calls option is selected. If this option button is selected, the Number of Retries field should be set to "0" and the value entered in the Retry Interval field is the amount of time that OPERA Cloud waits for a response from vendor before the call is set to unsuccessful.<br>• **Number of retries**: Indicates the number of times to retry a wake up call if the original wake up call fails. This option is mandatory if the Handle wake up calls option is selected, and should be set to "0" if the Vendor option button is selected.<br>• **Retry interval**: If the OPERA button is selected, this is the retry interval of the wake up calls, in seconds. For example, if 60 is entered, then the wake-up call will be retried every minute until the number entered in the Number of Retries is reached. If the Vendor option button is selected, the value entered is the amount of time that OPERA Cloud waits for a response from vendor before the call is set to unsuccessful. This option is mandatory if the Handle wake-up calls option is selected.<br>• **Wake Set**: Available when the OPERA button is selected, enter the number of seconds the call should be sent to the vendor before the actual set time of the call in OPERA Cloud. For example, if the wake-up call is set for 08:00 but it needs to go to the vendor at 07:58, then the Wake Set would be set to 120. If the field is blank, then the wake-up call will go out at the set wake time. |

**Table 16-18 (Cont.) Property Interfaces General Information**

| EFT Interfaces |
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| **TIK Interfaces**<br>• **URL**: The interface URL.<br>• **Default Trx**: Select a default transaction code as an alternate transaction code if a Ticket Package cannot post to the packages transaction code.<br>**MSC Interfaces** |

**Table 16-18 (Cont.) Property Interfaces General Information**

| EFT Interfaces |
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| • **Handle night audit commands**: Select the check box to notify the vendor, mostly EFT and FIAS interfaces, that the PMS night audit was started and stopped and that the PMS business date had been rolled. If this check box is not selected, the vendor will not be notified of this information.<br>• **Enable Rollup Transactions**: Select to enable a rollup transaction functionality for outgoing transactions requested by the interface to display on the vendor's side in a view of the folio as one bill item. Rollup transactions are multiple transactions that were made on the same day that have the same Reference (e.g., Check Number), and can be rolled into one line item. These are identified by having a + sign next to the line item on the Billing screen for example.<br>• **Video checkout options**: The following video checkout options are available for VID interfaces only.<br>• **Allow video check out**: Select this option to allow videos to be checked out from this room. Once this option is selected, you can alter the Check credit limit, Check balance, and Check routing settings.<br>• **Check credit limit**: Not currently used.<br>• **Check balance**: Select this option to check the video balance against the total balance in OPERA Cloud.<br>• **Check routing**: Select this option to allow the charges to go to another room.<br>**Bill display options**: The following bill display options are available.<br>• **User defined folio**: Select this option to select a user-defined folio window where the bill is displayed. When you select this option, the Folio field appears. Select the drop-down arrow and select this folios where the bill will be displayed.<br>• **Guest folio**: Select this option to display windows that have the guest profile linked to the folio window.<br>• **Off**: Select this option to turn the bill display options off through the video system.<br>**Wake-up call options**. The following wake up call options are available.<br>• **Handle wake-up calls**: Select this option to allow wake up calls through the video or phone system.<br>• **OPERA**: If the OPERA button is selected, then a WakeupSet is sent to IFC8 at the time of the wake up call. The Number of Retries field needs to be completed to define the number of times OPERA Cloud attempts to resend the message to the vendor before the call is finally set to unsuccessful (if there is no response or there is an unsuccessful response). The Retry Interval field also needs to be completed to define the amount of time between the retries.<br>• **Vendor**: If this option is selected, the WakeupSet message is instantly communicated with the vendor phone system, and the vendor handles the wake up call. This option is only visible if the Handle wake up calls option is selected. If this option button is selected, the Number of Retries field should be set to 0 and the value entered in the Retry Interval field is the amount of time that OPERA Cloud waits for a response from vendor before the call is set to unsuccessful.<br>• **Number of retries**: Indicates the number of times to retry a wake up call if the original wake up call fails. This option is mandatory if the Handle wake up calls option is selected, and should be set to "0" if the Vendor option button is selected.<br>• **Retry interval**: If the OPERA button is selected, this is the retry interval of the wake up calls, in seconds. For example, if 60 is entered, then the wake-up call will be retried every minute until the number entered in the Number of Retries is reached. If the Vendor option button is selected, the value entered is the amount of time that OPERA Cloud waits for a response from vendor before the call is set to unsuccessful. This option is mandatory if the Handle wake-up calls option is selected.<br>• **Wake Set**: Available when the OPERA button is selected, enter the number of seconds the call should be sent to the vendor before the actual set time of the call in OPERA Cloud. For example, if the wake-up call is set for 08:00 but it needs to go to the vendor at 07:58, then the Wake Set would be set to 120. If the field is blank, then the wake-up call will go out at the set wake time. |

**Table 16-18 (Cont.) Property Interfaces General Information**

| EFT Interfaces |
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| **MBS Interfaces**<br>**Handle night audit commands**: Select the check box to notify the vendor, mostly EFT and FIAS interfaces, that the PMS night audit was started and stopped and that the PMS business date had been rolled. If this check box is not selected, the vendor will not be notified of this information.<br>**Enable Rollup Transactions**: Select to enable a rollup transaction functionality for outgoing transactions requested by the interface to display on the vendor's side in a view of the folio as one bill item. Rollup transactions are multiple transactions that were made on the same day that have the same Reference (e.g., Check Number), and can be rolled into one line item. These are identified by having a + sign next to the line item on the Billing screen for example.<br>**Bill display options**: The following bill display options are available.<br>• **User defined folio**: Select this option to select a user-defined folio window where the bill is displayed. When you select this option, the Folio field appears. Select the drop-down arrow and select this folios where the bill will be displayed.<br>• **Guest folio**: Select this option to display windows that have the guest profile linked to the folio window.<br>• **Off**: Select this option to turn the bill display options off through the video system.<br>**Wake-up call options**: The following wake up call options are available.<br>• **Handle wake-up calls**: Select this option to allow wake up calls through the video or phone system.<br>• **OPERA**: If the OPERA button is selected, then a WakeupSet is sent to IFC8 at the time of the wake up call. The Number of Retries field needs to be completed to define the number of times OPERA Cloud attempts to resend the message to the vendor before the call is finally set to unsuccessful (if there is no response or there is an unsuccessful response). The Retry Interval field also needs to be completed to define the amount of time between the retries.<br>• **Vendor**: If this option is selected, the WakeupSet message is instantly communicated with the vendor phone system, and the vendor handles the wake up call. This option is only visible if the Handle wake up calls option is selected. If this option button is selected, the Number of Retries field should be set to 0 and the value entered in the Retry Interval field is the amount of time that OPERA Cloud waits for a response from vendor before the call is set to unsuccessful.<br>• **Number of retries**: Indicates the number of times to retry a wake up call if the original wake up call fails. This option is mandatory if the Handle wake up calls option is selected, and should be set to "0" if the Vendor option button is selected.<br>• **Retry interval**: If the OPERA button is selected, this is the retry interval of the wake up calls, in seconds. For example, if 60 is entered, then the wake-up call will be retried every minute until the number entered in the Number of Retries is reached. If the Vendor option button is selected, the value entered is the amount of time that OPERA Cloud waits for a response from vendor before the call is set to unsuccessful. This option is mandatory if the Handle wake-up calls option is selected.<br>• **Wake Set**: Available when the OPERA button is selected, enter the number of seconds the call should be sent to the vendor before the actual set time of the call in OPERA Cloud. For example, if the wake-up call is set for 08:00 but it needs to go to the vendor at 07:58, then the Wake Set would be set to 120. If the field is blank, then the wake-up call will go out at the set wake time.<br>**All Other Interfaces**<br>If configuring an interface other than an EFT, CCW, PBX, VID, SVS, MAK, TIK, MSC, MBS, or key card (DLS) interface, the General panel contains of the following options, depending on the interface you select in the Interface Status screen |

**Table 16-18 (Cont.) Property Interfaces General Information**

| EFT Interfaces |
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| **Handle night audit commands**: Select the check box to notify the vendor, mostly EFT and FIAS interfaces, that the PMS night audit was started and stopped and that the PMS business date had been rolled. If this check box is not selected, the vendor will not be notified of this information.<br>**Enable Rollup Transactions**: Select to enable a rollup transaction functionality for outgoing transactions requested by the interface to display on the vendor's side in a view of the folio as one bill item. Rollup transactions are multiple transactions that were made on the same day that have the same Reference (e.g., Check Number), and can be rolled into one line item. These are identified by having a + sign next to the line item on the Billing screen for example.<br>**Video checkout options**: The following video checkout options are available.<br>• **Allow video check out**: Select this option to allow videos to be checked out from this room. Once this option is selected, you can alter the Check credit limit, Check balance, and Check routing settings.<br>• **Check credit limit**: Not currently used.<br>• **Check balance**: Select this option to check the video balance against the total balance in OPERA Cloud.<br>• **Check routing**: Select this option to allow the charges to go to another room.<br>**Note:**<br>Video checkout options are only available for VID Interfaces.<br>**Bill display options**: The following bill display options are available.<br>• **User defined folio**: Select this option to select a user-defined folio window where the bill is displayed. When you select this option, the Folio field appears. Select the drop-down arrow and choose the folios where the bill will be displayed.<br>• **Guest folio**: Select this option to display windows that have the guest profile linked to the folio window.<br>• **Off**: Select this option to turn the bill display options off through the video system.<br>**Wake-up call options**: The following wake up call options are available.<br>• **Handle wake-up calls**: Select this option to allow wake up calls.<br>• **OPERA**: If this option is selected, OPERA communicates with the phone system two minutes before a wake up call is scheduled to notify it of the wake up call. This option is only visible if the Handle wake up calls option is selected.<br>• **Vendor**: If this option is selected, the wake up call information is instantly communicated with the phone system, then they handle the wake up call. This option is only visible if the Handle wake up calls option is selected.<br>• **Number of retries**: Indicates the number of times to retry a wake up call if the original wake up call fails. This option is only visible if the Handle wake up calls option is selected.<br>• **Retry interval**: The interval of the wake up calls, in seconds. This option is only visible if the Handle Wake-up calls option is selected. |

# Configuring Property Interface Transaction Codes

The Transaction Codes panel allows you to configure how the interface handles posting accounts, sales itemizers, and transaction codes. This would be used by any external system posting charges to OPERA Cloud . For example: minibar, POS or PBX.

### Editing Interface Transaction Codes

1. From the **Administration** menu, select **Interfaces**, then select **Property Interfaces**.
2. Enter search criteria and click **Search**.
3. Select the interface in the search result, then click the vertical ellipsis **Actions** menu and select **Edit**.
4. Select the **Transaction Codes** link.
5. Click **Edit**.
    a. **Cash/Credit Card Postings**: Setting this value will allow you to configure the posting of cash and credit card payments from the Point of Sales (POS) system. Your selection options are:
        i. **Do not post**: Selecting this option does not post to a customer account.
        ii. **Post to A/C, no autobalance**: Selecting this option posts a charge to the customer's account, but does not auto-balance the account. Selecting this option also activates the Posting Accounts and Transaction codes option buttons, allowing you to configure the posting account and transaction code settings.
        iii. **Post to A/C autobalance**: Selecting this options posts a charge to the customer's account and auto-balances the account. Selecting this option also activates the Posting Accounts and Transaction Codes option buttons, allowing you to configure the posting account and transaction code settings.
    b. **Subtotal Postings**: Setting this value allows you to configure splitting of the incoming charge from the point of sales system. Your selection options are:
        i. **Do not post**: Selecting this option does not post to the customer account.
        ii. **Split TIP only**: Selecting this option splits out the tip only. Selecting this option also activates the Posting Accounts, Sales Itemizers, and Transaction Codes option buttons, allowing you to configure the posting account and transaction code settings.
        iii. **Full split**: Selecting this option allows you to split incoming charges from the point of sales system to the various folios associated with the account. Selecting this option also activates the Posting Accounts, Sales Itemizers, and Transaction Codes option buttons, allowing you to configure the posting account, sales itemizers, and transaction code settings.
    c. **Difference Posting**: Select a value from the list for when the IFC8 program detects a difference between the total amount and the sum of the individual itemizers, such as Sales-, Tax, Discount itemizers and so on sent by the vendor.
        - **Post**: The interface posts the sales items amounts plus the Difference amount to guest folio using the selected transaction code.
        - **Ignore**: The interface ignores the difference amount and would post the Sales items amount in guest folio to the appropriate transaction codes and the default if needed.
        - **Reject**: The interface rejects the posting of a check when there is a difference in total amount and sales items amount.
6. **Posting Accounts**: It determine how payments are posted from the point of sales system
    a. Click **New**:
        i. **Posting Type**: Select a value from the list.

ii. **Account**: Available for the PM Account and PM Account (No Autobalancing) posting types, select the account number (room) from the list.

iii. **Transaction Code**: Available for the PM Account posting type, select the transaction code.

iv. **Payment Method**: Enter the payment method code from the POS.

v. **Sales Outlet**: Enter the sales outlet code that corresponds to where the posting was originated, for example bar, restaurant, store, etc.

b. Click **Save**.

c. To Edit, click the vertical ellipsis**Actions** menu and select **Edit**.

d. To Delete, click the vertical ellipsis**Actions** menu and select **Delete**.

7. **Sales Itemizers**: Determines how payments are posted from the point of sales system.

a. Click **New**:

i. **Code**: Select a value from the list. ST1 – ST16 (Sales Itemizer1 – Sales Itemizer16), DC1 – DC16 (Discount Itemizer 1 – Discount Itemizer16), SC1 – SC16 (Service Charge 1 – Service Charge 16), TX1 - TX63 (Tax1 - Tax63).

ii. **Post Number**: Enter number identifying each record uniquely. There must be no gaps in the numbering. For example, a valid entry is "1, 2, 3, 4, 5, 6, 7". An invalid entry is "1, 2, 4, 5, 7", where the numbers 3 and 6 are missing.

iii. **Factor**: Enter a multiplying factor that the itemizer is multiplied with. The standard is 1.

iv. **Posting Description**: Enter a posting description reference (Food, Beverage, Tobacco, misc. etc.).

b. Click **Save**.

i. **Transaction Codes**: This allows you to configure the different methods for routing a charge to the different transaction codes configured in OPERA Cloud. If you select a different value, OPERA Cloud displays a message informing you that current transaction code settings will be deleted.

ii. **Dialed Digits**: Select the number of dialed digits that the call accounting system should look at for the unit charge, and/or the number of dialed digits that OPERA Cloud should look at for transactions. For example, if 4 is selected in this field and the number dialed is "1-239-555-1212", the call accounting system will only look at "1239" (the first four digits) as the unique identifier of the unit charge. OPERA Cloud will look at these same four digits as the unique identifier for transactions.

iii. **All Charges**: This is where you select your default transaction code for this interface. Note: When configuring transaction codes that will be applied to charges posted by interfaces (e.g., telephone and minibar interface postings), the Post Exclusive Tax as Itemizer OPERA Control will only apply if the Generates Inclusive option is not selected. If the Generates Inclusive option is selected, OPERA Cloud will still generate taxes and service charges according to the generates configuration and lump the generates with the base charge. For example, if the Post Exclusive Tax as Itemizer OPERA Control is active and the transaction code assigned to the phone interface postings in Interface Configuration has the Generates Inclusive option selected, OPERA Cloud will not itemize taxes on phone postings received through the interface. See Transaction Code Configuration for details.

iv. **Minibar Charges**: This is your default minibar transaction code.

c. To Edit, click the vertical ellipsis**Actions** menu and select **Edit**.

d. To Delete, click the vertical ellipsis**Actions** menu and select **Delete**.

8. Transaction Code Mapping
   a. Click **New**:
      i. **Default**: Select a transaction code from the list.
      ii. **Description**: Enter a description.
      iii. **Revenue Center**: Enter the revenue center.
      iv. **Code**: Select a transaction code from the list ; repeat for each itemizer listed.
   b. Click **Save**.
9. Click **Save**.

# Configuring Property Interface Rooms

The rooms panel allows you to filter, add, and edit room entries for interfaces

### Adding Interface Rooms

1. From the **Administration** menu, select **Interfaces**, and then select **Property Interfaces**.
2. Enter the search criteria and click **Search**.
3. Select the interface in the search result, then click the vertical ellipsis **Actions** menu and select **Edit**.
4. Select the **Rooms** link.
5. Click **New** and enter the following details:
   a. **Type**: Select a Line type from the list or manually add it.
      i. **R** - Room type
      ii. **#** - Extension number
      iii. **H** - House extension
      iv. **B** - Booth (telephone booth)
   b. **Room and Line Number Range**: Select check box to enter by range.
      i. **From Room**: Enter or select a start room.
      ii. **To Room**: Enter or select a final room.
      iii. **From Line Number**: Enter a start line number.
      iv. **To Line Number**: Enter a final line number.
   c. **Room**: Select a room from the list.
   d. **Line Number**: Enter a telephone line number.
   e. **Wake Up Call**: Select an option from the list.
   f. **Do Not Disturb**: Select an option from the list.
   g. **Class of Service**: Select an option from the list.
   h. **Direct Inward Dial**: Select an option from the list.
   i. **Message Waiting**: Select an option from the list.
   j. **Mask Dial Number**: Select an option from the list.

k. **Requires line number setup**: Select check box when configuring a Door Lock Interface.

l. Click **Save**.

### Importing Interface Rooms

The Import Rooms option allows you to configure line number to room number translation for an interface. For example, the phone lines associated with a hotel room.

Select room type(s) from the lower panel and configure the applicable line types. Complete the following desired fields and select the **Import**.

1. From the **Administration** menu, select **Interfaces**, and then select **Property Interfaces**.
2. Enter the search criteria and click **Search**.
3. Select the interface in the search result, then click the vertical ellipsis **Actions** menu and select **Edit**.
4. Select the **Rooms** link.
5. Click the vertical ellipsis**Actions** menu and select **Import**.
    a. **Number of Lines**: Select the number of lines that you would like to import for your IFC room configuration. For example, if a room has three lines - extension 1, extension 2, and a fax line, you would select 3.
    b. **Remove leading Zeros**: Select this check box to remove the leading zeroes on a room number prior to adding a prefix
    c. **Line Number Prefix**: Enter the number that you would like to precede the room number when creating your external line number. You need to do this for each line that exists in the room (the number of lines are defined in the Number of Lines field.
    d. **Add to Line Numbers**: Enter the numerical value that you would like to add to the line number during an import. For example, if the room number is 100 and you enter 50 in this field, when the import is done, the line number would become 150.
    e. **Setup Mask**: Depending on the number of lines defined in the Number of Lines field, one or more Setup Mask - Line xx where "xx" is the line number. Select the link to access the Setup Mask screen and enter the mask field information for the selected line type. .
        i. **Wake Up Call**: Select an option from the list.
        ii. **Do Not Disturb**: Select an option from the list.
        iii. **Class of Service**: Select an option from the list.
        iv. **Direct Inward Dial**: Select an option from the list.
        v. **Message Waiting**: Select an option from the list.
        vi. **Mask Dial Number**: Select an option from the list.
    f. **Room Types**: Select one or more room types.
    g. Click **Import**.

### Editing Interface Rooms

1. From the **Administration** menu, select **Interfaces**, and then select **Property Interfaces**.
2. Enter the search criteria and click **Search**.

3. Select the interface in the search result, then click the vertical ellipsis **Actions** menu and select **Edit**.
4. Update configuration.
5. Click **Save**.

#### Deleting Interface Workstation Setup

1. From the **Administration** menu, select **Interfaces**, and then select **Property Interfaces**.
2. Enter the search criteria and click **Search**.
3. Select the interface, then click the vertical ellipsis **Actions** menu and select**Edit**.
4. Click **Delete** to confirm.

## Configuring Property Interface Class of Service

#### Editing Interface Class of Service

1. From the **Administration** menu, select **Interfaces**, then select **Property Interfaces**.
2. Enter search criteria and click **Search**.
3. Select the interface in the search result, then click the vertical ellipsis **Actions** menu and select **Edit**.
4. Select the **Class of Service** link.
5. Click **Edit**.
    a. Voice Mail Notification
        i. **Disabled**: Select to disable voice mail notifications in OPERA Cloud.
        ii. **Enabled**: Select to enable voice mail notifications in OPERA Cloud.
    b. Message light
        i. **On/Off**: Select to turn on the message light when a new voice mail arrives.
        ii. **Not changeable**: Select to indicate that the message light is not supported.
    c. Automatic Check-in/out
        i. **Disabled**: Select to disable automatic check-in/out.
        ii. **Enabled**: Select to allow automatic check-in/out.
        iii. **Enable with room move**: Select this checkbox to allow automatic check-in/out when a room switch occurs only. Note: On a checked-in reservation, changes to any of the following fields will trigger a guest update record message to the IFC Vendor (upon saving the reservation) - Last Name, First Name, Language, Title, Vip Code, Departure Date, Specials, Member Number, Member Level, and Member Type.
    d. **Enable with Queue Room**: Select this checkbox to send a check-in message to the interface system when the reservation room is placed on queue. Expectation is that the vendor system handles the logic when guest's are currently in the room. (Available when the Queue Room OPERA Control is active).
    e. Name Display Format
        i. **Standard format**: Select a value from the list to determine how the guest's name is displayed in the external system.

ii. **User defined format**: Select this check box to configure an expression for different data to be provided to the external system.

- **Defined Format**: Select from the list of values to configure the specific tag for the data.
- **Format Expression Table**: Select a value from the list for the table to be used to retrieve the data. Table Columns will display in the Available panel for selection.
- **Format Expression**: Select values from the Available panel and click > to move to the Selected panel. The Format Expression field will be updated based on your selection and can have free text added.

> **Note:**
>
> Upon creating a new MICROS POS of M87 or SPH, the User Defined Format is automatically activated and populated with the required data fields supported by this Vendor.

f. **Disable Room Equipment @ Check-in**: Select this check box to disable sending a RoomEquipment message to the vendor immediately after the GuestIn message when the RoomEquipment does not change any guest rights. This is to eliminate processing unnecessary records when vendors support all messages but the needed data (Class of Service, No Post, etc.) is included in or understood with the GuestIn message.

g. **Disable Room Equipment @ Check-out.**: Select this check box to disable sending a RoomEquipment message to the vendor immediately before the GuestOut message when the RoomEquipment does not change any guest rights. This is to eliminate processing unnecessary records when vendors support all messages but the needed data (Class of Service, No Post, etc.) is included in or understood with the GuestOut message.

h. **Disable Guest Data Change @ Check-out.**: Select this check box to disable sending a GuestdataChange message to the interface at the time of a Checkout. This is to eliminate processing unnecessary records when vendors support all messages but the needed data is included in or understood with the GuestOut message.

6. Click **Save**.

# Configuring Property Interface Postings

### Editing Interface Postings

1. From the **Administration** menu, select **Interfaces**, then select **Property Interfaces**.
2. Enter search criteria and click **Search**.
3. Select the interface in the search result, then click the vertical ellipsis **Actions** menu and select **Edit**.
4. Select the **Postings** link
5. Click **Edit**.

a. **Reference Field**. Select the value you would like to see entered in the Reference field for postings. This field allows you to provide additional information about the charge. When the IFC>Swap Reference and Supplement application parameter is set to Y and

a value exists in the Reference field, any interface posting's will have the information selected in this field displayed under the Supplement column. Depending on the how the default folio is setup it will either display supplement or reference field information on it. Switching this parameter will make the posted charge have different data in the different fields and will display differently on the billing screen as well as the folio.

> **Note:**
>
> If attributes are selected for the Reference or Supplement fields, those will take precedence over the attribute selected for this field. But if both of Reference or Supplement fields are blank, then this attribute selected will be used.
>
> i. **Do not post**: Does not record and zero charge postings.
>
> ii. **Post**: Posts zero charge postings.
>
> iii. **Only to IFC_HIST**: Only sends zero charge postings to the history file.
>
> iv. **Post and to IFC_HIST**: Records zero charge posting and records them to the history file.
>
> v. **Post to IFC_HIST**: Select this check box to have the interface record a copy of all postings to the IFC_HIST table.

b. **Zero Charge Postings.**: Set this option to configure how the interface will deal with zero charge postings.

c. **Postings**. Set this option to configure the different checks the interface should make before allowing a posting. Your selection options are:

   i. **Do not check NOPOST flag** : When selected, sends 990000000000 as the credit limit to the interface.

   ii. **Check NOPOST flag only**: When selected, sends 990000000000 as the credit limit to the interface when the No Post flag is not selected on the reservation. If the No Post flag is selected on the reservation, then the credit limit will be 0.

   iii. **Check credit limit**: The following displays how the credit limit will be calculated when this is selected for Postings: Actual Credit Limit(greatest of the approval amount or the credit limit set for the guest payment method) - Guest folio balance - Charges due for remaining stay.

   iv. **Check credit limit per Guest**: Controls on an interface-by-interface basis which interfaces should check the individual spending limit. When selected, the interface will check to see if there is available spending for that particular guest's key, and will then further check that there is enough credit on the room. (Available when the Multiple Guest Room Key OPERA Control is active).

d. **Number Masking**: This setting allows you to indicate whether or not to mask any details displayed in the supplement field. Select a value from the list.

e. **Default Charge**: This default charge will be used when the incoming minibar posting has none or invalid OPERA Cloud articles in the PostSimple message.

f. **Override Credit Limit**: This check box controls whether to allow an override of the credit limit on postings. When this check box is selected, a PostRequest that is over the credit limit will fail with No Credit response unless the payment method included in the PostRequest is configured to a Room posting type that is associated with the Manager Override (see Configuring Property Interface Transaction Codes for details).

g. **Check "NoPost" during guest information change**: Select this checkbox to check the NoPost field on the reservation when updating the guest information.

h. **IFC Generates Tax.**: The functionality for this check box is also based on how the IFC Post Exclusive Tax As Itemizer OPERA Control is set. Selecting the check box will have the IFC include the tax and leaving the check box un-selected will have PMS generate the tax. But when the IFC Post Exclusive Tax As Itemizer OPERA Control is active and this check box is selected, then exclusive taxes will be posted as itemizers by the POS Interface.

i. **Charge Scaling**: This option allows you to set the various charge scaling options. Use this to divide or multiply a charge.

   **Post Type**: Select the posting type. The available options are:

   i. **Direct**: Uses the actual dollar amount from the message.

   ii. **Minibar**: Uses the dollar amount from the Article Configuration, not from the message.

   iii. **Phone**: Uses the dollar amount, based on the transaction configuration, from the Trans Codes IFC Configuration Tab, not from the message.

j. **Reference**: Click to select the attributes to include in the Reference field for postings. Select values from the Available panel and click > to move to the Selected panel. When attributes are selected here, they will take precedence over the item selected in the Reference Field drop down list field.

k. **Supplement**: Click to select the attributes to include in the Supplement field for postings. Select values from the Available panel and click > to move to the Selected panel. When attributes are selected here, they will take precedence over the item selected in the Reference Field drop down list field.

6. Click **Save**.

# Configuring Property Interface Room Status

The Interface Room Status panel enables changing the configuration of the room status.

### Editing Interface Room Status

1. From the **Administration** menu, select **Interfaces**, then select **Property Interfaces**.
2. Enter search criteria and click **Search**.
3. Select the interface in the search result, then click the vertical ellipsis**Actions** menu and select **Edit**.
4. Select the **Room Status** link.
5. Click **Edit**.

   a. **Send Room Status**. Selecting this check box will send **Checked In**, **Check Out**, **Out of Order**, **Out of Service**, **Clean**, **Dirty**, **Inspected**, and **Pickup** (Entry-Code set up in the grid) to the Interface any time the room status is changed in OPERA Cloud. The Interface sends the message to the external system with the updated status of the room. This room status could then be reflected, for example, on a display floor panel for each floor as a reference for housekeeping attendants.

> **Note:**
>
> This requires a standalone interface with a partner that supports outgoing Room Status schema only (not through the same Interface that supports guest information and incoming Room Status messages).

6. Click **Save**.
7. **Custom Room Status Translations**
   a. Click **New**
      i. **Custom Room Status**: Select a value from the list.
      ii. **Entry-Code**: Enter the code provided by the vendor to indicate the specific room status that is sent and received by the interface.
      iii. **Description**: A free-form text description of the room status.
   b. Click **Save**.
   c. To Edit, select the translation entry, click the vertical ellipsis**Actions** menu and select **Edit**.
   d. To Delete, select the translation entry, click the vertical ellipsis**Actions** menu and select **Delete**.

# Configuring Property Interface Translation

The Translation panel is used to configure additional instructions and information for the Interface.

### Editing Interface Translation

1. From the **Administration** menu, select **Interfaces**, then select **Property Interfaces**.
2. Enter search criteria and click **Search**.
3. Select the interface in the search result, then click the vertical ellipsis**Actions** menu and select **Edit**.
4. Select the **Translation** link.
5. Click **Edit**.
   a. **Guest Number Length**: This determines how long the resv_name_id is that is sent to the vendor. Some vendor systems only support a certain number of digits in the message.
   b. **Guest Message ID Length**: Select the length of the messageId sent to the vendor. Message IDs are assigned to text messages sent to vendor, and some vendors only support up to a certain number of digits in the message.
   c. **Group Number Length**: This determines the length of the Block ID sent to the vendor. Some vendor systems only support a certain number of digits in the message.
   d. **Select Transaction (Type)**: Select the appropriate option to indicate the type of translation and then select the **New** or **Edit** actions to work with that translation type.
      i. **Merchant ID**. This is used by some EFT Interfaces. When this is selected, the Origin Code and Merchant ID columns appear in the grid to the right.

ii. **Article Number**. Select to translate the article number between OPERA Cloud and the vendor. Refer to Articles for additional information on article numbers.

iii. **Language Code**. Select to translate the language used between OPERA Cloud and the Vendor system.

iv. **Key Options**. Select to set up interface key option translations and define how the key options interact with IFC8. When this option button is selected, the OPERA Key Option, IFC8 Key Option, Priority, and Position columns appear in the grid. Select the **New** or **Edit** buttons to create new or edit existing key options. The Key Options Translation - New or Edit screens appear. Complete the fields below and select the **OK** button.

i. **OPERA Key Option**. Select the OPERA key option from the list of values. The key options list of values are defined in the property preferences setup.

ii. **IFC8 Key Option**: Enter a 1 or 0 (on or off).

iii. **Priority**: Enter the priority of the key option. This allows for greater flexibility when setting up multiple key option configurations.

iv. **Position**: Enter the position of the key option within the IFC8 interface configuration.

e. **Translation**:

i. Click **New** to add Translation.:

i. Add details.

ii. Click **Save**.

ii. To Edit, click the vertical ellipsis**Actions** menu and select **Edit**.

iii. To Delete, click the vertical ellipsis**Actions** menu and select **Delete**.

6. Click **Save**.

# Configuring Property Interface Workstation (Encoder) Setup

The Workstation Setup panel allows you to setup the room key encoders for your door lock system.

Prior to adding Workstations/Encoders, configure Device Areas in order to group key encoders into physical areas at your property.

### Adding Interface Workstation Setup

1. From the **Administration** menu, select **Interfaces**, and then select **Property Interfaces**.
2. Enter the search criteria and click **Search**.
3. Select the interface in the search result, then click the vertical ellipsis **Actions** menu and select **Edit**.
4. Select the **Workstation Setup** link.
5. Click **New** and enter the following details:

a. **Terminal**: Enter the terminal ID for the workstation.

b. **Device IP / Encoder Number**: Enter the ID or encoder number for the RFID encoder device.

c. **Device Area**: Enter or select the area where the workstation device physically resides at your property.

d. **Location**: Enter a location of the encoder at your property.

e. **Type**: Enter or select the type of encoder.

6. Click **Save**.

### Editing Interface Workstation Setup

1. From the **Administration** menu, select **Interfaces**, and then select **Property Interfaces**.
2. Enter the search criteria and click **Search**.
3. Select the interface in the search result, then click the vertical ellipsis **Actions** menu and select **Edit**.
4. Update configuration.
5. Click **Save**.

### Deleting Interface Workstation Setup

1. From the **Administration** menu, select **Interfaces**, and then select **Property Interfaces**.
2. Enter the search criteria and click **Search**.
3. Select the interface in the search result, then click the vertical ellipsis **Actions** menu and select **Delete** .
4. Click **Delete** to confirm.

## Configuring Property Interfaces Unit Charges

The Unit Charge panel allows you to configure the unit prices for a PBX phone system. When a call is made, OPERA Cloud looks at all defined variables/parameters to try and identify the call and assign a unit charge. If OPERA Cloud is unable to identify the call based on the variables/parameters defined in the system, OPERA Cloud identifies the call as a House call and the default charge is used.

### Editing Post Unit Charges

1. From the **Administration** menu, select **Interfaces**, and then select **Property Interfaces**.
2. Enter search criteria and click **Search**.
3. Select the interface in the search result, then click the vertical ellipsis **Actions** menu and select **Edit**.
4. Select the **Unit Charges** link
5. Click **Edit**.
6. **Post unit charge based on**: Select a value from the list:

    a. Meter pulse

    b. Total Amount

    c. Auto choose

7. Click **Save**.

### Adding Property Interface Unit Charges

1. From the **Administration** menu, select **Interfaces**, and then select **Property Interfaces**.
2. Enter search criteria and click **Search**.

3. Select the interface in the search result, then click the vertical ellipsis **Actions** menu and select **Edit**.
4. Select the **Unit Charges** link
5. Click **Edit**.
    a. **Trunk ID**. Enter the trunk ID. A trunk can be defined as a set of phone line going out of or coming into the hotel. A single property can have several trunks. For example, one trunk could be strictly used for local calls and another trunk could be strictly used for international calls.
    b. **Line Type**. Select the line type. The options are:
        - R1 (Line 1)
        - R2 (Line 2)
        - B (Booth)
        - H (House)
    c. **VIP code**. Select the VIP code.
    d. Default Charge. Enter the default charge. When a call is made, OPERA Cloud looks at all defined variables/parameters to try and identify the call and assign a unit charge. If OPERA Cloud is unable to identify the call based on the variables/parameters defined in the system, OPERA Cloud identifies the call as a House call and the value entered in this field is used as the default charge.
    e. **Tariff**. Enter the tariff number. The tariff number allows you to charge a different monetary value for each line type. For example, tariff 1 may be for line 1 and tariff 2 may be for a house line.
6. Click **Save**.

### Editing Property Interface Unit Charges

> **Note:**
>
> When editing existing unit charges, charges with an identical trunk ID/line type/VIP code/tariff combinations are grouped together.

1. From the **Administration** menu, select **Interfaces**, and then select **Property Interfaces**.
2. Enter the search criteria and click **Search**.
3. Select the interface in the search result, then click the vertical ellipsis **Actions** menu and select **Edit**.
4. Update details.
5. Click **Save**.

### Deleting Property Interface Unit Charges

1. From the **Administration** menu, select **Interfaces**, and then select **Property Interfaces**.
2. Enter the search criteria and click **Search**.
3. Select the interface in the search result, then click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

# Viewing Property Interface Logs

Interface error and failed message logs are purged according to the Purge IFC Log Days OPERA Control; the default being 180 days.

Interface messages are only purged for inactive interfaces.

### Viewing Interface Error Logs

To view all errors for a property interface.

1. From the **Administration** menu, select **Interfaces**, select **Interface Logs** then select **Error**.
2. Enter search criteria then click **Search**.

### Viewing Failed Interface Messages

To view all failed messages for a property interface.

1. From the **Administration** menu, select **Interfaces**, select **Interface Logs** then select **Failed Messages**.
2. Enter search criteria then click **Search**.

### Viewing Interface Messages

To view all messages for a property interface

1. From the **Administration** menu, select **Interfaces**, select **Interface Logs** then select **Messages**.
2. Enter search criteria then click **Search**.

### Deleting Interface Messages

To delete all messages for a property interface.

1. From the **Administration** menu, select **Interfaces**, select **Interface Logs** then select **Messages**.
2. Enter search criteria then click **Search**.
3. Click **Delete**.

### Viewing Interface Schemas

To view the schemas defined for a property interface (if any), along with the specific attributes of that schema.

1. From the **Administration** menu, select **Interfaces**, select Interface Logs then select **Schemas**.
2. Enter search criteria then click **Search**.
3. Double-click a **Schema Name** value in the search result to view the details.

# Viewing Interface Controller Registry

You can view the registry settings of the IFC Controllers. These details are updated every time the IFC Controller is restarted on the selected machine.

### Viewing Controller Registry

1. From the **Administration** menu, select **Machines**, select Interface Logs then select **Controller Registry**.
2. Enter search criteria then click **Search**.

# Configuring Property Interface Machines

Configure OPERA Cloud with the machine name(s) where the OPERA IFC Controller is deployed to communicate with IFC8.exe's and OPERA Web-service.

### Adding Property Interface Machines

1. From the **Administration** menu, select **Interfaces**, select **Machines** then select **Machines**.
2. Click **New** and complete the following:
    a. **Machine**: Enter the computer name
    b. **Program**: Select a program path from the list
    c. **Controller Port**: Enter or select a port number.
3. Click **Save**.

### Editing Property Interface Machines

1. From the **Administration** menu, select **Interfaces**, select **Machines** then select **Machines**.
2. Select the machine, then click the vertical ellipsis **Actions** menu and select **Edit**.
3. Update details.
4. Click **Save**.

### Deleting Property Interface Machines

1. From the **Administration** menu, select **Interfaces**, select **Machines** then select **Machines**.
2. Select the machine, then click the vertical ellipsis **Actions** menu and select **Delete**.
3. Click **Delete** to confirm.

# Property and Fiscal Interface Monitoring

The Property Interfaces Monitoring dashboard displays the current status of OPERA IFC Controller service and the OPERA Fiscal Interface Service (OFIS).
The dashboard displays the following information:

- Current status of the IFC Controller & OFIS instance (Running, Stopped)
- Related Started/Stopped Date/Time stamps

- The Machine IP Address
- The IfcController / OFIS version
- The current IFC Controller configuration (the local Machine Registry settings)

> **Note:**
>
> When the IFC Controller status shows STOPPED, the communication between OPERA Cloud and Property Interface Systems connected through the IFC8 application or service might be interrupted. Suggested actions:
>
> - Access the IFC Controller PC (Machine) and verify in the Windows Services if the OPERA IFC Controller service is running.
> - If it is RUNNING, stop the service and restart it.
> - If the Service shows Running in the Services list, verify if Status changes to RUNNING in Property Interface Dashboard, and verify if IFC8 status becomes LinkAlive (all LED = green).
> - If the Service shows Running in the Services list but Status is still STOPPED in the Property Interface Dashboard, verify the network connection allowing connection to OPERA Server, verify the IFC user credentials are accurate and valid using the `OperaIfcControllerexe.exe` configuration application located on the local interface computer.
> - Contact Oracle Hospitality Support for further assistance.

### Viewing the Interface Dashboard

1. From the **Administration** menu, select **Interfaces**, then select **Property Interfaces Monitoring**.
2. Enter search criteria, then click **Search**.

### Viewing Current Interface Controller Configuration

To obtain current OPERA IFC Controller registry configuration:

1. From the **Administration** menu, select **Interfaces**, then select **Property Interfaces Monitoring**.
2. Enter search criteria, then click **Search**.
3. Select the Interface Name, then click the vertical ellipsis **Actions** menu and select **View Configuration**.

### Obtaining Details for New Interface Configuration

To obtain the registry settings needed when configuring a new OPERA IFC Controller:

1. From the **Administration** menu, select **Interfaces**, then select **Property Interfaces Monitoring**.
2. Enter search criteria, then click **Search**.
3. Click the vertical ellipsis **Action** menu and select **New Configuration**.
4. The required settings are displayed.

# Configuring Scheduled (Leisure) Activities

Prerequisites for Scheduled Activities

The follow topics relate to the setup required for integrating with a leisure activity scheduling solution.

## Configuring Scheduling Activities Location

The OPERA Cloud integration with an External Activities Scheduler system requires you to identify the locations where scheduled activities take place so that OPERA Cloud can distinguish these, internally, from locations set up for other purposes .

### Adding Scheduled Activities Locations

1. From the **Administration** menu, select **Interfaces**, select **Scheduled Activities**, then select **Locations**.
2. Click **New** and enter the following details:
    a. **Property**: Enter or select the property.
    b. **Locations**: Enter a code for the location.
    c. **Description**: Enter a status description.
3. Click **Save**.

### Editing Scheduled Activities Locations

1. From the **Administration** menu, select **Interfaces**, select **Scheduled Activities**, then select **Locations**.
2. Enter search criteria and click **Search**.
3. Select the status code, click the **vertical ellipsis** and select **Edit**.
4. Update details.
5. Click **Save**.

### Deleting Scheduled Activities Locations

1. From the **Administration** menu, select **Interfaces**, select **Scheduled Activities**, then select **Locations**.
2. Enter search criteria and click **Search**.
3. Select the status code, click the **vertical ellipsis** and select **Delete**.
4. Click **Delete** to confirm.

## Configuring Scheduling Activities Status Codes

The OPERA Cloud integration with an External Activities Scheduler system requires you to identify the status codes for scheduled activities so that OPERA Cloud can distinguish these, internally, from status codes set up for other purposes.

### Adding Scheduled Activities Status Codes

1. From the **Administration** menu, select **Interfaces**, select **Scheduled Activities**, then select **Status Codes**.
2. Click **New** and enter the following details:
    a. **Property**: Enter or select the property.
    b. **Status Code**: Enter a code for the status.
    c. **Description**: Enter a status description.
    d. **Application**: Select an application for this status code from the list.
    e. **Language**: Select a language from the list.
    f. **Priority**: Select a priority to assign to the status from the list.
3. Click **Save**.

### Editing Scheduled Activities Status Codes

1. From the **Administration** menu, select **Interfaces**, select **Scheduled Activities**, then select **Status Codes**.
2. Enter search criteria and click **Search**.
3. Select the status code, click the **vertical ellipsis** and select **Edit**.
4. Update details.
5. Click **Save**.

### Deleting Scheduled Activities Status Codes

1. From the **Administration** menu, select **Interfaces**, select **Scheduled Activities**, then select **Status Codes**.
2. Enter search criteria and click **Search**.
3. Select the status code, click the **vertical ellipsis** and select **Delete**.
4. Click **Delete** to confirm.

## Configuring Scheduling Activities Types

The OPERA Cloud integration with an External Activities Scheduler system requires you to identify the activity types for scheduled activities so that OPERA Cloud can distinguish these, internally, from activities set up for other purposes.

### Adding Scheduled Activities Types

1. From the **Administration** menu, select **Interfaces**, select **Scheduled Activities**, then select **Types**.
2. Click **New** and enter the following details:
    a. **Property**: Enter or select the property.
    b. **Locations**: Enter a code for type.
    c. **Description**: Enter a status description.
3. Click **Save**.

### Editing Scheduled Activities Types

1. From the **Administration** menu, select **Interfaces**, select **Scheduled Activities**, then select **Types**.
2. Enter search criteria and click **Search**.
3. Select the status code, click the **vertical ellipsis** and select **Edit**.
4. Update details.
5. Click **Save**.

### Deleting Scheduled Activities Types

1. From the **Administration** menu, select **Interfaces**, select **Scheduled Activities**, then select **Types**.
2. Enter search criteria and click **Search**.
3. Select the status code, click the **vertical ellipsis** and select **Delete**.
4. Click **Delete** to confirm.

# Configuring UDF Mapping

UDF Mapping is used to configured customer tags for an outgoing XML message used with external systems (such as OWS, HTNG). For example, if your property uses UDF10 on a profile to store EmergencyContact; in UDF Mapping you would configure the label (tag) in the profile XML message to be **EmergencyContact** instead of the XML containing the tag **UDF10**.

### Editing UDF Flex Field Mapping

1. From the **Administration** menu, select **Interfaces**, then select **UDF Mapping**.
2. Select **Reservation** or **Profile** and enter UDF flex field and click **Search**.
3. In the search result, select the field and click the vertical ellipsis and select **Edit**.
   a. **Label**: Enter an XML label for the flex field.
   b. **Active**: Select to activate UDF mapping for the field.
   c. **Update Allowed**: Select to allow update of the the UDF field by external systems (such as OWS). If it is not selected, this UDF is read only by external systems.
4. Click **Save**.

# Configuring Client Devices

Prerequisites for Configuring Client Devices

Configure client devices for users to select from during login. The client device is tracked and displayed in the **Device Code** column in changes log.

> **Note:**
>
> A **Default** device code with **Default Device** description is seeded and cannot be deleted.

### Adding Client Devices

1. From the **Administration** menu, select **Interfaces**, and then select **Devices Configuration**.
2. Click **New**and complete the following:
    a. **Global**: Select to configure client device for all properties.
    b. **Property**: Enter or select a property for the client device.
    c. **Code**: Enter a code that identifies the client device; maximum 20 characters. Field supports entry of an IP address.
    d. **Description**: Enter a description of the client device; maximum 100 characters.
        i. **Manage Translations**: Click link to configure localized descriptions. For more information, see Configuring Localized Code Descriptions. (Available when the **Multi-language** OPERA Control is active).
    e. **Device Area**: Select a device area from the list. For more information, see Configuring Device Areas.
    f. Click **Save** or click **Save and Add Another** to add another Client Device.

### Editing Client Devices

1. From the **Administration** menu, select **Interfaces**, and then select **Devices Configuration**.
2. Enter search criteria and click **Search**.
3. Select a client device in the search result, then click the vertical ellipsis **Actions** menu and select **Edit**.
4. Update the configuration.
5. Click **Save**.

### Deleting Client Devices

1. From the **Administration** menu, select **Interfaces**, and then select **Devices Configuration**.
2. Enter search criteria and click **Search**.
3. Select a client device in the search result, then click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

# Part IV
# Role Manager

This part of the OPERA Cloud User Guide contains information on managing OPERA Cloud users and configuring OPERA Cloud roles and tasks.

> **Note:**
>
> OPERA Cloud users and their role assignments are setup in Shared Security Domain.

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# Prerequisites for Role Manager

This chapter of the OPERA Cloud User Guide lists the prerequisites for Role Manager menu.

## Prerequisites for Managing Roles

**OPERA Cloud Tasks**

**Group**: Role Manager

**Tasks**: Manage Roles

- Manage Property Role Templates
- Manage Chain Roles and Tasks
- Manage Property Roles and Tasks
- Apply Templates to Property Role
- Assign Tasks to Property Roles without Template

## Prerequisites for Configuring Template and Property Roles

**OPERA Controls**

**Group**: General

**Parameters**: Property Roles without Template

**OPERA Cloud Tasks**

**Group**: Role Manager

**Tasks**: Manage Roles

Manage Property Roles and Tasks

- Apply Templates to Property Role
- Assign Tasks to Property Roles without Template

## Prerequisites for Associating Transaction (Charge) Codes to a Chain Role

**OPERA Controls**

**Group**: Cashiering

**Functions**: Transaction Code by User Role

# Prerequisites for Managing Users

**OPERA Cloud Tasks**

**Group**: Role Manager

**Tasks**: Manage Users

- New/Edit Users
- Reset PIN

# 18
# About Roles

Prerequisites for Managing Roles

When you create roles in Oracle Identity Manager (OIM), you must import and assign tasks (privileges) to these roles in OPERA Cloud. Additionally, the users you create in OIM must be assigned roles (Chain and/or Property). However, role assignment alone does not grant users access to properties. To have access to properties, users must also be assigned to one or more hubs.

> **Note:**
>
> A process runs regularly to ensure task changes to existing and new roles are updated. This process can take up to 10 minutes to take effect.

In Role Manager, there are two levels of roles:

- **Chain Roles**: Enable the same privileges across all properties in the chain (tenancy).
- **Property Roles**: Typically created from a template (template roles), these roles assign priveleges for a single property. When the Property Role without Template OPERA Control is active an independent property role can be created which is not based on a template role.

A user can have one or multiple roles assigned to them, which can be Chain or Property roles or a combination of both. This provides you with flexibility in designing the access privileges that best suit your business requirements.

### Property Role Examples

An example of a user with a property role would be a Front Desk user working at a single property. This user would have access to the default hub plus a property role.

An example of a user with multiple property roles would be a Reservation Manager responsible for a single hotel but requiring different levels of access. This user would have the default hub assigned to them plus a Reservation Agent property role and the Reservation Manager property role for elevated privileges.

### Chain Role Examples

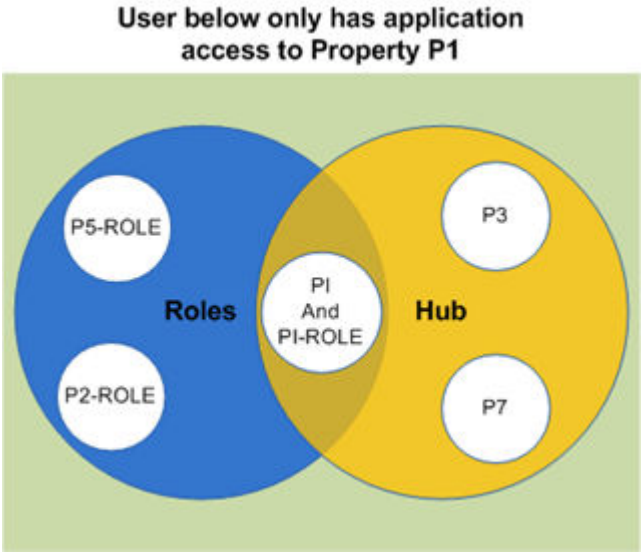
An example of a user with a chain role would be a Regional General Manager responsible for multiple hotels and the same privileges across all of them. If this user requires access to all properties in the chain with the same privileges, this user would have the default hub and a chain role assigned to them. However, if this user only needs access to a subset of properties in the chain, the administrator could create a new hub with only that subset of properties assigned to them. That user would be granted access to this new hub as well as a chain role assigned.

An example of a user with a combination of chain and property roles would be a Revenue Manager requiring access to multiple properties within a chain but only elevated access to select properties. Limited access to some or all properties in the chain is provided through a

chain role and either the default hub or a new hub with a subset of properties. Elevated access to select properties is provided through property roles.

The following figure illustrates the configuration of a user's assigned property roles and assigned hub. In this figure, P1 (Property 1) and P1-Role (Property 1 Role) are the only intersecting access credentials when looking at the roles and properties attached to this user's assigned hub. As a result, a user with this configuration can only access the P1 Property.

**Figure 18-1 Assigned Property Roles and Hub**




### Seeded Roles

The following are roles seeded on provisioning of your chain and property.

| Role | Access to | Visible in Role Manager |
|---|---|---|
| DATAACCESS | OPERA Cloud for Oracle employee | Yes, View only |
| SENSITIVEDATAACCESS | OPERA Cloud for Oracle employee | Yes, View only |
| ADMIN | OPERA Cloud to perform administration tasks | Yes, View only |
| GUESTEXPERIENCE | Guest Experience Portal | No |
| DEVELOPERPORTALACCESS | Oracle Hospitality Integration Platform | No |
| CCCONF | Payment Portal (OPI)- for Credit cards payments confirmation | No |
| CCTRANS | Payment Portal (OPI) - Credit cards transactions | No |
| PPCONF | Payment Portal (OPI) - Pre-paid payments confirmations | No |
| WSACCESS | | No |

# Configuring Chain Roles

Chain Roles are created in Oracle Identity Manager (OIM) initially, then added in OPERA Cloud.

### Adding a Chain Role

Roles created in Oracle Identity Manager (OIM) appear with a red triangle and exclamation mark to indicate the role does not exist in OPERA Cloud.

1. From **OPERA Cloud Role Manager**, select **Manage Chain Roles**.
2. Enter search criteria, then click **Search**.
3. Select the role created in OIM (red triangle), then click the vertical ellipsis Actions menu and select **Create Role from LDAP**.
4. The Manage Role page appears from which you can grant various tasks to the Chain Role. For more information, see Assigning Tasks to a Role.
5. From the top panel of the Manage Role screen, complete the following fields:
   a. **Role**:This field is read-only and displays the name of the role as it was configured in OIM.
   b. **Display Name**: Enter the display name for the role in OPERA Cloud.
   c. **Description**: Enter a description of the role in OPERA Cloud.
6. Click **Save**.

### Editing a Chain Role

1. From **OPERA Cloud Role Manager**, select **Manage Chain Roles**.
2. Enter search criteria, then click **Search**.
3. Select the role, then click the vertical ellipsis **Actions** menu and select **Edit**.
4. Under **Available Tasks**, select or deselect the assigned tasks from the role.

   For more information, see Assigning Tasks to a Role for more information.
5. Click **Save**.

### Viewing Users Assigned to a Chain Role

1. From **OPERA Cloud Role Manager**, select **Manage Chain Roles**.
2. Enter search criteria, then click **Search**.
3. Select the role, then click the vertical ellipsis **Actions** menu and select **View Users**.
4. The Users screen appears with the User ID and Display Name for each user.

### Deleting a Chain Role

1. From **OPERA Cloud Role Manager**, select **Manage Chain Roles**.
2. Enter search criteria, then click **Search**.
3. Select the role, then click the vertical ellipsis **Actions** menu and select **Delete Role from Database**.
4. Click **Yes** to confirm the deletion.

# Configuring Template and Property Roles

Prerequisites for Configuring Template and Property Roles

Template roles are available as a way to maintain the same privileges (tasks) across multiple properties.

Property roles are then created from template roles. You can remove tasks from a property role based on a template role; however, tasks cannot be assigned to a property role if the template role does not already have those tasks assigned.

When the Property Roles without Template OPERA Control is active you can also configure property roles without the need for a template role.

An administrator can remove tasks from a property role; however, tasks cannot be added to a property role if the template role does not already them. The benefit of a template role is to maintain the same privileges across multiple properties.

### Configuring Property Roles based on a Template Role

A property role can be based on a template role and these roles can be applied to one, multiple, or all properties.

When creating a new property role in Oracle Identity Manager (OIM) and a template of the same name exists, you can apply it to the role in OPERA Cloud. Otherwise, you can create a new template and apply it to the role when there is no template existing of the same name.

### Creating a Template Role

1. From the Side Menu, select **Role Manager**, select **Manage Property Roles**.
2. Click **New** in the Template Roles section.

> **Note:**
>
> A template role cannot be created with the same name as a property role.

3. From the **Available Tasks** panel, select the tasks to assign to the role. See Assigning Tasks to a Role.
4. Click **Save**.

### Applying Template to a Property Role

1. From the Side Menu, select **Role Manager**, select **Manage Property Roles**.
2. Enter or select an Organization (Property) and click **Search** to view all configured template roles and property roles for the property.

> **Note:**
>
> When a property role is created in Oracle Identity Manager (OIM) with the same name as a template role, it appears at the bottom panel with a red triangle and warning link to indicate that the template found and with action link **Apply Template to Role**.

3. Click the vertical ellipsis button for the property role and then select **Apply Template to Role** or click the link provided in the warning message.
4. From the **Available Tasks** panel, select the tasks to assign to the role. See Assigning Tasks to a Role.
5. An **Inconsistent** indicator is displayed when there is an inconsistency with the number of tasks assigned to the property role and the number of tasks assigned to the template role. Click **Edit the Role** to update the property role and add missing tasks.
6. Click **Save**.

### Creating a Template and Applying to a Property Role

1. From the Side Menu, select **Role Manager**, select **Manage Property Roles**.
2. Enter or select an Organization (Property) and click **Search** to view all configured template roles and property roles for the property.

> **Note:**
>
> When a property role is created in Oracle Identity Manager (OIM) without a template role existing in OPERA Cloud, the role appears in the bottom panel with a red triangle and a "No corresponding template found" warning with **Create Template and Apply to Role** action link.

3. Click the vertical ellipsis button for the property role and then select **Create Template and Apply to Role** or click the link provided in the warning message.
4. From the **Available Tasks** panel, select the tasks to assign to the role. See Assigning Tasks to a Role.
5. Click **Save**.

### Editing a Template Role

> **Note:**
>
> When the Activate Template Tasks on all Dependant Roles OPERA Control is active, amending the tasks on a template role will result in the tasks assigned to property roles (based on this template role) being updated accordingly. Deleted tasks on template results in deletion of tasks from property role. Addition of tasks on template results in addition of tasks to property role. When the OPERA Control is inactive, each property role must be manually updated to take advantage of the additional tasks added to the template.

1. From the Side Menu, select **Role Manager**, select **Manage Property Roles**.
2. Enter search criteria and click **Search**.
3. Select the template role then click the **vertical ellipsis** and select **Edit**.
4. From the **Available Tasks** panel, select the tasks to assign to the role. See Assigning Tasks to a Role.
5. Click **Save**.

### Configuring Independent Property Roles without Template

When the **Property Role without Template** OPERA Control is active an independent property role can be created which is not based on a template role.

The same property role can be configured in multiple properties and tasks assigned directly to the property role; each independent property role can therefore have different tasks granted in different properties.

When creating a new property role in Oracle Identity Manager (OIM), the name of the role must not be the same as a template role in OPERA Cloud.

You can then assign tasks to the role without inheriting tasks from any template.

### Assigning Tasks to Property Role without Template

1. From the Side Menu, select **Role Manager**, select **Manage Property Roles**.
2. Enter or select an Organization (Property) and click **Search** to view all configured template roles and property roles for the property.

> **Note:**
>
> When a Property Role is created in Oracle Identity Manager (OIM) and the role name doesn't match with any of the existing template roles, it appears at the bottom panel with a red triangle and Warning link to indicate that "No corresponding template found" and with action link **Assign Tasks to Role Without Template**.

3. Click the vertical ellipsis button for the property role and then select **Assign Tasks to Role Without Template** or click the link provided in the warning message.
4. From the **Available Tasks** panel, select the tasks to assign to the role. See Assigning Tasks to a Role.
5. Click **Save**.

# Assigning Tasks to a Role

Once you add a chain or property role, you must add tasks to the role to provide users with access to menus, pages and actions. Regardless of the OPERA Controls active at each property all available tasks are listed for assignment to roles.

The lower part of the Manage Role screen is divided into a Main Tasks panel and an Available Tasks panel. The Main Tasks align with the functional areas in OPERA Cloud and you can select the required tasks for the role you are creating. The All green dot for a Main Task category indicates all tasks in the category are already assigned to the role.

> **Note:**
>
> A process runs regularly to ensure task changes to existing and new roles are updated. This process can take up to 10 minutes to take effect.

Under the Main Tasks panel, task categories have a “New” indicator next to them when new tasks exist after an upgrade.

> **Note:**
>
> Assign report group tasks to grant access to specific report groups. Refer to Report Groups for more information.

**Adding Tasks to a Role**

1. From **OPERA Cloud Role Manager**, select either **Manage Property Roles** or **Manage Chain Roles**.
2. Enter or select an **Organization (Property)** or enter a **Role** and click **Search**.

   > **Note:**
   >
   > The **Role** search filter is only for Manage Chain Roles and is optional.

3. Select the property or chain role to update, then click the vertical ellipsis **Actions** menu and select **Edit**.
4. From the **Available Tasks** panel, select the **Tasks** you want to assign to the role.

   > **Note:**
   >
   > You can select a category from the **Main Tasks** panel to load its tasks under the **Available Tasks** panel for selection.

   > **Note:**
   >
   > To grant access to specific report groups, select the respective report group tasks.

5. **Select Tasks** column; displays the number of selected tasks/number of all available tasks.
6. To filter the list of available tasks, enter the name of a specific task or a partial description into the filter field and click **Filter**.
7. Select **View By** check boxes to filter tasks to show tasks **Granted** and/or **Not Granted** to the role.
8. Choose **Select All** to select all tasks in a task category.
9. Click **Save** when you are finished selecting tasks.

# Associating Transaction (Charge) Codes to a Chain Role

Prerequisites for Associating Transaction (Charge) Codes to a Chain Role

When the **Transaction Code by User Role** OPERA Control is active, you can restrict the sales charges a user can post to a reservation or AR account by associating transaction codes

to their role(s). For example, you could restrict concierge staff to only posting charges for tours, transport and theater tickets.

### Associating Transaction Codes with a Chain Role

1. From the **Role Manager**, select **Manage Chain Roles**.
2. Enter a Role and click **Search**.
3. Select the chain role in the search result, then click the vertical ellipsis **Actions** menu and select **Associate Transaction Codes**.
4. Enter or select a Property.
5. In the Available panel, click the transaction codes you want to assign to the role.

> **Note:**
>
> Use the filter to search by entering a specific transaction code or a partial description and clicking **Go**.

6. Click the arrow **>** to move the selected transaction codes to selected panel.
7. Click the arrow **<** to remove selected transaction codes in selected panel.
8. Click the double greater than arrow **>>** to move all transactions codes matching the search filter to the selected panel.
9. Repeat for next property.
10. Click **Save** when finished.

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# Managing Users

Prerequisites for Managing Users

After users are registered in Oracle Identity Manager (OIM), you must update them with application-specific attributes in OPERA Cloud. This includes assigning the user to one or more hubs for property access. See the Assigning Hubs to a User section.

### Editing a User

1. From the **OPERA Cloud** menu, select **Role Manage**, select **User Management**, and then select **Manage Users**.
2. Select the **Organization** (Property) from the list and click **Search**. The list of value displays all the organizations that includes Enterprise, Chain and Support based on user assigned roles that are associated with the Manage User task.

> **Note:**
>
> The search retrieves users associated with the selected organization.

3. Click the **Vertical Ellipsis** and select **Edit**.

> **Note:**
>
> The read-only attributes for a user are defined in Oracle Identity Manager (OIM).

4. Complete the following fields for the user:
   a. **Act as**: This field determines the **Originating Application** value in Blocks and Manage Block referenced by the **Origin** list field in Group Rooms Control search and in reports. For Sales and Event subscribers with the **Sales Allowance** OPERA Control active, the **Originating Application** value in a block must match a value selected in the **Block Origin for Sales Allowance** OPERA Control in order to deduct the block allocation from the sales allowance.

| Act As | At | Origin |
|---|---|---|
| Reservation Sales | Property | PMS |
| Reservation Sales | Central | ORS |
| Conference Sales Person | Property | SC |
| Conference Sales Person | Central | CS |
| External | n/a | EXT |

      i. **Conference Sales Person**: Select this option for OPERA Cloud Sales and Event Management users.

i. **At**: Select either **Property** or **Central** (Available with OPERA Cloud Central Management Services).

ii. **Reservation Sales Person**: Select this option for OPERA Cloud Property Management users.

i. **At**: Select either **Property** or **Central** (Available with OPERA Cloud Central Management Services).

iii. **External System**: Select this option for service accounts created specifically when integrating with external solutions.

b. **Clear Location**: Select to clear the At location.

c. **Language**: Indicates the user's language (locale) code selected in Identity Manager (SSD). By default, OPERA Cloud is displayed in this language.

d. **Owner Code**: (Enabled when the **Owner** OPERA Control is active). This field allows you to define the user as a sales owner. When the **Owner** OPERA Control is active a sales owner is select in each sales account (company/agent) profile and in every business block. When the Oracle Hospitality OPERA Cloud Service, Sales and Event Management Standard Edition Or Oracle Hospitality OPERA Cloud Service, Sales and Event Management Premium Edition is active, Activities can also be managed for each sales owner. Enter a unique value for the Owner Code; typically the users initials can be used.

e. **Department**: Enter or select a specific department to associate with the user. For more information, see Configuring Departments.

> **Note:**
>
> Only Departments configured as Global are listed.

f. **Job Title**: Enter or select a job title for the user. See Configuring Job Titles for more information.

g. **Employee ID**: Indicates the employee ID defined in Identity Manager (SSD) and may contain a combination of up to 20 alpha/numeric characters.

5. Click **Save** when finished.

### Assigning Hubs to a User

Assign one or more hubs to a user to determines their property location access in multi-property operations.

1. From the **OPERA Cloud** menu, select **Role Manage**, select **User Management**, and then select **Manage Users**.
2. Enter search criteria, then click **Search**.
3. Select the user in the search result, then click the vertical ellipsis **Actions** menu and select **Edit**.
4. Click **Manage** .
5. Select one or more Hubs in the **Available** panel and use the Down Arrow button to move selected hub(s) to the **Selected Hubs** section. Use the Up Arrow to move Hubs back to the Available panel.
6. Click **Select**.
7. Click **Save**.

### Viewing Assigned Roles

1. From the **OPERA Cloud** menu, select **Role Manage**, select **User Management**, and then select **Manage Users**.
2. Enter search criteria, then click **Search**.
3. Select the user in the search result, then click the vertical ellipsis **Actions** menu and select **Edit**.
4. Expand the **Roles** pane to view all roles currently assigned to the user.

> **Note:**
>
> This area is read-only and shows you which roles are assigned to the user in OIM. This area displays the **Organization** the user belongs to, the **Role Code**, **Role Level** (property or chain), and a **Description** of the role.

### Refreshing User Roles

To immediately update a users roles following changes in Oracle Identify Manager (SSD).

1. From the **OPERA Cloud** menu, select **Role Manage**, select **User Management**, and then select **Manage Users**.
2. Enter search criteria, then click **Search**.
3. Select the user in the search result, then click the vertical ellipsis **Actions** menu and select **Refresh Roles**.

### Resetting User PIN

1. From the **OPERA Cloud** menu, select **Role Manage**, select **User Management**, and then select **Manage Users**.
2. Enter search criteria, then click **Search**.
3. Select the user in the search result, then click the vertical ellipsis **Actions** menu and select **Reset PIN**.

> **Note:**
>
> User can then set a new PIN through Settings.

### Validating Service Accounts (Interface Users)

A Success or Error result is displayed.

1. From the **OPERA Cloud** menu, select **Role Manager**, select **Manage Users**, select **Interface Users**, and then select **Validate Interface Users**.
2. Enter the following:
   a. **Username**: Enter the service account name.
   b. **Password**: Enter the password.
   c. Click **Validate**.

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# Generating the Configured Roles and Tasks Report

Once roles have been configured and tasks assigned to the roles, you can generate a report listing roles and their assigned tasks per task group.

1. From **Role Manager**, select **Configured Roles and Tasks Report**.
    a. **Level**: Select either Chain or Property role level
    b. **Task Group(s)**: Select a Module. For example, Booking Management or Financials from the list.
    c. **Role(s)**: Select one or more Roles (for example, Admin or Front Desk).
    d. Click **Search**.
2. Once the report is generated, click **I Want To...** and select **Printable Page** to view a printable version of the online report.

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# OPERA Cloud Tasks

OPERA Cloud Tasks are actions that a user can perform. Tasks are predefined. OPERA Cloud Tasks provide the ability to manage role specific privileges based on the functional requirements and on security considerations. You can do this by enabling and disabling the parent task, tasks, and sub tasks for each role.

OPERA Cloud Tasks comprise the entire set of tasks that are available in role-based security. Some examples of tasks include View Cash Transactions in Reports, Manage Reports, and View Internal Reports / Report Groups.

Each parent task consists of a set of tasks and sub tasks, which are also predefined. For example, the Reservation Management parent task contains the Routing Instruction task and contains New/Edit Routing Instructions and Delete Routing Instructions sub tasks.

The following sections provides a breakdown of Parent Tasks, Tasks, and Sub Tasks for each task group. Based on your property's configuration and your user credentials, you may not have access to all of the tasks listed here.

## OPERA Cloud Tasks — Bookings

Find the Task permissions by navigating to **Role Manager**, **Role Management**, and selecting **Manage Chain Roles** or selecting **Manage Property Roles**.
Granting or revoking tasks in OPERA Tasks for chain or property roles are logged in the changes log.

**Table 21-1 Task Permissions**

| Parent Task | Task | Subtask |
|---|---|---|
| Reservation Management | Routing Instructions | • New/Edit Routing Instructions<br>• Delete Routing Instructions<br>• Decline Comp Requests<br>• Delete Comp Requests<br>• Delete Comp Routing from other Authorizers<br>• Add Comp Routing Instructions<br>• Approve Comp Requests |
| | Associated Profiles | • Edit Profile<br>• Select Another Profile<br>• Attach Accompanying Guest<br>• Attach/Detach Travel Agent<br>• Attach/Detach Source |
| | Stay Details | Edit Stay Details |
| | Edit Additional Details | |
| | Copy Credit Card Payment Methods | |
| | External Reference | • New/Edit External Reference<br>• Delete External Reference |

**Table 21-1 (Cont.) Task Permissions**

| Parent Task | Task | Subtask |
|---|---|---|
| | Prepaid Cards | Manage Prepaid Cards |
| | Link Reservations | N/A |
| | Copy Reservation | Copy Payment Methods |
| | Cancel Reservations | N/A |
| | Merge Reservations | N/A |
| | Check In Reservations | Mass Check In Reservations |
| | Reverse Check In Reservations | N/A |
| | Advance Check In Reservations | Mass Advance Check In Reservations |
| | | Pause/Start Auto Check In Process |
| | Reverse Advance Check In Reservations | N/A |
| | Check Out Reservations | • Quick Check Out Reservations<br>• Auto Check Out Reservations<br>• Check Out Selected Departures<br>• Check Out Zero Balance Departures |
| | Front Desk | N/A |
| | Walk In Reservation | N/A |
| | Turndown | N/A |
| | Override Max Nights Upper Limit | N/A |
| | Override Max Rooms Upper Limit | N/A |
| | View Suppressed Rates | N/A |
| | Assign, Unassign or Check In an Out of Service room | N/A |
| | Lookup Reservations | N/A |
| | Reservation Activities | N/A |
| | Override Item Sell Control | N/A |
| | Fixed Charges | • New/Edit Fixed Charges<br>• Delete Fixed Charges |
| | Deposit Policy | • New/Edit Deposit Policy<br>• Delete Deposit Policy |
| | Post Deposit Payment | N/A |
| | Transfer Deposit | N/A |
| | Create e-Signed Registration Cards | |
| | View e-Signed Registration Cards | |
| | Registration Cards | |
| | Queue Reservations | • Change Priority<br>• Remove from Queue<br>• Send Text to Guest<br>• Send Text to Housekeeping |
| | Cancellation Policy | • New/Edit Cancellation Policy<br>• Delete Cancellation Policy |

**Table 21-1 (Cont.) Task Permissions**

| Parent Task | Task | Subtask |
|---|---|---|
| | Transaction Diversions | • New/Edit Transaction Diversions<br>• Delete Transaction Diversions |
| | Reservation Alerts | • New/Edit Reservation Alerts<br>• Delete Reservation Alerts<br>• Override Global Alerts |
| | Synchronize Reservations | N/A |
| | Confirmations | Customize Confirmation Letter |
| | Guest Messages | • New/Edit Guest Messages<br>• Delete Guest Messages |
| | Reservation Notes | • New/Edit Reservation Notes<br>• Delete Reservation Notes |
| | Reservation Traces | • New/Edit Reservation Traces<br>• Delete Reservation Traces |
| | Transportation | Edit Transportation |
| | Shares | • Combine/Break Share Reservations<br>• Manage Share Reservation Rates |
| | Room Diary | Bookings |
| | Look To Book Sales Screen | • Oversell Room Type for a reservation or block At House Level<br>• Oversell Room Type for a reservation or block At Room Class Level<br>• Oversell Room Type for a reservation or block At Room Type Level<br>• Override Rate Code Restriction<br>• Override Maximum Occupancy<br>• Override LTB and Edit Reservation<br>• Override Restricted Profiles for Reservation<br>• View Closing Script<br>• New Block Reservations<br>• Override Block Availability<br>• Override Turnaway Statistic Collection<br>• Override Sell Limits<br>• Move to Another Property<br>• Force Sell/Cancel |
| | Reservations Workspace | Generate Confirmation Letters |
| | Discounts on Reservations | N/A |
| | Override Rate Amount | N/A |
| | Wake Up Calls | • New/Edit Wake Up Calls<br>• Delete Wake Up Calls |

**Table 21-1 (Cont.) Task Permissions**

| Parent Task | Task | Subtask |
|---|---|---|
| | Room Assignment | • Auto Room Assignment<br>• Unassign Room<br>• Manual room Assignment<br>• Swap/Shift Rooms<br>• Room Rotation Assignment Override |
| | Room Search | N/A |
| | Do Not Move Room | N/A |
| | Reservation Housekeeping | • Manage Housekeeping Options for Reservations<br>• Manage Housekeeping Schedule for Reservations |
| | Awards / Certificates | N/A |
| | View Reservation Awards | |
| | Upgrade Reservation | • Reservation Upgrade for New Reservation<br>• Reservation Upgrade for change Reservation<br>• Reservation Upgrade for Check In |
| | Membership | • New/Edit Membership<br>• Delete Membership<br>• Link Membership |
| | Packages | • New/Edit Packages<br>• Delete Packages<br>• Override Package Amount |
| | Attachments | • New Attachments<br>• Delete Attachments<br>• Preview/Download Attachments |
| | Payment Instructions | • Edit Payment Instructions<br>• Access Payment Instructions Actions<br>• View Credit Card Details |
| | Preferences | • New Preferences<br>• Delete Preferences |
| | Item Inventory | • New/Edit Item<br>• Delete Item |
| | Call History | New Call History |
| | Create House Posting Account | N/A |
| | Allow Pseudo/Physical Room Type Change | N/A |
| | Reservation Pre-Registration | N/A |
| | Reinstate Reservation | N/A |
| | Mass Cancellation | N/A |
| | Guest Locators | • New/Edit Guest Locators<br>• Delete Guest Locators |

**Table 21-1 (Cont.) Task Permissions**

| Parent Task | Task | Subtask |
|---|---|---|
| | eCoupons | • New/Edit eCoupons<br>• Delete eCoupons |
| | Tickets | • New/Edit Tickets<br>• Delete Tickets<br>• Issue Tickets<br>• Inquiry Tickets<br>• Reprint Tickets<br>• Refund Tickets |
| | Key Packet Labels | N/A |
| | Move Room for an In House Reservation | Override Room Move Status |
| | Custom Charge Exemptions | N/A |
| | Room Diary | N/A |
| Manage Blocks | • New/Edit Block<br>• Delete Block | N/A |
| | Room Rate Grid | • Override Rate Code Amounts<br>• New/Edit Room Rate Grid<br>• Cut Off |
| | Block Detail | N/A |
| | Manage Block Reservations | N/A |
| | Simple Events | • New/Edit Simple Events<br>• Delete Simple Events |
| | Block Status | Change Block Status |
| | Override Block Locking Owner | N/A |
| | Overbook Sales Allowance | |
| | Block Sell Messages | • New/Edit Block Sell Messages<br>• Delete Block Sell Messages |
| | Block Restrictions | • New/Edit Block Restrictions<br>• Delete Block Restrictions |
| | Block Traces | New/Edit Block Traces |
| | Block Access Exclusion | • New/Edit Block Access Exclusion<br>• Delete Block Access Exclusion |
| | Packages/Items | • New/Edit Packages<br>• Delete Packages<br>• New/Edit Items<br>• Delete Items |
| | Edit Synchronize Block | |
| | Block Wash Schedule | • New/Edit Block Wash Schedule<br>• Delete Block Wash Schedule |
| | New/Edit Opportunity | N/A |
| | Block Lookup | N/A |
| | Rooming List | Import Rooming List |
| Group Rooms Control | N/A | N/A |

**Table 21-1 (Cont.) Task Permissions**

| Parent Task | Task | Subtask |
|---|---|---|
| Manage Events | New/Edit Catering Events | • Set Do Not Move<br>• Override Space Capacity<br>• Override Do Not Move |
| | Manage Event Postings | |
| | Delete Catering Events | |
| | Event Notes | • New/Edit Event Notes<br>• Delete Event Notes |
| | Event Revenue | Edit Event Revenue |
| | Manage Resources | • Edit Event Resources<br>• Delete Event Resources |
| Manage Event Waitlist | • Prioritize Events<br>• Force Availability | |
| Function Diary | N/A | N/A |
| Property Interface Controls from Reservation | • Edit Key Valid Start Date<br>• Edit Key Valid Start Time<br>• Edit Key Valid Until Date<br>• Edit Key Valid Until Time | N/A |

# OPERA Cloud Tasks — Booking Admin

Find the Task permissions by navigating to **Role Manager**, **Role Management**, and then selecting **Manage Chain Roles** or selecting **Manage Property Roles**.
Granting or revoking tasks in OPERA Tasks for chain or property roles are logged in the changes log.

**Table 21-2 Task Permissions**

| Parent Task | Task | Subtask |
|---|---|---|
| Booking Rules and Schedules | Deposit Rules | • New/Edit Deposit Rules<br>• Delete Deposit Rules |
| | Cancellation Penalties | • New/Edit Cancellation Penalties<br>• Delete Cancellation Penalties |
| | Reservation Types | • New/Edit Reservation Types<br>• Delete Reservation Types |
| | Deposit Rules Schedules | • New/Edit Deposit Rules Schedules<br>• Delete Deposit Rules Schedules |
| | Cancellation Penalties Schedules | • New/Edit Cancellation Penalties Schedules<br>• Delete Cancellation Penalties Schedules |
| | Reservation Types Schedules | • New/Edit Reservation Types Schedules<br>• Delete Reservation Types Schedules |

**Table 21-2 (Cont.) Task Permissions**

| Parent Task | Task | Subtask |
|---|---|---|
| Reservation Management | Manage Reservation | N/Ao |
| | Manage Alerts | • New/Edit Alerts<br>• Delete Alerts |
| | Manage Trace Texts | • New/Edit Trace Texts<br>• Delete Trace Texts |
| | Manage Reservation Colors | |
| | Cancellation Reasons | • New/Edit Cancellation Reasons<br>• Delete Cancellation Reasons |
| | Waitlist | • New/Edit Waitlist<br>• Delete Waitlist |
| | Property Move Reason | • New/Edit Property Move Reason<br>• Delete Property Move Reason |
| | Discount Reasons | • New/Edit Discount Reasons<br>• Delete Discount Reasons<br>• Manage Advanced Discounts |
| | Purpose Of Stay | • New/Edit Purpose of Stay<br>• Delete Purpose of Stay |
| | Country Entry Points | • New/Edit Country Entry Points<br>• Delete Country Entry Points |
| | Turnaway Codes | • New/Edit Turnaway Codes<br>• Delete Turnaway Codes |
| | Guest Status | • New/Edit Guest Status<br>• Delete Guest Status |
| | Immigration Status | • New/Edit Immigration Status<br>• Delete Immigration Status |
| | Room Move Reasons | • New/Edit Room Move Reasons<br>• Delete Room Move Reasons |
| | Pre-Registration Rules | • New/Edit Pre-Registration Rules<br>• Delete Pre-Registration Rules |
| | Auto Attach Element | • New/Edit Auto Attach Element<br>• Delete Auto Attach Element |
| | Upgrade Rules | • New/Edit Upgrade Rules<br>• Delete Upgrade Rules |
| | Guest Messages | • New/Edit Guest Messages<br>• Delete Guest Messages |
| | Guest Types | • New/Edit Guest Types<br>• Delete Guest Types |
| | Guest Locators | • New/Edit Guest Locators<br>• Delete Guest Locators |
| | Room Assignment Ratings | Edit Room Assignment Ratings |
| | eCoupons | • New/Edit eCoupons<br>• Delete eCoupons |
| Block Management | Booking Types | • New/Edit Booking Types<br>• Delete Booking Types |

**Table 21-2 (Cont.) Task Permissions**

| | | |
|---|---|---|
| | Lost Reasons | • New/Edit Lost Reasons<br>• Delete Lost Reasons |
| | Rate Override Reasons | • New/Edit Rate Override Reasons<br>• Delete Rate Override Reasons |
| | Refused Reasons | • New/Edit Refused Reasons<br>• Delete Refused Reasons |
| | Block Cancellation Reasons | • New/Edit Block Cancellation Reasons<br>• Delete Block Cancellation Reasons |
| | Destination Codes | • New/Edit Block Destination Codes<br>• Delete Destination Codes |
| | Reservation Methods | • New/Edit Reservation Methods<br>• Delete Reservation Methods |
| | Block Status | • New/Edit Block Status<br>• Delete Block Status |
| | Contract Billing Instructions | • New/Edit Contract Billing Instructions<br>• Delete Contract Billing Instructions |
| | Wash Schedule | • New/Edit Wash Schedule<br>• Delete Wash Schedule |
| | Block Ranking | • New/Edit Block Ranking<br>• Delete Block Ranking |
| | Block Conversion | • New/Edit Block Conversion<br>• Delete Block Conversion |
| | Sales Allowance | • New/Edit Sales Allowance<br>• Delete Sales Allowance |
| | Cutoff Schedule | • New/Edit Cutoff Schedule<br>• Delete Cutoff Schedule |
| | Sales Manager Goals | • New/Edit Sales Manager Goals<br>• Delete Sales Manager Goals |
| Marketing Management | Sell Messages | • New/Edit Sell Messages<br>• Delete Sell Messages |
| | Market Codes | • New/Edit Market Codes<br>• Delete Market Codes |
| | Market Groups | • New/Edit Market Groups<br>• Delete Market Groups |
| | Source Codes | • New/Edit Source Codes<br>• Delete Source Codes |
| | Source Groups | • New/Edit Source Groups<br>• Delete Source Groups |
| | Marketing Regions | • New/Edit Marketing Regions<br>• Delete Marketing Regions |
| | Marketing Cities | • New/Edit Marketing Cities<br>• Delete Marketing Cities |

**Table 21-2 (Cont.) Task Permissions**

| | | |
|---|---|---|
| | Origin Codes | • New/Edit Origin Codes<br>• Delete Origin Codes |
| Resource Management | Item Pools | • New/Edit Item Pools<br>• Delete Item Pools |
| | Item Class | • New/Edit Item Class<br>• Delete Item Class |
| | Catering Package and Template Management | • New/Edit Catering Package and Template Management<br>• Delete Catering Package and Template Management |
| | Catering Revenue | • New/Edit Catering Revenue<br>• Delete Catering Revenue |
| | Item Inventory | • New/Edit Item Inventory<br>• Delete Item Inventory |
| | Catering Codes | • New/Edit Catering Codes<br>• Delete Catering Codes |
| | Item Rates | • New/Edit Item Rates<br>• Delete Item Rates |
| | Item Templates | • New/Edit Item Templates<br>• Delete Item Templates |
| | Meal Periods | • New/Edit Meal Periods<br>• Delete Meal Periods |
| | Menu Management | • New/Edit Menu Management<br>• Delete Menu Management |
| | Event Forecast Maintenance | • New/Edit Event Forecast Maintenance<br>• Delete Event Forecast Maintenance |

# OPERA Cloud Tasks — Channel

Find the Task permissions by navigating to **Role Manager**, **Role Management**, and then selecting **Manage Chain Roles** or selecting **Manage Property Roles**.
Granting or revoking tasks in OPERA Tasks for chain or property roles are logged in the changes log.

**Table 21-3 Task Permissions**

| Parent Task | Task | Subtask |
|---|---|---|
| Channel Inventory | • New/Edit Channel Sell Limits<br>• Delete Channel Sell Limits | N/A |
| Channel Accounts | • New/Edit Channel Accounts<br>• Delete Channel Accounts | N/A |
| Channel Statements | • New/Edit Channel Statements<br>• Delete Channel Statements | N/A |

# OPERA Cloud Tasks — Client Relations Admin

Find the Task permissions by navigating to **Role Manager**, **Role Management**, and then selecting **Manage Chain Roles** or selecting **Manage Property Roles**.
Granting or revoking tasks in OPERA Tasks for chain or property roles are logged in the changes log.

**Table 21-4 Task Permissions**

| Parent Task | Task | Subtask |
|---|---|---|
| Marketing Management | Sell Messages | • New/Edit Sell Messages<br>• Delete Sell Messages |
| | Market Codes | • New/Edit Market Codes<br>• Delete Market Codes |
| | Market Groups | • New/Edit Market Groups<br>• Delete Market Groups |
| | Source Codes | • New/Edit Source Codes<br>• Delete Source Codes |
| | Source Groups | • New/Edit Source Groups<br>• Delete Source Groups |
| | Marketing Regions | • New/Edit Marketing Regions<br>• Delete Marketing Regions |
| | Marketing Cities | • New/Edit Marketing Cities<br>• Delete Marketing Cities |
| | Origin Codes | • New/Edit Origin Codes<br>• Delete Origin Codes |
| Profile Management | Address | • New/Edit Address<br>• Delete Address<br>• Bypass Address Validation |
| | Communication Types | • New/Edit Communication Types<br>• Delete Communication Types |
| | Profile Inactive Reasons | • New/Edit Profile Inactive Reasons<br>• Delete Profile Inactive Reasons |
| | Account Types | • New/Edit Account Types<br>• Delete Account Types |
| | Profile Restriction Reasons | • New/Edit Profile Restriction Reasons<br>• Delete Profile Restriction Reasons |
| | VIP Levels | • New/Edit VIP Levels<br>• Delete VIP Levels |
| | Account Priorities | • New/Edit Account Priorities<br>• Delete Account Priorities |
| | Competition Codes | • New/Edit Competition Codes<br>• Delete Competition Codes |
| | Territories | • New/Edit Territories<br>• Delete Territories |
| | Industry Codes | • New/Edit Industry Codes<br>• Delete Industry Codes |

**Table 21-4 (Cont.) Task Permissions**

| Parent Task | Task | Subtask |
|---|---|---|
| | Influence Codes | • New/Edit Influence Codes<br>• Delete Influence Codes |
| | Pay Days | • New/Edit Pay Days<br>• Delete Pay Days |
| | Scope Codes | • New/Edit Scope Codes<br>• Delete Scope Codes |
| | Scope City Codes | • New/Edit Scope City Codes<br>• Delete Scope City Codes |
| | Location Types | • New/Edit Location Types<br>• Delete Location Types |
| | Sources | • New/Edit Sources<br>• Delete Sources |
| | Business Potential | • New/Edit Business Potential<br>• Delete Business Potential |
| | Keyword Types | • New/Edit Keyword Types<br>• Delete Keyword Types |
| | Potential | • New/Edit Potential<br>• Delete Potential |
| | Guest Titles | • New/Edit Guest Titles<br>• Delete Guest Titles |
| | Alternate Language Guest Titles | • New/Edit Alternate Language Guest Titles<br>• Delete Alternate Language Guest Titles |
| | Travel Agent Types | • New/Edit Travel Agent Types<br>• Delete Travel Agent Types |
| | Company Types | • New/Edit Company Types<br>• Delete Company Types |
| | Preference Groups | • New/Edit Preference Groups<br>• Delete Preference Groups |
| | Preferences | • New/Edit Preferences<br>• Delete Preferences |
| | Global Action Codes | • New/Edit Global Action Codes<br>• Delete Global Action Codes |
| | Mailing Action Codes | • New/Edit Mailing Action Codes<br>• Delete Mailing Action Codes |
| | Business Segment | • New/Edit Business Segment<br>• Delete Business Segment |
| | Profile Name Validations | • New/Edit Profile Name Validations<br>• Delete Profile Name Validations |
| | Profile Protection | N/A |
| | Credit Ratings | • New/Edit Credit Ratings<br>• Delete Credit Ratings |
| | Relationships | • New/Edit Relationships<br>• Delete Relationships |
| | Claim Adjustment Limits | N/A |

**Table 21-4 (Cont.) Task Permissions**

| Parent Task | Task | Subtask |
|---|---|---|
| | Profile Match Rules | • New/Edit Profile Match Rules<br>• Delete Profile Match Rules |
| | Genders | • New/Edit Genders<br>• Delete Genders |
| Membership Management | Membership Types | • New/Edit Membership Management<br>• Delete Membership Management |
| | Claim Types | • New/Edit Claim Types<br>• Delete Claim Types |
| | Claim Origins | • New/Edit Claim Origins<br>• Delete Claim Origins |
| | Rate Groups | • New/Edit Rate Groups<br>• Delete Rate Groups |
| | Property Groups | • New/Edit Property Groups<br>• Delete Property Groups |
| | Market Groups | • New/Edit Market Groups<br>• Delete Market Groups |
| | Revenue Groups | • New/Edit Revenue Groups<br>• Delete Revenue Groups |
| | Revenue Types | • New/Edit Revenue Types<br>• Delete Revenue Types |
| | Membership Class | • New/Edit Membership Class<br>• Delete Membership Class |
| | Transaction Groups | New/Edit Transaction Groups |
| | Enrollment Codes | • New/Edit Enrollment Codes<br>• Delete Enrollment Codes |
| | Enrollment Groups | • New/Edit Enrollment Groups<br>• Delete Enrollment Groups |
| | Status Codes | • New/Edit Status Codes<br>• Delete Status Codes |
| | Awards | • New/Edit Awards<br>• Delete Awards |
| | Membership Rate Rules | • New/Edit Membership Rate Rules<br>• Delete Membership Rate Rules |
| | Membership Room Groups | • New/Edit Membership Room Groups<br>• Delete Membership Room Groups |
| | Qualifying Rates | • New/Edit Qualifying Rates<br>• Delete Qualifying Rates |
| | Membership Type Rules | • New/Edit Membership Type Rules<br>• Delete Membership Type Rules |
| | OCIS E-Certificates | • New/Edit OCIS E-Certificates<br>• Delete OCIS E-Certificates |
| Geographic Management | Nationalities | • New/Edit Nationalities<br>• Delete Nationalities |
| | Districts | • New/Edit Districts<br>• Delete Districts |

**Table 21-4 (Cont.) Task Permissions**

| Parent Task | Task | Subtask |
|---|---|---|
| | Distance Types | • New/Edit Distance Types<br>• Delete Distance Types |
| | Birth Country | • New/Edit Birth Country<br>• Delete Birth Country |
| | Identification Country | • New/Edit Identification Country<br>• Delete Identification Country |
| | Identification Type | • New/Edit Identification Type<br>• Delete Identification Type |
| | Tax Category | • New/Edit Tax Category<br>• Delete Tax Category |
| | Tax Office | • New/Edit Tax Office<br>• Delete Tax Office |
| | Tax Type | • New/Edit Tax Type<br>• Delete Tax Type |
| | Fiscal Guest Type | • New/Edit Fiscal Guest Type<br>• Delete Fiscal Guest Type |
| | Languages | • New/Edit Languages<br>• Delete Languages |
| | Regions | • New/Edit Regions<br>• Delete Regions |
| | Countries | • New/Edit Countries<br>• Delete Countries |
| | States | • New/Edit States<br>• Delete States |
| | City Postal Codes | • New/Edit City Postal Codes<br>• Delete City Postal Codes |
| | Fiscal Regions | • New/Edit Fiscal Regions<br>• Delete Fiscal Regions |
| | Country Main Group | • New/Edit Country Main Group<br>• Delete Country Main Group |
| Activity Management | Activity Types | • New/Edit Activity Types<br>• Delete Activity Types |
| | Activity Results | • New/Edit Activity Results<br>• Delete Activity Results |
| | Trace Codes | • New/Edit Trace Codes<br>• Delete Trace Codes |

# OPERA Cloud Tasks — Client Relations

Find the Task permissions by navigating to **Role Manager**, **Role Management**, and then selecting **Manage Chain Roles** or selecting **Manage Property Roles**.
Granting or revoking tasks in OPERA Tasks for chain or property roles are logged in the changes log.

**Table 21-5 Task Permissions**

| Parent Task | Task | Subtask |
|---|---|---|
| Profiles Management | Scheduled Activities | N/A |
| | Address | • New/Edit Address<br>• Delete Address<br>• Bypass Address Validation |
| | Create Profile | • Guest Profile<br>• Company Profile<br>• Travel Agent Profile<br>• Source Profile<br>• Group Profile<br>• Contact Profile |
| | Correspondence | • New/Edit Guest Privacy Options<br>• Edit Mailings and Sales Information |
| | Attachments | • New Attachment<br>• Delete Attachment<br>• Preview/Download Attachment |
| | Delivery Types | • New/Edit Delivery Types<br>• Delete Delivery Types |
| | Efolio Export | • Edit Efolio Export Delivery Method<br>• Delete Efolio Export Delivery Method |
| | Identification | • New/Edit Identification<br>• Delete Identification<br>• View Identification Details |
| | Profile Financials | Manage Payment And Routing Instructions |
| | Manage Incognito Name for Profiles | N/A |
| | Manage Suspended Profiles | N/A |
| | Membership Promotion | • New/Edit Membership Promotion<br>• Delete Membership Promotion |
| | Negotiated Rates | • New/Edit Negotiated Rates<br>• Delete Negotiated Rates |

**Table 21-5 (Cont.) Task Permissions**

| Parent Task | Task | Subtask |
|---|---|---|
| | Profile Memberships | • New/Edit Memberships<br>• Delete Memberships<br>• Calculate Membership Points<br>• New Membership Transaction<br>• Access Membership Name on Card<br>• Access Primary Membership Level<br>• Access Restricted Levels<br>• Membership Exceptions<br>• View Membership Number |
| | Web User Accounts | • New/Edit Web User Accounts<br>• Delete Web User Accounts |
| | Account Receivables | N/A |
| | Profile Details | Edit Additional Details |
| | Relationships | • New/Edit Relationships<br>• Delete Relationships |
| | Profile Lookup | |
| | Preview/Download Contact Email | |
| | Primary Details | Edit Primary Details |
| | Communications | Manage Communications |
| | Keyword | • New/Edit Keyword<br>• Delete Keyword |
| | Preferences | • New/Edit Preferences<br>• Delete Preferences |
| | Future And Past Stays | N/A |
| | Profile Notes | • New/Edit Profile Notes<br>• Delete Profile Notes |
| | Override Profile Protection | • Override Profile Protection For Contact Profile<br>• Override Profile Protection For Guest Profile<br>• Override Profile Protection For Source Profile<br>• Override Profile Protection For Travel Agent Profile<br>• Override Profile Protection For Company Profile<br>• Override Profile Protection For Group Profile |
| | Mark/Unmark Profile as Protected | N/A |
| | Mark/Unmark Profile as Property Exclusive | N/A |

**Table 21-5 (Cont.) Task Permissions**

| Parent Task | Task | Subtask |
|---|---|---|
| | Award List | N/A |
| | Tier Management | N/A |
| | Transfer Points | N/A |
| | E-Certificates | • Issue E-Certificate<br>• Consume E-Certificate<br>• Extend E-Certificate |
| | Anonymize Profile | N/A |
| | Lookup Screen Customization | N/A |
| | Ownership Records and Owner Referrals | • New Ownership Record<br>• Edit Ownership Record<br>• Delete Ownership Record<br>• New/Edit Owner Referral<br>• Delete Owner Referral |
| | Mark/Unmark Profile as Restricted | N/A |
| | Profile Match List | N/A |
| | Batch Profile Update | N/A |
| | Enrollments | New/Edit Enrollments |
| Batch Profile Update | | |
| Enrollments | New/Edit Enrollments | |
| Profile Merge | • Contact Profile<br>• Guest Profile<br>• Source Profile<br>• Travel Agent Profile<br>• Company Profile<br>• Group Profile | |
| Profile Commission | • New/Edit Profile Commission<br>• Delete Profile Commission | |
| Account Forecast | • New/Edit Account Forecast<br>• Delete Account Forecast | |
| Activities | • New/Edit Activity<br>• Delete Activity | |
| | Attachments | • New Attachment<br>• Delete Attachment<br>• Download/Preview attachment |
| Suspended Stays | • Edit/Reprocess Suspended Stays<br>• Delete Suspended Stays | |

# OPERA Cloud Tasks — Enterprise Admin

Find the Task permissions by navigating to **Role Manager**, **Role Management**, and then selecting **Manage Chain Roles** or selecting **Manage Property Roles**.

Granting or revoking tasks in OPERA Tasks for chain or property roles are logged in the changes log.

**Table 21-6 Task Permissions**

| Parent Task | Task | Subtask |
|---|---|---|
| Chain and Property Management | Chain | Enable Share Profiles |
| | Hubs | New/Edit Hubs |
| | Properties | Edit Properties |
| | Attractions | • New/Edit Attractions<br>• Delete Attractions |
| | Airports | • New/Edit Airports<br>• Delete Airports |
| | Communication Methods | • New/Edit Communication Methods<br>• Delete Communication Methods |
| | Delivery Status | • New/Edit Delivery Status<br>• Delete Delivery Status |
| | Departments | • New/Edit Departments<br>• Delete Departments |
| | Property Types | • New/Edit Property Types<br>• Delete Property Types |
| | Attraction Categories | • New/Edit Attraction Categories<br>• Delete Attraction Categories |
| | Transportation | • New/Edit Transportation<br>• Delete Transportation |
| | Amenities | • New/Edit Amenities<br>• Delete Amenities |
| | Corporate Information | • New/Edit Corporate Information<br>• Delete Corporate Information |
| | Service Requests | • Override Change Restriction<br>• New/Edit Service Requests<br>• Delete Service Requests |
| | Track It | • New/Edit Track It<br>• Delete Track It |
| | Note Types | • New/Edit Note Types<br>• Delete Note Types |
| | Closing Scripts | • New/Edit Closing Scripts<br>• Delete Closing Scripts |
| | Electronic Registration Card | • New/Edit Electronic Registration Card<br>• Delete Electronic Registration Card |
| | Web Reg Card | • New/Edit Web Reg Card<br>• Delete Web Reg Card |
| | Property Detail Categories | • New/Edit Property Detail Categories<br>• Delete Property Detail Categories |
| | Property Details | • New/Edit Property Details<br>• Delete Property Details |

**Table 21-6 (Cont.) Task Permissions**

| Parent Task | Task | Subtask |
|---|---|---|
| | Job titles | • New/Edit Job titles<br>• Delete Job Titles |
| Distribution Management | | |
| OPERA Controls | Edit Property Controls | |
| | Edit HUB Controls | |
| | Edit Property Controls | |
| Mobile Guest Experience | | |
| Chain Specific Management | Smoking Type | • New/Edit Smoking Type<br>• Delete Smoking Type |
| | Room Preference Priority | • New/Edit Room Preference Priority<br>• Delete Room Preference Priority |
| | Floor Type | • New/Edit Floor Type<br>• Delete Floor Type |
| | Newspaper | • New/Edit Newspaper<br>• Delete Newspaper |
| | Snack | • New/Edit Snack<br>• Delete Snack |
| | Beverage | • New/Edit Beverage<br>• Delete Beverage |
| | Pillow Type | • New/Edit Pillow Type<br>• Delete Pillow Type |
| | Room Amenities | • New/Edit Room Amenities<br>• Delete Room Amenities |
| | Interests | • New/Edit Interests<br>• Delete Interests |
| | Titles | • New/Edit Titles<br>• Delete Titles |
| | Bed Type Request | • New/Edit Bed Type Request<br>• Delete Bed Type Request |
| | Room Groups | • New/Edit Room Groups<br>• Delete Room Groups |
| | GRS Codes | • New/Edit GRS Codes<br>• Delete GRS Codes |
| Image Management | Property | |
| | Memberships | |
| | Attractions | |
| | Packages | |
| | Item Inventory | |
| | Nationality | |
| | Maps | |
| | Site Plans | |

**Table 21-6 (Cont.) Task Permissions**

| Parent Task | Task | Subtask |
|---|---|---|
| | Floor Plan | |
| | Out Of Order/Service | |
| | Room | |
| | Room Type | |
| | Room Maintenance | |
| | Room Condition | |
| | Function Space | |
| | Track It Type | |
| | Logo | |
| User Interface Management | Presentation Styles<br>Presentation Panel Tabs | • New/Edit Presentation Styles<br>• Delete Presentation Styles<br>• New/Edit Presentation Panel Tabs<br>• Delete Presentation Panel Tabs |
| | User Defined Fields | • Edit User Defined Fields<br>• Delete User Defined Fields |
| | Manage Customizations | • Delete Customizations for Chains<br>• Delete Customizations for Hubs/ Properties<br>• Delete Personalizations for Other Users<br>• Delete Personalizations for Current User |

# OPERA Cloud Tasks — Exchange Interfaces

Find the Task permissions by navigating to **Role Manager**, **Role Management**, and then selecting **Manage Chain Roles** or selecting **Manage Property Roles**.
Granting or revoking tasks in OPERA Tasks for chain or property roles are logged in the changes log.

**Table 21-7 Task Permissions**

| Parent Task | Task | Subtask |
|---|---|---|
| Interface Setup | Automatic Transmission Schedules | New/Edit Automatic Transmission Schedules |
| | | Delete Automatic Transmission Schedules |
| | Interface Setup | New/Edit Interface Setup |
| | | Delete Interface Setup |
| | Communication Methods | Edit Communication Methods |
| | Data Request | |
| | Interface Capabilities | |
| | Copy Conversion Codes | |

**Table 21-7 (Cont.) Task Permissions**

| Parent Task | Task | Subtask |
|---|---|---|
| Interface Mapping | | |
| | New/Edit Interface Mapping | |
| | Delete Interface Mapping | |
| Message Status Workspace | | |
| | Messages From External Systems | |
| | Messages To External Systems | |
| | Accumulated Business Events | |
| | Central Messages Monitoring | |
| | Reprocess All | |
| Interface Controls | | |
| | Edit Interface Controls | |
| Profile Match Rule | | |
| | New/Edit Profile Match Rule | |
| | Delete Profile Match Rule | |
| Interface Resynchronization | | |
| Switch Interface | | |

# OPERA Cloud Tasks — Financial Admin

Find the Task permissions by navigating to **Role Manager**, **Role Management**, and then selecting **Manage Chain Roles** or selecting **Manage Property Roles**.
Granting or revoking tasks in OPERA Tasks for chain or property roles are logged in the changes log.

**Table 21-8 Task Permissions**

| Parent Task | Task | Subtask |
|---|---|---|
| Rate Management | Property Calendar | • New/Edit Property Calendar<br>• Delete Property Calendar |
| | Package Codes | • New/Edit Package Codes<br>• Delete Package Codes |
| | Package Groups | • New/Edit Package Groups<br>• Delete Package Groups |
| | Package Forecast Groups | • New/Edit Package Forecast Groups<br>• Delete Package Forecast Groups |
| | Rate Category | • New/Edit Rate Category<br>• Delete Rate Category |
| | Rate Class | • New/Edit Rate Class<br>• Delete Rate Class |

**Table 21-8 (Cont.) Task Permissions**

| Parent Task | Task | Subtask |
|---|---|---|
| | Rate Seasons | • New/Edit Rate Seasons<br>• Delete Rate Seasons |
| | Hurdle Rates | • New/Edit Hurdle Rates<br>• Delete Hurdle Rates |
| | Rate Codes | • New Rate Codes<br>• Edit Rate Codes<br>• Delete Rate Codes<br>• Approve Rate Codes<br>• Manage Privileged Rate Codes<br>• Manage Privileged Rate Code Restrictions<br>• New/Edit Pricing Schedules<br>• Delete Pricing Schedules<br>• Edit Rate Code Type<br>• Override Custom Rate Protection<br>• Override Property Rate Protection<br>• Override Central Rate Protection<br>• Override External Rate<br>• Override Rate Floor<br>• Rate Distributions<br>• Download Rate Codes |
| | Rate Protection | Edit Rate Protection |
| | Strategies | • New/Edit Strategies<br>• Delete Strategies |
| | Display Sets | • New/Edit Display Sets<br>• Delete Display Sets |
| | Mass Rate Update | N/A |
| | Promotion Codes | New/Edit Promotion Codes |
| | Promotion Groups | • New/Edit Promotion Groups<br>• Delete Promotion Groups |
| | Rate Groups | • New/Edit Rate Groups<br>• Delete Rate Groups |
| | Best Available Rate Schedule | • New Best Available Rate Schedule<br>• Delete Best Available Rate Schedule |
| | Yield | • New/Edit Yield Category<br>• Delete Yield Category<br>• New/Edit Yield Adjustments<br>• Delete Yield Adjustments<br>• New/Edit Market Types<br>• Delete Market Types |
| Financial Transactions | Transaction Groups | • New/Edit Transaction Groups<br>• Delete Transaction Groups |
| | Transaction Sub Groups | • New/Edit Transaction Sub Groups<br>• Delete Transaction Sub Groups |

**Table 21-8 (Cont.) Task Permissions**

| Parent Task | Task | Subtask |
|---|---|---|
| | Transaction Codes | • New/Edit Transaction Codes<br>• Delete Transaction Codes<br>• Override Property Protection<br>• Override Central Protection |
| | Transaction Code Protection | Edit Transaction Code Protection |
| | Revenue Type Mapping | • New/Edit Revenue Type Mapping<br>• Delete Revenue Type Mapping |
| | Articles | • New/Edit Articles<br>• Delete Articles |
| | Routing Codes | • New/Edit Routing Codes<br>• Delete Routing Codes |
| | Payment Methods | • New/Edit Payment Methods<br>• Delete Payment Methods |
| | Transaction Diversions | • New/Edit Transaction Diversions<br>• Delete Transaction Diversions |
| | Revenue Buckets | • New/Edit Revenue Buckets<br>• Delete Revenue Buckets |
| | Tax Brackets | • New/Edit Tax Brackets<br>• Delete Tax Brackets |
| | Credit Card Types | • New/Edit Credit Card Types<br>• Delete Credit Card Types |
| | Transaction Discount | • New/Edit Transaction Discount<br>• Delete Transaction Discount |
| Account Receivables | Restricted Reasons | • New/Edit Restricted Reasons<br>• Delete Restricted Reasons |
| | Account Types | • New/Edit Account Types<br>• Delete Account Types |
| Cashiering Management | Cashiers | New/Edit Cashiers |
| | Auto Folio Settlement Types | • New/Edit Auto Folio Settlement Types<br>• Delete Auto Folio Settlement Types |
| | Authorization Rules | • New Authorization Rules<br>• Edit Authorization Rules<br>• Delete Authorization Rules |
| | Folio Copy Legend | N/A |
| | GUI Number | N/A |
| | Foreign Currency Codes | • New/Edit Foreign Currency Codes<br>• Delete Foreign Currency Codes<br>• Edit Foreign Currency Limits |
| | Adjustment Codes | • New/Edit Adjustment Codes<br>• Delete Adjustment Codes |
| | Tax Types | • New/Edit Tax Types<br>• Delete Tax Types |

**Table 21-8 (Cont.) Task Permissions**

| Parent Task | Task | Subtask |
|---|---|---|
| | Folio Types | • New/Edit Folio Types<br>• Delete Folio Types |
| | Folio Grouping Codes | • New/Edit Folio Grouping Codes<br>• Delete Folio Grouping Codes |
| | No Show Posting Rules | • New/Edit No Show Posting Rules<br>• Delete No Show Posting Rules |
| | Number to Words | Edit Number to Words |
| | Period Definition | • New/Edit Period Definition<br>• Delete Period Definition |
| | Exchange Service Tax | • New/Edit Exchange Service Tax<br>• Delete Exchange Service Tax |
| | Folio Print Queue | • New/Edit Folio Print Queue<br>• Delete Folio Print Queue |
| | Fiscal Folio Parameters | • New/Edit Fiscal Folio Parameters<br>• Delete Fiscal Folio Parameters |
| | Fiscal Folio Parameters | • New/Edit Fiscal Folio Parameters<br>• Delete Fiscal Folio Parameters<br>• Fiscal Folio Parameters Template |
| | BIR Guest Type | • Edit BIR Guest Type<br>• Delete BIR Guest Type |
| | BIR Doc Sequences | Edit BIR Doc Sequences |
| | Cashier Shift Drop Locations | • New/Edit Cashier Shift Drop Locations<br>• Delete Cashier Shift Drop Locations |
| | Custom Number | • New/Edit Custom Numbers<br>• Delete Custom Numbers |
| | Custom Charge Config | • New/Edit Custom Charge Config<br>• Delete Custom Charge Config<br>• Custom Charge Exemptions |
| | Vouchers | • New/Edit Vouchers<br>• Delete Vouchers |
| Budget Forecast | N/A | N/A |
| Commissions Management | Bank Accounts | • New/Edit Bank Accounts<br>• Delete Bank Accounts |
| | Stop Processing Reasons | • New/Edit Stop Processing Reasons<br>• Delete Stop Processing Reasons |
| | Commission Codes | • New/Edit Commission Codes<br>• Delete Commission Codes |
| Comp Accounting | Comp Authorizer Groups | • New/Edit Comp Authorizer Groups<br>• Delete Comp Authorizer Groups |

**Table 21-8 (Cont.) Task Permissions**

| Parent Task | Task | Subtask |
|---|---|---|
| | Comp Authorizers | • New/Edit Comp Authorizers<br>• New/Edit Comp Authorizer Routing Instructions<br>• Delete Comp Authorizer Routing Instructions |
| | Comp Transaction Codes | • New/Edit Comp Transaction Codes<br>• Delete Comp Transaction Codes |
| | Comp Types | • New/Edit Comp Types<br>• Delete Comp Types |
| | Comp Routing Codes | • New/Edit Comp Routing Codes<br>• Delete Comp Routing Codes |
| | Comp Redemption Codes | • New/Edit Comp Redemption Codes<br>• Delete Comp Redemption Codes |
| Routine Management | End of Day Procedures | • New/Edit Procedures<br>• Delete Procedures |
| | End of Day Reports | • New/Edit Reports<br>• Delete Reports |
| Fiscal Management | Fiscal Commands | Edit Fiscal Commands |
| | Fiscal Partners | • New/Edit Fiscal Partners<br>• Delete Fiscal Partners |
| | Fiscal Terminal Setup | • New/Edit Fiscal Terminal Setup<br>• Delete Fiscal Terminal Setup |
| | Fiscal Folio Parameters | • New/Edit Fiscal Folio Parameters<br>• Fiscal Folio Parameters Template<br>• Delete Fiscal Folio Parameters |
| | Fiscal Folio Buckets | • New/Edit Fiscal Folio Buckets<br>• Delete Fiscal Folio Buckets |

# OPERA Cloud Tasks — Financials

Find the Task permissions by navigating to **Role Manager**, **Role Management**, and then selecting **Manage Chain Roles** or selecting **Manage Property Roles**.
Granting or revoking tasks in OPERA Tasks for chain or property roles are logged in the changes log.

**Table 21-9 Task Permissions**

| Parent Task | Task | Subtask |
|---|---|---|
| Manage Financial Postings | • Post Negative Amounts<br>• Change Revenue Date<br>• Update Charge Details<br>• Post Charges to No-Post Reservations<br>• Override Credit Card Surcharge<br>• Make Payment in Foreign Currency<br>• Reverse Redemption<br>• Credit Card Rebate Can Exceed Credit Card Payments<br>• Reverse Cash/Check Payments<br>• Override Direct Bill to Restricted AR Account<br>• Override Flagged as Account Direct Bill<br>• Override Prepay Rules at Check In And Reservation Update<br>• Post Service Recovery Adjustment<br>• Post Adjustment<br>• Manual Transfer of Transactions Between Reservations<br>• Adjust Custom Charges<br>• OPI Cloud Credit Card Processing<br>• Reverse Direct Bill | N/A |
| Void Folio | | |
| Print Vouchers | | |
| Covers | • Post Covers<br>• Edit Covers | |
| Re-Print Vouchers | | |
| Generate Debit Bill in Folio History | Generate Full Debit Bill | |
| Manage Accounts Receivables | Account Setup | • New/Edit Setup<br>• Delete Setup |
| | Aging | N/A |
| | Fixed Charges | • New/Edit Fixed Charges<br>• Delete Fixed Charges |
| | Future And Past Stay | N/A |
| | Notes | • New/Edit Notes<br>• Delete Notes |
| | Reminders | N/A |
| | Statements | N/A |
| | Invoices | Manage Invoices |
| | Traces | • New/Edit Traces<br>• Delete Traces |
| | Year View | N/A |

**Table 21-9 (Cont.) Task Permissions**

| Parent Task | Task | Subtask |
|---|---|---|
| | Override Credit Limit | N/A |
| Accounts Receivables Workspace | Batch Reminders | N/A |
| | Batch Statements | N/A |
| | Direct Bill Transfer | N/A |
| | Batch Charges | N/A |
| | Credit Card Transfer | N/A |
| | Transaction Research | N/A |
| Cashiering Workspace | Apply Batch Deposits | N/A |
| | Batch Charges | |
| | Cashier Report | N/A |
| | Fiscal Payloads | N/A |
| | Open Cashiers | N/A |
| | Close Cashiers | |
| | Posting Journal | Update Approval Status |
| | Prepaid Cards | Manage Prepaid Cards |
| | Currency Exchange Calculator | • Currency Exchange Rates<br>• Manage Currency Exchange Rates<br>• Delete Past Exchange Rates<br>• Manage Membership Global Currency Exchange Rates<br>• Delete Past Membership Global Exchange Rates |
| | Folio History | • Convert Folio<br>• Resend Fiscal Folio<br>• Check for Fiscal Updates |
| | Credit Card Settlement | N/A |
| | Receipt History | N/A |
| | Post It | • Using Post It<br>• Fast Postings<br>• Post a Negative Post It Article<br>• Charge to Room |
| | Generate Batch Folios | N/A |
| | Credit Card Authorizations | N/A |
| | Reverse Certificate Postings | N/A |
| | Credit Limit Overages | N/A |
| | Send Fiscal Commands | N/A |
| | Batch Vouchers | Reprint Vouchers |

**Table 21-9 (Cont.) Task Permissions**

| Parent Task | Task | Subtask |
|---|---|---|
| Manage Commissions | • Attach/Detach Reservations<br>• Hold Release Payment<br>• Process Payment<br>• Payment Activity<br>• Manage Checks<br>• Discard Checks<br>• Reprint Checks<br>• Reservation Search | |
| Comp Accounting Workspace | Comp Posting Journal | Update Approval Status |
| | Comp Authorizer Limits | N/A |
| | Comp Routing Instructions | N/A |
| | Player Statistics | N/A |
| | Player Snapshot | N/A |
| | Access Comp Windows | N/A |
| | Edit Price Quantity Comp No Approval | N/A |
| | Edit Price Quantity Comp With Approval | N/A |
| | Transfer Posting Comp No Approval | N/A |
| EFolio Export | | N/A |
| Fiscal Printing | N/A | N/A |
| Fiscal Payloads | | |
| End Of Day | • Manage End Of Day<br>• Override Mandatory Check In of Pseudo Rooms<br>• Manage Income Audit<br>• End of Day Reports<br>• Automatic Cashier Closure | N/A |

# OPERA Cloud Tasks — General

Find the Task permissions by navigating to **Role Manager**, **Role Management**, and then selecting **Manage Chain Roles** or selecting **Manage Property Roles**.
Granting or revoking tasks in OPERA Tasks for chain or property roles are logged in the changes log.

**Table 21-10 Task Permissions**

| Parent Task | Task | Subtask |
|---|---|---|
| Credit Card Terminal | N/A | N/A |

**Table 21-10 (Cont.) Task Permissions**

| Parent Task | Task | Subtask |
|---|---|---|
| Dashboard Tiles | • Edit Dashboard<br>• View Activities Tile<br>• View Advance Check In Tile<br>• View Appointments Tile<br>• View Arrivals Tile<br>• View Block Overview Tile<br>• View Custom Content Tile<br>• View Daily Projections Tile<br>• View Departures Tile<br>• View Events Tile<br>• View Image Gallery Tile<br>• View In House Tile<br>• View Max Available Rooms Tile<br>• View OXI Interface Status Tile<br>• View Queue Reservations Tile<br>• View Reservation Activity Tile<br>• View Reservations and Cancellations Today Tile<br>• View Reservation Revenue Summary Tile<br>• View Reservation Statistics Tile<br>• View Room Maintenance Tile<br>• View Room Status Tile<br>• View Rooms Summary Tile<br>• View Rooms Availability Summary Tile<br>• View Rooms Sold Summary Tile<br>• View 60 Minutes Tile<br>• View Task Sheet Tile<br>• View To Do List Tile<br>• View VIP Guests Tile<br>• View AI Room Assignment Tile<br>• View Comp Routing Tile | N/A |
| Access Options (View Options) | • Customize Chain (Page Composer)<br>• Customize Property (Page Composer)<br>• Personalize | N/A |
| Manage Custom Links | N/A | N/A |

**Table 21-10 (Cont.) Task Permissions**

| Parent Task | Task | Subtask |
|---|---|---|
| Property Brochure | • Airports<br>• Alternate Properties<br>• Conference Rooms<br>• Dining<br>• General Notes<br>• Local Attractions<br>• Maps / Directions<br>• Miscellaneous<br>• Property Calendar<br>• Property Features<br>• Property Images<br>• Site Plan<br>• Transportation | N/A |
| Template Configuration | • New/Edit Template<br>• Delete Template | N/A |
| Notifications | N/A | N/A |
| Service Request Notifications | N/A | N/A |
| Device Notifications | N/A | N/A |
| Performance Meter | N/A | N/A |
| Access OPERA Cloud Digital Assistant | • House Statistics Skill<br>• Housekeeping Skill<br>• Reservation Skill<br>• (Sales) Activities Skill<br>• Property Availability Skill<br>• Block Skill<br>• In House Skill | N/A |

# OPERA Cloud Tasks — Interfaces Admin

Find the Task permissions by navigating to **Role Manager**, **Role Management** and selecting **Manage Chain Roles** or selecting **Manage Property Roles**.
Granting or revoking tasks in OPERA Tasks for chain or property roles are logged in the changes log.

**Table 21-11 Task Permissions**

| Parent Task | Task | Subtask |
|---|---|---|
| **Property Mapping** | Card Type | • New/Edit Card Type<br>• Delete Card Type |

**Table 21-11 (Cont.) Task Permissions**

| Parent Task | Task | Subtask | |
|---|---|---|---|
| | Channel Marketing Text | • New/Edit Global Channel Marketing Text<br>• Delete Global Channel Marketing Text | • New/Edit Property Channel Marketing Text<br>• Delete Property Channel Marketing Text |
| | Rate Code Mapping | • New/Edit Rate Code Mapping<br>• Delete Rate Code Mapping | New/Edit Channel Negotiated Rates |
| | Reservation Type | • New/Edit Reservation Type<br>• Delete Reservation Type | |
| | Room Type Mapping | • New/Edit Room Type Mapping<br>• Delete Room Type Mapping | |
| | Global Description | • New/Edit Global Description<br>• Delete Global Description | |
| **Channel Configuration** | Channel Setup | • New/Edit Channel<br>• Sub-Channels<br>• New/Edit Sub-Channels<br>• Delete Sub-Channels<br>• Error Codes<br>• New/Edit Error Codes<br>• Delete Error Codes<br>• Rate Categories | • New/Edit Rate Categories<br>• Delete Rate Categories<br>• Rate Levels<br>• New/Edit Rate Levels<br>• Delete Rate Levels<br>• Room Types<br>• New/Edit Room Types<br>• Delete Room Types |
| | Channel Controls | • Edit Global Controls | • Edit Property Controls |
| | Template Type | • New/Edit Template Type<br>• Delete Template Type | |
| | Distribution Templates | • New/Edit Distribution Templates<br>• Delete Distribution Templates | |
| | Total Pricing Elements | • New/Edit Total Pricing Elements<br>• Delete Total Pricing Elements | |
| **Channel Mapping** | Amenities | • New/Edit Amenities<br>• Delete Amenities | |

**Table 21-11 (Cont.) Task Permissions**

| Parent Task | Task | Subtask |
|---|---|---|
| | Currencies | • New/Edit Currencies<br>• Delete Currencies |
| | Reservation Types | • New/Edit Reservation Types<br>• Delete Reservation Types |
| | Credit Cards | • New/Edit Credit Cards<br>• Delete Credit Cards |
| | Properties | • New/Edit Properties<br>• Delete Properties |
| | Letters | • New/Edit Letters<br>• Delete Letters |
| **Channel Processing** | Reprocess Rates | N/A |
| | Reprocess Restrictions | N/A |
| | Reprocess Availabilities | N/A |
| **ID Document Scanner Setup** | Document Scanner Setup | • New/Edit ID Document Scanner Setup<br>• Delete ID Document Scanner Setup |
| **Device Configuration** | | • New/Edit Devices<br>• Delete Devices |
| **Property Interfaces** | Quick Address Software Setup | • New/Edit Quick Address Software Setup<br>• Delete Quick Address Software Setup |
| | Device Areas | • New/Edit Devices Areas<br>• Delete Devices Areas |
| | Credit Card Terminals | • New/Edit Fiscal Terminal Setup<br>• Delete Credit Card Terminal |
| | Fiscal Terminal Setup | • New/Edit Credit Card Terminal<br>• Delete Fiscal Terminal Setup |
| | Delivery Management | • New/Edit Business Events<br>• Delete Delivery Management |
| | Business Events | • New/Edit Delivery Management<br>• Delete Business Events |

**Table 21-11 (Cont.) Task Permissions**

| Parent Task | Task | Subtask | |
|---|---|---|---|
| | External System | • New/Edit External System<br>• Delete External System | Publishers |
| | Interface Devices Setup | N/A | |
| | Property Interfaces | • New/Edit Property Interfaces<br>• Delete Property Interfaces | |
| | Printer Configuration | • New/Edit Printer Configuration<br>• Delete Printer Configuration | |
| | UDF Mappings | N/A | |
| **Access to Scheduled Activities Configuration** | Scheduled Activity Status | • New/Edit Scheduled Activity Status<br>• Delete Scheduled Activity Status | |
| | Scheduled Activity Location | • New/Edit Scheduled Activity Location<br>• Delete Scheduled Activity Location | |
| | Scheduled Activity Types | • New/Edit Scheduled Activity Types<br>• Delete Scheduled Activity Types | |
| **Report Text Configuration** | | N/A | |
| **View Key Pin** | | N/A | |

# OPERA Cloud Tasks — Inventory

Find the Task permissions by navigating to **Role Manager**, **Role Management**, and then selecting **Manage Chain Roles** or selecting **Manage Property Roles**.
Granting or revoking tasks in OPERA Tasks for chain or property roles are logged in the changes log.

**Table 21-12 Task Permissions**

| Parent Task | Task | Sub Task |
|---|---|---|
| Property Availability | • Edit Available Rooms<br>• Edit Sell Limits<br>• Edit Sell Control Rooms | N/A |
| Par Console | N/A | N/A |
| Manage Restrictions | • New/Edit Restrictions<br>• Delete Restrictions | N/A |

**Table 21-12 (Cont.) Task Permissions**

| Parent Task | Task | Sub Task |
|---|---|---|
| Room Management Workspace | • Housekeeping Board<br>• Attendant Console<br>• Out of Order<br>• Out of Service<br>• Show Guest Name in Task Sheets and Housekeeping Board<br>• Room Discrepancies<br>• Access All Task Assignments in Task Companion<br>• Receive Task Companion Emergency Assistance Notifications<br>• Receive Task Companion General Assistance Notifications<br>• Heartbeat<br>• Floor Plan<br>• Site Plan | N/A |
| | Task Sheets | • Delete Task Sheet<br>• Merge Task Sheet<br>• Lock / Unlock Task Sheet<br>• Save Task Sheet Template |
| | Room Maintenance | • New/Edit Room Maintenance<br>• Delete Room Maintenance<br>• Resolve/Unresolve Room Maintenance |
| | Manage Room Status | • Setting of a room to Dirty Status<br>• Setting of a room to Clean Status<br>• Setting of a room to Pickup Status<br>• Setting of a room to Inspected Status<br>• Change Status of an Out Of Service room<br>• Change Status of an Out Of Order room |
| | Room Condition | • New/Edit Room Condition<br>• Delete Room Condition |
| | Housekeeping Forecast | N/A |
| Place Rooms on Hold | • Allows placing rooms on hold under HOLD1 reason<br>• Allows placing rooms on hold under HOLD2 reason<br>• Allows placing rooms on hold under HOLD3 reason<br>• Allows placing rooms on hold under HOLD4 reason<br>• Room Hold Override | N/A |
| Room Rotation | Room Rotation Points | Edit Room Rotation Points |
| | Reservation Rotation Points | Edit Reservation Rotation Points |

# OPERA Cloud Tasks — Inventory Admin

Find the Task permissions by navigating to **Role Manager** and selecting **Manage Chain Roles** or selecting **Manage Property Roles**.
Granting or revoking tasks in OPERA Tasks for chain or property roles are logged in the changes log.

**Table 21-13 Task Permissions**

| Parent Task | Task | Sub Task |
|---|---|---|
| Manage Accommodations | Housekeeping Attendants | • New/Edit Housekeeping Attendants<br>• Delete Housekeeping Attendants |
| | Room Types | • New/Edit Room Types<br>• Delete Room Types |
| | Housekeeping Tasks | • New/Edit Housekeeping Tasks<br>• Delete Housekeeping Tasks |
| | Room Class | • New/Edit Rooms Classes<br>• Delete Rooms Classes |
| | Room Conditions | • New/Edit Room Conditions<br>• Delete Room Conditions |
| | Rooms | • New/Edit Rooms<br>• Delete Rooms |
| | Bed Types | • New/Edit Bed Types<br>• Delete Bed Types |
| | Out of Order/Service Reasons | • New/Edit Out of Order/Service Reasons<br>• Delete Out of Order/Service Reasons |
| | Housekeeping Sections | • New/Edit Housekeeping Sections<br>• Delete Housekeeping Sections |
| | Room Maintenance | • New/Edit Room Maintenance<br>• Delete Room Maintenance |
| | Room Hierarchy | • New/Edit Room Hierarchy<br>• Delete Room Hierarchy |
| | Floors | • New/Edit Floors<br>• Delete Floors |
| | Room Features | • New/Edit Room Features<br>• Delete Room Features |
| | Buildings | • New/Edit Buildings<br>• Delete Buildings |
| | Room Pool | • New/Edit Room Pool<br>• Delete Room Pool |
| | Central Room Pool | • New/Edit Central Room Pool<br>• Delete Central Room Pool |
| | Vacant Room Status | • New/Edit Vacant Room Status<br>• Delete Vacant Room Status |
| Function Space Management | Function Space Types | • New/Edit Function Space Types<br>• Delete Function Space Types |

**Table 21-13 (Cont.) Task Permissions**

| Parent Task | Task | Sub Task |
|---|---|---|
| | Function Space Locations | • New/Edit Function Space Locations<br>• Delete Function Space Locations |
| | Setup Styles | • New/Edit Setup Styles<br>• Delete Setup Styles |
| | Rental Codes | • New/Edit Rental Codes<br>• Delete Rental Codes |
| | Function Spaces | • New/Edit Function Spaces<br>• Delete Function Spaces |
| | Event Types | • New/Edit Event Types<br>• Delete Event Types |
| Manage Room Rotation | Owner Room Grade Codes | • New/Edit Owner Room Grade Codes<br>• Delete Owner Room Grade Codes |
| | Room Type Rotation Groups | • New/Edit Room Type Rotation Groups<br>• Delete Room Type Rotation Groups |
| | Rotation Adjustment Reasons | • New/Edit Rotation Adjustment Reason<br>• Delete Rotation Adjustment Reasons |
| | Rotation Override Reasons | • New/Edit Rotation Override Reasons<br>• Delete Rotation Override Reasons |
| | Rotation Revenue Transaction Codes | Edit Rotation Revenue Transaction Codes |
| | Rotation Setup | • Edit Rotation Period<br>• New/Edit Rotation Point Rules<br>• Delete Rotation Point Rules<br>• New/Edit Owner Multipliers<br>• Delete Owner Multipliers<br>• New/Edit Out of Order/Service Multipliers<br>• Delete Out of Order/Service Multipliers |

# OPERA Cloud Tasks — Miscellaneous

Find the Task permissions by navigating to **Role Manager**, **Role Management**, and then selecting **Manage Chain Roles** or selecting **Manage Property Roles**.
Granting or revoking tasks in OPERA Tasks for chain or property roles are logged in the changes log.

**Table 21-14 Task Permissions**

| Parent Task | Task | Subtask |
|---|---|---|
| Exports | General Exports | • New/Edit General Exports<br>• Delete General Exports<br>• Generate General Exports |

**Table 21-14 (Cont.) Task Permissions**

| Parent Task | Task | Subtask |
|---|---|---|
| | Country Exports | • New/Edit Country Exports<br>• Delete Country Exports<br>• Generate Country Exports |
| | Membership Exports | • New/Edit Membership Exports<br>• Delete Membership Exports<br>• Generate Membership Exports |
| | Back Office Exports | • New/Edit Back Office Exports<br>• Delete Back Office Exports<br>• Generate Back Office Exports |
| | Export Schedules | • New/Edit Export Schedules<br>• Delete Export Schedules |
| | Download Exports | • New/Edit Download Exports<br>• Delete Download Exports<br>• Generate Download Exports |
| | View Exports with Sensitive Data | |
| | Copy Export/Export Mappings | |
| | Export Mapping | • New/Edit Export Mapping<br>• Delete Export Mapping |
| Miscellaneous Workspace | Log It | • New/Edit Log It<br>• Delete Log It |
| | Service Requests | • New/Edit Service Requests<br>• Delete Service Requests |
| | Changes Log | Not Available |
| | Telephone Book | • New/Edit Telephone Book<br>• Delete Telephone Book |
| | Supporting Documents | |
| Monitoring Workspace | • ADS Error Processing<br>• Business Event Queue<br>• IATA Exceptions<br>• Fiscal Business Event Status<br>• Resend Fiscal Business Events | Delete IATA Exceptions |
| Track It | | • New/Edit Track It<br>• Delete Track It |
| Telephone Operator | | Not Available |
| Property Interface Controls | • Edit Key Valid Start Date<br>• Edit Key Valid Start Time<br>• Edit Key Valid Until Date<br>• Edit Key Valid Until Time | |

# OPERA Cloud Tasks — Reports

Find the Task permissions by navigating to **Role Manager**, **Role Management**, and then selecting **Manage Chain Roles** or selecting **Manage Property Roles**.

Granting or revoking tasks in OPERA Tasks for chain or property roles are logged in the changes log.

**Table 21-15 Task Permissions**

| Parent Task | Task | Subtask |
|---|---|---|
| View Cash Transactions in Reports | Not Available | Not Available |
| View Internal Reports / Report Groups | Not Available | Not Available |
| Manage Reports | Run Protected Reports | Not Available |
| | Manage Scheduled Reports | • New/Edit Scheduled Reports<br>• Delete Scheduled Reports |
| | Executed Reports | • Delete Executed Reports<br>• New/Edit/Duplicate Reports |
| | Copy Reports | Not Available |
| | Delete Reports | Not Available |
| | Manage Report Groups | • New/Edit Report Groups<br>• Delete Report Groups |
| | Shift Reports | • New/Edit Shift Reports<br>• Delete Shift Reports |
| | Definable Manager's Reports | • New/Edit Definable Manager's Reports<br>• Delete Definable Manager's Reports |
| QR Code Configuration | Not Available | Not Available |

**Table 21-15 (Cont.) Task Permissions**

| Parent Task | Task | Subtask |
|---|---|---|
| Report Groups | Accounts (Sales) | Not Available |
| | Accounts Receivable | |
| | Accounts Receivable Folio | |
| | Accounts Receivable Reminders and Statements | |
| | Accounts Receivable Statements | |
| | Alerts | |
| | Activity | |
| | Arrival | |
| | Blocks and Groups | |
| | Catering Configuration | |
| | Check Exchange Receipt | |
| | Commission | |
| | Commission Check | |
| | Confirmation letter | |
| | Currency Exchange Receipt | |
| | Comp Accounting | |
| | Configuration | |
| | Departure | |
| | Deposit Receipt | |
| | Electronic Vouchers | |
| | Events | |
| | Financial | |
| | Forecast | |
| | Folio | |
| | Group Folio | |
| | Guests in House | |
| | Housekeeping | |
| | Key Packets | |
| | Kiosk Information | |
| | Messages | |
| | ORS/OCIS General | |
| | Miscellaneous | |
| | Passerby Folio | |
| | Payment Receipt | |
| | Post It Folio | |
| | Profile | |
| | Registration Cards | |
| | Reservation | |
| | Shift Reports | |
| | Statistical | |
| | Transaction Receipt | |
| | Yield Management | |

# OPERA Cloud Tasks — Role Manager

Find the Task permissions by navigating to **Role Manager**, **Role Management** and selecting **Manage Chain Roles** or selecting **Manage Property Roles**.
Granting or revoking tasks in OPERA Tasks for chain or property roles are logged in the changes log.

**Table 21-16 Task Permissions**

| Parent Task | Task | Subtask |
|---|---|---|
| Manage Users | • New/Edit Users<br>• Reset PIN | Not Available |
| Manage Interface Users | • Manage Roles<br>• Manage Property Roles and Tasks | • Apply Templates to Property Roles<br>• Assign Tasks to Property Roles without Template |
| Manage Roles | • Manage Chain Roles and Tasks<br>• Manage Property Roles and Tasks | • Not Available<br>• Manage Property Role Templates<br>• Apply Templates to Property Roles<br>• Assign Tasks to Property Roles without Template |

# OPERA Cloud Tasks — Toolbox

Find the Task permissions by navigating to **Role Manager**, **Role Management**, and selecting **Manage Chain Roles** or selecting **Manage Property Roles**.
Granting or revoking tasks in OPERA Tasks for chain or property roles are logged in the changes log.

**Table 21-17 Task Permissions**

| Parent Task | Task | Subtask |
|---|---|---|
| Synchronization | Inventory<br>Stay Records<br>Room Pool<br>Financial Statistics<br>Room Status<br>Business Events<br>Block Occupancies<br>Physical Rooms<br>Catering Forecast Revenue<br>Summary Profile Statistics<br>Past Profile / Reservation Statistics<br>Sales Allowances<br>Package Prices<br>Block Rates<br>Event Item Class Sequence | |

**Table 21-17 (Cont.) Task Permissions**

| Parent Task | Task | Subtask |
|---|---|---|
| Data Management | Manage Business Date | |
| | Room Utilities | |
| | Change Function Space Code | |
| | Import Postal Codes | |
| | Status Code Update | |
| | External References Update | |
| | Update Market Code | |
| | Change Revenue Type | |
| | Membership Types | |
| | Imbalance Analysis | Create Signature Hash Folio |
| | Catering Event Function Space Monitor | • AR Invoice Numbers<br>• Folio Numbers<br>• Sequence Numbers |
| | Business Block Compare | |
| | Update Owners | |
| | Update Contact | |
| | AR Enter Old Balances | |
| | Preference Utility | |
| | Manual Profile Purge Routine | |
| | Document Number Update | |
| | Transaction Management | |
| | Refresh Property | |
| Export Shell | | |
| Import Shell | | |
| Import Data | Run Import Data | |
| Service Locator | Edit Service Locator Configuration | |
| External Databases | • New/Edit External Databases<br>• Delete External Databases | |
| Outbound Domain Allowlisting | Global Outbound Domain Allowlisting (Available for chain roles) | |
| | New/Delete Outbound Domain Allowlisting | |
| | Approve Outbound Domain Allowlisting | |
| Outbound System Configuration | Outbound Custom Headers | |
| Property SFTP Configuration | | |
| Global SFTP Configuration | | |
| SMTP Configuration | Global SMTP Configuration (Chain Roles only) | |
| | New/Edit SMTP Configuration | |
| | Delete SMTP Configuration | |

**Table 21-17 (Cont.) Task Permissions**

| Parent Task | Task | Subtask |
|---|---|---|
| Outbound Monitoring | | |

# Part V
# Toolbox

This part of the OPERA Cloud Help system contains information on working within the Toolbox menu for those responsible for managing OPERA Cloud utilities, systems, and data synchronization.

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# Prerequisites for Toolbox

This chapter of the OPERA Cloud User Guide lists the prerequisites for Toolbox menu.

## Prerequisites for Data Synchronization

**OPERA Cloud Tasks**

**Group**: Toolbox

**Tasks**: Synchronization

- Inventory
- Stay Records
- Room Pool
- Financial Statistics
- Room Status
- Business Events
- Block Occupancies
- Physical Rooms
- Catering Forecast Revenue
- Summary Profile Statistics
- Past Profile / Reservation Statistics
- Sales Allowances
- Package Prices
- Block Rates
- Event Item Class Sequence

## Prerequisites for Synchronizing Room Pools

**OPERA Controls**

**Group**: Room Management

**Functions**: Room Pool

**OPERA Cloud Tasks**

**Group**: Toolbox

**Tasks**:

- Synchronization
- Room Pool

# Prerequisites for Synchronizing Catering Forecast Revenue

**Licenses / Subscriptions**

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

Or

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

**OPERA Controls**

**Group**: Events

**Functions**:

- Catering Events
- Event Resources

**OPERA Cloud Tasks**

**Group**: Toolbox

**Tasks**:

- Synchronization
- Catering Forecast Revenue

# Prerequisites for Synchronizing Event Item Class Sequence

**Licenses / Subscriptions**

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

Or

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

**OPERA Controls**

**Group**: Events

**Functions**:

- Catering Events
- Event Resources

**OPERA Cloud Tasks**

**Group**: Toolbox

**Tasks**:

- Synchronization

- Event Item Class Sequence

# Prerequisites for Synchronizing Sales Allowance

**Licenses / Subscriptions**

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

Or

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

**OPERA Controls**

**Group**: Blocks

**Functions**: Sales Allowance

**OPERA Cloud Tasks**

**Group**: Toolbox

**Tasks**

- Synchronization
- Sales Allowance

# Prerequisites for Data Management

**OPERA Cloud Tasks**

**Group**: Toolbox

**Tasks**: Data Management

- Manage Business Date
- Room Utilities
- Change Function Space Code
- Import Postal Codes
- Status Code Update
- External References Update
- Update Market Code
- Change Revenue Type
- Membership Types
- Imbalance Analysis
  - Create Signature Hash Folio
- Catering Event Function Space Monitor
- Business Block Compare
- Update Owners

- Update Contact
- AR Enter Old Balances
- Preference Utility
- Manual Profile Purge Routine
- Transaction Management

**Tasks**: Refresh Property

# Prerequisites for Managing Business Date

**OPERA Controls**

**Group**: End Of Day

**Parameters**: Multiple End of Days

**OPERA Cloud Tasks**

**Group**: Toolbox

**Tasks**: Data Management

Manage Business Date

# Prerequisites for Change Function Space Code

**OPERA Controls**

**Group**: Events

**Functions**:

- Catering Events
- Simple Events

**OPERA Cloud Tasks**

**Group**: Toolbox

**Tasks**: Data Management

Change Function Space Code

# Prerequisites for Refresh Property

**OPERA Cloud Tasks**

**Group**: Toolbox

**Tasks**: Import Shell

**Group**: Data Management

**Tasks**: Refresh Property

# Prerequisites for Update Owner

**OPERA Controls**

**Group**: General

**Functions**: Owner

**OPERA Cloud Tasks**

**Group**: Toolbox

**Tasks**: Data Management

Update Owners

# Prerequisites for Block/Catering Status Code Updates

**OPERA Controls**

**Group**: Events

**Functions**: Catering Events

**OPERA Cloud Tasks**

Data Management

- Status Code Update

# Prerequisites for Changing Revenue Types

**OPERA Controls**

**Group**: Events

**Functions**:

- Catering Events
- Event Resources

**OPERA Cloud Tasks**

Data Management

- Change Revenue Type

# Prerequisites for Updating Contact

**OPERA Controls**

**Group**: Events

**Functions**: Contacts

**OPERA Cloud Tasks**

Data Management

- Update Contacts

# Prerequisites for Document Number Update

**OPERA Controls**

**Group**: Cashiering

**Parameter**:

- Supporting Documents
- Generate Tax Registration Number

**OPERA Cloud Tasks**

**Group**: Toolbox

**Tasks**: Document Number Update

- AR Invoice Numbers
- Folio Numbers
- Sequence Numbers

# Prerequisites for System Setup

**OPERA Cloud Tasks**

**Group**: Toolbox

**Tasks**: Import Data

- Run Import Data
- External Databases
  - New/Edit External Databases
  - Delete External Databases
- Outbound System Configuration
  - Outbound Custom Headers
- Property SFTP Configuration
- Global SFTP Configuration
- Outbound Monitoring
- Service Locator
  - Edit Service Locator Configuration

# Prerequisites for Configuring Outbound Systems

**OPERA Cloud Tasks**

**Group**: Toolbox

**Tasks**: Outbound System Configuration

# Prerequisites for System Setup - Importing Data

**OPERA Cloud Tasks**

**Group**: Toolbox

**Tasks**: Import Data

# Prerequisites for Configuring Outbound Domain Allow Listings

**OPERA Cloud Tasks**

**Group**: Toolbox

**Tasks**: Outbound System Configuration

- Outbound Domain Allowlisting,
  - Global Outbound Domain Allowlisting (Chain roles)
  - New/Delete Outbound Domain Allowlisting
  - Approve Outbound Domain Allowlisting

# Prerequisites for Data Management - Manual Guest Profile Purge

**OPERA Cloud Tasks**

**Group**: Toolbox

**Tasks**: Data Management

Manual Profile Purge Routine

# 23 Utilities

The Utilities feature provides links for synchronizing data, scheduling background processes, data management, room utilities, and transaction management.

## Data Synchronization

Prerequisites for Data Synchronization

OPERA Cloud works with large amounts of data gathered and exchanged across multiple database tables. This data can change by the minute, and sometimes data discrepancies are created. The Synchronization utilities let you recalculate key data, such as inventory, block rates, stay records, financial statistics, and more to ensure the latest information is correct in all application areas.

### Synchronizing Business Events

Business Event Synchronization enables you to capture past business event data and upload it to external systems. The following OPERA Cloud modules offer data synchronization: Reservations, Blocks, Profiles, Availability, End of Day Routine, Rates, Profiles History, and Configuration. With the exception of Profiles History, all these are standard modules in Business Event setup. Data synchronization is dependent on the subscription of business events and data elements within each module. For more information, see Configuring Business Events
To initiate Business Event synchronization:

1. From the **OPERA Toolbox** menu, select **Utilities**, select Synchronization , then select **Business Events**.
2. **Property**: Select a property from the list.
3. **External System**: Select the external system to receive the business events.
4. **Reservations**: Select the check box to synchronize reservation events.
    a. **Arrival**: All reservations whose arrival date is within the date range will be synchronized.
        i. **From Date**: Enter or select a date.
        ii. **To Date** : Enter or select a date.
    b. **Stay**: All reservations whose stay dates are within the date range will be synchronized.
        i. **From Date**: Enter or select a date.
        ii. **To Date** : Enter or select a date.
5. **Blocks**: Select the check box to synchronize blocks events.
    a. **Begin (Arrival)**: All blocks whose begin date is within the date range will be synchronized.
        i. **From Date**: Enter or select a date.

   ii. **To Date** : Enter or select a date.

b. **Stay**: All blocks whose stay dates are within the date range will be synchronized.

   i. **From Date**: Enter or select a date.

   ii. **To Date** : Enter or select a date.

6. **Availability**: Select the check box to synchronize Availability
7. **Rate**: Select the check box to synchronize rate codes. All rates created within the date range will be synchronized

   a. **From Date**: Enter or select a date.

   b. **To Date** : Enter or select a date.

8. **Profile**: All profiles created within the date range will be synchronized.

   a. **From Date**: Enter or select a date.

   b. **To Date** : Enter or select a date.

9. **Profile History**: All profiles with stored reservation history and arrivals dates within the date range will be synchronized.

   a. **From Date**: Enter or select a date.

   b. **To Date** : Enter or select a date.

10. **Night Audit**: Night audit statistical information within the date range will be synchronized

    a. **From Date**: Enter or select a date.

    b. **To Date** : Enter or select a date.

    c. **Hotel Statistics**: Synchronization will include hotel statistics that are within the date range.

    d. **Market Statistics**: Synchronization will include market statistics that are within the date range.

    e. **Revenue Sum**: Synchronization will include revenue sums within the date range.

11. **Configuration**

    a. **Commission Code**: All configured commission codes will be synchronized.

    b. **Commission Transaction**: All configured commission-able transaction codes will by synchronized.

    c. **Currency Codes**: All configured currency codes will be synchronized.

    d. **Currency Exchange Rate**: All configured currency exchange rates will be synchronized.

    e. **Department**: All configured departments will be synchronized.

    f. **Inventory Control**: All configured restrictions will be synchronized.

    g. **Market Code**: All configured market codes will be synchronized.

    h. **Note Type**: All configured note types will be synchronized.

    i. **Origin Code**: All configured origin codes will be synchronized.

    j. **Package Codes**: All configured package codes and package groups will be synchronized.

    k. **Preference**: All configured preferences will be synchronized.

    l. **Preference Group**: All configured preference groups will be synchronized.

m. **Reservation Type**: All configured reservation types will be synchronized.
n. **Room Class**: All configured room classes will be synchronized.
o. **Room Type**: All configured room types will be synchronized.
p. **Source Code**: All configured source codes will be synchronized.
q. **Transaction Code**: All configured transaction codes will be synchronized.
r. **Users**: All configured users will be synchronized.
s. **VIP Level**: All configured VIP levels will be synchronized.

12. Click **Synchronize Business Events**.

## Synchronizing Room Inventory

Synchronize Inventory is used to synchronize the future room availability for a property.

1. From the **Toolbox** menu, select **Utilities**, select **Synchronization** then select **Inventory**.
   a. **Property**: Select or confirm property
   b. **From Date**: Enter or select a start date; date must be equal or greater than the current date.
   c. **To Date**: Enter or select an end date
2. Click **Start**.
   a. Synchronizing progress is indicated; click **OK** to close
   b. Click **Status** to display progress.

## Synchronizing Room Status

Synchronize Room Status is used to synchronize the room statuses for a property.

1. From the Toolbox menu, select **Utilities**, select **Synchronization** then select **Room Status**.
   a. **Property**. Select or confirm property
   b. **Date**. Enter or select a start date
2. Click **Synchronize Room Status**.

## Synchronizing Physical Rooms

Use this utility to recalculate and correct any issues with the inventory room count.

1. From the Toolbox menu, select **Utilities**, select **Synchronization** then select **Physical Rooms**.
   a. **Property**. Select or confirm property
2. Click **Synchronize Physical Rooms**.

# Synchronizing Block Occupancies

Use this utility as directed by Oracle support to ensure that the sum of room nights booked in different occupancy levels on a block corresponds to the total number of room nights that has been booked for the same block.

The utility will also correct any discrepancies in the allotment change logs and update these change logs so that the sum of changes again corresponds to the total number of rooms held on the block at that moment in time.

1. From the Toolbox menu, select **Utilities**, select **Synchronization** then select **Block Occupancies**.
    a. **Property**. Select or confirm property
    b. **From Date**. Enter or select a start date
    c. **To Date**. Enter or select an end date
    d. Record Changes on
        i. **Date of Last Block Change** - Use the date when the business block was most recently changed (the default).
        ii. **Current Business Date** - Use today's business date.
2. Click **Synchronize Block Occupancies**.

# Synchronizing Room Pools

Synchronizing Room Pools

Use the Synchronize Room Pools utility to update the block inventory (room allocation) for Opportunities (Available when the Opportunities OPERA Control is active), Blocks (Available when the Business Block OPERA Control is active), Master and sub blocks (Available when the Master Sub Blocks OPERA Control is active), and Master and sub allocations (Available when the Master Sub Allocations OPERA Control is active), based on the current room type to room pool mapping.

1. From the Toolbox menu, select **Utilities**, select **Synchronization** then select **Room Pools**.
    a. **Property**. Select or confirm property
2. Click **Synchronize Room Pools**.

# Synchronizing Summary Profile Statistics

The Synchronize Summary Profile Statistics Utility is used to populate tables required for various OPERA Cloud reports.

1. From the Toolbox menu, select **Utilities**, select **Synchronization** then select **Summary Profile Statistics**.
    a. **Property**. Select or confirm property
    b. **Profile Type**. Select a profile type from the list
    c. **Name**. Search and select a profile

d. **From Year / Month**. Enter or select a year and month from the list

e. **To Year / Month**. Enter or select a year and month from the list

2. Click **Synchronize Summary Profile Statistics**.

## Synchronizing Financial Statistics

Use this utility to recalculate and update the financial adjustments for a specified period; this ensures that all adjustments and transactions are included in the financial statistics.

1. From the Toolbox menu, select **Utilities**, select **Synchronization** then select **Financial Statistics**.

   a. **Property**. Select or confirm property

   b. **From Date**. Enter or select a start date

   c. **End Date**. Enter or select an end date

2. Click **Synchronize Financial Statistics**.

## Synchronizing Catering Forecast Revenue

Prerequisites for Synchronizing Catering Forecast Revenue

Use this utility to update forecast revenues on existing events with the updated forecast numbers that have already been configured for event types. The following are specific rules to be aware of when running this utility:

- The utility will not update Catering Package Events.
- The utility will not update revenue types with expected revenue unless the **Use Forecast Revenue Only** option is selected on the event details tab.
- If the new forecast revenue for an event type does not contain forecast figures for a specific revenue type, the forecast figures will be blanked out in any updated event with that revenue type.
- If the new forecast revenue for an event type contains forecast figures for revenue types that do not exist on the existing events, these forecast elements will be added to the updated event.
- For existing forecast records, the figures will be updated with the new figures that have been set for the appropriate date range per event type and revenue type.

1. From the Toolbox menu, select **Utilities**, select **Synchronization** then select **Catering Forecast Revenue**.

   a. **Property**. Select or confirm property

   b. **From Date**. Enter or select a start date

   c. **End Date**. Enter or select an end date

   d. **Event Type**. Select one or more event types from the list

   e. **Update Adjusted Forecast Records**. Select to also update forecast records that have been manually adjusted. When not selected, revenue types that have been manually updated will not be updated with this utility.

2. Click **Synchronize Catering Forecast Revenue**.

# Synchronizing Past Profile / Reservation Statistics

Recalculate Past Daily Statistics includes the following

### Running Recalculate Detailed Statistics

This utility is used when a discrepancy in reported statistics is identified by your property. The utility recalculates daily reservation and profile statistics for a specified date range that are then repopulated in the statistics table

1. From the Toolbox menu, select **Utilities**, select **Synchronization** then select **Past Profile / Reservation Statistics**.
2. Select **Detailed Statistics** tab
   a. **Property**. Select or confirm property
   b. **From Date**. Enter or select a start date
   c. **To Date**. Enter or select an end date

> **Note:**
>
> Date ranges that are entered must not exceed three month period

3. Click **Recalculate Detailed Statistics**.

### Running Recalculate Summary Statistics

Recalculates yearly statistics for the specified year. This utility should be run only if it is requested by Oracle support.

1. From the Toolbox menu, select **Utilities**, select **Synchronization** then select **Past Profile / Reservation Statistics**.
2. Select **Detailed Statistics** tab
   a. **Property**. Select or confirm property
   b. **Year**. Enter or select a year
3. Click **Recalculate Summary Statistics**

### Running Recalculate Revenue Buckets

The Recalculate Revenue Buckets Utility recalculates revenue bucket amounts based on the transaction codes selected for each revenue bucket within a bucket type.

1. From the Toolbox menu, select **Utilities**, select **Synchronization** then select **Past Profile / Reservation Statistics**.
2. Select **Detailed Statistics** tab
   a. **Property**. Select or confirm property
   b. **From Date**. Enter or select a start date
   c. **To Date**. Enter or select an end date

> **Note:**
>
> Date ranges that are entered must not exceed three month period

3. Click **Recalculate Revenue Buckets**.

# Synchronizing Block Rates

If the rate pricing schedules have been updated since the block was created and the Rate Guaranteed check box is not selected for the block, then the rate amounts on the block are updated to the new rate amounts.

The Rate Guaranteed check box on the Business Block exempts the block from refreshes implemented by this utility.

1. From the **Toolbox** menu, select **Utilities**, select **Synchronization** then select **Block Rates**.
   a. **Property**: Select or confirm property
   b. **From Date**: Enter or select a start date
   c. **To Date**: Enter or select an end date
   d. **Rate Code**: Select one or more rate codes from the list
2. Click **Synchronize Block Rates**.

# Synchronizing Item Class Sequence

Prerequisites for Synchronizing Item Class Sequence

The Event Item Class Sequence utility allows you to synchronize the event item sequence shown on the Event Resources screen when an item group sequence has been changed for a category of items on the Item Inventory Setup screen.

1. From the Toolbox menu, select **Utilities**, select **Synchronization** then select **Event Item Class Sequence**.
   a. **Property**. Select or confirm property.
   b. **Minutes**. Enter number of minutes to disconnect users.
2. Click **Event Item Class Sequence**.

# Synchronizing Package Pricing

The Synchronize Package Prices Utility is used to update the package prices , for the select package code(s), in blocks and reservations based on the arrival date and reservation status selected.

1. From the **Toolbox** menu, select **Utilities**, select **Synchronization** then select **Package Prices**.
   a. **Property**: Select or confirm property
   b. **From Arrival Date**: Enter or select an arrival date
   c. **Reservations**: Select checkbox to update reservations

i. **Reservation Status**: Select the reservation status(es) from the list

d. **Business Blocks**: Select checkbox to update blocks

e. .**Package Code**: Select package code(s) from the list

2. Click **Synchronize Package Prices**.

# Synchronizing Sales Allowance

Prerequisites for Synchronizing Sales Allowance

Run the Synchronize Sales Allowance utility when the sales allowance availability is incorrect. The available sales allowances may fall out of sync when the number of rooms allocated to the sales allowance is changed after deduct inventory bookings already exist for the dates.

1. From the Toolbox menu, select **Utilities**, select **Synchronization** then select **Sales Allowance**.

   a. **Property**: Enter or select the property

   b. **From Date**: Enter or select a start date

   c. **To Date**: Enter or select a start date

   d. Click **Search**.

   e. The following details are displayed:

      i. **Property**: Displays the property where the sales allowance is incorrect.

      ii. **Allotment D Qty.**: Number of room nights booked at a deduct status for the date from the allotment detail table. A discrepancy will occur if the total for this column is not calculated by adding the sum of the Booked Rooms with the Overbooked Rooms.

      iii. **Ceiling Date**: Date for the Sales Allowance.

      iv. **Sales Allowance**: Number of rooms allotted to the Sales Allowance for the selected date.

      v. **Booked**: Number of rooms booked against the Sales Allowance at a deduct status. This figure can never be higher than the Sales Allowance number.\

      vi. **Over Booked**: Number of rooms booked that is more than the allotted Sales Allowance.

      vii. **Available**: Number of rooms still available on the Sales Allowance.

   f. Click **Correct**.

# Synchronizing Stay Records

Running this utility will synchronize the stay history data elements of OPERA Customer Loyalty Tracking Cloud Service and the stay history data elements of OPERA Cloud Property Management System.

- From the **Toolbox** menu, select **Utilities**, select **Synchronization** then select **Stay Records**.

  1. **Property**: Enter or select the property.

2. **From Date**: Enter or select a start date.
3. **To Date**: Enter or select a start date.
4. Click **Synchronize Stay Records**.

> **Note:**
>
> If a stay record's departure date is greater than 90 days from the property's business date, the Rate Code, Market Code, Channel Code, and Source Code fields on the stay record will not be validated during synchronization (thus preventing it from being suspended). The stay record revenue amounts will still be inserted, based on the Membership Revenue configuration.

# Data Management

Prerequisites for Data Management

Data Management provides options for managing and updating OPERA Cloud configuration and related transactional data. Access to each option is controlled by a user task. For more information, see OPERA Cloud Tasks — Toolbox.

## Managing Business Date

Prerequisites for Managing Business Date .
At times you might want to run end of day (night audits) multiple, consecutive times to roll the business date forward several days. In such cases, you can use the Change Business Date utility to run the multiple, consecutive night audits.

To use this feature, change the proposed date to the future date you want for the property's business date. When the OPERA Multi-Property Could Service is active, you can set a different business date for each property. To run the Change Business Date utility, there cannot be financial transactions posted to the property and no night audits executed.

> **Note:**
>
> The **Multiple End of Days** OPERA Control must be active and your user role must have **Manage Business Date** task granted in order to use this feature. The **EOD Email Address** OPERA Control setting should be configured with the email address of an individual to receive the final status report upon completion of the multiple end of day processes.

When reaching the Roll Business Date step, OPERA Cloud requires that all other users be logged out before the End of Day sequence rolls the business date. The utility displays a notification message to all logged in users indicating the amount of time remaining to log out.

Observe the following conditions when using the utility to consecutively run multiple end of day processes:

- All inhouse reservations must be checked out before starting the procedure.

- There cannot be any reservations scheduled to check in between now and the target date.
- There cannot be any blocks with a start date between now and the target date.
- There cannot be any reservations with open folios.
- All prior business days must have a closed status.
- The **End of Day** > **Auto Continue** OPERA Control should be active.

> **Note:**
>
> When running end of day in multiple mode, the **End of Day** > **Income Audit** OPERA Control is ignored.

### Changing the Business Date

1. From the Toolbox menu, select **Utilities**, select **Data Management**, and then select **Manage Business Date**.
2. Enter the following details:
   a. Enter or confirm the **Property** name.
   b. Select the **Proposed Date**.
3. Click **Process**.
4. When prompted, click **Deactivate** to disable all non-mandatory procedures and reports from running during this process.

## Using the Imbalance Analysis Utility

The Imbalance Analysis utility is available to provide the information required to investigate an out of balance financial report and can be very useful for verification purposes. If an imbalance is found in a report, please contact your local Oracle support office. If the report indicates no imbalances but believe your reports are incorrect, consider regenerating the report. If no imbalance is found, OPERA Cloud displays the message: **<Report Name> is in balance**.

### Running Imbalance Analysis

1. From the **Toolbox** menu, select **Utilities**, select **Data Management**, and then select **Imbalance Analysis**.
2. Enter the following details:
   a. **Property**: Select a property from the list.
   b. **Start Date**: Enter the start date to run the imbalance analysis. Date defaults to the business date, but it cannot be equal to or greater than the current business date.
   c. **End Date**: Enter the end date to run the imbalance (maximum date range to be entered can be 180 days). Date defaults to business date, but it cannot be equal to or greater than the current business date.

> **Note:**
>
> You cannot select dates still open when the Income Audit OPERA Control is active

d. **Verify Imbalance**: Click link then select an option from the list:

   i. **Guest Ledger with Trial Balance**: Run to verify and view the imbalance between the Guest Ledger columns in the Financial_Transactions table and the Trial_Balance table. A grid is displayed informing the user of the transaction, where the difference in figures is originating from, and the dollar amount it is for.

   ii. **Package Ledger with Trial Balance**: Run to verify and view the imbalance between the Package Ledger columns in the Financial_Transactions table and the Trial_Balance table. A grid is displayed informing the user of the transaction, where the difference in figures is originating from, and the dollar amount it is for.

   iii. **Deposit Ledger with Trial Balance**: Run to verify and view the imbalance between the Deposit Ledger column in the Financial_Transactions table and the Trial_Balance table. A grid is displayed informing the user of the transaction, where the difference in figures is originating from, and the dollar amount it is for.

   iv. **A/R Ledger with Trial Balance**: Run to verify and view the imbalance between the A/R Ledger columns in the Financial_Transactions table and the Trial_Balance table. A grid is displayed informing the user of the transaction, where the difference in figures is originating from, and the dollar amount it is for.

   v. **Passer By**: Run to verify that all the Passer By totals in the Guest_Ledger table are equal. If there is an imbalance, the transaction is displayed along with amount difference.

   vi. **Cashiers**: Run to verify that all of the cashiers transactions are equal. If an imbalance should occur, the transaction is listed along with the difference in the amount.

   vii. **C/O with Balance**: Run to view all the guests that have a "Checked Out" status and folio closed, but still have a balance with the property. Grid displays the name of the guest, Arrival and Departure dates, Reservation Status, and the remaining balance that is still owed.

   viii. **Invalid Transactions**: Run to view all the invalid transactions, if any should develop. A list of the transactions that are invalid is displayed, along with the amount that it is wrong.

   ix. **Effective Package Ledger**: Run to verify the accuracy of packages consumed by guests. A grid displays informing the Reservation and Guest ID, Arrival and Departure dates, Reservation Status, and the dollar amount difference. An **Autofix** button is available to attempt to fix the imbalance automatically.

   x. **Package Ledger with Guest Ledger**: Checks that the Guest Ledger's wrapper transaction is equal to the amount posted in the Package Ledger for the room portion amount of the package.

   xi. **Summary of All**: Processes all the options listed.

3. Click **Start**.

4. If an imbalance exists, write down the ledger that is shown as out of balance from running the verification. Next run the imbalance analysis for the verification type for the specific ledger only. This will display the list of dates for which that particular ledger is out of balance and other information regarding the transactions causing the imbalance.

5. Run the **Repopulate Trial Balance** action to repopulate the **Trial Balance** table for a specific date.
    a. Enter the date.
    b. Click Repopulate Trial Balance link and click **Start**.
    c. Wait for the procedure to complete, click **OK** to close.
6. Re-Run the imbalance analysis for the verification type for that particular ledger to see if the trial balance table has resolved the imbalance.
    a. **Fix naguestleddetail and deposit_ledger**: Fixes the Guest Ledger and Guest Ledger Detail reports for the property, by finding where the data was missing in the Reservation Details table and repopulating the information.
    b. **Repopulate missing Bills into Folio Tax**: Select this option to find the missing bill information and repopulate it into the Folio_Tax table for a specific date.
    c. **Fix Invalid AR Posting**: Selecting this option fixes invalid A/R postings/bills in Financial_Transactions table and repopulates the invoice into the AR_Invoice_Header for the property.
    d. **Fix DBs For Adjusted Invoices**: Selecting this option fixes adjusted invoices in the database.

# Entering Old Balances for AR Accounts

This utility is available to enter AR Account balances from an incumbent accounts receivable solution into OPERA Cloud Accounts Receivable.

Once AR Accounts have been created you can use this utility to create individual back-dated invoices or enter totals per aging period creating one back-dated invoice per period.

Prior to using this utility please ensure:

1. AR configuration is complete.
2. An AR Old Balances (sales, non-revenue) transaction code is configured.
3. All the AR OPERA Controls have been set; especially the Default Market, Source and Room Class settings and Old Balance Transaction Code setting.

Your assigned role(s) must be granted the AR Enter Old Balances task to access this utility.

### Entering AR Accounts Old Balances

1. From the side menu, select **Toolbox**, select **Data Management** then select **AR Enter Old Balances**.
2. Select the property and enter other search criteria and click **Search**.
3. In the search result, click the Account Name of the AR Account you wish to enter balances for.
4. In the Enter Old Balance panel select either tab:
    a. **Single Folio Balances** to enter details of individual invoices; complete the following:
        i. **Guest Name**: Select a profile from list to create an invoice in a specific profile name. Default with the profile for the AR Account.
        ii. **Date**: Select the original invoice date; this will ensure the correct aging is calculated in OPERA Cloud.

iii. **Supplement**: Enter any supplemental information for this invoice.

iv. **Reference**: Enter any reference number for this invoice

v. Click **Save**.

vi. On the Invoice Details panel complete the following:

- **Folio No**: Enter the invoice number for which you are entering an old balance.
- **Original Amount**: Enter the total amount on the old invoice. This amount is tax inclusive. You may specify the individual tax amounts in the Tax 1-20 set of fields.
- **Tax 1-20**: Enter the tax bucket number.
- **Trx Code**: Select a tax transaction codes for the selected tax bucket number.
  - Click **Add** to post additional taxes for the invoice.
- **Paid Amount**: Enter the amount paid against the original amount of this invoice (partial payment).
- **Currency**: Click to select a currency from the list for the invoice amount. The default is your property local currency.
- **Foreign Amount**: View-only field showing the amount displayed in foreign currency.
- **Total**: View-only field showing the outstanding total balance on this folio, if any.

vii. Click **Post**.

b. **Sums Per Aging Period** to enter balances per aging period; complete the following:

i. **Guest Name**: Select a profile from list to create an invoice in a specific profile name. Default with the profile for the AR Account.

ii. **Aging Periods**: Enter a total in each of the aging levels. OPERA Cloud will create back-dated invoices for the balances entered with an invoice date that falls in the middle of the period covered by the aging bucket. For example, if the business date is 06/29/04 and 150 is entered into the first aging bucket, which is 0 to 10 Days, an invoice dated 06/25/04 is generated for the 150 amount. 06/25/04 is the date for day 5, the mid-point, in the 11-day period between 06/29/04 (day 0) and 06/19/04 (day 10).

iii. **Date of Oldest Item**: Required if an amount is entered in the oldest aging bucket. Enter a date that will serve as the end point for the period covered by the oldest bucket; this will allow OPERA Cloud to compute a mid-point when assigning a date to the invoice for this balance. The default date is the minimum date if the balance is to fall within this aging bucket.

c. Click **Save**.

5. Repeat process for the next AR Account.

> **Note:**
>
> Once complete you can generate the OPERA Cloud AR Aging report(s) to reconcile the AR Account balances with those in the incumbent AR system. See Generating Reports.

# Business Block Compare

The Business Block Compare utility compares the number of rooms allotted and room allotment revenue figures shown on the business block room grid with the same information computed from the total activity recorded in the change log. Business blocks for which a mismatch exists are displayed in the Business Block Compare Utility grid. In the event of a discrepancy, you can use this utility to correct the change log so that the values on the business block room grid and change log match.

> **Note:**
>
> This utility will correct all the discrepancies for the specified property.

1. From the Toolbox menu, select **Utilities**, select **Data Management** then select **Business Block Compare**.
   a. **Property**: Enter or select a property.
   b. **Block Name**: Search and select a block.
   c. **Block Status**: Select one or more block statuses.
   d. **From Date**: Enter a Start date of business block.
   e. **To Date**: Enter an End date of business block.
2. Click **Search**.
3. Review list of blocks.
4. Click **Correct**.

# Changing Function Space

Prerequisites for Change Function Space

Use this utility to change the code associated with a function space and update all relevant events.

1. From the **Toolbox** menu, select **Utilities**, select **Data Management** then select **Change Function Space Code**.
   a. **Property**: Enter or select a property.
   b. **Code**: Select a function space from the list.
   c. **New Code**: Enter a new code for the function space
2. Click **Change Function Space Code**.

# Purging Guest Profiles

Prerequisites for Data Management - Manual Guest Profile Purge

In addition to the auto profile purge process and profile purge OPERA Controls settings a profile purge utility is available to initiate a purge of unwanted guest profiles. Using a variety of search criteria you can identify profiles that are no longer active or no longer needed. The

Manual Profile Purge Routine can purge a profile that meets all purge criteria even if the **Keep History** check box is selected on the profile. Profile purge activity is recorded in the Changes Log under **Profile** activity group and **Purge Profile** activity type.

The following search criteria is available:

1. **Name**: Enter the full or part of the last name of the profile.
2. **First**: Enter the full or partial first name for the profile.
3. **Country**: Enter or select a country code to limit purge to profiles with primary address matching the country code.
4. **State**: Enter or select a state code to limit purge to profiles with primary address matching the state code.
5. **Birth Date**: Enter a date to limit purge to profiles with the specific birth date.
6. **Stays Fewer or Equal to**: Enter the minimum number of stays a profile must have to be retained; profiles with this or a fewer number of stays will be considered as candidates for purging.
7. **Last Stay Earlier than**: Select a cutoff date in order to search for profiles based on the recentness of their stay activity. Profiles that do not have any stay dates more recent than this date are considered as candidates for purging. By default, the date displayed is the current business date minus one day.
8. **VIP Code**: Select VIP Codes from the list to purge profiles with the specified VIP Code.
9. **Exclude Restricted**: Select to exclude all profiles marked a restricted.
10. **A/R No**: Select check box to only list profiles with an AR Account.
11. **Exclude Incomplete**: Select check box to exclude profiles without street or city address details.

The following validation checks are performed:

- Profile is Guest type.
- Profile has not been updated within 1 day of when the Manual Profile Purge is going to be run.
- Profile does not have AR Accounts with open invoices. AR invoices with a zero balance are regarded as open until purged based on the **Zero Invoice Purge Days** OPERA Control.
- Profile has no relationships to other profiles. For more information, see Managing Profile Relationships.
- Profile has no active reservations with an outstanding balance or open folio status.
- Profile has no future reservations.
- Profile has no commission-able reservations payable.
- Profile has an Inactive Date (marked inactive).
- Profile does not have membership details for a membership type setup with the **Exclude Profile From Purge** check box selected. For more information, see Configuring Membership Type Membership Handling.

### Impact on External Systems

When executing this utility a PURGE PROFILE business event is triggered to notify integrated solutions of the profile deletion, which will result in one of the following outcomes:

- Profile is also deleted in the integrated solution if the business logic in the solution allow it (e.g., no reservations, etc.).
- If a deletion is not allowed by the integrated solution, the subscription with the integrated solution is removed. For more information, see Managing Profile Subscription.

For more information, see Configuring External Systems.

### Running Guest Profile Purge

1. From the **Toolbox** menu, select **Utilities**, select **Data Management** then select **Manual Profile Purge Routine**.
2. Enter search criteria, then click **Search**.
3. Click **Search**.
4. Select a profile in the search result, then click **Purge**.

## Re-provisioning (Refresh) Property

The Refresh Property utility is enabled in non-production environments and provides options to re-provision a property using an imported configuration shell (from a production environment on the same version) or a default seeded configuration. Once re-provisioned, the original Property Details/Property Controls and active subscriptions are restored. For more information, see Configuring Properties.

> **Note:**
>
> You cannot refresh property if the business date of imported property is within the last three days (from the current date). No transactional data is retained when refreshing a property.

> **Note:**
>
> When you choose the Utilize Configured Shell option, the GSHELL list value will be available after every release on the Refresh Property screen. But is not intended for use.

### Re-provision Property

1. From the **Toolbox** menu, select **Utilities**, select **Data Management**, and then select **Refresh Property**.
2. Enter or select a property configuration:
3. Configuration:
   a. **Use the configured shell**: Select an imported property shell from the list. See Importing Property Configuration Shells.
   b. **Use the Standard OPERA Cloud Configuration**. Select to use default seeded configuration.
4. Click **Refresh Property**.

### View Property Refresh History

Log data is purged after 30 days.

1. From the **Toolbox** menu, select **Utilities**, select **Data Management**, and then select **Refresh Property**.
2. Click **View Refresh History**.
   a. Enter search criteria , then click **Search**.
   b. To view log files, select an entry, click the vertical ellipsis **Actions** menu, and select **Download Error File**.

## Updating External Reference

The External Reference Update utility is used to maintain the external reference number of the reservation when changing external systems interfaced through OXI.

This utility might be used, for example, when the integrated central reservation system is switching to another solution provided by the same company/partner.

1. From the **Toolbox** menu, select **Utilities**, select **Data Management** then select **External Reference Update**.
   a. **Property**: Enter or select a property.
   b. **From External System.**: Select an external system from the list.
   c. **To External System**: Select an external system from the list.
2. Click **Update External References**.

## Updating Membership Types

### Running Update Membership Type

Update Memberships utility can be used whenever it is necessary to replace one membership type with another membership type. When changing membership types you may also select the specific membership level you wish to change, as well as specifying the membership level to be assigned to members of the new membership type.

1. From the **Toolbox** menu, select **Utilities**, select **Data Management** then select **Update Membership Type**.
2. Select **Update** tab.
   a. **From Membership**: Select a membership type from the list.
   b. **From Membership Level**: Select a membership level from the list.
   c. **To Membership**: Select a membership type from the list.
   d. **To Membership Level**: Select a membership level from the list.
3. Click **Update Membership Type**.

### Running Delete Membership Type

Delete Membership Type utility enables you to delete selected membership type from OPERA Cloud. The process completely deletes the membership type and all its dependent records

This process requires a lock on many records and it is required that all users are logged off during the process.

1. From the Toolbox menu, select **Utilities**, select **Data Management** then select **Update Membership Type**.
2. Select**Delete** tab.
   a. **Membership Type**: Select a membership type from the list.
3. Click **Delete Membership Type**.

# Updating Owner

## Prerequisites for Update Owner

The Change Owners utility enables you to change the owner code from one or more selected owners to a new owner on Sales accounts, Contacts, Activities and Blocks

This utility is useful when sales staff leave your organization and new personnel commence, or when Sales responsibilities for a territory etc needs to be reallocated.

> **Note:**
>
> As this process requires a lock on many records ensure that users are logged off during the update process

1. From the **Toolbox** menu, select **Utilities**, select **Data Management** then select **Update Owners**.
2. Enter the following details:
   a. **Property.** Select one or more properties from the list
   b. **Change From Owner(s)**: Select the sales manager / owner(s) from whom you wish to unassign ownership of accounts, contacts, activities, and blocks.
   c. **Change to Owner**:  Select the sales manager /owner to whom the accounts, contacts, activities, blocks are to be reassigned
   d. **Make Primary For All**: Select to make the Owner primary on all entity types (make Primary checkbox selected and disabled in each section).
   e. Apply Changes To:
      i. **Sales Accounts**: Select to update Company, Agent, Source profiles.
         - **Make Primary**: Select to make the Owner primary.
         - Selection Criteria (Filter)
         - **Territory**: Select territories from the list.
         - **Business Segment**: Select business segments from the list.
         - **Country**: Select countries from the list.
         - **State**: Select states from the list.
         - **Industry Code**: Select industry codes from the list.
         - **Type**: Select account types from the list.
         - Postal Code:

- **Use Free Format**: Manually enter postal codes in To/From.
- **Use Configured Codes**: Select values from lists  The available postal codes depends on your choice of countries and states.
- **From/To**: Enter the range of postal codes you want to use to filter accounts. Enter only a From code to filter on an individual postal code. Down arrows allow you to select codes if the Use Configured Codes check box is selected.

ii. **Contacts**: Select to update contacts.

- **Make Primary**: Select to make the Owner primary.
- Selection Criteria (Filter)
- **Territory**: Select territories from the list.
- **Business Segment**: Select business segments from the list.
- **Country**: Select countries from the list.
- **State**: Select states from the list.
- Postal Code:
  - **Use Free Format**: Manually enter postal codes in To/From.
  - **Use Configured Codes**: Select values from lists  The available postal codes depends on your choice of countries and states.
  - **From/To**: Enter the range of postal codes you want to use to filter accounts. Enter only a From code to filter on an individual postal code. Down arrows allow you to select codes if the Use Configured Codes check box is selected.

iii. **Activities**: Select to update **Activities**.

- **Make Primary**: Select to make the Owner primary.
- **From Date**: Enter a start date.
- **To Date**: Enter an end date.

iv. **Blocks**: Select to update Blocks.

- Selection Criteria (Filter)
- **From Date**: Enter a block start date.
- **To Date**: Enter a block end date.
- **Type**: Select block types from the list.
- **Market Segment**: Select market segments from the list.
- **Exempt Status**: Select the block statuses that will be exempt from owner updates on business blocks.
- **Overall Owner**: Select to update overall owner.
  - **Make Primary**: Select to make the Owner primary.
- **Rooms Owner**: Select to update rooms owner.
  - **Make Primary**: Select to make the Owner primary.
- **Catering Owner**: Select to update Catering owner.
  - **Make Primary**: Select to make the Owner primary.

3. Click **Review**.

4. Click **Update Owners**.

# Catering Event Function Space Monitor

The Catering Event Function Space Monitor utility allows you to ensure that all booked events have function space inventory records. This is especially useful in making sure that a function space has been properly booked for the event, thereby avoiding an overbooked situation.

The events shown in the grid are those for which there is a potential problem - inventory is not being held for the event, even though the function space listed in the Room column was attached to the event. (If the function space is properly booked for the event and inventory is being held, the event will not appear on this screen.)

For the events listed in the grid, you should access the event and attach or reattach the function space, then return to this utility to ensure that the inventory is recorded (that is, that the event no longer is listed).

If there is still a problem, delete and re-create the event.

### Running the Catering Event Function Space Monitor Utility

1. From the **Toolbox** menu, select **Utilities**, select **Data Management** then select **Catering Event Function Space Monitor**.
2. Enter search criteria and click **Search**.

# Updating Block and Catering Event Status Codes

Prerequisites for Block/Catering Status Code Updates

For block and catering statuses, you can rename a status code (for example, rename PEN to INQ).

For catering status, you can also change a status code from Deduct to Non-Deduct, or from Non-Deduct to Deduct.

1. From the **Toolbox** menu, select **Utilities**, select **Data Management** then select **Status Code Update**.
    a. **Status**: Select a status from the list.
    b. **New Status Code**: Enter a new status code.
        i. **Change Catering Type to Non Deduct Inventory**: Select the update the catering type for the status code.
    c. **Disconnect Minutes**: Enter the number of minutes to disconnect users.
2. Click **Update Status Code**.

# Changing Revenue Type

Prerequisites for Changing Revenue Types

The Change Revenue Types Utility can be used to update an event revenue type to another event revenue type. For example, if you create a new revenue type, **BEV** this utility will convert the existing **WINE** revenue type (which may be associated with events, menus, menu items, resource items, revenue type cross references, etc.), to the BEV revenue type.

> **Note:**
>
> The Change Revenue Types Utility can be run while users are accessing OPERA Cloud. However, if you are actively working on a record that would be impacted by the change utility, a message warns that a lock has occurred, which prevents the utility from continuing.

1. From the **Toolbox** menu, select **Utilities**, select **Data Management** then select **Change Revenue Type**.
   a. **Property**: Select or confirm the property.
   b. **From Revenue Type**: Select a revenue type from the list; inactive revenue types are included in this list.
   c. **To Revenue Type**: Select a revenue type from the list.
2. Click **Review** to review the implied changes.
3. Click **Change Revenue Type** .

# Updating Contacts

Prerequisites for Updating Contact

The Update Contact Utility can be used to replace the contact associated with future activities, business blocks, and/or reservations

1. From the **Toolbox** menu, select **Utilities**, select **Data Management** then select **Update Contact**.
   a. **Property**: Select or confirm the property.
   b. **Change From Contact**: Click to open the Contact search, select a contact to update.
   c. **Change To Contact**: Click to open Contact search, select the contact you want to replace with.
   d. **Update Options**: Select the check boxes that correspond to the entities to update the contact.
      - **Activities**: All future activities.
      - **Blocks**:All future business blocks.
      - **Reservations**: All future reservations (Available when the Reservation Contacts OPERA Control is active).
   e. **Make Primary for All**: Select this check box to make the new contact the primary contact for updated business blocks and activities.
2. Click **Update Contacts**.

# Room Utilities

The Room Utilities enables you to change room numbers, room types, and room class. The utility will update your changes in other functional areas impacted by your changes.

## Changing Rooms

The Change Room Number utility enables you to change system-generated rooms (required for Oracle Hospitality OPERA Room Reservations Cloud Service) to valid PMS rooms.

1. From the **Toolbox** menu, select **Utilities** select **Room Utilities**, and then select **Change Room Number**.
2. Search for your property and click **Change Room Number**.

## Changing Room Type of a Room

Use this utility to change the room type for a specific room. You cannot change the room type of a room that is configured as a Component Room room type.

> **Note:**
>
> No-show reservations will not be updated.

**Changing Room Type of a Room**

1. From the **Toolbox** menu, select **Utilities** and then select **Change Room Type**.
2. **Property**: Enter or select the property.
3. **Room**: Enter the room to update.
4. **Room Type**: Enter or select the new room type.
5. Click **Change Room Type**.

## Changing Room Type to Another Room Type

The Change Room Type to Another Room Type utility allows specified room type(s) for a property to be changed to another room type on rooms, blocks and reservations. Running this utility updates the room type on in-house and future reservations and blocks with an arrival date equal or greater than the current business date. In addition, this routine updates the associated room configuration to the newly defined room type and will also update the new room types with the appropriate room class. Rate code pricing schedule must be manually updated to add pricing for the new room type and to delete the pricing for the original room type.

> **Note:**
>
> The original room types will remain available until you manually delete them.

For example, assume you change room type APT to A1 using the Change Room Type to Another Room Type utility. The following situations would occur:

- Rooms previously configured with room type APT are now configured with room type A1.
  - The physical room count for room type APT updated to zero.
- Reservations for room type APT will be assigned to room type A1 on the reservation stay details panel (provided the reservation is in-house or the reservation arrival date is the current business date or a future date).
- Block allocations that held the room type APT will now display the room type A1 (provided the block is in-house or the arrival date is the current business date or a future date).
- Block grid allocations will still display the room type APT however, the target room type A1 will be visible in the block grid and display the inventory that was previously associated with room type APT1.
- Look to Book sales screen will display both room type APT and room type A1 assuming the active dates for both room types are prior to the current business date. The Physical Inventory associated with the room type APT will shift and be accounted for in the room type A1 column.
- Rate Code Pricing schedules retain the pricing for the original APT room type.

### Changing Room Type to Another Room Type

Use the following steps to update rooms configuration, blocks, and reservations with a new room type.

1. From the **Toolbox** menu, select **Utilities**, select **Room Utilities** and then select **Change Room Type** to **Another Room Type**.
2. **Property**: Select a property from the list.
3. Click **New** and complete the following details in the Instructions panel.
   a. **Source Room Types**: Select the Source Room Type(s) from the list
   b. **Target Room Type**: Select the new room type code from the list
4. Click **Review** to see the expected results of your room type changes.
5. Click **Change Room Type**.

## Changing Room Class

Room classes typically define groups of room types having some characteristic in common. The Change Room Class utility enables you to associate one or more room types to a room class for a property. You can also use the utility to associate all room types to the internal "ALL" room class, allowing you to deactivate the Room Class OPERA Control is not required.
To associate Room Types to a different Room Class:

1. From the **Toolbox** menu, select **Utilities**.
2. Select the Change Room Class radio button.
   a. **Property**: Select a Property from the list.
   b. **Room Class**: Select a Room Class from the list.
   c. **Room Types**: Select one or more Room Types from the list.
   d. Click **Change Room Class**.

To associate Room Types to the Default (ALL) Room Class.

1. From the **Toolbox** menu, select **Utilities**.
2. Select the Default Room Class radio button.
    a. **Property**: Select a Property from the list
    b. Click **Change Room Class**.
    c. Deactivate the Room Class OPERA Control. For more information, see OPERA Controls — Inventory Management.

# Transaction Management

Transaction Management utilities provides control over transaction codes. You can assign new transaction codes to existing transaction codes, move transaction codes to new subgroups, and update transaction code ownership from property ownership to central ownership and vice versa. In a multi-property environment, you can generate template records based on property transaction code records.

## Changing Transaction Codes

The Change Code Utility enables you to assign a new transaction code number to an existing transaction code.

This process may require significant time to run depending on the volume of financial data to be updated.

1. From the **Toolbox** menu, select **Utilities**, select **Transaction Management** and then select **Change Code**.
2. **Property**: Enter or select the property.
3. Click **New**.
    a. **Transaction Code**: Select a transaction code the from list
    b. **New Transaction Code**: Enter a new (non-existing) transaction code.
4. Click **New** to add another row.
5. Click **Delete** to remove a row.
    a. Click **Delete** to confirm
6. When ready to process, click **Change Code**.
7. Update progress is indicated; click **OK** to close.
8. Click **Status** to display progress.

## Changing Subgroup

The Change Subgroup utility allows you to modify the Subgroup selected on one or more transaction code(s).

1. From the **Toolbox** menu, select **Utilities**, select **Transaction Management** and then select **Change Subgroup**.

2. **Property**: Enter or select the property.
3. Click **New**.
    a. **Transaction Code**: Select a transaction code the from list
    b. **New Subgroup**: Select a subgroup for the transaction code.
4. Click **New** to add another row.
5. Click **Delete** to remove a row.
    a. Click **Delete** to confirm
6. When ready to process, click **Change Subgroup**.
7. Update progress is indicated; click **OK** to close.
8. Click **Status** to display progress.

## Copying Transaction Groups to Template

The Group to Template utility allows you to copy Transaction Groups from a property to the template in multi-property operations.

1. From the **Toolbox** menu, select **Utilities**, select **Transaction Management** and then select **Group Template**.
2. From the **Vertical Ellipsis**, click **Copy to Template**.
3. **Source Property**: Enter or select the source property.
4. **Transaction Groups**: Select one or more transaction groups from the list.
5. Click **Save**.
6. Review and click **Copy and Continue**.
7. Confirmation panel will display result of the copy; click **Print** to generate a report in new window.

## Copying Transaction Subgroups to Template

The Subgroup (to) Template utility allows you to copy Transaction Subgroups from a property to the template in multi-property operations.

1. From the **Toolbox** menu, select **Utilities**, select **Transaction Management** and then select **Subgroup Template**.
2. From the **Vertical Ellipsis**, click **Copy to Template**.
3. **Source Property**: Enter or select the source property.
4. **Transaction Subgroups**: Select one or more transaction groups from the list.
5. Click **Save**.
6. Review and click **Copy and Continue**.
7. Confirmation panel will display result of the copy; click **Print** to generate a report in new window.

## Copying Transaction Codes to Template

The Transaction Code (to) Template utility allows you to copy Transaction Codes from a property to the template in multi-property operations.

1. From the **Toolbox** menu, select **Utilities**, select **Transaction Management** and then select **Transaction Code Template**.
2. From the **Vertical Ellipsis**, click **Copy to Template**.
3. **Source Property**: Enter or select the source property.
4. **Transaction Subgroups**: Select one or more transaction codesfrom the list.
5. Click **Save**.
6. Review and click **Copy and Continue**.
7. Confirmation panel will display result of the copy; click **Print** to generate a report in new window.

# Document Number Update

Prerequisites for Document Number Update

Document Number update provides options to update the sequences used for Folio Numbers and AR Invoice Numbers.

## Updating AR Invoice Number Sequence

Use this option to update the start/next value for each folio type in use at your property.

If no folio types are configured you will see 'Default' folio type listed.

> **Note:**
>
> This activity is not tracked in the Changes Log.

**Updating a Folio Sequence**

1. From the **Toolbox** menu, select **Utilities**, select **Document Number Update** then select **Folio Numbers**.
2. Enter search criteria, then click **Search**.
3. In this results panel, each folio type is listed displaying the current start/next value
   a. Enter a start/next value for a folio type in **New Folio Start Sequence** field.

> **Note:**
>
> The number entered will increment by 1 when generating the first folio. For example, entering 100 as start value will result in folio number 101 as the initial value. No update will occur if you leave the field blank for a folio type listed.

4. Click **Save**.

# Updating Folio Number Sequences

You can set the start number for a folio sequence for any Folio Type or general default folio when Folio Types are not used. The following conditions apply when creating a new Folio Start Sequence:

- The number you enter in the New Folio Start Sequence field increments by one when the folio is generated.
- The Folio Sequence is property specific.
- An error message appears when a duplicate number is attempted.

### Creating a New Start Sequence

1. From the **Toolbox** menu, select **Utilities**, select **Document Number Update**, and select **Folio Numbers**.

> **Note:**
>
> Select the **Show Internal** checkbox to include the Internal Folio Type in the search results.

2. Enter the **Property** name and click **Search**.
   a. If no Folio Types exist, an option for the property's default folio appears allowing you enter a new Folio Start Sequence value.
   b. If Folio Types are configured for the property, all Folio Types appear. Each Folio Type displays the current Folio Start Sequence and provides the New Folio Start Sequence field for manually updating the sequence.
3. Locate the **Folio Type** you want to update and enter a new **start** value in the **New Folio Start Sequence** field.
4. Click **Save**.

> **Note:**
>
> The number you enter increments by one when the folio is generated. For example, entering 100 as the start value results in a folio number of 101 as the initial value. No update occurs if you leave the New Folio Start Sequence field blank for a folio type listed.

# Updating Sequence Numbers

Sequence numbers are an ordered list of numbers assigned to various records. Use the Update Sequence Number options to modify the next value in the selected sequence.

> **Note:**
>
> Updates to sequence numbers are tracked in the changes log in the Configuration group.

### Updating Supporting Documents Sequence

Use this option to update the start/next value for supporting documents when the Supporting Documents OPERA Control is active.

1. From the **Toolbox** menu, select **Utilities**, select **Document Number Update** then select **Sequence Numbers**.
2. Enter search criteria, then click **Search**.
3. In the search results panel.
   a. Select the sequence type, then enter a start/next value in the **New Start Sequence** field.
   b. Click **Save**.

### Updating Tax Registration Number Sequence

Use this option to update the Tax Registration Number when the Generate Tax Registration Number OPERA Control is active.

A Tax Registration number is assigned to in house reservations during End of Day by the `eod_misc.assign_tax_reg_no` procedure.

1. From the **Toolbox** menu, select **Utilities**, select **Document Number Update** then select **Sequence Numbers**.
2. Enter search criteria, then click **Search**.
3. In the search results panel:
   a. Select the **Tax Registration Number** sequence type.
   b. Enter a start/next value in the **New Start Sequence** field.
   c. Click **Save**.

# 24
# System Setup

Prerequisites for System Setup

The System Setup menu provides options for configuring connections to external systems and importing data to OPERA Cloud.

## Exporting Property Configuration Shells

You can export the property configuration from a production environment and import it to a non-production environment to refresh (re-provision) the property.
Exporting property configuration activity is tracked in the Changes Log.

> **Note:**
>
> When you choose the **Utilize Configured Shell** option, the `GSHELL` list value will be available after every release on the Refresh Property screen. But is not intended for use.

> **Note:**
>
> Configured code description translations in the source shell file are copied during the Import Shell process.

### Exporting Property Configuration

1. From the **Toolbox** menu, select **System Setup** and then select **Export Shell**.
2. **Property**: Enter or select a property.
3. **Export Shell Name**: Enter a filename.
4. **Export Shell**:
   a. Select **Generate and Download**.
5. **Click Export Shell**: A progress bar displays the export progress.

### Downloading Property Configuration Export

1. From the **Toolbox** menu, select **System Setup** and then select **Export Shell**.
2. **Property**: Enter or select a property.
3. **Export Shell Name**: Enter a filename.
4. **Export Shell**:
   a. Select **Download Existing**.
5. **Shell Name**: Select a shell file from the list.

6. Click **Download Shell** to download file to default download folder.

**Table 24-1 Excluded from Export**

| Menus | Sub menus |
|---|---|
| Catering Codes | |
| | Menu Item Container |
| | Serving |
| Marketing Management | |
| | Sell Messages |
| Resource Management | |
| | Item Templates |
| Profile Management | |
| | Forecast Types |
| | Frequency |
| | Global Action Codes |
| | Keyword Types |
| | Location Types |
| | Restriction Reasons |
| Chain and Property Management | |
| | Electronic Registration Card |
| Image Management | |
| | Attractions |
| | Floor Plan |
| | Function Spaces |
| | Item Inventory |
| | Logo |
| | Maps |
| | Memberships |
| | Nationality |
| | Out of Order / Out of Service |
| | Package |
| | Property |
| | Room |
| | Room Condition |
| | Room Maintenance |
| | Room Type |
| | Site Plan |
| | Track It Type |
| Accounts Receivables Management | |
| | Restricted Reasons |
| Cashiering Management | |
| | Cashier Charge Exemptions |

**Table 24-1 (Cont.) Excluded from Export**

| Menus | Sub menus |
|---|---|
| | Custom Charges |
| | Custom Numbers |
| | GUI Number |
| | Shift Drop Locations |
| Fiscal Management | |
| | Fiscal Commands |
| | Fiscal Folio Parameters |
| | Fiscal Partners |
| | Fiscal Terminals |
| Rate Management | |
| | Best Available Rate Schedule |
| | Hurdle Rates |
| | Rate Code Protection |
| Transaction Management | |
| | Transaction Code Protection |
| Business Events | |
| | Business Event Configuration |
| | External Systems |
| Interfaces | |
| | ID Document Scanners |
| | Printer Configuration |
| | Property Interfaces |
| Other | |
| | Page Composer Customization |
| | Report Configuration |

# Importing Property Configuration Shells

The Import (Property) Shell option is enabled in non-production environments and used to import a configuration shell from a production environment of the same version. Once the configuration shell is imported, use the Refresh Property utility to re-provision the property.

> **Note:**
>
> The import process runs for several hours, depending on the size of the export.

### Importing Property Configuration

1. From the **Toolbox** menu, select **System Setup** then select **Import Shell**.

a. **Shell Name**. Enter a value to name the import. This identifier will appear in Refresh Property.

b. **Choose File**. Click to browse your local file system and select `*.osh` file to upload and import.

2. Click **Import Shell**.

# Configuring Outbound Systems

Prerequisites for Configuring Outbound Systems

### Overview

Use Outbound System configuration to establish integrations where web service calls are initiated from OPERA Cloud. For example, for an integrated CRM solution that follows the OPERA Cloud REST specification, you can define an Outbound Code with Outbound Type = CRM and configure the CRM system end point URL and authentication credentials. Then, from the respective area(s) of OPERA Cloud, you can make synchronous (GET/POST) calls from OPERA Cloud to/from the CRM system using REST web-services.

You can create an Outbound System at the Global (Chain) or Property level for the available **Outbound Type(s)**. For each outbound system, you can setup custom headers to include in the API messages. You can also setup data transformation between OPERA Cloud and the external system, see Data Value Mappings

Once outbound configuration is complete:
Add the Outbound System **Service Path** URL in Outbound Domain Allowlist configuration, for HTTPS Protocol. See Configuring Outbound Domain Allow Listings.

When the Outbound Domain Allowlist entry is **Ready** status, perform a test connection; if successful the outbound integration is ready.

You can monitor Request and Response messages using Outbound Monitoring.

### Adding Outbound Systems Configuration

1. From the **Toolbox** menu, select **System Setup**, select **Outbound**, and then select **Outbound System Configuration**.
2. Click **New** and complete the following:
   a. **Context**: Select a value from the list.
      i. Select **Global** when you want to define chain-level outbound system configurations that can be used by all properties in the chain.
      ii. Select **Property** when you want to define property-level outbound system configurations that can be used by the property
   b. **Outbound Type**:  Select an Outbound Type for which you want to create a configuration.
   c. **Outbound Code**: Enter the unique Outbound Code you want to create, such as SGAP1, CRMC1, CRMP1, and so on.

> **Note:**
>
> The Outbound Code is unique in the given OPERA Cloud multi-tenant instance.

d. **Outbound Description**: Enter Summary Description of the Outbound System being configured.

e. **Protocol**: Gets defaulted with the supported protocol REST or XML for the selected Outbound Type for user information.

f. **Enable External System**: Select this option to create an External System Code and External Database Code in OPERA Cloud, the same as the Outbound Code.

g. **Enable Conversions**: This option is enabled when you select the above option. Select this option to define Data Value Mappings for the specific conversion groups.

h. **Default Property**: This is visible when Context is Global. Select a default property from the list to use it for DVM Conversions.

i. **External Property**: This field is visible when the above option is selected for defining a Property conversion code.

j. **Authorization Type**: Select a value from the list.

   i. **BASIC**: when an external system provides only basic authentication details, such as user account user name and service account password key details.

   ii. **OAUTH** : when an external system provides open authorization details, such as OAuth Token URL, service account and key, and clientid and secrete credential details.

   iii. **TOKEN**: when the vendor system provides only token based authorization. A token key up to 256 characters is allowed.

   iv. **NONE**: when there is no authorization required. This is applicable only for CRM_LEGACY outbound type configurations.

k. **Grant Type**: Select a value from the list:

   i. **Password**: when an external system provides you with Service Account and Key and Client ID and Key details.

   ii. **Client Credentials**: when an external system provides you only the Client ID and Key details.

l. **Scope**: Enter the Scope URL provided by the external system.

m. **Application Key**:  Enter the Application Key provided by the external system.

n. **Bypass Proxy**: Select the check box when you configure the endpoint URL provided by Oracle Cloud within the same region. Do not enable if the URL is from a cross region or non-Oracle Cloud.

o. **Service Details**: Enter details.

   i. **Service Name**: Defaulted value RESTAPIBaseURL.

   ii. **Service Path**: Enter the external system's REST APIs base URL. The path should not include any relative paths, query parameters, or path parameters.

      i. For example, you need to set the Base URL only, which is `https://mycrmsystem.com`.

ii. In this case, for Profile Lookup, the target URL generates as: `https://mycrmsystem.com/crm/v1/externalSystems/{systemCode}/chains/{chainCode}/externalProfiles`.

3. Click **Save**.

### Testing Outbound System Connectivity

1. From the **Toolbox** menu, select **System Setup**, select **Outbound**, and then select **Outbound System Configuration**.
2. Enter search criteria and click **Search**.
3. Select the **Outbound System** in search results, click the vertical ellipsis **Actions**, and select **Test**.
4. Click **OK**.
5. Test Connection Result Messages:
   a. When the configured Base URL service path is valid, it shows an information message, "Test Connection Successful."
   b. When the configured Base URL Service path is not secured, it shows an error, “Test Connection Failed - Processing Exception occurred.”
   c. When the configured Base URL Service path is not available, it shows an error, “Test Connection Failed with response status: 502-Bad Gateway.”
   d. When the configured Base URL service path is invalid, it shows an error, “Test Connection Failed - SSLHandshake Error. Please contact Oracle Support.”
   e. When Test connection is performed for GAMING_SGACSC, GAMING_SGCMP, it shows an error, “Test connection cannot be done for this configuration.”
   f. When Test connection is performed without adding the Service Path to the proxy allow-list, it shows an error, “Test connection not allowed through proxy. Please contact administrator.”

> **Note:**
>
> Test connection validates **Service Path** URL only when configured and added to the Outbound Domain Allowlist.

### Editing Outbound System

1. From the **Toolbox** menu, select **System Setup**, select **Outbound**, and then select **Outbound System Configuration**.
2. Enter search criteria and click **Search**.
3. Select the **Outbound System** in search results, click the vertical ellipsis **Actions** menu, and select **Edit**.
4. Update the details.
5. Click **Save**.

### Deleting Outbound System

1. From the **Toolbox** menu, select **System Setup**, select **Outbound**, and then select **Outbound System Configuration**.

2. Enter search criteria and click **Search**.
3. Select the **Outbound System** in search results, click the vertical ellipsis **Actions** menu, and select **Delete**.
4. Click **Delete** to confirm.

# Data Value Mappings

Data Value Mappings (DMV) configuration is available to setup code conversions (data transformation) for OPERA Cloud and Outbound System values. The **Data Value Mapping** action link is visible when the **Enable Conversions** check box is selected in Outbound System configuration.

### Adding Data Value Mappings

1. From the **Toolbox** menu, select **System Setup**, and then select **Outbound System Configuration**.
2. Enter search criteria, then click **Search**.
3. Select the outbound system in the search result, then click **I Want To . . .** and select **Data Value Mapping**.
    a. Select a group from the left panel; the right panel loads with predefined codes if available.
    b. Click **New**.
        i. **OPERA Cloud Code**: Select a code from the list.
        ii. **External Code**: Enter the external system code.
        iii. **External > OPERA Cloud**: Select check box to transform data received from external system.
        iv. **OPERA Cloud > External**: Select check box to transform data sent to external system.
        v. Click **Save**.

### Editing Data Value Mappings

1. From the **Toolbox** menu, select **System Setup**, and then select **Outbound System Configuration**.
2. Enter search criteria, then click **Search**.
3. Select the outbound system in the search result, then click **I Want To . . .** and select **Data Value Mapping**.
    a. Select a group from the left panel.
    b. Select the code mapping record, then click **Edit**.
    c. Update the configuration.
    d. Click **Save**.

### Deleting Data Value Mappings

1. From the **Toolbox** menu, select **System Setup**, and then select **Outbound System Configuration**.
2. Enter search criteria, then click **Search**.

3. Select the outbound system in the search result, then click **I Want To . . .** and select **Data Value Mapping**.
    a. Select a group from the left panel.
    b. Select the code mapping record, then click **Delete**.
    c. Click **Delete** to confirm.

# Custom Headers

Use Custom Headers configuration to define additional custom header names and values for an Outbound System. You can define a maximum of five custom header names and values that are to be included in the API calls to the external system.

**Editing Custom Headers**

1. From the **Toolbox** menu, select **System Setup**, and then select **Outbound System Configuration**.
2. Enter search criteria, then click **Search**.
3. Select the outbound system in the search result, then click **I Want To . . .** and select **Data Value Mapping**.
    a. **Header Name**: Enter a header name.
    b. **Header Value**: Enter a header value.
    c. Click **Save**.

# Outbound System Types and Respective Configurations

You can create an Outbound Code at the Global (Chain) level or Property level with the available Outbound Types as explained below.

## CRM Legacy for OXI Profile Lookup/Download

Outbound Type CRM_LEGACY is used when integrating with OPERA Room Reservations Cloud Service for Profile Lookup and Download and OPERA Customer Loyalty Tracking Cloud Service for membership and award management; along with other legacy OXI integrations.

1. Outbound Code can be created at the Global (Chain) or Property level context based on the CRM system integration requirement.

> **Note:**
>
> It is recommended that you create outbound codes at the Global level if all the properties in the chain use the same external system.

2. Select Outbound Type CRM_LEGACY.
3. Enter a unique outbound code, for example: CRMORSCHAIN1.
4. Enter a description for the CRM Legacy System summary.

5. Protocol is defaulted with XML for CRM_LEGACY integration.
6. Select the Authorization Type for CRM Legacy integration:
    a. Select **NONE** for Non-SSD OPERA V5 ORS.
    b. Select **BASIC** for SSD OPERA V5 ORS.
7. Enter the Application Key. You must obtain the value from 05 ORS Setup > External Database > Local JNDI. Skip for non-O5-ORS applications.
8. Add a new row, select **GetExternalProfiles**, and enter the service path to fetch profiles. Configure https://{host}/...
    a. Configure https://{host}/Operajserv/OperaWebSvcs/Lookup for O5 ORS application lookup.
    b. Configure https://{host}/Operajserv/OXIServlets/ORSLookup for non-ORS application lookup using OXI XML specifications(plquery & plresult).
9. Add a new row, select **DownloadExternalProfile**, and enter the service path to download profiles, for example: https://host/Operajserv/OXIServlets/ORSLookup.
10. Add New row, select **GetMembershipDetails**, enter service path for get membership details of the profile, for example: https://host/Operajserv/OperaWebSvcs/MemberInfo.
11. Add New row, select **PostMembershipNumber**, enter service path for download profiles, for example: https://host/Operajserv/OperaWebSvcs/NewMemberCard.
12. Add New row, select **RedeemAward**, enter service path for download profiles, for example: https://host/Operajserv/OXIServlets/ORSLookup.
13. Save the Outbound Code configuration.
14. If an existing OXI external system (for example ORS) is used for Profile Lookup and Download, ensure the **Lookup** check box is selected for the External System.. See Configuring External Systems.
15. Associate the Outbound code with the External Database code of the OXI Interface. See Configuring External Databases.
16. Define Interface Mappings for Profile Types group for the OXI Interface. See Configuring Interface Mapping.
17. If you are trying to configure an OXI interface for the first time:
    a. Refer Exchange Interface Setup. See Interface Setup.

## CRM Generic for REST API Profile Lookup/Download

Outbound Type CRM is used to integrate OPERA Cloud CRM functionality such as Profile Lookup and Download, and Create Enrollment, with an external system that follows OPERA Cloud REST APIs specification and standards.  Refer Customer Relationship Management Outbound APIs for **externalProfiles** specifications on the OHIP Developer Portal.

1. Context:
    a. **Global**: Select to create outbound system for all properties.
    b. **Property**: Select to create outbound system for a specific property.
        i. **Property**: Select a property from the list.
2. **Outbound Type**: Select **CRM** from list.
3. **Outbound Code**: Enter a unique outbound code, for example: `CRMCHAIN1`.

4. **Description**: Enter a description for the outbound system.
5. Select **Enable External System** checkbox.
    a. An Configuring External Systems matching the outbound code is automatically created, with **Lookup** checkbox selected.
    b. An External Database matching the outbound code is automatically created, and the same code is available for Profile Lookup.
6. Select **Enable Conversions** checkbox to enable data value mapping.
7. Enter **External Property Code**.
8. **Protocol** defaults to REST (read only).
9. **Authorization Type**:  Select **Basic** or **Oauth** and enter respective authorization details provided for the external system.
10. Service Details.
    a. **Service Path**: Enter the REST API Base URL provided by the external system: for example, https://api.mycrmsystem.com/apis/
11. Save the **Outbound Code** configuration.

## CRM for IATA

Outbound Type **CRM_IATA** is used to integrate the OPERA Cloud Travel Agent Profile's IATA number validation functionality with the IATA organization.

1. The outbound code should be created at the Property level.
2. Select Outbound Type **CRM_IATA**.
3. Enter a unique **Outbound Code**, for example: IATAP1.
4. Enter a **Description** such as IATA Validation System.
5. Protocol is defaulted with REST for CRM_IATA integration.
6. Select Authorization Type **TOKEN**.
7. Enter the **Token** value provided by IATA.
8. Enter the **Application Key** provided by IATA.
9. Enter the REST API Base URL **Service Path** provided by the IATA organization:
10. Save the Outbound Code configuration.

## Experian QAS Address Validation

Outbound Type ADDRESS_QAS is used to integrate OPERA Cloud functionality and its respective REST APIs with Experian QAS address validation functionality and its respective REST APIs. OPERA Cloud Outbound Pattern framework transforms the OPERA REST specifications into Experian REST specifications during outbound communication. an Address Validation Integration user is required to configure the Outbound Code with the following configurations:

- Outbound Code can be created at the Global (Chain) or Property level context based on the Address Validation integration requirement.
- Select the Outbound Type **ADDRESS_QAS**.

- Enter a unique **outbound code**, for example: ADDQASCHAIN1.
- Enter a **description** of the Address Validation System summary.
- Protocol is defaulted with REST for ADDRESS_QAS integration.
- Select the Authorization Type **TOKEN**.
- Enter the **Token details** provided by Experian.
- Enter the **RESP API Base URL** Service Path provided by Experian.
  - For example, https://api.experianaperture.io/docs/index.html.
- Save the **Outbound Code** configuration.
- Add Custom Headers. For more information, see Custom Headers.
  - **Header name**: Add-Components.
  - **Header value**: True.
- Add Data Value Mappings. For more information, see Data Value Mappings.
  - Define the conversion codes for**State Code** (be sure to include the Country Code field in State Code mapping), Country Code (Experian uses ISO3 codes).

## GBG LOQATE Address Validation

Outbound Type ADDRESS_GBG is used to integrate OPERA Cloud functionality and its respective REST APIs with GBG loqate address validation functionality and its respective REST APIs. The OPERA Cloud Outbound Pattern framework transforms the OPERA REST specifications into GBG REST specifications during outbound communication. The Address Validation Integration user must configure the Outbound Code with the following configurations:

- The Outbound Code can be created at the global (Chain) or property level context based on the Address Validation integration requirement.
- Select Outbound Type **ADDRESS_GBG**.
- Enter a unique **outbound code**, for example: GBGCHAIN1.
- Enter a **description** for the Address Validation System summary.
- Protocol is defaulted with REST for ADDRESS_GBG integration.
- Select Authorization Type **TOKEN**.
- Enter the **Token details** provided by GBG.
- Enter the **RESP API Base URL Service Path** provided by GBG.
  - For example, https://api.addressy.com/Capture/Interactive/.
- Save the **Outbound Code configuration**.

## Service Locator Generic

Outbound Type **SL_GENERIC** is used to configure the Outbound system details to route the OPERA Cloud user requests and Inbound traffic from OHIP to the integrated systems through Service Locator pattern.
Service Locator configuration allows you to configure API routing for each API operation with the Outbound codes which created with Outbound type SL_GENERIC.

1. Outbound Code can be created at the Global (Chain) or Property level context based on the Service Locator integration pattern requirements.
2. Select an **Outbound Type SL_GENERIC**.
3. Enter a unique **outbound code**, for example: SLGENC1.
4. Enter a **description** of the Outbound System summary.
5. Protocol is defaulted with REST for SL_GENERIC integration.
6. Select Authorization Type **OAuth** with respective authorization details provided by the Integrated Outbound system.
7. Enter the **REST API Base URL Service Path** provided by Outbound Systems.
   a. For example, https://api.mycrmsystem.com/apis/.
8. Save the **Outbound Code** configuration.

## Gaming Custom

Outbound Type GAMING_CUSTOM is used to integrate OPERA Cloud functionality like Profile Lookup and Download and Create Enrollment with any Gaming/Player Tracking System that follows OPERA Cloud REST APIs specification and standards.
This outbound Type should be used when any gaming vendor has custom integration and message specification transformation requirements. It is implemented using Oracle Integration Cloud (OIC) services.

1. Outbound Code should be created for the Property which requires Scientific Gaming integration.
2. Select Outbound Type **GAMING_CUSTOM**.
3. Enter a unique **outbound code** in the format of gaming system code and property code, for example: SGACSCP1.
4. Enter and **description** for the gaming system name.
5. Enable **External System**, **Enable Conversions**, and **External Property Code**.
6. Protocol is defaulted with REST for custom gaming integration.
7. Select **Authorization Type OAUTH** and provide OAuth Token URL, for example: https://gaminghost.com/v1/oauth.
8. Select **Grant Type Client Credentials**, and enter **Client Id & Client Key** and **Application Key** provided by the Gaming/Player Tracking System.
9. Enter the **RESP API Base URL Service Path** provided by gaming vendor, for example: https://gaminghost.com/v1.
10. Save the **Outbound System**configuration.
11. Add Data Value Mappings. For more information, see Data Value Mappings.
    - Define the Conversion Codes for Address Type, Gender, Phone Type, State Code, Country Code, Language Code, Profile Type, Title, Membership Level, and Membership Type.

## Gaming Generic

Outbound Type GAMING_GENERIC is used to integrate OPERA Cloud functionality like Profile Lookup and Download, and Create Enrollment with any Gaming/Player Tracking System that follows OPERA Cloud REST APIs specification and standards.

1. Outbound Code should be created for the Property which requires Scientific Gaming integration.
2. Select the Outbound Type **GAMING_GENERIC**.
3. Enter a unique **outbound code**, for example: GAMGENPPROP3.
4. Enter a **description** for the gaming systemith.
5. Enable **External System**, **Enable Conversions**, and **External Property Code**.
6. Protocol is defaulted with REST for Scientific Games integration.
7. Select **Authorization Type OAUTH** and provide the **OAuth Token URL**, for example: https://gaminghost.com/v1/oauth.
8. Select **Grant Type Client Credentials**, and enter **Client Id & Client Key** and **Application Key** provided by the Gaming/Player Tracking System.
9. Enter the **RESP API Base URL Service Path** provided by SG, for example: https://gaminghost.com/v1.
10. Save the **Outbound System** configuration.
11. Add Data Value Mappings. For more information, see Data Value Mappings.
    - Define the Conversion Codes for Address Type, Gender, Phone Type, State Code, Country Code, Language Code, Profile Type, Title, Membership Level, and Membership Type.

## Scientific Games CMP

Outbound Type GAMING_SGCMP is used to integrate OPERA Cloud functionality and its respective REST APIs with Scientific Games CMP functionality and its respective REST APIs. A Gaming Integration user is required to configure the Outbound Code with the following configurations:

1. Outbound Code should be created for the Property which requires Scientific Gaming integration.
2. Select Outbound Type **GAMING_SGCMP**.
3. Enter a unique **Outbound Code**, for example, SGCMPPROP2.
4. Enter a **Description** of the gaming system.
5. Enable an **External System**, enable **Conversions**, and enter an **External Property Code**.
6. Protocol is defaulted with REST for generic gaming integration.
7. Select **Authorization Type OAUTH** and provide the **OAuth Token URL**, for example, https://api.sgenvoy.com/V1.6/oauth.
8. Select **Grant Type Client Credentials**, and enter the **Client Id & Client Key** and the **Application Key** provided by SG.
9. Enter the **RESP API Base URL Service Path** provided by SG, for example, https://api.sgenvoy.com/V1.6/.
10. Save the **Outbound System**configuration:

11. Add Data Value Mappings. For more information, see Data Value Mappings.
    - Define the Conversion Codes for Address Type, Gender, Phone Type, State Code, Country Code, Language Code, Profile Type, Title, Membership Level, and Membership Type.

## Scientific Games ACSC

Outbound Type GAMING_SGACSC is used to integrate OPERA Cloud functionality and its respective REST APIs with Scientific Games ACSC functionality and its respective REST APIs. Gaming Integration user requires to configure the Outbound Code with the following configurations:

1. Outbound Code should be created for the property that requires Scientific Gaming integration.
2. Select Outbound Type **GAMING_SGACSC**.
3. Enter unique **outbound code**, for example: SGACSCP1.
4. Enter a **description** of the gaming system.
5. Enable **External System**, enable **Conversions**, and enter the **External Property Code**.
6. Protocol is defaulted with REST for Scientific Games ACSC integration.
7. Select **Authorization Type OAUTH** and provide OAuth Token URL, for example: https://api.sgenvoy.com/oauth.
8. Select **Grant Type Client Credentials** and enter **Client Id & Client Key** and **Application Key** provided by SG.
9. Enter the **RESP API Base URL Service Path** provided by SG, for example: https://api.sgenvoy.com.
10. Save the **Outbound System**configuration:
11. Add Data Value Mappings. For more information, see Data Value Mappings.
    - Define the Conversion Codes for Address Type, Gender, Phone Type, State Code, Country Code, Language Code, Profile Type, Title, Membership Level, and Membership Type.

## RMS Yield Market Lookup

Outbound Type **RMSYIELD** is used to integrate OPERA Cloud yield market lookup functionality to fetch Yield Market Code and Customer value from a Revenue / Yield Management System that conforms to the OPERA Cloud REST APIs specifications.

1. Outbound Code should be created for the Property which requires Yield Market lookup integration.
2. Select Outbound Type **RMSYIELD**.
3. Enter a unique outbound code in the format of gaming system code and property code, for example: `YMLPROP1`.
4. Enter a description for the Yield management system name.
5. Protocol is defaulted with REST for Yield Market Lookup integration.

6. Select **Authorization Type OAUTH** and provide OAuth Token URL. for example: `https://rmsyield.com/v1/oauth`.
7. Select **Grant Type Password** and enter **Client Id & Client Key** provided by Yield Market Lookup vendor.
8. Enter the **RESP API Base URL Service Path** provided by Yield Market Lookup vendor, for example: `https://rmsyield.com/v1`.
9. Save the **Outbound Code** configuration.

## Room Key Encoding (Door Lock Systems)

Outbound Type **GUESTKEY_GENERIC** is used to integrate room key functionality with any Door Lock system.

NOTE: Outbound Code can be created at **Property** level context.

NOTE: Select Outbound Type **GUESTKEY_GENERIC**.

NOTE: Enter a unique **Outbound Code**, for example: `GUESTKEYVENDOR1`.

NOTE: Enter a **Description** for the Door Lock system summary.

NOTE: **Protocol** is defaulted with **Rest** for Door Lock System integration.

NOTE: Select **Authorization Type Basic or Oauth** with respective authorization details based on the Door Lock System system details provided.

NOTE: Enter the **REST API Base URL Service Path** provided by the Door Lock system. For example, https://api.mydlssystem.com/apis/

NOTE: Save the **Outbound Code** configuration.

## Service Locator TNG

Outbound Type SL_TNG is configured to route the **Create Profile** and **Edit Profile** API requests to the integrated TNG system, for the nationalities defined in the **Data Residency Profile Nationality** OPERA Control. Accordingly, profiles with the specified nationality are created in the TNG database first, then in OPERA Cloud

1. **Context**:
   a. **Global**: Select to create outbound system for all properties.
   b. **Property**: Select to create outbound system for a specific property.
      i. **Property**: Select a property from the list.
2. **Outbound Type**: Select **SL_TNG** from list.
3. **Outbound Code**: Enter a unique outbound code, for example: `SLTNG`
4. **Outbound Description**: Enter a description for the outbound system, for example: TNG/HRS Profile Data Residency.
5. **Protocol** defaults to REST (read only).
6. Select **Enable External System** checkbox.
   a. An Configuring External Systems matching the outbound code is automatically created, with Lookup checkbox selected.

b. An Configuring External Databases matching the outbound code is automatically created, and the same code is available for Profile Lookup.

7. Select **Enable Conversions** checkbox to enable Data Value Mappings.
8. **Authorization Type**: Select **OAuth** and provide the OAuth Token URL.

> **Note:**
>
> Token URL should suffix with Property value as a parameter.

9. Enter respective authorization details provided by the TNG/HRS system.
   a. **Service Account**: Enter the Service Account.
   b. **Service Account Key**: Enter the Service Account Key.
   c. **Grant Type**: Select the Password.
   d. **Client Id**: Enter your client identifier.
   e. **Client Key**: Enter your client key.
   f. **Scope**: Enter your scope.
10. **Service Details**
    a. **Service Path**: Enter the REST API Base URL provided by the external system: for example, https://url.com/integration-ohip/
11. Save the **Outbound Code** configuration.
12. Navigate to Service Locator and configure the CRM Module Post and Put Profile APIs associated with the Outbound Code created above.

# Using Outbound Monitoring

Use Outbound Monitoring to review the outbound web-service call history and view the request & response messages communicated with an outbound external system.

The following details are displayed:

- **Property**: Displays the property of the specific outbound transaction.
- **Reference Id**: Displays the logging record reference code for every outbound call.
- **Request Time**: Displays the date and time when Outbound Request is initiated from OPERA Cloud to Outbound System.
- **Response Time**: Displays the date and time when Outbound Response is received from Outbound System to OPERA Cloud.
- **Status**: Displays the HTTP status response code. Example 200 for successful response, 500 for failed response.
- **Transaction Status**: Displays the Outbound call status whether its Successful or Failed.
- **User Name**: Displays the user who performed the outbound flow use task.

### Viewing Outbound Web Service Call History

1. From the **Toolbox** menu, select **System Setup** , select **Outbound**, then select **Outbound Monitoring**.

2. Enter search criteria, then click **Search**.
3. Click **ReferenceID** to view the Request and Response messages communicated between OPERA Cloud and the outbound system.

# About Data Import

Prerequisites for System Setup - Importing Data

Data Import enables the import of transactional data to a fully configured OPERA Cloud property using the import template files provided. For more information, see Preparing Template Data Files. Data transformation is not available using this method; as such the data in the import data files must match the current OPERA Cloud configuration.

**Watch Video**

The following data types (objects) can be imported:

**Table 24-2 Data Types**

| Data Type | Notes | Template Filename |
|---|---|---|
| Profiles and Relationships | | |
| Guest /Contact Profiles | Contacts available when the **Contacts** OPERA Control is active.<br>• Profile match and merge is not supported. | Guest_Contact_Profiles.csv |
| Sales Accounts (Travel Agent, Company, Source) Profiles | • Profile match and merge is not supported. | Accounts.csv |
| Relationships | Available when the **Relationships** OPERA Control is active.<br>• Account/Contact relationship only. | Relationships.csv |
| Membership Transaction | Available with OPERA Cloud Service, Loyalty Loyalty<br>• For existing Profile Membership details. | Membership_Transactions.csv |
| Reservations | • Current and future reservations can be imported.<br>• Room type availability (including sell limits) are checked; reservations exceeding the room type availability will not be imported.<br>• Block pickup is not possible; rooms are deducted from House. Use Rooming List import instead | Reservations.csv |

**Table 24-2 (Cont.) Data Types**

| Data Type | Notes | Template Filename |
|---|---|---|
| Ledgers | | |
| | **Note:** Ledgers import requires reference to the OPERA Cloud **Confirmation Number**; therefore, the profile and reservation import must be completed initially. When the **Unique Confirmation Number for Linked Reservations** OPERA Control is active, also provide the **Reservation Name ID** for uniqueness. | |
| Deposit Ledger | **Deposit Ledger Balance Forward Transaction Code** OPERA Control defines the (other) payment transaction code used for import of deposit ledger. | Deposit_Balance.csv |
| Guest Ledger | **Guest Ledger Balance Forward Transaction Code** OPERA Control defines the sales (non-revenue) transaction code for import of guest ledger. | Guest_Balance.csv |
| | **Note:** Transaction code must not be linked to a sub-group / group with tax generates configured. Transaction code must not be enabled for manual posting. | |

**Table 24-2 (Cont.) Data Types**

| Data Type | Notes | Template Filename |
|---|---|---|
| AR Ledger | **Old Balance Transaction Code** OPERA Control defines the sales (non-revenue) transaction code for import of AR Ledger.<br><br>**Note:**<br>Transaction code must not be linked to a sub-group / group with tax generates configured. Tr ansaction code must not be enabled for manual posting. | AR_Balance.csv |
| Blocks and Room/Rate Grid | Available when the **Business Block** OPERA Control is active.<br>• Past, current and future blocks can be imported.<br>• Only the primary Block, Account, and Contact will be imported.<br>• Three block notes can be imported.<br>• Sell Limits cannot be imported.<br>• Master/Sub Blocks, Packages, and Attachments will not be imported.<br>• Production Data and Change Log Data will not be imported.<br>• Non-primary Blocks/Account/Contacts will not be imported. | Blocks.csv<br>Room_And_Rate_Grid.csv |

**Table 24-2 (Cont.) Data Types**

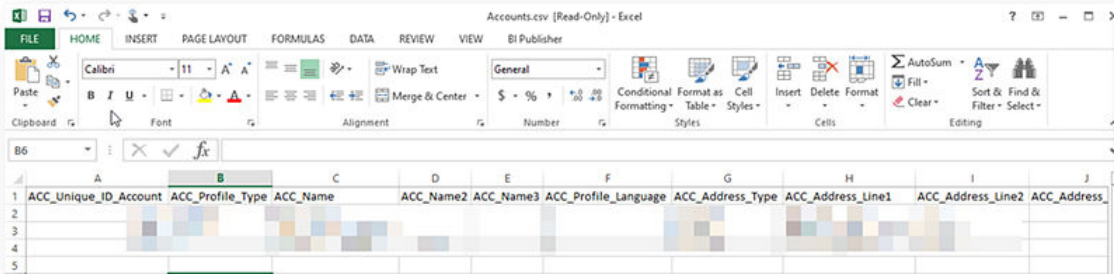
| Data Type | Notes | Template Filename |
|---|---|---|
| Catering Events | Available when the **Simple Events** or **Catering Events** OPERA Control is active.<br>• Past, current and future events can be imported.<br>• Event Forecast information will be imported for each Event. Only four Forecast Revenue Types and their corresponding Forecast Revenue will be imported.<br>• If any notes are populated in the CSV file, the Note Type defaults to "Event" and the Note Title is derived from the Note Type. Only three event notes will be imported.<br>• The Rental Code corresponding to the Rental Amount will always be "Custom". Take this into account during the import process.<br>• No resources are imported.<br>• Packaged events are not imported.<br>• Non Forecast Revenue is not imported.<br>• Production Data, Change Log data is not imported. | Events.csv |
| Sales Activities | Available when the **Activities** OPERA Control is active.<br>• Only the primary Account and Contact will be imported. | Activities.csv |
| Stay Records | Available when the **Stay Records** OPERA Control is active. | • Stay_Records.csv<br>• Stay_Records_Daily_Rates.csv<br>• Stay_Records_Memberships.csv<br>• Stay_Records_Profiles.csv<br>• Stay_Records_Revenue_Details.csv |
| Rooms Management | | |
| Out of Service | Available when the **Out of Service** OPERA Control is active. | Out_Of_Service.csv |
| Room Conditions | Available when the **Room Conditions** OPERA Control is active. | Room_Conditions.csv |
| Room Maintenance | Available when the **Maintenance** OPERA Control is active. | Room_Maintenance.csv |
| Room Discrepancies | Available when the **Discrepant Rooms** OPERA Control is active. | Room_Discrepancies.csv |
| Guest Service Status | Available when the **Guest Service Status** OPERA Control is active. | Guest_Service_Status.csv |
| Customized Task Schedules | Available when the **Housekeeping Task Scheduling** OPERA Control is active. | Customized_Task_Schedules.csv |

**Table 24-2 (Cont.) Data Types**

| Data Type | Notes | Template Filename |
|---|---|---|
| Room Status | • IP (when the **Inspected Status** OPERA Control is active)<br>• PU (when the **Pickup Status** OPERA Control is active) | Room_Status.csv |
| Track It | Track It is available when the **Track It** OPERA Control is active.<br>• Only Track It records in **Open** status can be imported.<br>• Linking Reservations to Track It records is not supported. Reservations details can be added in the **Description**. | TrackIt.csv |
| Out of Order | Available when the **Out of Order** OPERA Control is active. | Out_Of_Order.csv |

> **Note:**
>
> Each data file can have a maximum file size of 10MB. You can upload and import multiple files per data type.

Only one import cycle per property is permitted at any given time.




The data import utility is intended for all entities to be uploaded, validated and imported in one cycle to ensure data consistency.

- You can import data type: Individual/Contact profiles only.
- You can import data type: Accounts only.
- You can import data types: Individual/Contact profiles and Accounts together.
- You can import data types: Individual/Contact profiles, Accounts and Relationships together. The unique Id's for Accounts and Individual/Contact profiles referenced in the Relationships data type files must exist in the respective Accounts and Individual/Contact profiles data type files.
- You can import data types: Individual/Contact profiles and Reservations together. The unique Id's for Individual/Contact profiles in the Reservations data type files must exist in the respective Individual/Contact profiles data type files.

- You can import data types: Individual/Contact profiles, Accounts, Relationships and Reservations together.
  - The unique Id's for Individual/Contact and Account profiles referenced in the Reservations data type files must exist in the respective Accounts and Individual/Contact profiles data type files.
  - The unique Id's for Accounts and Individual/Contact profiles referenced in the Relationships data type files must exist in the respective Accounts and Individual/Contact profiles data type files.

You have 14 days from the first successful file upload to complete the data import cycle. If the data import cycle has not been completed in 14 days, you will need to restart the data import process again.

Data import user activity is tracked in the changes log under the Miscellaneous group and Import Data action type.

### Data File Requirements and Considerations

The upload data files must meet the following requirements:

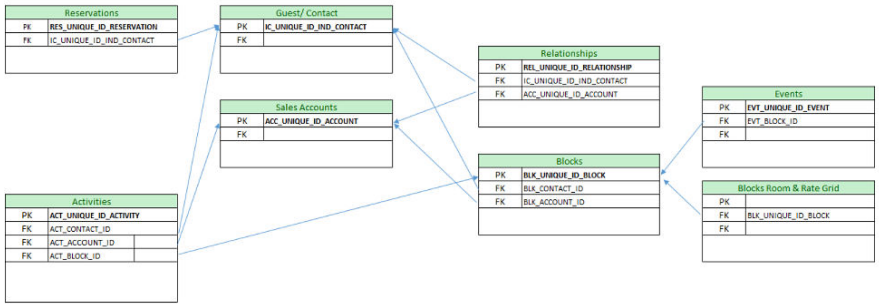
- All the mandatory columns must be present in the template along with values.
- Column data must meet (not exceed) the OPERA Cloud field length requirements.
- Column data only contains western characters.
- String values are imported 'as-is' in term of letter case.
- Unique Id's (primary key) in each data type must not be used in another file for same data type in the same import cycle. For example, if you are uploading two files **Account01.csv** and **Accounts02.csv** for Accounts data type, a **ACC_Unique_ID_Account** value specified in file **Account01.csv** cannot be used in **Account02csv** or any other files for the same data type within the same import cycle.
- The order/sequence of the columns can be different.
- All column names must match with respective template provided.
- The columns names are case-insensitive.
- Date column values must be in **YYYYMMDD** format.
- There must not be any new line characters in the CSV files.
- The uploaded file for a data type must not contain any additional header columns which are not part of template.
- Non-mandatory columns can be excluded from upload file.
- Any reservation exceeding the inventory checks in place in OPERA Cloud will not be imported, these records will be generated in the error file after the import process is completed. Ensure that the files uploaded for data type "Reservations", the cumulative number of rooms for a room type in all the files do not exceed the inventory checks in place

### Data Type / Entity Relationships

**Import Combinations**

| | | | | | | | | | | | | | | | Primary & Foreign Keys |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Guest/Contact | X | X | | | X | X | X | X | X | X | X | X | X | X | IC_UNIQUE_ID_IND_CONTACT (PK) |
| Sales Accounts | | | X | X | X | X | X | X | X | X | X | X | X | X | ACC_UNIQUE_ID_ACCOUNT (PK) |
| Relationships | | | | | X | X | X | X | X | X | X | X | X | X | REL_UNIQUE_ID_RELATIONSHIP (PK), ACC_UNIQUE_ID_ACCOUNT (FK), IC_UNIQUE_ID_IND_CONTACT (FK) |
| Blocks | | | | | | | X | X | X | X | X | X | X | X | BLK_UNIQUE_ID_BLOCK (PK), BLK_ACCOUNT_ID (FK), BLK_CONTACT_ID (FK) |
| Block Room & Rate Grid | | | | | | | | X | X | | | X | X | X | BLK_UNIQUE_ID_BLOCK (FK) |
| Reservations * | | X | | | | | | | | X | | X | X | X | RES_UNIQUE_ID_RESERVATION (PK), IC_UNIQUE_ID_IND_CONTACT (FK) |
| Catering Events | | | | | | | | | | | X | | X | X | EVT_UNIQUE_ID_EVENT (PK), EVT_BLOCK_ID (FK) |
| Activities | | | | X | | X | | | X | | | | | X | ACT_UNIQUE_ID_ACTIVITY (PK) , ACT_ACCOUNT_ID (FK), ACT_BLOCK_ID (FK), ACT_CONTACT_ID (FK) |

* Denotes deduct from house; no relationship to Block




To establish the relationship between records in each data type, the Unique ID primary key (PK) values are referenced as the foreign key (FK) IDs in other entities.

## Using Data Import

### Preparing Template Data Files

1. From the side menu select **Toolbox**, select **System Setup** then **Import Data**.
2. Click **Download Templates** to download a **templates.zip** file to your workstation.
3. Open the ZIP file and extract the CSV files to a folder.
4. Navigate to the folder, open and prepare the CSV file data based on the templates requirements.

> **Note:**
>
> Each data file created must have a maximum file size of 10MB; you can upload and import multiple files per data type. Uniquely name each file. For example: `Account01.csv` and `Accounts02.csv`.

### Uploading and Validating Data Files

1. From the **Toolbox** menu, select **System Setup** and then **Import Data**.
2. Enter or select the property to which you want to import data and click **Import Data**.
3. Click **Add Data Types (Objects) to Import** and specify the number of files you have to upload for each data type.
4. For each data type, click **Select/Upload File**.
   a. Click **Choose File** and select the **CSV** file from the file system. Click **Open** to select.

b. Click **OK**.

5. Repeat for each data type and file to upload.

> **Note:**
>
> Once the first file is uploaded successfully you have 14 days to complete the import cycle. You can always **Save and Close** the existing import cycle during the 14 day time frame and come back later and make changes. If you don't initiate the **Import Validated Data** into OPERA Cloud within the 14 days' time frame, all the existing files and any references to the files will be removed.

6. Once all the files are uploaded successfully, click **Validate Data** to validate the data against the property configuration, column widths, and Primary-Foreign key relationships.

> **Note:**
>
> Any unused rows must be removed for the validate action to be enabled. All the upload files status must indicate success state for the validate action to be enabled.

**Validation Errors**

1. Any validation failures will generate an error file for each uploaded file. You can download the error file by clicking the error file name link or clicking the vertical ellipsis **Actions** menu and selecting **Download Error File** once the validation is completed for all the uploaded files.
2. Review the **[template]_errrors.csv** file.
   - Each error record in the file will have **Unique_Id_Column** and a column called **ERROR_MESSAGE** with the Error description (includes the column name, value and error message. For example, `res_rate_code--profroma-reservation` Rate Code is not configured in OPERA Cloud), `res_source_code--ref--source_code` is not configured in OPERA Cloud), `res_room_type--stdx--reservation` Room Type is not configured in OPERA Cloud, `res_room_type_charge--stdx--reservation` Room Type Charge is not configured in OPERA Cloud).
3. Correct the errors in the data CSV file uploaded and save changes to file.
4. From the vertical ellipsis, click **Remove Uploaded File**, click **OK** to confirm.
5. Re-upload the corrected data CSV file, click **Select/Upload File**.
6. Re-validate the data, click **Validate Data**.

**Cancel Upload and Validation Process**

You can cancel the import process anytime during the 14 day time frame prior to initiating the import of validated data.

1. Click **Cancel Import Process** to remove all uploaded files and references to the current import cycle.

**Importing Validated Data**

Once all files are validated successfully you can import the data.

1. Click **Import Validated Data**.

2. Click **Import Validated Data** to confirm.
3. A Data Import Overview page provides details about the import progress.
4. Once import is complete, click **Close** to return to the import data screen.
5. Click **OK** to confirm.

> **Note:**
>
> This will remove all uploaded files and references to the current import cycle.

## Importing Blocks and Room/Rate Grid

Mandatory columns are marked in bold.

1. "BLK_Unique_ID_Block" CSV column value is stored in "ORIG_ALLOTMENT_HEADER_ID" column.
2. "BLK_Start_Date" CSV column value is stored in the "original_begin_date" column.
3. Multiple Rate Codes and multiple Owners cannot be imported.
4. Multiple Rate Codes and Owners are not allowed in import CSV.
5. If the Ability to Quote Rates in Foreign Currencies OPERA Control is active, it is expected that the import file has property configured currency.
6. Block Begin Date must fall between Rate Code date range.
7. A group profile is automatically created and linked to Blocks.

> **Note:**
>
> Once all files have been imported successfully, you need to synchronize the data, so the revenue tables for the imported blocks are up to date. For more information, see Synchronizing Block Occupancies

**Table 24-3 Blocks**

| Column | Description | Max Data Length | Sample Data | Mandatory |
|---|---|---|---|---|
| BLK_Unique_ID_Block | Unique ID value for Block in the uploaded csv files for Data type "Block" within an Import cycle. | 200 | Ex: (40001, 40002) | ✓ |
| BLK_Start_Date | The Start Date of the Block. The format must be 'YYYYMMDD.' | Date | Ex: (20210121) | ✓ |
| BLK_End_Date | This field should not be less than the Block Start Date/Business Date. | Date | Ex: (20210122) | ✓ |

**Table 24-3 (Cont.) Blocks**

| Column | Description | Max Data Length | Sample Data | Mandatory |
|---|---|---|---|---|
| BLK_Name | The Block Name. | 40 | Ex: (Wedding Block) | ✓ |
| BLK_Code | Group Code.<br>If OPERA Control "Block Code Template" is active, then the block code must be as per the template defined.<br>For better consistency, follow the setting "Block Code Generation Pattern." | 20 | Ex: (201110WEDD) | |
| BLK_Room_Status | Business Block Status.<br>The Business Block Status must be pre-configured in OPERA Cloud. | 4 | Ex: (INQ) | ✓ |
| BLK_Account_ID | The Primary Account ID linked to the Block.<br>Unique ID value for Account profile in the Uploaded csv files for Data type "Account" for an Import cycle. | 200 | Ex: (200010) | |
| BLK_Contact_ID | The Primary Contact ID linked to the Block.<br>Unique ID value for Guest/Contact profile in the Uploaded csv files for Data type "Guest/Contact Profiles" for an Import cycle. | 200 | Ex: (300010) | |
| BLK_Owner | The Business Block Owner Code. | 10 | Ex: (All)) | ✓ |
| BLK_Market_Code | The Main Market Code.<br>The Market Code must be pre-configured in OPERA Cloud. | 10 | Ex: (CORP) | ✓ |
| BLK_Source | Origin of booking that is attached to this business block.<br>The Source must be pre-configured in OPERA Cloud. | 20 | Ex: (CALL) | ✓ |

**Table 24-3 (Cont.) Blocks**

| Column | Description | Max Data Length | Sample Data | Mandatory |
|---|---|---|---|---|
| BLK_Reservation_Type | The Reservation Type attached to the Block.<br>The Reservation type must be pre-configured in OPERA Cloud. | 8 | Ex: (GNON) | ✓ |
| BLK_Inventory_Control | The number of days can be extended from the End Date even after expiration.<br>The OPERA Control parameter "Elastic" should be active to import Elastic Inventory. | 1 | Ex: (Elastic, Non Elastic) | |
| BLK_Decision_Date | Decision Date for Rooms. The format must be 'YYYYMMDD.' | DATE | Ex: (20210122) | |
| BLK_Followup_Date | Rooms Follow-up Date. The format must be 'YYYYMMDD.' | DATE | Ex: (20210122) | |
| BLK_Catering_Only | Flag which specifies if this is a Catering Only Booking. | 1 | Ex: (Y, N) | |
| BLK_Origin | Channel code attached to the business block. | 20 | Ex: (Default) | |
| BLK_Allotment_Origin | Determines which application created the Business block: PMS or SC. | 3 | Ex: SC | ✓ |
| BLK_Type | The Block Type.<br>The OPERA Control Parameter "Business Block Type" should be active.<br>The Block Type must be pre-configured in OPERA Cloud. | 8 | Ex: (G, W) | |
| BLK_Room_Owner | Rooms Sales Manager ID.<br>In case the value is not populated in CSV, the value is defaulted to ALL. | 10 | Ex: (ALL) | |
| BLK_Rate_Code | The rate code for which this record applies.<br>The Rate Code must be pre-configured in OPERA Cloud. | 8 | Ex: (RACK) | |

**Table 24-3 (Cont.) Blocks**

| Column | Description | Max Data Length | Sample Data | Mandatory |
|---|---|---|---|---|
| BLK_Currency | Currency Code attached to the Business Block.<br>The Currency Code must be pre-configured in OPERA Cloud.<br>The sequence for the Currency import is as follows:<br>• If the Rate Code is populated in the Block Import csv, then Rate Code Currency.<br>• If point.1 is not populated, then Block Import csv Currency column value.<br>• If point.2 is not populated, then Property Currency. | 3 | Ex: (USD) | |
| BLK_Print_Rate_YN | Default value used against Block reservations. | 1 | Ex: (Y, N) | |
| BLK_Cuttoff_Date | Date on which the available inventory for the block will be cut-off by the system. The format must be 'YYYYMMDD.'<br>In case both the Cut Off date and Cut Off days is populated in Csv, then consider Cut Off date for Import.<br>The OPERA Control parameter "CutOff" should be active. | DATE | Ex: (20210122) | |
| BLK_Cuttoff_Days | The number of days prior to Arrival that the whole block will be cut off. | 2 (The Number must be between 0 to 99) | Ex: (5, 6) | |
| BLK_Catering_Owner | Catering Sales Manager ID.<br>In case value is not populated in CSV, the value is defaulted to ALL. | 10 | Ex: (ALL) | |

**Table 24-3 (Cont.) Blocks**

| Column | Description | Max Data Length | Sample Data | Mandatory |
|---|---|---|---|---|
| BLK_Catering_Status | The Catering Status.<br>The Currency Status must be pre-configured in OPERA Cloud.<br>If left Blank, the value from Property catering Currency will be populated.<br>This column should be populated when the OPERA control parameter "Use single Block status for Rooms and Catering" is not active. | 4 | Ex: (INQ) | |
| BLK_Event_Attendees | The number of Attendees for the Catering Events.<br>This field should be populated when the catering Status is populated. | 4 (The Number must be between 0 to 9999) | Ex: (10) | |
| BLK_Resource_Discount | The default discount percentage applied to the catering items. | 3 (The Number must be between 0 to 100) | Ex: (20) | |
| BLK_Onsite_Name | The Group Representative. | 40 | Ex: (Adam) | |
| BLK_Function_Type | The Type of Catering Function. | 60 | Ex: (Wedding) | |
| BLK_PostAs | The Catering Info board name. | 50 | Ex: (Adam and Jill's Wedding) | |
| BLK_Note1 | Block Notes 1 | 2000 | Ex: (Outside Ceremony at 10:00AM) | |
| BLK_Note2 | Block Notes 2 | 2000 | Ex: (Father of the Bride pays everything) | |
| BLK_Note3 | Block Notes 3 | 2000 | Ex: (The block's room charges will be charged to the company's visa.) | |

**Table 24-4 (Block) Room and Rate Grid**

| (Block) Room and Rate Grid |
|---|

1. If the "BLK_Rate_Code" column value is populated in the Blocks Import csv, then consider the BLK_Rate_Amount (1, 2, 3, 4, AP) for import from the Block Rate Code configuration, else consider the values for import from Room and Rate Grid import CSV file.
2. "BLK_Room_Type" column value within Room and Rate Grid CSV and Block's "Rate Code (Configured Room Types)" value should match, else the record will not be imported.
3. "BLK_Block_Date" column value within Room and Rate Grid CSV and Block's "Rate Code (Dates within pricing Schedule)" values should match, else the record will not be imported.
4. Room and Rate Grid details will not be imported for a Catering only Block.
5. In case the OPERA Control "Occupancy Split per Room" is not active, only "BLK_Occupancy_1" Occupancy column should be populated

| Column | Description | Max Data Length | Sample Data | Mandatory |
|---|---|---|---|---|
| BLK_Unique_ID_Block | Unique ID value for Block in the uploaded csv files for Data type "Room and Rate Grid" within an Import cycle. | 200 | Ex: (40001, 40002) | |
| BLK_Room_Type | This is the Room Type booked for this allotment.<br>The Room Type must be pre-configured in OPERA Cloud. | 20 | Ex: (STDK, STDQ) | |
| BLK_Block_Date | Date of Allotment for which the specified room category is booked. The format must be 'YYYYMMDD.'<br>This date should span within the Block dates for which the Grid is uploaded. | Date | Ex: (20210122) | |
| BLK_Rate_Amount_1 | 1 person rate | | Ex: (100) | |
| BLK_Rate_Amount_2 | 2 person rate | | Ex: (150) | |
| BLK_Rate_Amount_3 | 3 person rate | | Ex: (200) | |
| BLK_Rate_Amount_4 | 4 person rate | | Ex: (225) | |
| BLK_Rate_Amount_AP | Additional person rate. | | Ex: (250) | |
| BLK_Occupancy_1 | Projected number of rooms with Single occupancy for the particular room type & date to which this record corresponds. | 4 (The Number must be between 0 to 9999) | Ex: (1) | |

**Table 24-4 (Cont.) (Block) Room and Rate Grid**

| (Block) Room and Rate Grid | | | |
|---|---|---|---|
| BLK_Occupancy_2 | Projected number of rooms with Double occupancy for the particular room type & date to which this record corresponds. | 4 (The Number must be between 0 to 9999) | Ex: (2) |
| BLK_Occupancy_3 | Projected number of rooms with Triple occupancy for the particular room type & date to which this record corresponds. | 4 (The Number must be between 0 to 9999) | Ex: (3) |
| BLK_Occupancy_4 | Projected number of rooms with Quadruple occupancy for the particular room type & date to which this record corresponds. | 4 (The Number must be between 0 to 9999) | Ex: (1) |

# Importing Catering Events

### Events

- "EVT_Unique_ID_Event" CSV column value is stored in "ORIG_EVENT_ID" column (Table: GEM$EVENT).
- The Rental Code corresponding to the Rental Amount will be "CUSTOM" always.
- For Master/Sub/Alternate Event imports, consider the following:
  - Master Event should be placed in CSV before the Sub/Alternate Event.
  - The above should be imported in sequence.
- Events won't be imported for Out Of Order Function Space.
- Events will be imported for Blocks which have "BLK_Event_Attendees" populated in Blocks.csv.
- Return to Inventory status Events should not be imported for active Blocks.

**Table 24-5 Events**

| Column | Description | Max Data Length | Sample Data | Mandatory |
|---|---|---|---|---|
| EVT_Unique_ID_Event | Unique ID value for Event in the uploaded csv files for Data type "Events" within an Import cycle. | 200 | Ex: (5010, 5011) | |

**Table 24-5 (Cont.) Events**

| Column | Description | Max Data Length | Sample Data | Mandatory |
|---|---|---|---|---|
| EVT_Block_ID | The Business Block ID. | 200 | Ex: (400010) | |
| EVT_Type | The Event type of the Event. | 8 | Ex: (MTG) | |
| EVT_Name | The Event Name of the Event. | 60 | Ex: (Meeting) | |
| EVT_Status | The Event Status of the Event. | 8 | Ex: (INQ) | |
| EVT_Start_Date | The Event Start Date. The format must be 'YYYYMMDD.' | DATE | Ex: (20210121) | |
| EVT__End_Date | The Event End Date. The format must be 'YYYYMMDD.' | DATE | Ex: (1500) | |
| EVT_Start_Time | The Event Start Time. The format must be 'HH24MI.' | TIME | Ex: (1500) | |
| EVT_End_Time | The Event End Time. The format must be 'HH24MI.' | TIME | Ex: (1500) | |
| EVT_Expected_Attendees | The Expected number of people attending the Event. | | Ex: (20) | |
| EVT_Guaranteed_Attendees | The Guaranteed number of people attending the Event. | | Ex: (15) | |
| EVT_Actual_Attendees | The Actual number of people attending the Event. | | Ex: (10) | |
| EVT_Space | Reserved Function Space for the Event | 8 | Ex: (CORA) | |
| EVT_Shareable_YN | This flag indicates whether the Shareable Function Space would be booked as Exclusive or Shareable. This flag should be populated for a Shareable Function Space only. | 1 | Ex: (Y) | |
| EVT_Master_YN | This flag indicates whether the Event is a Master Event. This flag should be populated if Master/Sub/Alternate Events are to be Imported. | 1 | Ex: (N) | |

**Table 24-5 (Cont.) Events**

| Column | Description | Max Data Length | Sample Data | Mandatory |
|---|---|---|---|---|
| EVT_Master_Event_Link_ID | Linked Master Event ID. This column should be populated if Master/Sub/Alternate Events are to be Imported. | 200 | Ex: (5012) | |
| EVT_Link_Type | Event link type like ALTERNATE/SUB EVENT will be stored. This column should be populated if Master/Sub/Alternate Events are to be Imported. | 20 | Ex: (ALTERNATE) | |
| EVT_Setup_Style | Function Space Setup. This column should be populated when "EVT_Space" is provided. | 8 | Ex: (CONF) | |
| EVT_Setup_Time | Setup Time in Minutes. | | Ex: (15) | |
| EVT_Tear_Down_Time | Teardown Time in Minutes. | | Ex: (15) | |
| EVT_Rental_Amount | Rental Amount for the Event. | | Ex: (105) | |
| EVT_Display_Doorcard_YN | Display Doorcard Y/N. | 1 | Ex: (Y) | |
| EVT_Doorcard | Doorcard Signage | 50 | Ex: (Adam's and Jill's Reception) | |
| EVT_Loud_Event | This flag indicated whether it's a Noisy Event. | 1 | Ex: (N) | |
| EVT_Do_Not_Move | Don't move Flag. | 1 | Ex: (N) | |
| EVT_NOTE1 | Event Note 1. | 2000 | Ex: (Guest book at Entrance) | |
| EVT_NOTE2 | Event Note 2. | 2000 | Ex: (Guest book at Entrance) | |
| EVT_NOTE3 | Event Note 3. | 2000 | Ex: (Guest book at Entrance) | |
| EVT_Forecast_Revenue_YN | This flag indicates, even though resources may be booked, only the forecasted values will drive reporting revenue. | 1 | Ex: (N) | |
| EVT_Forecast_Revenue_Type_1 | The Forecast Revenue Type 1 of the Event. | 8 | Ex: (BEV) | |

**Table 24-5 (Cont.) Events**

| Column | Description | Max Data Length | Sample Data | Mandatory |
|---|---|---|---|---|
| EVT_Forecast_Total_Revenue_1 | The Forecasted Revenue 1 of the Event. | | Ex: (20) | |
| EVT_Forecast_Revenue_Type_2 | The Forecasted Revenue 2 of the Event. | 8 | Ex: (FOOD) | |
| EVT_Forecast_Total_Revenue_2 | The Forecasted Revenue 2 of the Event. | | Ex: (30) | |
| EVT_Forecast_Revenue_Type_3 | The Forecast Revenue Type 3 of the Event. | 8 | Ex: (RENTAL) | |
| EVT_Forecast_Total_Revenue_3 | The Forecasted Revenue 3 of the Event. | | Ex: (100) | |
| EVT_Forecast_Revenue_Type_4 | The Forecast Revenue Type 4 of the Event. | 8 | Ex: (MISC) | |
| EVT_Forecast_Total_Revenue_4 | The Forecasted Revenue 4 of the Event. | | Ex: (25) | |

# Importing Membership Transactions

Loyalty

- **Data Type**: Membership Transactions
- **Notes**: Available with OPERA Loyalty Cloud Services
- **Template Filename**: Membership_Transactions.csv

Import is associated with existing Profile Membership details, based on **Membership Type** and **Membership Card Number**.

**Table 24-6 Membership Transactions**

| Column | Description | Max Data Length | Sample Data | Mandatory |
|---|---|---|---|---|
| MT_Arrival_Date | The Arrival Date of the stay. The format must be YYYYMMDD | | Ex: (20230124) | |
| MT_CRS_Booking_No | CRS booking number (alphanumeric) | 50 | Ex: (AB123456C) | |
| MT_Departure_Date | The Departure Date of the stay. The format must be YYYYMMDD | | Ex: (20230126) | |

**Table 24-6 (Cont.) Membership Transactions**

| Column | Description | Max Data Length | Sample Data | Mandatory |
|---|---|---|---|---|
| MT_PMS_Reservation_No | Confirmation number (alphanumeric) | 50 | Ex: (A12345B) | ✓ |
| MT_Membership_Type (FK) | Membership Type associated with the member profile. Pre-configured in OPERA Cloud | 20 | Ex: (ABROYAL) | ✓ |
| MT_Membership_Card_No (FK) | Membership Number | 50 | Ex: (1000001) | ✓ |
| MT_Record_Type | The type of membership transaction, and valid values are:<br>• ST (Stay)<br>• OT (Other) | | Ex: (ST) | ✓ |
| MT_Property | OPERA property code. Preconfigured in OPERA Cloud | 20 | Ex: (ROSIE) | ✓ |
| MT_Currency | Currency code which points were calculated. Preconfigured in OPERA Cloud | 20 | Ex: (USD) | |
| MT_Membership_Level | Membership level associated with the member. Preconfigured in OPERA Cloud | 20 | Ex: (GOLD) | |
| MT_Profile_Promotion_1 | Promotion Code applied to points. Preconfigured in OPERA Cloud | 20 | Ex: (SEASON) | |
| MT_Profile_Promotion_2 | Promotion Code applied to points. Preconfigured in OPERA Cloud | 20 | | |
| MT_Rate_Promotion | Promotion Code associated with the reservation. Pre-onfigured in OPERA Cloud | 20 | Ex: (NEWYEAR) | |
| MT_Base_Nights | Base Night points | | Ex: (1000) | ✓ (At least one of the following fields must be populated) |
| MT_Base_Points | Total Base Points (Nights+Revenue+stays) | | Ex: (3000) | |

**Table 24-6 (Cont.) Membership Transactions**

| Column | Description | Max Data Length | Sample Data | Mandatory |
|---|---|---|---|---|
| MT_Base_Revenue | Base Revenue Points | | Ex: (1000) | |
| MT_Base_Stay | Base Stay Points | | Ex: (1000) | |
| MT_Bonus_Nights | Bonus Night Points | | Ex: (100) | |
| MT_Bonus_Points | Total Bonus Points (Nights + Stay+Revenue) | | Ex: (300) | |
| MT_Bonus_Revenue | Bonus Revenue Points | | Ex: (100) | |
| MT_Bonus_Stay | Bonus Stay Points | | Ex: (100) | |
| MT_Miscellaneous_Points | Miscellaneous Points | | Ex: (100) | |
| MT_Expiration_Date | Points Expiration Date | | Ex: (20231231) | |
| MT_Notes | Comments related to Points transaction | 4000 | Ex: (Service Recovery) | |
| MT_Points_Cost | Cost of Points | | Ex: (1000) | |
| MT_Points_Credit_Date | Date Points were awarded. The format must be YYYYMMDD | | Ex: (20230126) | |
| MT_Transaction_Date | Date of Points Transaction. The format must be YYYYMMDD | | Ex: (20230126) | |

# Importing Profiles and Relationships

The Keep History YN and ActiveYN fields for Individual/Contact profiles will be defaulted to Y for all the imported profiles.

**Table 24-7 Guest (Individual) / Contact Profiles**

| Column | Description | Max Data Length | Sample Data | Mandatory |
|---|---|---|---|---|
| IC_Unique_ID_Ind_Contact (PK) | Unique ID value for Guest/Contact Profiles in the uploaded csv files for data type **Guest/Contact Profiles** within an import cycle.<br>• Primary Key | 200 | Ex: (30001, INC20001) | |
| IC_Contact_YN | • Y or N<br>• Y for contact; else N | N/A | Ex: (Y, N) | |

**Table 24-7 (Cont.) Guest (Individual) / Contact Profiles**

| Column | Description | Max Data Length | Sample Data | Mandatory |
|---|---|---|---|---|
| IC_Last_Name | The Last name of an Guest/Contact Profile name. | 40 | Ex: (Smith, Brown) | |
| IC_Middle_Name | The Middle name of an Guest/Contact Profile name. | 40 | Ex: (David, James) | |
| IC_First_Name | The First name of an Guest/Contact Profile name. | 40 | Ex: (Robert, John) | |
| IC_Profile_Language | Primary language used for the profile. The language code needs to be pre-configured in OPERA Cloud. | 20 | Ex: (DE, E, RU) | |
| IC_Title | The title of the Individual. The Title code needs to be pre-configured in OPERA Cloud. | 20 | Ex: (Mr., Mrs., Dr.) | |
| IC_Nationality | Nationality of the Individual. The Title code needs to be pre-configured in OPERA Cloud. | 20 | Ex: (IND, US) | |
| IC_Position | The business title for the Guest/Contact Profile. | 60 | Ex: (Director) | |
| IC_Owner_Code | Owner Code associated with the Guest/Contact Profile. If blank value is provided, it will be defaulted to **ALL**. | 10 | Ex: (ALL) | |
| IC_VIP_Code | VIP Code associated with the Guest/Contact Profile. The VIP code needs to be pre-configured in OPERA Cloud. | 20 | Ex: (VIP, VVIP) | |
| IC_Address_Type | The address type code. The address code needs to be pre-configured in OPERA Cloud. | 20 | Ex: (HOME, BUSINESS) | |
| IC_Address_Line1 | The first line of street address. | 80 | | |
| IC_Address_Line2 | The second line of street address. | 80 | | |

**Table 24-7 (Cont.) Guest (Individual) / Contact Profiles**

| Column | Description | Max Data Length | Sample Data | Mandatory |
|---|---|---|---|---|
| IC_Address_Line3 | The third line of street address. | 80 | | |
| IC_Address_Line4 | The fourth line of street address. | 80 | | |
| IC_City | The City of this address. | 40 | | |
| IC_Postal_Code | The Postal Code of the address. | 15 | | |
| IC_Postal_Code_Ext | The Postal Code Extension of the address. | 20 | | |
| IC_Country | The Country code of the address; pre-configured in OPERA Cloud. | 40 | | |
| IC_State | The State code of the address; pre-configured in OPERA Cloud. | 40 | | |
| IC_Address_Language | The Language code used for the address; pre-configured in OPERA Cloud. | 20 | | |
| IC_Ref_Currency | Currency code to be used for the commission payment; pre-configured in OPERA Cloud. | 20 | | |
| IC_Communication_Type1 | The Communication type code; pre-configured in OPERA Cloud. | 4000 | | |
| IC_Communication1 | The value for the communication for IC_Communication_Type1. | 4000 | | |
| IC_Communication_Type2 | The Communication type code; pre-configured in OPERA Cloud. | 4000 | | |
| IC_Communication2 | The value for the communication for IC_Communication_Type2. | 4000 | | |
| IC_Communication_Type3 | The Communication type code; pre-configured in OPERA Cloud. | 4000 | | |

**Table 24-7 (Cont.) Guest (Individual) / Contact Profiles**

| Column | Description | Max Data Length | Sample Data | Mandatory |
|---|---|---|---|---|
| IC_Communication3 | The value for the communication for IC_Communication_Type3. | 4000 | Ex: (xxx@xxxxx.xxx)<br>Code: EMAIL | |

### Sales Account Profiles (Company/Agent/Source)

- Mandatory columns are marked in bold.
- The ActiveYN field for Accounts defaults to Y for all imported profiles.

**Table 24-8 Sales Account Profiles (Company/Agent/Source)**

| Column Name | Description | Max Data Length | Sample Data | Mandatory |
|---|---|---|---|---|
| ACC_Unique_ID_Account (PK) | Unique ID value for Sales Account in the uploaded csv files for data type **Accounts** within an import cycle. | | Ex: (40001, AC40001) | ✓ |
| ACC_Profile_Type | The type of sales account. The account type can be **TA**, **Source**, and **Company**. | | Ex: ( TA, Source, Company) | ✓ |
| ACC_Name | Name of the account profile. | 80 | Ex: ( Company Name, Source Name) | ✓ |
| ACC_Name2 | Second name of the account profile. | 80 | | |
| ACC_Name3 | Third name of the account profile. | 80 | | |
| ACC_Profile_Language | Primary language of the profile; pre-configured in OPERA Cloud. | 20 | Ex: (DE, E, RU) | |
| ACC_Address_Type | The address type code; pre-configured in OPERA Cloud. | 80 | Ex: (HOME, BUSINESS) | |
| ACC_Address_Type1 | The first line of street address. | 80 | Ex: 100 West Monroe | |
| ACC_Address_Type2 | The second line of street address. | | Ex: Suite 100 | |
| ACC_Address_Type3 | The third line of street address. | | | |
| ACC_Address_Type4 | The fourth line of street address. | | | |

**Table 24-8 (Cont.) Sales Account Profiles (Company/Agent/Source)**

| Column Name | Description | Max Data Length | Sample Data | Mandatory |
|---|---|---|---|---|
| ACC_City | The City of this address. | | Ex: (Chicago) | |
| ACC_Postal_Code | The Postal Code of the address. | | Ex: (60601) | |
| ACC_Postal_Code_Ext | The Postal Code Extension of the address. | | Ex: (0401) | |
| ACC_Country | The Country code of the address; pre-configured in OPERA Cloud. | | Ex: (US) | |
| ACC_State | The State code of the address; pre-configured in OPERA Cloud. | | Ex: (IL) | |
| ACC_Address_Language | The Language code used for the address; pre-configured in OPERA Cloud. | | Ex: (E, JPN, CHN) | |
| ACC_Ref_Currency | Currency code to be used for the commission payment; pre-configured in OPERA Cloud. | | Ex: (INR, USD) | |
| ACC_Communication_Type1 | The Communication type code; pre-configured in OPERA Cloud. | 4000 | Ex: (MOBILE) | |
| ACC_Communication1 | The value for the communication for ACC_Communication_Type1. | 4000 | Ex: 9999999111 | |
| ACC_Communication_Type2 | The Communication type code; pre-configured in OPERA Cloud. | 4000 | Ex: (WEB) | |
| ACC_Communication2 | The value for the communication for ACC_Communication_Type2. | 4000 | | |
| ACC_Communication_Type3 | The Communication type code; pre-configured in OPERA Cloud. | 4000 | Ex: (EMAIL) | |
| ACC_Communication3 | The value for the communication for ACC_Communication_Type3. | 4000 | Ex: (xxxx@xxxxx.xxxCode: EMAIL | |

**Table 24-8 (Cont.) Sales Account Profiles (Company/Agent/Source)**

| Column Name | Description | Max Data Length | Sample Data | Mandatory |
|---|---|---|---|---|
| ACC_Owner_Code | Owner Code associated with the Guest/Contact Profile. If NULL, it will default to **ALL**. | | Ex: (ALL , BB) | |
| ACC_CORP_IATA_ID | Corp ID / IATA | 20 | 76542389 | |
| ACC_TAX1_NO | Tax Number 1 | 30 | 28745623 | |
| ACC_TAX2_NO | Tax Number 2 | 30 | 9875437 | |

**Note:**

The values for **ACC_CORP_IATA_ID** / **ACC_TAX1_NO/ ACC_TAX2_NO** columns in **Account.csv** should be as per your standards and conform to the following OPERA Controls.

- Pad Corporate Number Digits-> Pad Corporate Number Digits/ Pad IATA Number Digits
- Allow Duplicate IDs
- IATA Validation
- Bypass Corp Id Validation
- Tax ID Validation

**Note:**

The Import process does not perform any validations on these fields.

**Relationships (Account/Contact)**

- Records reference the **ACC_Unique_ID_Account** and **IC_Unique_ID_Ind_Contact** values from Sales Account and Guest/Contact data files respectively.
- The default relationship between the account and Guest/Contact profile will be Employer (Type: ACCOUNT) and Employee (Type: CONTACT) relationship.

**Table 24-9 Relationships (Account/Contact)**

| Column Name | Description | Max Data Length | Sample Data | Mandatory |
|---|---|---|---|---|
| REL_Unique_ID_Relationship (PK) | Unique ID value for Relationship in the uploaded csv files for Data type **Relationships** within an Import cycle. | 200 | Ex: (50001, RL50001) | ✓ |
| ACC_Unique_ID_Account (FK) | Foreign Key: Linked Unique ID value of Sales Account Profile. Reference PK value from Sales Account data file within an import cycle. | 200 | Ex: (40004, AC40004) | ✓ |
| IC_Unique_ID_Ind_Contact (FK) | Foreign Key: Linked Unique ID value of Guest/Contact Profile. Reference the PK value from Guest/ Contact data file within an import cycle. | 200 | Ex: (30003, INC20003) | ✓ |

# Importing Reservations

- Records reference the **IC_Unique_ID_Ind_Contact** from the Guest/Contact data file.
- Reservation Status is auto-populated with values: **Reserved** (if arrival date is greater than business date), **Arrival** (if arrival date is equal to business date).
- Payment Instructions. Payment method is set to "Cash". No credit card details are imported.
- All reservations are imported irrespective of the room type or house availability or rate restrictions.

**Table 24-10 Reservations**

| Column Name | Description | Max Data Length | Sample Data | Mandatory |
|---|---|---|---|---|
| RES_Unique_ID_Reservation (PK) | Unique ID value for reservation in the uploaded csv files for Data type **Reservations** within an Import cycle. | 200 | Ex: (30001, INC20001) | ✓ |

**Table 24-10 (Cont.) Reservations**

| Column Name | Description | Max Data Length | Sample Data | Mandatory |
|---|---|---|---|---|
| IC_Unique_ID_Ind_Contact (FK) | Foreign Key: Unique ID for Linked Guest Profile. Reference PK value from Guest / Contact Profiles data file for an Import cycle. | | Ex: (30001, INC20001) | ✓ |
| RES_Confirmation_Number | This is the confirmation number from OPERA5 or third-party PMS.<br>If provided, res_confirmation_number will be migrated as an external reference number of type 'IMPORTCNF'<br>A new/unique OPERA Cloud confirmation number is generated for each reservation. | 50 | Ex: ( 3451267345) | |
| RES_CRS_Number | This is the CRS confirmation number from OPERA5 or third-party PMS.<br>res_crs_number will be migrated as an external reference number of type res_external_ref_type_crs (if provided) else 'IMPORTCRS' as default. | 50 | Ex: (56712345245) | |
| RES_External_Ref_Type_CRS | The External Reference Type code. | 50 | Ex: (CRS) | |
| RES_External_Leg_No_CRS | Leg Number for External Reference | 5 | Ex: (12345) | |
| RES_Reservation_Type | The Reservation Type code; pre-configured in OPERA Cloud. | 20 | Ex: (6PM) | ✓ |
| RES_Arrival_Date | The Arrival Date of the reservation. The format must be YYYYMMDD. | | Ex: (20201121) | ✓ |
| RES_Departure_Date | The Departure Date of the reservation. The format must be YYYYMMDD. | | Ex: (20201125) | ✓ |
| RES_Room_Type | The Room type code; pre-configured in OPERA Cloud. | 50 | Ex: (KNGN) | ✓ |

**Table 24-10 (Cont.) Reservations**

| Column Name | Description | Max Data Length | Sample Data | Mandatory |
|---|---|---|---|---|
| RES_Room_Type_Charge | The room type to charge code; pre-configured in OPERA Cloud. | 50 | Ex: (KNGN) | |
| RES_Number_Rooms | The number of rooms for this reservation. | The value must be between 1 to 150 | Ex: (1) | |
| RES_Number_Adults | The **Number of Adults**: Defaulted to 1 in case of Null value. | The value must be between 1 to 99 | Ex: (2) | |
| RES_Number_Children | The number of Children. | The Value must be between 0-99 | Ex: (1) | |
| RES_Rate_Code | The Rate Code for the reservation; pre-configured in OPERA Cloud. | 20 | Ex: (RACK) | |
| RES_Rate_Amount | The Rate Amount for the reservation. | | Ex: (100.00) | |
| RES_Currency_Code | The Currency code for the reservation; pre-configured in OPERA Cloud. | 20 | Ex: (USD) | |
| RES_Fixed_RateYN | The Fixed Rate Flag.<br>• Y or N | 1 | Ex: ( Y, N) | |
| Room_Number | The Room Number allocated (pre-assigned) to the reservation. | 200 | Ex: (101) | |
| RES_Market_Code | The Market code; pre-configured in OPERA Cloud. | 20 | Ex: (CORPC) | |
| RES_Source_Code | The Source code; pre-configured in OPERA Cloud. | 20 | Ex: (REF) | |
| RES_Origin_Code | The Origin code; pre-configured in OPERA Cloud. | 40 | Ex: (PMS) | |

**Table 24-10 (Cont.) Reservations**

| Column Name | Description | Max Data Length | Sample Data | Mandatory |
|---|---|---|---|---|
| RES_Source_Profile_ID (FK) | Unique ID value of the Source profile in the uploaded csv files for Data type **Accounts** within an Import cycle.<br>Foreign Key: Unique ID for Linked Accounts Profile. Reference PK value from Accounts Profiles data file for an Import cycle. | 200 | Ex: (40002, AC40002) | |
| RES_Company_Profile_ID (FK) | Unique ID value for Company profile in the uploaded csv files for Data type **Accounts** within an Import cycle.<br>Foreign Key: Unique ID for Linked Accounts Profile. Reference PK value from Accounts Profiles data file for an Import cycle. | 200 | Ex: (400013, AC40003) | |
| RES_Travel_Agent_Profile_ID (FK) | Unique ID value for Travel agent profile in the uploaded csv files for Data type **Accounts** within an Import cycle.<br>Foreign Key: Unique ID for Linked Accounts Profile. Reference PK value from Accounts Profiles data file for an Import cycle. | 200 | Ex: (40004, AC40004) | |
| RES_Contact_Profile (FK) | Unique ID value of the Guest/contact profile of uploaded csv files for Data type **Reservations** within an Import cycle.<br>Foreign Key: Unique ID for Linked Guest Profile. Reference PK value from Guest / Contact Profiles data file for an Import cycle. | 200 | Ex: (30003, INC20003) | |

# Importing Rooms Management

### Out Of Service

Data referenced in this import template is available on the Out of Order by Reason report (hkooobyreason). Available when the Stay Records OPERA Control is active.

| Column | Description | Max Data Length | Sample Data | Mandatory |
|---|---|---|---|---|
| Room | The room for the Out Of Service record. The room must exist in the property. | 8 | Ex: (101) | ✓ |
| Reason_Code | The Out of Service reason. The reason must exist in the property. | 8 | EX: (BULB) | ✓ |
| Begin_Date | The Begin Date of the Out of Service record. The Begin Date has to be equal to or greater than the current business date of the property. The Begin Date cannot be after the End Date. The format must be 'YYYYMMDD | 8 | Ex: (20230501) | ✓ |
| End_Date | The End date of the Out of Service record. The End Date has to be equal to or greater than the Begin Date of the property. The format must be 'YYYYMMDD | 8 | Ex: (20230510) | ✓ |
| Return_Status | The room status the room will be upon being removed from Out Of Service. Valid values are: - DI - CL - IP (when the Inspected Status OPERA Control is active) - PU (when the Pickup Status OPERA Control is active) | 2 | Ex: (DI) | ✓ |

| Column | Description | Max Data Length | Sample Data | Mandatory |
|---|---|---|---|---|
| Repair_Remarks | Any optional remark related to the out of service record. | 1000 | Ex: (Bathroom Bulb is broken) | |

### Out Of Order

Data referenced in this import template is available on the Out of Order by Reason report (hkooobyreason). Available when the Out Of Order OPERA Control is active.

> **Note:**
>
> Once imported a Room Inventory Synchronization must be performed for the date range of the imported Out of Order records.

| Column | Description | Max Data Length | Sample Data | Mandatory |
|---|---|---|---|---|
| Room | The room for the Out Of Order record. The room must exist in the property. | 8 | Ex: (101) | ✓ |
| Reason_Code | The Ouf of Order reason. The reason must exist in the property. | 8 | EX: (BULB) | ✓ |
| Begin_Date | The Begin Date of the Out of Order record. The Begin Date has to be equal to or greater than the current business date of the property. The Begin Date cannot be after the End Date. The format must be 'YYYYMMDD | 8 | Ex: (20230501) | ✓ |
| End_Date | The End date of the Out of Order record. The End Date has to be equal to or greater than the Begin Date of the property. The format must be 'YYYYMMDD | 8 | Ex: (20230510) | ✓ |

| Column | Description | Max Data Length | Sample Data | Mandatory |
|---|---|---|---|---|
| Return_Status | The room status the room will be upon being removed from Out Of Order. Valid values are: - DI - CL - IP (when the Inspected Status OPERA Control is active) - PU (when the Pickup Status OPERA Control is active) | 2 | Ex: (DI) | ✓ |
| Repair_Remarks | Any optional remark related to the Out of Order record. | 1000 | Ex: (Bathroom Bulb is broken) | |

### Room Conditions

Data referenced in this import template is available on the Room Conditions report (hkassignroomall). Available when the Room Conditions OPERA Control is active.

| Column | Description | Max Data Length | Sample Data | Mandatory |
|---|---|---|---|---|
| Room | The room for the Room Condition record. The room must exist in the property. | 8 | Ex: (101) | ✓ |
| Assign_Reason | The reason to assign a room condition to the room. The reason must exist in the property. | 8 | Ex: (CARPET) | ✓ |
| Remarks | Any optional remark related to the room condition. | 2000 | Ex: (Wet Carpet) | |

### Room Maintenance

Unresolved (open) status. Data referenced in this import template is available on the Room Maintenance report (room_maintenance). Available when the Room Maintenance OPERA Control is active.

| Column | Description | Max Data Length | Sample Data | Mandatory |
|---|---|---|---|---|
| Room | The room for the Room Maintenance record. The room must exist in the property. | 8 | Ex: (101) | ✓ |

| Column | Description | Max Data Length | Sample Data | Mandatory |
|---|---|---|---|---|
| Reason | The reason to mark the room for maintenance. The reason must exist in the property. | 8 | Ex: (WINDOW) | |
| Repair_Remarks | Any remark related to the room maintenance request. | 2000 | Ex: (Replace Window) | |

### Room Discrepancy

Data referenced in this import template is available on the Room Discrepancy report (hkroomdiscrepancy). Available when the Discrepant Rooms OPERA Control is active.

| Column | Description | Max Data Length | Sample Data | Mandatory |
|---|---|---|---|---|
| Room | The room for the Room Discepancies record. The room must exist in the property. | 8 | Ex: (101) | |
| HK_Status | The housekeeping status of the room. Valid Values are OCC and VAC. | 3 | Ex: (VAC) | |

### Guest Service Status

Data referenced in this import template is available on the Housekeeping Details report (hk_details). Available when the Guest Service Status OPERA Control is active.

| Column | Description | Max Data Length | Sample Data | Mandatory |
|---|---|---|---|---|
| Room | The room for the Guest Service Status record. The room must exist in the property. | 8 | Ex: (101) | |
| Service_Status | The Guest Service Status of the room. Valid values are DND and MUP. | 3 | Ex: (MUP) | |

### Room Status

Data referenced in this import template is available on the Room Discrepancy (hkroomdiscrepancy) or the Housekeeping Details (hk_details) report.

- IP (when the Inspected Status OPERA Control is active)

- PU (when the Pickup Status OPERA Control is active)

| Column | Description | Max Data Length | Sample Data | Mandatory |
|---|---|---|---|---|
| Room | The room for the Room Status record. The room must exist in the property. | 8 | Ex: (101) | ✓ |
| Status | The status of the room. Valid Values are:<br>• DI<br>• CL<br>• IP (when the Inspected Status OPERA Control is active)<br>• PU (when the Pickup Status OPERA Control is active) | 2 | Ex: (DI) | ✓ |

# Importing Sales Activities

- Mandatory columns are marked in bold.
- The **ACT_Unique_ID_Activity** value is stored in "ORIG_WO_NUMBER" field.
- Child Activities will not be imported.

> **Note:**
>
> You can import the sales activities for past dates (historic activities). If any associated entities, such as profiles or blocks, linked to these historic activities are not part of the import, these columns should be left empty in the import file.

**Table 24-11 Sales Activities**

| Name | Description | Max Data Length | Sample Data | Mandatory |
|---|---|---|---|---|
| ACT_Unique_ID_Activity (PK) | Unique ID value for Activity in the uploaded csv files for Data type "Activity" within an Import cycle. | 200 | Ex: (10001, 10002) | ✓ |
| ACT_Start_Date | The Start Date of the Activity. The format must be 'YYYYMMDD.' | Date | Ex: (20210121) | ✓ |

**Table 24-11 (Cont.) Sales Activities**

| Name | Description | Max Data Length | Sample Data | Mandatory |
|---|---|---|---|---|
| ACT_End_Date | The End Date of the Activity. The format must be 'YYYYMMDD.' | Date | Ex: (20210122)) | |
| ACT_Start_Time | The Start Time of the Activity. This field is available for an Appointment Activity. The format must be ' HH24MI.' | Time | Ex: (1400) | |
| ACT_End_Time | The End Time of the Activity. This field is available for an Appointment Activity. The format must be ' HH24MI.' | Time | Ex: (1500) | |
| ACT_Type | The Activity Type of the Activity.<br>The Activity Type must be pre-configured in OPERA Cloud. | 20 | Ex: (FOL, SAL) | |
| ACT_Owner | The Owner of the Activity. | 10 | Ex: (ALL) | |
| ACT_Class | Activity Class like TODO, APPOINTMENT. | 20 | Ex: (TODO, APPOINTMENT ) | |
| ACT_Purpose | The description of this Activity. | 2000 | Ex: (Sales Call) | |
| ACT_Account_ID (FK) | The Primary Account ID linked to the Activity.<br>Unique ID value for Account profile in the Uploaded csv files for Data type "Account" for an Import cycle. | 200 | Ex: (200010) | |
| ACT_Block_ID (FK) | The Primary Block ID linked to the Activity.<br>Unique ID value for Block in the Uploaded csv files for Data type "Block" for an Import cycle. | 200 | Ex: (400010) | |

**Table 24-11 (Cont.) Sales Activities**

| Name | Description | Max Data Length | Sample Data | Mandatory |
|---|---|---|---|---|
| ACT_Contact_ID (FK) | The Primary Contact ID linked to the Activity.<br>Unique ID value for Guest/Contact profile in the Uploaded csv files for Data type "Guest/Contact Profiles" for an Import cycle. | 200 | Ex: (300010) | |
| ACT_Priority | Priority of the current Activity. | 1 | Ex: (Y, N) | |
| ACT_Completed_Date | Date on which the Activity was completed. The format must be 'YYYYMMDD.' | DATE | Ex: (20210122) | |
| ACT_Completed_Time | Time on which the Activity was completed. The format must be 'HH24MI.' | Time | Ex: (1500) | |
| ACT_Notes | Notes about the problem, which can be used by different employees working on this problem. | 4000 | Ex: (Follow Up call with Customer) | |
| ACT_RESULT | Activity result. This field is available when activity is completed and Activity Results parameter is Active.<br>The Activity Result must be pre-configured in OPERA Cloud. | 2000 | Ex: (Success) | |

# Importing Stay Records

- **Data Type**: Stay Records
- Mandatory columns are marked in bold.
- Configuration required prior to importing Stay Records:
  - Rate Codes.
  - Revenue Bucket Codes for the 'Profile' bucket type.
  - Revenue Types.

Stay Records import is associated with existing Profiles and Membership Details (Membership Type and Number) if any.

**Table 24-12 Stay Records**

| Column | Description | Max Data Length | Sample Data | Mandatory |
|---|---|---|---|---|
| **Filename: Stay_records.csv** | | | | |
| ST_Stay_Record_Map_Id | Unique Primary ID to map parent Stay Records with its child templates<br>Stay_Records.csv<br>• Stay_Records_Daily_Rates.csv<br>• Stay_Records_Memberships.csv<br>• Stay_Records_Profiles.csv<br>• Stay_Records_Revenue_Details.csv | NUMBER | EX: (100) | |
| ST_UDFC01 | User defined character field | 200 | EX: (UDFC01) | |
| ST_UDFC02 | User defined character field | 200 | EX: (UDFC02) | |
| ST_UDFC03 | User defined character field | 200 | EX: (UDFC03) | |
| ST_UDFC04 | User defined character field | 200 | EX: (UDFC04) | |
| ST_UDFC05 | User defined character field | 200 | EX: (UDFC05) | |
| ST_UDFC06 | User defined character field | 200 | EX: (UDFC06) | |
| ST_UDFC07 | User defined character field | 200 | EX: (UDFC07) | |
| ST_UDFC08 | User defined character field | 200 | EX: (UDFC08) | |
| ST_UDFC09 | User defined character field | 200 | EX: (UDFC09) | |
| ST_UDFC10 | User defined character field | 200 | EX: (UDFC10) | |
| ST_UDFD01 | User defined number field | NUMBER | EX: (UDFD01) | |
| ST_UDFD02 | User defined number field | NUMBER | EX: (UDFD02) | |
| ST_UDFD03 | User defined number field | NUMBER | EX: (UDFD03) | |
| ST_UDFD04 | User defined number field | NUMBER | EX: (UDFD04) | |
| ST_UDFD05 | User defined number field | NUMBER | EX: (UDFD05) | |

**Table 24-12 (Cont.) Stay Records**

| Column | Description | Max Data Length | Sample Data | Mandatory |
|---|---|---|---|---|
| **Filename: Stay_records.csv** | | | | |
| ST_UDFN01 | User defined date field | DATE | EX: (UDFN01) | |
| ST_UDFN02 | User defined date field | DATE | EX: (UDFN02) | |
| ST_UDFN03 | User defined date field | DATE | EX: (UDFN03) | |
| ST_UDFN04 | User defined date field | DATE | EX: (UDFN04) | |
| ST_UDFN05 | User defined date field | DATE | EX: (UDFN05) | |
| ST_adults | Number of adults | NUMBER | EX: (2) | |
| ST_arrivalDate | Arrival Date | DATE | EX: (20230101) | |
| ST_baseRateAmount | Base Rate Amount | NUMBER | EX: (1000) | |
| ST_baseRateCode | Base Rate Code | 20 | EX: (DAILY) | |
| ST_baseRateCurrencyCode | Base Rate Currency Code | 20 | EX: (USD) | |
| ST_blockCode | Block Code | 20 | EX: (BLOCK1) | |
| ST_bookedRoomType | Booked Room Type | 50 | EX: (STDK) | |
| ST_bookingDate | Booking Date | DATE | EX: (20230101) | **Note**: This is not mandatory for reservation status 'PASSERBY'. |
| ST_channel | Channel through which reservation received | 20 | EX: (GDS) | |
| ST_children | Number of Children | NUMBER | EX: (1) | |
| ST_companyId | Company ID | 20 | EX: (700001) | |
| ST_confirmationLegNumber | Confirmation Leg Number | NUMBER | EX: (10000001) | |
| ST_confirmationNumber | Confirmation Number | 50 | EX: (10000001) | |
| ST_currencyCode | Currency Code | 20 | EX: (USD) | |
| ST_departureDate | Date the guest departed. | DATE | EX: (20230131) | |
| ST_exhangeRate | Exchange Rate | NUMBER | EX: (1) | |
| ST_externalReservationId | External Reservation ID | 50 | EX: (1000001) | |
| ST_groupId | Group ID | 20 | EX: (700002) | |
| ST_miscellaneousId | Miscellaneous ID | 20 | EX: (700003) | |
| ST_paymentMethod | Payment Method | 240 | EX: (CASH) | |
| ST_posCode | Point Of Sale Code | 20 | EX: (POS1) | |
| ST_promotionCode | Promotion Code | 20 | EX: (NEWYEAR) | |

**Table 24-12 (Cont.) Stay Records**

| Column | Description | Max Data Length | Sample Data | Mandatory |
|---|---|---|---|---|
| **Filename: Stay_records.csv** | | | | |
| ST_reservationStatus | Status of the reservation (Only before values are accepted)<br>• CANCELLED (Cancellation Date is required for this)<br>• NO SHOW<br>• CHECKED OUT<br>• PASSERBY | 20 | EX: (CHECKED OUT) | |
| ST_reservationInsertSource | Source of reservation | 20 | EX: (CORPORATE) | |
| ST_roomNumber | Room Number | 20 | EX: (1007) | |
| ST_roomRevenue | Room Revenue | NUMBER | EX: (100000) | |
| ST_roomType | Room Type for the stay | 50 | EX: (STDK) | |
| ST_shareId | Sharer ID | 20 | EX: (100002) | |
| ST_sourceCode | Source Code | 20 | EX: (TEL) | |
| ST_sourceId | Source ID | 20 | EX: (700004) | |
| ST_cancellationDate | Cancellation Date (Only required for CANCELLED Reservation Status) | DATE | EX: () | |
| ST_totalRevenue | Total Revenue | NUMBER | EX: (150000) | |
| ST_travelAgentId | Travel Agent ID | 240 | EX: (700005) | |
| ST_resort | Resort Name | 20 | EX: (LCSCRM1) | |
| ST_pmsNameId | Name id from the external system. | 20 | EX: (200001) | <br>**Note**: Either of the below is required:<br>• GuestNameID<br>• PMSNameID<br>• Membership Type and Membership Number |
| ST_guestNameId | Guest Name ID | 20 | EX: (100001) | |
| ST_membershipType | Membership Type | 20 | EX: (CRMROYAL) | |
| ST_membershipNumber | Membership Number | 50 | EX: (CRM10001) | |

**Table 24-13 Stay Record Daily Rates**

| Column | Description | Max Data Length | Sample Data | Mandatory |
|---|---|---|---|---|
| **Filename: Stay_Records_Daily_Rates.csv** | | | | |
| STD_Stay_Record_Map_Id | Primary ID to map the record to its parent record (ST_Stay_Record_Map_Id) | NUMBER | EX: (100) | ✓ |
| STD_transactionDate | Transaction Date | DATE | EX: (20230201) | ✓ |
| STD_bookedRoomType | Booked Room Type | 50 | EX: (STDK) | |
| STD_currencyCode | Currency Code for this Rate Code | 20 | EX: (USD) | |
| STD_marketCode | Market Code | 20 | EX: (CORP) | |
| STD_rateCode | Rate Code | 20 | EX: (DAILY) | ✓ |
| STD_rateAmount | Rate Amount | NUMBER | EX: (1000) | |
| STD_roomNumber | Room number for the stay date | 20 | EX: (1007) | |
| STD_roomType | Room Type for the stay | 50 | EX: (STDK) | |

**Table 24-14 Stay Record Membership**

| Column | Description | Max Data Length | Sample Data | Mandatory |
|---|---|---|---|---|
| **Filename: Stay_Records_Memberships.csv** | | | | |
| STM_Stay_Record_Map_Id | Primary ID to the record map to its parent record (ST_Stay_Record_Map_Id) | NUMBER | EX: (100) | ✓ |
| STM_membershipType | Membership Type | 20 | EX: (CRMROYAL) | ✓ |
| STM_membershipNumber | Membership Number | 50 | EX: (CRM10001) | ✓ |

**Table 24-15 Stay Record Profiles**

| Column | Description | Max Data Length | Sample Data | Mandatory |
|---|---|---|---|---|
| **Filename: Stay_Records_Profiles.csv** | | | | |
| STP_Stay_Record_Map_Id | Primary ID to map the record to its parent record (ST_Stay_Record_Map_Id) | NUMBER | EX: (100) | |
| STP_nameId | Name ID | NUMBER | EX: (100001) | **Note**: Either of the below is required.<br>• NameID: If nameId is provided, the system will use the same<br>• PMSNameID: If pmsNameId is provided, the system will fetch nameId from the name_subscription table |
| STP_pmsNameId | Name ID from the external system. | 20 | EX: (100002) | |
| STP_profileRole | Represents how the profile is related to the reservation. Only below 4 values can be used:<br>• CONTACT_ACCOUNT<br>• CONTACT_AGENT<br>• CONTACT_RESV<br>• CONTACT_RESV_BILL | 20 | EX: (CONTACT_RESV) | |

**Table 24-16 Stay Record Revenue**

| Column | Description | Max Data Length | Sample Data | Mandatory |
|---|---|---|---|---|
| **Filename: Stay_Records_Revenue_Details.csv** | | | | |
| STR_Stay_Record_Map_Id | Primary ID to map the record to its parent record (ST_Stay_Record_Map_Id) | NUMBER | EX: (100) | ✓ |
| STR_folioView | Billing Window | 40 | EX: (1) | |
| STR_revenueAmount | Revenue Amount | NUMBER | EX: (10000) | |
| STR_revenueBucketCode | Revenue Type | 20 | EX: (ROOM REV) | ✓ |
| STR_transactionDate | Transaction Date | DATE | EX: (20230101) | ✓ |

# Importing Track It

- **Data Type**: Track it
- Mandatory columns are marked in bold.
- Only Track It records in **Open** status can be imported.
- Linking Reservations to Track It records is not supported. Reservations details can be added in the **Description**.

**Table 24-17 Track It Records**

| Column | Description | Max Data Length | Sample Data | Mandatory |
|---|---|---|---|---|
| **Filename: TrackIt.csv** | | | | |
| TRACKIT_ID | Unique ID value for Track It record. | NA | Ex: (50001) | ✓ |
| TICKET_NO | The number or identifier assigned to this record | 80 | Ex: (S-13958636) | ✓ |
| REFERENCE_NO | For the Valet Track It Group, an additional number or identifier assigned to this record. | 20 | Ex: (32857895) | |
| TI_GROUP | The Track IT Group like Lost, Baggage, Parcel or Valet. | 20 | Ex: (BAGGAGE) | ✓ |

**Table 24-17 (Cont.) Track It Records**

| Column | Description | Max Data Length | Sample Data | Mandatory |
|---|---|---|---|---|
| **Filename: TrackIt.csv** | | | | |
| FOLLOW_UP | The Follow Up Date of the Track It. The format must be 'YYYYMMDD.' | NA | Ex: (20230904) | |
| DESCRIPTION | The Description of the Track It item. This can also include Reservations details like Name, Number of Nights, Arrival and Departure Dates and Room Number. | 2000 | Ex: (Black medium sized suitcases) | |
| LOCATION | The Location associated to this record. The Location must be pre-configured in OPERA Cloud. | 20 | Ex: (CLOSET) | |
| ACTION | The Action associated to this record. The Action determines whether the record has a status of Open or Closed. Only Open records can be imported. The Action must be pre-configured in OPERA Cloud. | 20 | Ex: (STORAGE) | |
| TRACKIT_TYPE | The Type assigned to this record. The Track It type must be pre-configured in OPERA Cloud. | 20 | Ex: (LUGG) | |
| QUANTITY | For Parcel, Baggage or Lost Track It groups this field indicates the number of Items | NA | Ex: (2) | |
| MSGID | Unique ID used for integration with XXXX | NA | Ex: (5768) | |
| EXTERNAL_ID | Unique ID used for integration with XXXX | 80 | Ex: (30299) | |

# Importing Ledgers

Ledgers import requires reference to the OPERA Cloud **Confirmation Number**; therefore, the profile and reservation import must be completed initially. When the **Unique Confirmation**

**Number for Linked Reservations** OPERA Control is active, also provide the **Reservation Name ID** for uniqueness.

- For deposit ledger, a 'balance forward' amount is posted to each reservation. The **Deposit Ledger Balance Forward Transaction Code** OPERA Control must reference a transaction code setup as other-payment type.
- For guest ledger, a 'balance forward' amount is posted to each reservation sub-account (1-8). The **Guest Ledger Balance Forward Transaction Code** OPERA Control must reference a sales/non-revenue charge transaction code (with no tax generates).
- For AR Ledger Invoices, a 'balance forward' amount is posted. The **Old Balance Transaction Code** OPERA Control must reference a transaction a sales/non-revenue charge transaction code (with no tax generates).

> **Note:**
>
> Package ledger (allowances) cannot be imported.

### Deposit Ledger

| Column Name | Description | Max Data Length | Sample Data | Mandatory |
|---|---|---|---|---|
| RES_UNIQUE_ID_DEPOSIT | Unique sequence auto-generated field to identify a unique row like a primary key column | 20 | Ex:(300065) | ✓ |
| RES_CONFIRMATION_NUMBER | OPERA Cloud Reservation Confirmation Number | 20 | Ex:(2803423) | ✓ |
| RESV_NAME_ID | Reservation Name ID | 20 | Ex:(300065) | ✓ |
| RES_DEPOSIT_BALANCE | Deposit Amount (Enter a debit amount to post as a credit to deposit ledger) | Number | Ex:(4000) | ✓ |

### Guest Ledger

- Reservation balance is imported per sub-account (billing windows 1-8).
- Gaming COMP sub-accounts (101-108) are not supported.

| Column Name | Description | Max Data Length | Sample Data | Mandatory |
|---|---|---|---|---|
| RES_UNIQUE_ID_DEPOSIT | Unique sequence auto-generated field to identify a unique row like a primary key column | 20 | Ex:(300065) | ✓ |

| Column Name | Description | Max Data Length | Sample Data | Mandatory |
|---|---|---|---|---|
| RES_CONFIRMATION_NUMBER | OPERA Cloud Reservation Confirmation Number | 20 | Ex:(2803423) | ✓ |
| RES_FOLIO VIEW | Reservation Sub Account (Billing Window 1-8) | 1 | Ex:(4000) | ✓ |
| RES_GUEST_BALANCE | Sub Account Balance Amount (Enter a debit amount to post as a debit to the guest ledger) | Number | Ex:(4000) | ✓ |
| RESV_NAME_ID | Reservation Name ID | 20 | Ex:(300065) | ✓ |

### AR Ledger - AR Account Invoices

AR balance is imported per Invoice, per AR Account.

| Column Name | Description | Max Data Length | Sample Data | Mandatory |
|---|---|---|---|---|
| AR_UNIQUE_ID_INVOICE_NO | Unique sequence auto-generated field to identify a unique row like a primary key column | 20 | Ex:(300065) | ✓ |
| AR_INVOICE_TRX_DATE | AR Invoice Transaction Date | Date (YYYYMMDD) | Ex:(20231130) | ✓ |
| AR_INVOICE_FOLIO_NO | Actual Bill Number (will be displayed on the reference field) | 20 | Ex:(236457) | ✓ |
| AR_INVOICE_BALANCE | AR Invoice Balance | Number | Ex:(4000) | ✓ |
| AR_INVOICE_AGE_BUCKET | AR Invoice Age Bucket (Range) per setup of **Aging Level Details** OPERA Control | 1 | Ex:(4) | ✓ |
| AR_INVOICE_ACCOUNT_NO | AR Account Number | 20 | Ex:(2803423 | ✓ |

# Configuring SFTP Connections

Secure FTP (SFTP) is a secure way to transfer exports and scheduled reports to remote servers.

### SSH Options For SFTP

Secure File Transfer Protocol (SFTP) is based on the Secure Shell technology (SSH); the following SSH options are supported for SFTP delivery.

| SSH Option | Supported Values |
|---|---|
| ECDSA | • ecdsa-sha2-nistp256<br>• ecdsa-sha2-nistp384<br>• ecdsa-sha2-nistp521 |
| Public Key Algorithm | • ssh-dss<br>• ssh-rsa |

**Watch Video**

### Adding SFTP Configuration

In multi-property operations, SFTP configuration can be global (all properties) or property-specific.

> **Note:**
>
> The SFTP **Hostname** must be added to the Outbound Domain Allowlist prior to being configured. The default port for Secure FTP (SFTP) is 22. For more information, see Configuring Outbound Domain Allow Listings.

1. From the **Toolbox** menu, select **System Setup** , and then **SFTP Configuration**.
2. Click **New** and complete the following:
   a. **Context**: Select a value from the list.
      i. **Global**: Select to define a chain-level SFTP configuration available to all properties.
      ii. **Property**: Select to define a property-specific SFTP configuration.
   b. **SFTP Code**: Enter Unique SFTP Code you want to create, preferably with the following recommended format:
      i. When creating at Chain Level use **CHAIN CODE+SFTP CODE**.
      ii. When creating at Property Level use **PROP CODE+SFTP CODE**.
   c. **Description**: Enter a description.
   d. **Hostname**: Enter the SFTP Server Hostname.
   e. **Port Number**: Enter the Port Number.
   f. **Auth Type**: Select a value from the list.

g. **Password**: Enter password to authenticate using basic authentication method such as user account and password details.

h. **Key**:Enter key to authenticate using open authorization method such as OAuth Token URL and credential details.

i. **Key with Passphrase**: Enter key phrase to authenticate using open authorization details like, OAuth Token URL and credential details.

j. **Username**: Enter the username.

k. **Private Key**: Enter the private key.

l. **Passphrase**: Enter the passphrase.

m. **Host Key**: Enter the public key of the server specified in **Hostname** (the server's public key).

3. Click **Save**.

### Editing SFTP Configuration

1. From the **Toolbox** menu, select **System Setup** , and then **SFTP Configuration**.
2. Enter search criteria and click **Search**.
3. Select the SFTP in search result, click the vertical ellipsis **Actions** menu and select **Edit**.
   a. Update configuration.
   b. **Inactive**: Select the checkbox to set the SFTP connection inactive. Deselect the checkbox to activate.
4. Click **Save**.

### Validating SFTP Connectivity

1. From the **Toolbox** menu, select **System Setup** , and then **SFTP Configuration**.
2. Enter search criteria and click **Search**.
3. Select the SFTP Code in search results, click the vertical ellipsis **Actions** menu and select **Edit**.
4. Click **Add Rows** to add folder and folder path.
   a. **Folder Name**: Enter the logical name for the specified folder path.
   b. **Folder Path**: Enter the folder path.

> **Note:**
>
> Each folder must be validated prior to saving the SFTP configuration. Refresh the page to view validation status.

   i. Click the vertical ellipsis **Actions** menu and select **Validate**.
   ii. Select **Refresh** to view the validation status of each folder.
   iii. Click **Save**.

### Deleting SFTP Configuration

> **Note:**
>
> Ensure the SFTP **Hostname** must be added to the Outbound Domain Allowlist. For more information, see Configuring Outbound Domain Allow Listings.

1. From the **Toolbox** menu, select **System Setup** , and then **SFTP Configuration**.
2. Enter search criteria and click **Search**.
3. Select the SFTP in search result, click vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

# Configuring External Databases

The External Database Setup feature in the Toolbox menu is essential for external systems configuration in OPERA Cloud and for integration with the correct chain/property. Its purpose is to link each property in the multi-tenant cloud to its respective external system and external database ID.

> **Note:**
>
> External databases are auto-configured for an external system when the **Auto Configure External Databases** checkbox is selected in Configure External System.

The feature enables you to create new external database configurations based on existing Interface Types. You create a unique External Database Code with a description to identify each new configuration. The description should include the External Database Code and a full external database name to explain its system type and use. OPERA Cloud will provide a list of properties that use the Interface Type you specify in your search. From the list, you can highlight and select one or more properties to move into your new configuration. You can save and continue the process of creating the external database.

You can also edit external database setups to update database descriptions and to add or remove linked properties. The search function provides a list of databases, each identified by a code, a description, and an interface type. You can expand each database listed in your search results to reveal the properties attached to the database. You can also elect to show inactive database/interface types or to hide inactive database/interface types using. Database/interface types remain configured even if shown as inactive.

Use the following search criteria to locate an interface type for your property.

1. **Interface Type** : Select an interface type from the list to search interface types already configured. You can then edit the interface type. The same interface type might be associated with multiple databases, so the list shows all of the available databases when referencing the interface type.

2. **Property**: Enter the external database name to filter search results based on a specific property database. The property database can include multiple properties, depending on its current configuration and name.
3. **Code**: Enter an external database code or partial code.

### Adding External Databases

1. From the **Toolbox** menu, select **System Setup** then **External Databases**.
2. Click **New** and enter the following details:
    a. **Code**: Enter a code for the external database. The code is displayed in profile subscriptions. This code is also seen when configuring Business Events for special External Databases.
    b. **Description**: Enter full name to explain the location and use.
    c. **External System**: Select an external system from the list. For more information, see Configuring External Systems
    d. **Outbound Code**: Select outbound code to link with external database code. For more information, see Configuring Outbound Systems
    e. **Copy Subscription**: Select checkbox to copy default business events configuration for the database code created for an external system.
    f. **Available > Selected**: Select applicable properties in the **Available** panel and click **>** to move selection to the **Selected** panel.
3. Click **Save and Continue**.

### Editing External Databases

1. From the **Toolbox** menu, select **System Setup** then **External Databases**.
2. Enter search criteria and click **Search**.

> **Note:**
>
> Click **Vertical Ellipsis** and select **Show Inactive** to include inactive records

3. Select an external database in the result, click the vertical ellipsis **Actions** menu and select **Edit**.
4. Update the details.
    a. **Inactive**: Click to mark the external database inactive.
5. Click **Save**.

### Deleting External Databases

1. From the **Toolbox** menu, select **System Setup** then **External Databases**.
2. Enter search criteria and click **Search**.
3. Select an external database in the result, click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

# Configuring Service Locator Operations

**Watch Video**

Service Locator is a routing integration pattern used to route the respective API request from OPERA Cloud to the selected Outbound Systems or OPERA Cloud internal services. Service Locator configuration allows you to map an outbound code for each OPERA Cloud REST API operation at chain, hub or property level. Whenever users perform any business operation in OPERA Cloud, if the particular operation is configured with an Outbound Code, the request is routed to the outbound system based on the user context and service locator configuration. If there is no outbound code configured for the user operation, then the request is made to the respective OPERA Cloud REST web service.

For example, You have developed your own ContactCenter application using OPERA Cloud REST APIs, with business specific extended functionality for the call center team and whenever your operations team creates or updates a profile in OPERA Cloud, you wish to create and update profiles in the ContactCenter application instead of OPERA Cloud. You need to configure an Outbound Code for the ContactCenter and configure the Outbound Code for the profile APIs in Service Locator for your chain.

Service Locator requires Configuring Outbound Systems

> **Note:**
>
> An inbound API call can be bypassed to OPERA Cloud instead of the external system configured in Service Locator by sending the HTTP header bypass-routing=Y in the request.

Service Locator configuration at:

- Global (chain) level context is used for the transactions performed by the users at property-level and hub-level context. In this case, create an outbound code at the chain-level as prerequisite.
- Hub level context is used for the transactions performed by the users at hub-level context. In this case, create an outbound code at property level for one of the hub properties as prerequisite.
- Property level context is used for the transactions performed by the users at the same property-level context. In this case, create an outbound code at the property level as prerequisite.

The same routing logic is applied for the inbound requests received from partner systems through the Oracle Hospitality Integration Platform (OHIP) to OPERA Cloud web services.

It is recommended to configure outbound code and service locator at global (chain) context if all properties of the chain reference the same outbound system, else configure specifics for a property or hub.

> **Note:**
>
> To use this routing integration pattern, the outbound system should accept and implement the solution by adopting the OPERA Cloud REST APIs specifications.

### Editing Service Locators

1. From the **Toolbox** menu, select **System Setup**, and then select **Service Locator**.
2. Select the context: **Global (Chain)**, **Hub** or **Property**, select a **Module**, enter any additional search criteria, then click **Search**.
3. Click **Edit** then update the details for each operation.
    a. **Outbound Code**: Select an outbound code from the list to route the request to the outbound system.
    b. **Reroute to OPERA** : Select check box to redirect the operation to OPERA Cloud web services when the outbound system is unreachable.
    c. Click **Save**.

### Copying Service Locators

To copy the setup of one operation to many other operations.

1. From the **Toolbox** menu, select **System Setup**, and then select **Service Locator**.
2. Select the context: **Global (Chain)**, **Hub** or **Property**, select a **Module**, enter any additional search criteria, then click **Search**.
3. Click **Edit**.
    a. Select the operation to copy, then click the vertical ellipsis **Actions** menu and select **Copy**.
    b. Select the destination operations then click **Apply**.

### Error Handling

| Error Message | Root Cause |
|---|---|
| Unable to reach external endpoint - 403 Forbidden | External service url not white listed. |
| HTTP Error Status: 404 - Not Found | External service url returning 404 |
| Unable to reach external endpoint - 502 Bad Gateway | External service down - (502) |
| HTTP Error Status 502 - Bad Gateway | Unexpected Error. |
| HTTP Error Status: 503 - Service Unavailable | External service unavailable - (503) |
| HTTP Error Status: 401 - Unauthorized | Wrong credentials configured for OAuth. |
| Unable to download certificate for OAuth token URL | Oauth token url not added to the allow list. |
| Egress Proxy Authentication Error | Proxy authorization is not set or wrong proxy credentials. |
| Error from External system | 500-Internal server error, when external system raises any business errors. |

# Configuring Outbound Domain Allow Listings

## Prerequisites for Configuring Outbound Domain Allow Listings

Outbound domain allowlist configuration automates the cloud infrastructure changes required to allow outbound HTTPS, SFTP and SMTP communication from OPERA Cloud to a specified host. To initiate processing of the network changes, each outbound domain/host entry must be approved by a user with the **Approve Outbound Domain Allowlisting** task granted.

The following ports are supported:

| Protocol | Port |
|---|---|
| HTTPS | • 443 |
| SMTP | • 25<br>• 587<br>• 58701 - 58799 |
| SFTP | • 22<br>• 22001 - 22099 |

Outbound Domain Status:

- **Awaiting Approval**: Waiting approval.
- **Pending**:  Processing, which may take up to 6 hours.
- **Ready**: Processing complete and available for use.

> **Note:**
>
> User activity is available in the Changes Log , for the Outbound/SFTP Configuration group and Outbound Domain Allowlist action type.

### Adding Outbound Domain Allowlist Details

1. From the **Toolbox** menu, select **System Setup**, select **Outbound**, then select **Outbound Domain Allowlist**.
2. Click **New** and complete the following:
    a. Context
        i. **Global**: Select to setup for all properties  (Requires the **Global Outbound Domain Allowlisting** task assigned to your chain role).
        ii. **Property**: Select to setup for a selected property.
            i. **Property**: Select a property from the list. For more information, see Changing Your Location in Multi-Property Operations.
    b. **Hostname**: Enter the host name or IP address.
    c. **Protocol**: Select a value from the list.
    d. **Port Number**: Enter a port number.
    e. Click **Save**.

### Approving Outbound Domain Allowlist Details

Requires the **Approve Outbound Domain Allowlisting** task assigned to your role.

> **Note:**
>
> Processing may take up to 6 hours.

1. From the **Toolbox** menu, select **System Setup**, select **Outbound**, then select **Outbound Domain Allowlist**.
2. Enter search criteria, then click **Search**.
3. Select the outbound details (in Awaiting Approval status), then click the vertical ellipsis **Actions** menu and select **Approve**.

### Deleting Outbound Domain Allowlist Details

Processing may take up to 6 hours.

1. From the **Toolbox** menu, select **System Setup**, select **Outbound**, then select **Outbound Domain Allowlist**.
2. Enter search criteria, then click **Search**.
3. Select the outbound details, then click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

# Configuring SMTP Connections

You can choose to set up and use your own Simple Mail Transfer Protocol (SMTP) servers (with basic authentication) or use the Oracle Cloud Infrastructure Email Delivery service for e-mail delivery.

If using your own SMTP Server:

- The SMTP server must have a public DNS name (we advise against using an IP address).
- The SMTP server must have a valid SSL certificate signed by a trusted Certificate Authority.
- The SMTP server must enforce TLS.
- An outbound allowlist entry must be set up for the SMTP FQDN and port. For more information, See Configuring Outbound Domain Allow Listings.
- If the SMTP server implements IP based allow-listing, contact Oracle support to obtain the Oracle IP address for the region.

If using the Oracle Cloud Infrastructure Email Delivery service, you must set up a Sender Policy Framework (SPF) record to detect email spoofing and send emails securely.

Once setup, you can select an SMTP configuration for each email delivery method. For more information, see Configuring Delivery Management.

### About SPF

Sender Policy Framework (SPF) is used by email receivers to detect email spoofing. Using SPF, an email receiver can check if the Internet Protocol (IP) is explicitly authorized to send for that domain. SPF is implemented by publishing a special TXT record to a domain's DNS records. The TXT record declares which hosts are allowed to send mail on behalf of this domain. Receiving mail servers check the SPF records of sending domains to verify that the email's source IP address is authorized to send from that domain. Without SPF, a spam or phishing email can be “spoofed” to appear that the email comes from a legitimate domain. Domains that implement SPF are much more likely to block emails attempting to spoof your domain. For an overview of how SPF works, see Sender Policy Framework. For details on SPF record syntax, see SPF Record Syntax. Also see Doc ID: DOC6575.

### Adding SMTP Configuration

In multi-property operations, you can configure SMTP connections as global (all properties) or property-specific. Your chain role must be granted the **Global SMTP Configuration** task to add a **Global** entry.

1. From the **Toolbox** menu, select **System Setup**, then select **SMTP Configuration**.
2. Click **New** and complete the following:
    a. **Context**: Select a value from the list.
        i. **Global**: Select to define a chain-level SMTP configuration available to all properties.
        ii. **Property**: Select to define a property-specific SMTP configuration.
            i. **Property**: Select a property from the list.
    b. **Server Name**: Enter the SMTP Server address
    c. **Port**: Enter the SMTP Server port.
    d. **Username**: Enter the username for SMTP authentication.
    e. **Password**: Enter the password for SMTP authentication.
    f. Click **Save**.

### Editing SMTP Configuration

1. From the **Toolbox** menu, select **System Setup**, then select **SMTP Configuration**.
2. Enter search criteria and click **Search**.
3. Select the SMTP server in search result, click the vertical ellipsis **Actions** menu and select **Edit**.
    a. Update configuration.
    b. **Inactive**: Select checkbox to set the SMTP connection inactive. Deselect the checkbox to activate.
4. Click **Save**.

### Deleting SMTP Configuration

1. From the **Toolbox** menu, select **System Setup**, then select **SMTP Configuration**.
2. Enter search criteria and click **Search**.

3. Select the SMTP server in search result, click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

# Part VI
# Exchange

This part of the OPERA Cloud Help system contains information on working with OPERA Exchange for two-way real-time data communication between OPERA and external interfaces.

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# Prerequisites for Exchange

This chapter of the OPERA Cloud User Guide lists the prerequisites for Exchange menu.

## Prerequisites for OPERA Exchange Interfaces

**Subscription/License**

OXI Integration partner subscription (various)

**OPERA Cloud Tasks**

Refer to OPERA Cloud Tasks — Exchange Interfaces

## Prerequisites for Configuring Interface Rules

**Subscriptions**

OPERA Cloud Central Management Services

**OPERA CONTROLS**

**Group**: General

**Function**: Cloud Hub Integration for all Properties (Hub)

- Cloud Hub Integration (Property)

**OPERA Cloud Tasks**

**Group**: Exchange Interface

**Task**: Interface Rules

## Prerequisites for Activating OPERA Cloud Hub Integration

**Subscriptions**

OPERA Cloud Central Management Services

**OPERA Controls**

**Group**: General

**Function**: Cloud Hub Integration for all Properties (Hub)

- Cloud Hub Integration (Property)

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# OPERA Cloud Exchange Overview

## Prerequisites for OPERA Exchange Interfaces

OPERA Cloud eXchange is an asynchronous electronic data exchange technology used by OPERA Cloud Foundation subscribers to exchange information with external CRS solutions such as OPERA Room Reservations or third-party solutions, and is used by OPERA Cloud Central subscribers to exchange information with remote OPERA Property properties. For example, when you update a profile or reservation in OPERA Cloud, a business event is triggered and processed by the exchange module and sent to the outbound queue, and finally sent to an external system as an XML message. Conversely, updates in the external system are sent to OPERA Cloud.

OPERA Cloud eXchange supports the following functionality to ensure data quality:

- Profile match and merge to prevent duplicates.
- Default values for missing attributes.
- Data Mapping and Conversion

Before you configure a new interface, ensure that you have the necessary privileges. Then document is set up to lead you through the following prerequisites, such as identifying the external systems, defining the database codes, then configuring the interfaces, setting up communication methods, and defining the interface controls. Address the needed mapping for OPERA Cloud Codes with the external system codes and configuring the required business events. Lastly, activate the External Systems for the Property and Interface.

> **Note:**
>
> Do not activate the external system until the configuration is complete; this creates unnecessary business events being generated and failures.

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# Switching the Interface

Use Switch Interface to toggle between the configured interfaces.

When a user is logged in at Hub level, both Central and Property configured interfaces are shown.

When a user is logged in at a Property level, only the Property configured interfaces are shown.

### Switching Interface

From a hub location, both property and central interfaces are listed. From a Property location, only property interfaces are listed

1. From the **Exchange** menu, select **Switch Interface**.
2. Select the following options:
   a. **Type**: Select a type from the list.
   b. **Property Interface**: Select to switch to a property interface.
   c. **Central Interface**: Select to switch to a central interface

3. **Property**: Select a property from the list.
4. **Interface**: Select an interface from the list.
5. Click **Save**.

### Creating New Interface

1. From the **Exchange** menu, select **Switch Interface**.
2. Click **Create New Interface Setup**. For more information, see Interface Setup.

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# Interface Setup

### Adding an Exchange Interface

1. From the **Exchange** menu, select **Interface Setup**, then select **Interface Setup**.
2. Click **New** and complete the following:
    a. **Property**: Enter or select the Property.
    b. Select an Interface that you need to configure.
    c. In the Description field, the description of the interface automatically populates when you select a defined interface.
    d. Enter the **External Property**. This is the external system's property code that is configured for the selected interface. You must enter the correct external system resort code here.
    e. The External Database automatically gets populated in the External Database field when you select an Interface. If the database code is not automatically populated, you can click the search icon to select a database.
        i. On the External databases screen, search for databases by Interface. If there are no codes available, you can create a new database code in the recommended format, for example, CHAIN-INTERFACE.
        ii. Click **New** and in the External Databases dialog, enter the **Code**.
        iii. Enter a **Description** and select or deselect the **Copy Subscription** check box.
        iv. Select **Properties** from the available list and click **Save**.
        v. Close the **External Databases** dialog. The database code gets defaulted to interface setup database field.
    f. Select the **Delta Mode**.
        i. Set it to Yes if the external system does not sends the full message for changes. For example, a room type change is sent for a reservation. The external system sending these delta changes sends only the mandatory message items together with the changed room type. In this case, only the data sent would be updated in OPERA Cloud, and all other data is retained as inserted earlier. This also depends on OXI parameters.
        ii. Set it to No if the external system sends the entire message for changes as well. This is called a 'full overlay' of data. For example, the external system sends a full message with the updated room type for the room type change. In this case, all data for this record is deleted and re-entered in OPERA Cloud. Based on the interface ID, this is already pre-configured for custom interfaces.
    g. **Select the Data Flow**: Data Flow defines the data flow for the interface and selects all boxes that apply.
        i. **External System -> OPERA** : Select for all interfaces that receive data from an external system.

ii. **OPERA -> External System**: Select for all interfaces that send data from OPERA Cloud to an external system.

h. In the Deletion Indicator panel you can set indicators for deleting data in the OPERA Cloud system from an incoming message. This section is accessible only if the Delta Changes flag is set to **Y**, which indicates that the external system does not always send full data for a change. In this case OXI leaves data that is not sent in the message untouched in OPERA Cloud. It is therefore important that the incoming message signals clearly when data gets deleted. This is the purpose of setting the deletion indicators.

i. Select the values from the Character drop-down list. Character allowed values **~, *, ^**.

ii. Select a numeric value from the Numeric drop-down list. Numeric allowed value **-99999**.

iii. Select a date from the Date drop-down list.

iv. The Message Format defaults to XML format, which is the only format supported in cloud..

v. Select a version in the Set All the Version As drop-down list. When this drop-down is selected, the version in the XML Version grid also changes to the selected version when you click Save. If you wish to change the version only for a particular XML Type, select the row and change the version individually and save.

i. Click the vertical ellipsis **Actions** menu and select **Negotiate**. This option negotiates with the OPERA Cloud external system for the supported XML versions and updates in source interface XML versions for the XML types accordingly and is applicable for Oracle Hospitality solution (OPERA to OPERA) integrations only.

3. Click **Save**.

### Editing an Exchange Interface

1. From the **Exchange** menu, select **Interface Setup**, then select **Interface Setup**.
2. Enter search criteria, then click **Search**.
3. Select the interface in the search result, then click the vertical ellipsis **Actions** menu and select **Edit**.
4. Update the details.
5. Click **Save**.

### Deleting an Exchange Interface

1. From the **Exchange** menu, select **Interface Setup**, then select **Interface Setup**.
2. Enter search criteria, then click **Search**.
3. Select the interface in the search result, then click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

# Configuring Interface Communication Methods

Communication methods defines how the OXI interface receives and transmits messages.

In multi-property operations Communication Methods setup is either Global or Property specific; when Property specific communication is setup this configuration overrides the Global configuration for the specific property.

The communication methods must be set up for each interface before the interface can be activated.

### Editing Interface Communication Methods

> **Note:**
>
> Each data flow direction requires its own setup. When no result are listed at a Property level, the Comm Method has been defined at Global (Chain) level.

1. From the **Exchange** menu, select **Interface Setup** and then select **Communication Methods**.
2. In the search panel select:
   a. **Location**
      i. **Global**: Select to configure for all properties
      ii. **Property**: Select to configure for a specific property
         i. **Property**: Select a property from the list
   b. **Interfaces**: Click to select one or more OXI interfaces from the list
   c. Click **Search**.
3. Select an interface and data flow direction from the search result, then click the vertical ellipsis and select **Edit**.
   a. **Location**
      i. **Global**: Select to configure for all properties.
      ii. **Property**: Select to configure for a specific property.
         i. **Property**: Select a property from the list.
   b. **Communication Mode**:
      i. **HTTP(S)/Client**: Select if the data is sent from OPERA Cloud to the External System
      ii. Details
         i. **URL**: Based on the data flow selected, this will be the GET URL or POST URL and defines the web server location where OXI will either get the messages that are waiting for transfer to OPERA Cloud, or where it will post the messages to the external system.
         ii. **Username**: Enter the username provided for the client URL when basic authentication is enabled.
         iii. **Password**: Enter the password provided for the client URL when basic authentication is enabled
         iv. **Compress Data**: Select checkbox to enable compression of the OXI messages prior to transmission to external systems

v. **Use Client Certificate**: This option is enabled only when the URL is configured as HTTPS protocol. Select this check box to have the OXI processor use the client certificate to authenticate against the external system server and encrypt the messages exchanged with the external system server NOTE: This requires an additional support process to implement

vi. **Sleep Timeout**: Enter number of minute where the interface rests between waking up and doing POST and GET functions. If the interface continues to receive messages, then it will not sleep. This field accepts decimals for times smaller than the (1) minute time. Time entered with a dot (.1) will be read as seconds (10 seconds).

vii. **Timeout**: Enter in seconds the duration the interface tries to establish a connection before treating it as "timed-out" and creating a log entry. At this time it will go into the "Sleep Time" before attempting again.

iii. **Server**: Select if the data is posted from the External System to OPERA Cloud

i. **Sleep Timeout**: Enter number of minute where the interface rests between waking up and doing POST and GET functions. If the interface continues to receive messages, then it will not sleep. This field accepts decimals for times smaller than the (1) minute time. Time entered with a dot (.1) will be read as seconds (10 seconds).

> **Note:**
>
> When Communication Mode is Server, OXI/PMSInterface endpoint URL will be provided to External Systems to call for get/post messages with OPERA Cloud using Interface Service Account created in Shared Security Domain.

For more information, see Document 2329730.1 -SSD SYSTEM ADMINISTRATOR - Creating Interface Service Accounts.

4. Click **Save**.

# Configuring Automatic Transmission Schedule (ATS)

This utility allows the external system to receive data in pre-definable, regular intervals. The AR EXPORT, BLOCK, INVENTORY and PROFILE DAILY STATS data modules are currently supported. At the time the next transmission kicks in, all data for the selected data module between the last transmission and this transmission is sent with this utility. This does not require OPERA Cloud business events, but it does require an OXI two-way Cloud Service subscription. When a message is sent it is identified as RTAV. You can set up multiple schedules that meet the business requirements of your property.

### Adding Automatic Transmission Schedule

1. From the **Exchange** menu, select **Interface Setup** and then select **Automatic Transmission Schedule**.
2. Click **New** and complete the following
   a. **Property**. Enter or select the property
   b. **Interface**. Select the interface from the list
   c. **Module**. Select a Module from the list

d. **Send Changes Only**. Select to only send changes (delta changes)

e. In the Recurrence Pattern panel,

   i. Frequency

   - If you select Daily. select the hour in the day.
   - If it you select weekly, select the Days in the week and the Hour.
   - If you select Monthly, select the day in the month and hour in the day .
   - If you select Yearly, select the month and the day and hour in the month.
   - If you select Interval, enter the number of minutes to repeat

f. **Range Day**: Select the Range Days in advance for which automatic transmission shall occur. If the range is set to 30 days, OXI sends the data with start dates from current business date until 30 days in advance. Automatic Transmission has a message limitation. If the range of days exceeds 30 days, for example 60 days, then the transmission is 2 RTAV messages of 30 days each. If the range of days is 90, then the transmission is 3 RTAV messages of 30 days each, and so on.

g. **Future Days**: Select the Future Days. It allows for a range in the future to be returned. For example: If the business date is 06/29/19 and the Range is set for 2 days, then the Range is set from 06/29/19 to 06/30/192. If the Future field is updated to 30, then the begin date of the Range that was sent is 30 days from 06/29/19. The Start Date and End Date calculates the dates based on the Range Days and Future Dates. The start date is calculated based on property¿s current business date and future days. End date is calculated based on start date and range days.

3. Click **Save**.

### Editing Automatic Transmission Schedule

1. From the **Exchange** menu, select **Interface Setup** and then select **Automatic Transmission Schedule**.
2. Enter search criteria and click **Search**.
3. Select the transmission schedule then click **Edit**.

   a. Update the configuration

   b. **Inactive**. Click to make the schedule inactive.

4. Click **Save**.

### Deleting Automatic Transmission Schedule

1. From the **Exchange** menu, select **Interface Setup** and then select **Automatic Transmission Schedule**.
2. Enter search criteria and click **Search**.
3. Select the transmission schedule then click **Delete**.
4. Click **Delete** to confirm.

# Data Request

TUse Data Request to synchronize data between OPERA Cloud Foundation and OPERA Cloud Central Services / OPERA Room Reservation Cloud Service; with the synchronization initiated from the solution receiving the data. Data Request differs to an interface resynch in that the data is synchronized as a "pull" rather than a "push".

For example:  An "XYZ" **Market Code** is observed in OXI messages but the code does not exist in the OPERA Room Reservations configuration. Selecting to synchronize**Configuration** for the **Item Type** = MARKET CODE and **Level** = SPECIFIC and entering the text "XYZ" , a message is sent to OPERA Cloud Foundation requesting that specific data. A message is returned from OPERA Cloud Foundation containing the **Market Group** and **Market Code** information; which is populated to the Market Code Template and property-level Market Code configuration.

Note: It is not recommended to select all displayed items in the list, instead use **Level** = ALL. To request a large number of specific items, it is recommend to reduce selection to multiple smaller groupings.

### Requesting Synchronize Data

1. From the **Exchange** menu, select **Interface Setup**, and then select **Data Request**.
2. **Property**: Select a property from the list.
3. **Interface**: Select an external system from the list.
4. Data Request Module to Synchronize
    a. **Reservations**: Select check box to synchronize reservations.
        i. **Arrival**: Enter an arrival date range.
        ii. **Stay**: Enter a stay date range.
        iii. **Created**: Enter a creation date range.
        iv. **From Date**: Enter a start date.
        v. **To Date**: Enter an end date.
    b. **Blocks**: Select check box to synchronize blocks.
        i. **Begin (Start)**: Enter a start date range.
        ii. **Stay**: Enter a stay date range.
        iii. **Created**: Enter a creation date range.
        iv. **From Date**: Enter a start date.
        v. **To Date**: Enter an end date.
    c. **Rates**: Select check box to synchronize rates.
        i. **From Date**: Enter a start date.
        ii. **To Date**: Enter an end date.
    d. **Packages**: Select check box to synchronize packages.
        i. **From Date**: Enter a start date.
        ii. **To Date**. Enter an end date.
    e. **Profiles**: Select check box to synchronize profiles.
        i. **From Date**: Enter a start date.
        ii. **To Date**: Enter an end date.
    f. **Configuration**: Select check box to synchronize configuration.
        i. **Item**: Select a configuration item from the list.
        ii. **Level**: Select a level from the list.
        iii. **Items**: Select items from the list.

g. **Inventory Items**: Select check box to synchronize inventory items.
   i. **From Date**: Enter a start date.
   ii. **To Date**: Enter an end date.

5. Click **Synchronize**.

# Copying Conversion Codes

Copying conversion codes is an efficient way to populate the interface conversion codes, instead of manually inputting the codes one by one. An example of an extensive list of conversion codes would be the Countries or Rate Codes. When copying, OPERA Cloud and External System values are populated with the same value in the conversion details.

### Copying Interface Mappings

1. From the **Exchange** menu, select **Interface Setup** and then select **Copy Conversion Codes**.
2. Enter search criteria, then click **Search**.
3. Click to select one or more conversion codes in the search result or click **Select All**.
4. Click **Copy**.

# Profile Match and Merge

Profile matching is used with integrated systems sending profile data to OPERA Cloud ; ensuring existing OPERA Cloud profiles are matched to prevent the creation of duplicate profiles.

In order to match profiles you configure profile matching rules.

> **Note:**
>
> If OPERA Cloud and the external system share their internal profile numbers and always have an ideal match, you can select not to enable profile matching for the interface.

### Internal Entry Match Criteria

The OXI Profile Matching module has an internal entry criteria matching system that checks for a primary match based on hard-coded, predefined columns in the name table and its child tables. These entry criteria are not configurable and not visible. For example in OPERA Cloud there is a guest profile with client id 1234. and the external system is sending a company profile type with client id 1234. This will not find the match due to internal merge criteria client id and name type, which is similar to configuring merge rule on "name code". This is the base rule for every following weighing point matching activity. If the entry criteria match fails, no further weighing point match is attempted and the profile is either created newly or rejected based on Interface Controls settings for this interface ID in OXI. Note: This process also applies to an accompanying profile (as well as the primary guest profile). When a reservation change occurs, when only the first and last names of a profile for either a primary or accompanying profile associated with the reservation are sent with the reservation, duplicate profiles are not created. The Profile Match process is not included. Instead, OXI will update the profiles according to the internal name_ID of the profile in OPERA Cloud that is linked to the

reservation, without applying any further matches (based on the profile's same first and last name).

**Table 28-1 Guest / Contact Profile Types**

| Message Displayed to the User | Internal Matching Criteria |
|---|---|
| Matched on Name Code | Matches on Client ID and Name Type |
| Matched on Membership Number | Matches on the Membership Number |
| Matched on Credit Card and Name | Matches on the Credit Card Number and the Last Name Note: When the Credit Card Vault functionality is active, credit card numbers are replaced with a Unique ID which will be communicated between OPERA Cloud and OXI. |
| Matched on Passport Number | Matches on the Passport Number Note: Id type role should be PASSPORT |
| Matched on Email | Matches on Communication Type Email. Note: This match will be made even when an email type other than EMAIL is used. |
| Matched on Last and Phone | Matches on the Last Name, Phone Number (stripped of all non-numeric characters), Phone Type |
| *Matched On Last, Address1, City | Matches on Last Name, Address line 1, and City |
| *Matched On Last and Address1 | Matches on Last Name and Address line 1 |
| *Matched On Last and Postal Code | Matches on Last Name and Postal Code |
| *Matched On Last and City | Matches on Last Name and City |

**Table 28-2 Travel Agent / Company / Source / Group Profile Types**

| Message Displayed to the User | Internal Matching Criteria |
|---|---|
| Matched on Name Code | Matches on Client ID (Name Code) and Name Type |
| Matched on Credit Card and Name | Matches on the Credit Card Number and the Last Name |
| Matched on Company and Phone | Matches on the Company Name and the Phone Number (stripped of all non- numeric characters), Phone Type |
| *Matched on Company, AR number | Matches on Company Name and AR number |
| *Matched on Company and Address1 | Matches on Company Name and Address line 1 |
| *Matched on Company, Postal Code | Matches on Company Name and Postal Code. |
| *Matched on Company, City | Matches on Company Name and City |

> **Note:**
>
> The internal Interface Controls (hidden in normal Interface Controls table) DATABASE_SIZE has a default value of Large. For a large property, only match criteria without the asterisk will be used for internal entry match. If the Interface Controls DATABASE_SIZE is set to Small, for smaller properties that can afford a more accurate match without adding performance overhead, all match criteria including the ones with asterisk * will be evaluated. Contact profiles will also go through Match and Merge rules. No additional setup is required in OXI for Profile Merge rules.

### Examples of Entry Match Criteria

When a profile is sent to OPERA Cloud through OXI it will search the internal entry match criteria based on the above-mentioned hard coded requirements. When a profile does not meet any of these entry match criteria, it will automatically be created newly if the Interface Controls PROF_CREATION is turned ON. If that Interface Controls is turned off, the profile match will fail and the profile will not be created.

Entry Match Criteria NOT successful:

Example: If a profile is sent with only a first name and last name, it will not even proceed to the weighing points match criteria, as the first name and last name are not sufficient for the entry match criteria. A new profile will be created if the Interface Controls PROF_CREATION is turned ON. If that Interface Controls is turned OFF, the profile match will fail and the profile will not be created. An exception to the rule: We are preventing the duplication of profiles in case only last/first name are sent for a reservation change. OXI skips the profile match entirely in this case. It searches for the name_ID (internal ID number) of the profile in OPERA Cloud that is linked to the reservation sent, and if that profile has the same last and first name as the profile sent as part of the reservation change, OXI will update the same profile without applying any further matches.

Entry Match Criteria successful:

Example: If a profile comes with a last name and a membership number, it will pass the entry match criteria and proceed on to the weighing points match criteria. From here, the weighing points configured in the OXI profile matching module decide whether the profile will be merged with an existing OPERA Cloud profile or not.

### Definable Weighing Points Match Criteria

Once the internal entry match was successful, the system will continue matching on the defined weighing points. The configuration of merge rules and weighing points can be done individually for each interface ID/OPERA Cloud property combination in OXI. Each profile type can be configured separately within an interface ID/OPERA Cloud property combination. You have to consider the best possible approach for distributing weighing points to the merge rules, as these may differ by profile type, geographical location of the property, data accuracy sent by external system, etc. All merge rules selected must add up to, or be above the threshold set. This means if the threshold is set to 1000 points, weighing points must be distributed to merge rules of columns or column combinations to add up to at least 1000 points in total. Otherwise no successful profile match will be made.

**Table 28-3 Available fields for setting up Merge Rules**

| Merge Attribute | OPERA Cloud Field |
|---|---|
| ADDRESS1 | Address1 within Address |
| TELEPHONE | Telephone number |
| CITY | City within address |
| COMPANY | Company Name related to account profile type |
| COUNTRY | Country field within address |
| EMAIL | Email address |
| FIRST | First Name of Guest or Contact Profile |
| LAST | Last Name of Guest or Contact Profile |
| MEMBERSHIPS | Membership Number on a profile |
| NAME_CODE | Client ID of a profile (IATA Code / CORP id for Account Profile) |
| PASSPORT_NO | Passport Number |
| POSTAL_CODE | Postal Code within address |
| STATE | State within address |
| AR_NUMBER | Accounts Receivable Number on profile |

### Fields

**Profile Type.** The profile type for which merge rules and weighing points are configured. Options are guest, company, travel agent, source, and group.

**Merge Rule.** The 'Threshold' is the initial merge rule that is set automatically when a new interface is being configured. The 'Match' merge rules need to be set manually by you, and can consist of either one data field or a combination of data fields that need to be met to obtain your defined weighing points.

**Type.** OXI will automatically prompt 'Threshold' first in case no entries have been made into the profile matching setup yet. Once the threshold is set, all other types will become 'Match' as they apply to the merge rules.

**Points.** Weighing points for the threshold will be the minimum points a profile has to achieve in order to be matched. Weighing points for the matches are defined by you, and would be set according to the data field/combination of data fields that you select.

- Example: Assume the threshold for minimum points is set to 1000. When you define a merge rule with a single data field entry of Last Name, this will never be eligible to make the full match of 1000 points, so you would probably only give a part of the points to it (e.g., 300). Then you will want to add the next merge rule for another data field that makes the 1000 points complete – like Memberships - where you would give the remaining 700 points to. You can also opt to add another several merge rules consisting of Address 1 and City, for example, and give respective weighing points to these in order to make the 1000 points complete.
- One of the easiest options will be to define a combination of data fields that would meet the necessary 1000 points within the same merge rule, as shown in the sample screen above.

**Apply.** The activation flag for the merge rule. This must be checked for the merge rule to be applied. A merge rule can also be created and then temporarily be deactivated by blanking out this flag.

### Setting up Merge Rules

The merge rules can be configured either as merge rules for individual data fields or for data field combinations, where the weighing points will only apply if all components in that combination match. When setting the merge rules, note the following:

- For Direct Guest merge rules use LAST for the Last name.
- For Travel Agent merge rule uses COMPANY for the TA name and NAME_CODE for the IATA number.
- For Group merge rule use LAST for the group name.
- For Company merge rule uses COMPANY for the company name and NAME_CODE for the Corporate ID.
- For Source merge rule use LAST for the source name.

### OXI Interface Controls and Profile Matching

The following OXI Controls determine the profile matching results:

- PROF_MATCHING. Profile matching only occurs when set to Y. When PROFILE_MATCHING is active, OXI will validate the incoming profile message before executing the match and merge process to verify that the data contained in the message is sufficient to exceed the threshold points. If the data is not sufficient an optional warning will be generated indicating there is not sufficient data to meet the threshold and the match and merge process will not be executed.

> **Note:**
>
> Profile matching can be set to N if , prior to system cut-over, the two systems are synchronizing data with the profiles sent from OPERA Cloud to the external system and the external system returning a unique ID. OPERA Cloud then stores this ID for primary match and merge. This process renders the use of match and merge a duplicate effort and therefore inefficient and not required.

- PROF_CREATION. This Interface control determines whether a new profile should be created if the profile match was not successful. This must be set to Y for all interfaces that transmit reservations. If set to N, any non-matching profiles will be rejected and not created newly.

### OXI Interface Controls and Profile Update in OPERA Cloud

**Table 28-4 Several OXI Interface Controls determine how the profiles are updated in OPERA Cloud:**

| | |
|---|---|
| IND EXT SYS OVER | Profile overwrite priority for guest profiles.<br>• When active the external system can update the OPERA Cloud profile details.<br>• When inactive the OPERA Cloud profile details will remain untouched when a profile is merged with the one sent by external system. This applies to all columns in the NAME table |

**Table 28-4 (Cont.) Several OXI Interface Controls determine how the profiles are updated in OPERA Cloud:**

| | |
|---|---|
| TA EXT SYS OVER. | Profile overwrite priority for travel agent profiles.<br>• When active the external system can update the OPERA Cloud profile details.<br>• When inactive the OPERA Cloud profile details will remain untouched when a profile is merged with the one sent by external system. This applies to all columns in the NAME table |
| CORP EXT SYS OVER | Profile overwrite priority for Company / Agent profiles<br>• When active the external system can update the OPERA Cloud profile details.<br>• When inactive the OPERA Cloud profile details will remain untouched when a profile is merged with the one sent by external system. This applies to all columns in the NAME table |
| SOURCE EXT SYS OVER | Profile overwrite priority for source profiles<br>• When active the external system can update the OPERA Cloud profile details.<br>• When inactive the OPERA Cloud profile details will remain untouched when a profile is merged with the one sent by external system. This applies to all columns in the NAME table |
| GROUP EXT SYS OVER. | Profile overwrite priority for group profiles<br>• When active the external system can update the OPERA Cloud profile details.<br>• When inactive the OPERA Cloud profile details will remain untouched when a profile is merged with the one sent by external system. This applies to all columns in the NAME table |
| PHONE/ADDR EXT SYS OVER | Profile overwrite priority for phone and address collections.<br>This parameter determines how the phones/addresses received from the external system update the phones/addresses in OPERA Cloud and which OPERA Cloud records are included in the outbound messages.<br>This parameter will supersede the Delta setting of the interface.<br>A = If received, replace OPERA Cloud values with the received values. If not received, remove the values from OPERA Cloud.<br>B = If received, replace OPERA Cloud values with the received values. If not received, do not remove the values from OPERA Cloud.<br>C = If received, merge the received values with OPERA Cloud values. If not received, remove the values from OPERA Cloud.<br>D = If received, merge the received values with OPERA Cloud values. If not received, do not remove the values from OPERA Cloud .<br>E = If received, replace only those OPERA Cloud values configured in conversion with the received values. If not received, remove only those OPERA Cloud values configured in conversion. In outbound messages, send only those records with converted types. N = Ignore the phone/addresses received. Do not touch the values in OPERA.INTEREST EXT SYS OVER. If set to Y, interests in the OPERA Cloud profile will always be overwritten by external system interests. If set to N, external system interests will be appended to existing OPERA Cloud ones. |

**Table 28-4 (Cont.) Several OXI Interface Controls determine how the profiles are updated in OPERA Cloud:**

| | |
|---|---|
| PREF EXT SYS OVER. | This parameter is applicable only if the profiles are allowed to be updated in general. This means at least one of the parameters IND EXT SYS OVER, CORP EXT SYS OVER, TA EXT SYS OVER, SOURCE EXT SYS OVER, or GROUP EXT SYS OVER should be turned ON. If this parameter is set to Y or N and the interface is configured as 'Delta Changes = Y' and no preferences are received in the profile message, existing preferences in the OPERA Cloud profile will remain untouched. Otherwise, if this parameter is set to 'Y', existing preferences in OPERA Cloud profile will be replaced with the preferences received in the message, if set to 'N', preferences received in the message will be added to the existing preferences in OPERA Cloud profile, if set to 'C', OPERA Cloud profile preferences configured in 'Guest Preference' conversion will be replaced with the preferences received in the message. |
| PROFCOMMENTS EXT SYS OVER | This parameter is applicable only if the profiles are allowed to be updated in general. This means at least one of the parameters IND EXT SYS OVER, CORP EXT SYS OVER, TA EXT SYS OVER, SOURCE EXT SYS OVER, or GROUP EXT SYS OVER should be turned ON'. If this parameter is set to Y or N and the interface is configured as 'Delta Changes = Y' and no comments are received in the profile message, existing comments in the OPERA Cloud profile will remain untouched. Otherwise, if this parameter is set to 'Y', existing comments in OPERA Cloud profile will be replaced with the comments received in the message, if set to 'N', only those comments in OPERA Cloud profile last updated by this interface will be replaced with the comments received in the message, all other comments will remain unchanged, if set to 'C', OPERA Cloud profile comments configured in 'Comment Type' conversion will be replaced with the comments received in the message. |
| NEGRATES EXT SYS OVER | If you allow profiles to be overwritten in general. This means at least one of your parameters IND EXT SYS OVER, CORP EXT SYS OVER, TA EXT SYS OVER, SOURCE EXT SYS OVER, or GROUP EXT SYS OVER have to be turned ON. The functionality of this parameter is further determined by the 'mode' of your interface. If it works with delta changes set to 'yes' (interface configuration->edit interface), the external system can send profile changes only and does not need to send the full profile every time a small change to a profile occurs. OXI will then only update the changed data and not touch the additional data that was found in the OPERA Cloud profile. This also means that the external system needs to indicate intended deletions clearly with deletion indicators in the message. Sending simply blanks will not lead to data deletion if OXI works in 'delta mode'. The deletion indicators can be configured in interface configuration->edit interface. If your interface is set to delta changes 'no', OXI expects a full overlay of all profile data in every profile message, even if the external system only changes very little of the entire profile. Here is how the parameter works: If your interface is setup as 'Delta Changes = Y' and no negotiated rates are sent by the external system in the profile message, this parameter is ignored and the existing OPERA Cloud profile negotiated rates remain untouched. Otherwise the following parameter rules apply: If 'Y', negotiated rates sent by external system will overwrite existing OPERA Cloud profile negotiated rates. If 'N', negotiated rates sent by the external system will be appended to existing OPERA Cloud profile negotiated rates. |

# Configuring Profile Match Rules

The  merge rules can consist of either one data field or a combination of data fields that need to be met to obtain your defined weighing points.

When the total points meet or exceed the threshold specified for the profile type, the profile is considered a match.

### Adding Profile Match Rules

1. From the side menu, select **Exchange**, then select **Interface Setup** and select **Profile Match Rules**.
2. Click **New** and complete the following
    a. **Property**. Enter or select the property from the list
    b. **Interface**. Enter or select the interface from the list
    c. **Profile Type**. Select a profile type from the list; options are Guest, Company, Travel Agent, Source, and Group
    d. **Threshold**. Enter a threshold value
    e. **Active**. Select checkbox to activate
    f. **Match Criteria**. Click **New** and complete the following
        i. **Match Rule**. Select one or more data fields from the list
        ii. **Points**. Enter weighting points amount for the match rule
        iii. **Active**. Select checkbox to activate the match rule.
        iv. Repeat to add more match criteria
    g. Click **Save**.

### Editing Profile Match Criteria

1. From the side menu, select **Exchange**, then select **Interface Setup** and select **Profile Match Rules**.
2. Enter search criteria and click **Search**.
3. Select the match rule and click **Edit**.
4. Update match rules.
5. Click **New** to add a match rule.
6. Select a match rule and click **Delete** to remove a match rule.

### Deleting Profile Match Criteria

1. From the side menu, select **Exchange**, then select **Interface Setup** and select **Profile Match Rules**.
2. Enter search criteria and click **Search**.
3. Select the match rule and click **Delete**.
4. Click **Delete** to confirm.

# Exchange Interface Capabilities

Exchange Capabilities allow the sending system to know whether or not the receiving system supports the specified functionality. The negotiation of interface capabilities is only supported between Oracle Hospitality solution integrations. Exchange Capabilities can automatically maintain the capabilities of the remote systems that OXI and OXIHUB communicate and is designed to have resort and message specific controls of the functionality that a particular property supporting.

The 'Enabled_YN' flag is what determines whether a particular functionality is available or not. The Enabled flag for all new functionality is set to N by default. The Enabled flag will only be updated through the Capability Message exchange; the Interface Property Capabilities screen lists all the available functions for the Interface Property combination.

The resort that initiated the Capability Exchange will receive the response Capability Exchange message and will set the Enabled flag to Y for the entire list of functions, if any of them were previously set to N. Once again, if the initiating property does indeed update the Enabled flags from N to Y, the update will trigger another exchange of capability messages. This cycle stops on the receiving side when it finds no more functionality to update. The entire process can take up to 3 exchanges of capability messages to correctly update the resorts functionality. If the process of updating a resort's functionality results in the Enabled flag remaining set to N, it could mean that either the target property doesn't support the functionality or the initiating property is still waiting for its Capability Exchange message response.

> **Note:**
>
> XML Schema Version negotiation is available in the collection for exchange with the external system. This allows users to synchronize the highest mutually available XML schema version between interfaces in an automated process.

### Updating Interface Capabilities

1. From the **Exchange** menu, select **Interface Setup**, then select **Interface Setup**.
2. Enter search criteria, then click **Search**.
3. Select the interface in the search result, then click **I Want to...** and select **Update Exchange Capabilities**.
   a. Click **Update Exchange Capabilities**.

# Configuring Interface Rules

### Prerequisites for Configuring Interface Rules

Interface rules determine whether particular flex field (UDF) data should be updated during data transmission with an external system and are defined globally for **Stay**, **Reservations** and **Profiles** per profile type.

### Adding Interface Rules

1. From the **Exchange** menu, select **Interface Setup**, then select **Interface Rules**.
2. Click **New** and complete the following:

a. **Interface**: Select an interface from the list.
b. **Rule Type**: Select Stay, Reservations or Profiles from the list.
    i. Select a **Profile Type** is Profile is selected for Rule Type.
c. **Display Name**: Enter the display name of the UDF flex field in OPERA Cloud.
d. **OPERA Cloud Central Column**: Select a UDF flex field from the list.
e. **External Column**: Enter UDF field name which is received from the external system.
f. **External Table**: Enter the table for the UDF field.
    i. For Stay enter "STAY_RECORDS"
    ii. For Reservations enter "RESERVATION_NAME"
    iii. For Profiles enter "NAME"
g. **To OPERA Cloud Central**: Select a rule for data received from the external system.
    i. **Always**: external data will always overwrite OPERA Cloud data for this field.
        i. A profile's membership details will not be overwritten; but rather appended to.
        ii. For the **Last Name** data element, the settings defaults to **Always** and cannot be changed.
    ii. **Never** – external data will never overwrite OPERA Cloud data for this field, nor will it be displayed in match & merge . If **Never** is set for a field that is used as match criteria, the value is not considered in possible matches.
    iii. **When Blank** – external system data will update OPERA Cloud data if this field is blank in the OPERA Cloud profile.
h. **To External System**: Select a rule for data sent to the external system.
    i. **Always** – OPERA Cloud data will always be sent to the external system for this field
    ii. **Never** – OPERA Cloud data will never be sent to the external system for this field.

3. Click **Save**.

### Editing Interface Rules

1. From the **Exchange** menu, select **Interface Setup** then select **Interface Rules**.
2. Enter search criteria, then click **Search**.
3. Select an interface rule in the search result, then click the vertical ellipsis **Actions** menu and select **Edit**.
    a. Update the configuration.
    b. **Inactive**: Select check box to inactivate the rule.
4. Click **Save**.

### Deleting Interface Rules

1. From the **Exchange** menu, select **Interface Setup** then select **Interface Rules**.
2. Enter search criteria, then click **Search**.
3. Select an interface rule in the search result, then click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **Delete** to confirm.

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# Configuring Interface Mapping

Use Interface Mapping to configure conversion of OPERA Cloud codes and external system codes at Global (Chain) or Property level. When conversions are defined, the code from an external system is replaced with the OPERA Cloud code for inbound message from the external system; and the OPERA Cloud code is replaced with the code of the external system for outbound message delivered to the external system. Mapping UDFs allows the definition of all reservations, profile and stay UDFs to be exchanged with an external system.

You can use Copy Conversion Codes to quickly populate the interface conversion codes, instead of manually inputting the codes one by one. When copying, OPERA Cloud and External System values are populated with the same value in the conversion details.

In conversion scenarios where one code converts to multiple codes, one conversion entry must be selected as the default. For example, assume the external system has more market codes than OPERA Cloud, and that some of the OPERA Cloud market codes have to be entered multiple times in the conversion code. If a reservation with such a market code is sent to the external system, OXI must be configured with a conversion record. The **OPERA -> External Default** is the identifier for the conversion record used.

| OPERA Cloud Value | External System Value | External > OPERA Cloud | OPERA Cloud > External |
|---|---|---|---|
| GRP | GROUP | Y | Y |
| GRP | LEIS | Y | N |
| IND | INDIVIDUAL | Y | N |
| IND | TRANSIENT | Y | Y |

In the above example, a reservation made in OPERA Cloud with market code "GRP" will convert to "GROUP" when sent to the external system, as this is the OPERA > External System Default is set to Y.

- If the reservation in OPERA Cloud is made with market code "IND", OXI will convert to "TRANSIENT" when sent to the external system, as this is the default set for this case.
- The external system sends market codes 'GROUP' and 'LEIS', which will both convert into market code 'GRP' in OPERA. Cloud. If the reservation is updated in OPERA Cloud, the OPERA market code 'GRP' is converted to 'GROUP' when sent to the external system, which could lead to a change in the original market code that the external system has used.

### Seeded Conversions

A few conversion mapping groups are activated and auto-populated as they contain the same values for all interfaces.

> **Note:**
>
> Do not change these preset configurations for these interface mappings.

| Conversion Group | OPERA Cloud Value | External Value | External > OPERA | OPERA > External |
|---|---|---|---|---|
| Action Type | CANCEL | CANCEL | Y | Y |
| | CHECK IN | CHECKIN | Y | Y |
| | CHECK OUT | CHECKOUT | Y | Y |
| | DELETE RESERVATION | DELETE | Y | Y |
| | JOIN GUEST | SHARE | Y | Y |
| | NEW RESERVATION | ADD | Y | Y |
| | NOSHOW | NOSHOW | Y | Y |
| | REACTIVATE NO SHOW | REINSTATE | N | Y |
| | REACTIVATE WAITLIST | WAITLISTTOACTIVE | Y | Y |
| | REVERSE CHECK IN | CNXCHECKIN | Y | Y |
| | REVERSE CHECK OUT | CNXCHECKOUT | Y | Y |
| | ROLLBACK CANCEL | REINSTATE | Y | Y |
| | SEPARATE GUEST FROM | ADD | N | Y |
| | UPDATE RESERVATION | EDIT | Y | Y |
| Document Type | | | Y | Y |
| Guest Preference Type | NEWSPAPER | NEW | Y | Y |
| | ROOM_FEATURES | FEA | Y | Y |
| | SMOKING | PRS | Y | Y |
| | SPECIALS | SPE | Y | Y |
| Profile Type | COMPANY | CORPORATE | Y | Y |
| | D | GUEST | Y | Y |
| | G | GROUP | Y | Y |
| | S | WHOLESALER | Y | Y |
| | TRAVEL_AGENT | TRAVEL | Y | Y |
| Reservation Status | CANCELLED | CANCELED | Y | Y |
| | CHECKED IN | INHOUSE | Y | Y |
| | CHECKED OUT | CHECKEDOUT | Y | Y |
| | NO SHOW | NOSHOW | Y | Y |
| | PROSPECT | REQUESTED | Y | Y |
| | RESERVED | RESERVED | Y | Y |
| | WAITLIST | WAITLISTED | Y | Y |

### Adding Interface Mapping

> **Note:**
>
> Select the **Show Inactive** check box for first time activation of the conversion group. Highlight the conversions groups that are required and select the **Activate** button. To deactivate a conversion group, uncheck the **Show Inactive** check box, then highlight a conversion code group, and select **Inactivate**.

1. From the **Exchange** menu, select **Interface Mapping** and then select **Interface Mapping**.
2. Enter search criteria and click **Search**.
3. Select a conversion group on the left side of the page.
   a. Select the **Show Inactive** check box for first time activation of the conversion table. Highlight the conversions group that are required and select the **Activate** button.
   b. To deactivate a conversion group, uncheck the **Show Inactive** check box, then highlight a conversion code group, and select **Inactivate**
4. Click **New** and complete the following:
   a. **Global**: Select to configure global interface mapping. (Available with an OPERA Cloud Central Management Services subscription).
   b. **Property**: Enter or select the property.
   c. **Interface**: Enter or select the interface. .
   d. **OPERA Code**: Select an OPERA Cloud code from the list
   e. **External Code**: Enter the external system code/value.
   f. **External-OPERA Default**: Select check box to select as default in the case of multiple same entries in the external system value column. It is possible that more OPERA Cloud values than the external system values exist for a conversion code. In this case the external system values would need to be duplicated and will occur more than once in the external system value columns. Only one of the duplicate external system values can be set as External -> OPERA Default Y, and this is the record that OXI uses when processing data from the external system to OPERA Cloud. All other duplicate codes are set to **N**. OXI automatically warns you if a record has already been set to **Y** as a default, and you are trying to select another record with the same external system value the same way.
   g. **OPERA-External Default**: Select checkbox to select as default in the case of multiple same entries in the OPERA Cloud value column. It is possible that more external system values than OPERA Cloud values exist for a conversion code. In this case the OPERA Cloud values need to be duplicated and occur more than once in the OPERA Cloud value columns. Only one of the duplicate OPERA Cloud value can be set as OPERA > External Default Y, and this is the record that OXI uses when processing data from OPERA Cloud to the external system. All other duplicate codes are set to N. OXI automatically warns you if a record has already been set to Y as a default, and you are trying to select another record with the same external system value the same way. For example: The external system has more market codes than OPERA Cloud, and the OPERA Cloud market codes have to be entered multiple times in the conversion code. If a reservation with such a market code is sent by OPERA Cloud , OXI has to know which conversion record to use. The OPERA -> External Default is the identifier for the correct conversion record.

h. Click **Save**.

### Editing Interface Mapping

1. From the **Exchange** menu, select **Interface Mapping** and then select **Interface Mapping**.
2. Enter search criteria and click **Search**.
3. From your search results, select a row, then click the vertical ellipsis **Actions** menu, and select **Edit**.
4. Update the configuration.
5. Click **Save**.

### Deleting Interface Mapping

1. From the **Exchange** menu, select **Interface Mapping** and then select **Interface Mapping**.
2. Enter search criteria and click **Search**.
3. From your search results, select a row, then click the vertical ellipsis **Actions** menu, and select **Delete**.
4. Click **Delete** to confirm.

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# Interface Controls

Interface Controls allows you to control the business use cases to turn-On/Off and allows ability to set the default values. Most of the parameters are defaulted with a system default value, you can change the values to instruct OPERA Cloud for the preferred behavior. Default values used in the handling of inbound and outbound message when no mappings/conversion codes are found for the respective messages. The values configured here are used as defaults for incoming and outgoing messages if no matching conversion value from the conversion tables can be applied during data transmission, or if conversions are not activated.

1. From the **OPERA Cloud Exchange** menu, select **Interface Controls** , and then select **Interface Controls** from the drop down list.
2. The Type **Property** and **Interface** fields display the default interfaces based on the Switch Interface context.
3. Click **Search**.
4. Select a Group and drill down to the Settings areas for the Default fields available for Inbound and Outbound data flows. Defaults are applicable only for Blocks, Others, Profiles, Rates and Reservation groups.

## OPERA Cloud Global Parameters for Exchange

- OXI Message Purge Retain Days: Default is 10. Allows System Administrator to set the value between 3 to 28 days. Based on the configured value, messages are purged automatically when they are lapsed beyond retention time.
- OXI Outbound Delivery Retry Count: This functionality allows you to define the retry value for HTTP messages that fail to post because the server is unavailable. This value defined here is as a global configuration applicable for all interfaces and properties.

> **Note:**
>
> Retry Interval is taken from the sleep-time configured for the respective property and interface communication definition.

## Block Parameters and Settings

Block parameters apply if your interface transmits blocks. All parameters are set at the global level.

**Table 30-1 Block Group parameters and settings.**

| Parameter Name | Parameter Values | Direction of transmission where parameter applies. Parameter Description | Recommended Setting |
|---|---|---|---|
| EXTERNAL LOCKED YN | Y/N | From the external external system to OPERA Cloud.<br>The system creating the block can remain the owner of it, which means the block can only be modified by the originating system. Set this parameter to Y if the block created by the external system should be locked in ORS and cannot be modified by ORS users. Set to N if the block created by the external system should be fully changeable in ORS. | Set to Y in case blocks are sent two ways and both systems wants to retain ownership of their blocks.<br>The default setting is Y for OXI-OPERA |
| EXT SYS BLOCK GENERATES INVENTORY | Y/N | Direction: Data from the external system to OPERA Cloud When a block message from CRS is received, OXI will generate inventory snapshots for the affected dates and room types. | Setting depends on the situations described. |

**Table 30-1 (Cont.) Block Group parameters and settings.**

| Parameter Name | Parameter Values | Direction of transmission where parameter applies. Parameter Description | Recommended Setting |
|---|---|---|---|
| HANDLE BLOCK SOLD | 1) EXT_SYS- >OPERA<br>2)NONE<br>3)OPERA- > EXT_SYS<br>4)TRANSMIT_BOTH_WAYS | Direction: Data from the external system to OPERA Cloud (EXT_SYS- >OPERA)<br>Update block sold count from external system when sent to OPERA Cloud. This assumes that the external system has all block reservations but not OPERA Cloud. In this case we need a sold count update as part of the block messages.<br>Direction: Data both ways between the external system and OPERA Cloud (NONE)<br>Block sold counts will not be transmitted between the systems. Use this if both systems transmit full reservations both ways, including block reservations. In this case an additional sold count update in the block message is not necessary.<br>Direction: Data from OPERA Cloud to the external system (OPERA- >EXT_SYS)<br>Send block sold counts from OPERA Cloud to external system. This assumes that OPERA Cloud has all block reservations but external system has not. In this case we need to send a sold count update as part of the block messages.<br>Direction: Data both ways between the external system and OPERA Cloud | Setting depends on the situations described.<br>The default setting is NONE for OXI-OPERA |

**Table 30-1 (Cont.) Block Group parameters and settings.**

| Parameter Name | Parameter Values | Direction of transmission where parameter applies. Parameter Description | Recommended Setting |
|---|---|---|---|
| | | (TRANSMIT_BOTH_WAYS)<br>Update block sold counts from external system when sent to OPERA Cloud, and also return sold counts to external system. Use this if block reservations are not transmitted between the systems at all. In this case the block messages must mutually update the sold counts. | |

**Table 30-1 (Cont.) Block Group parameters and settings.**

| Parameter Name | Parameter Values | Direction of transmission where parameter applies. Parameter Description | Recommended Setting |
|---|---|---|---|
| HANDLE MASTER BLOCKS | Y/N | Direction: Data both ways between the external system and OPERA Cloud.<br>OPERA Cloud can convert a single block into a master block, which is used when multiple sub blocks are linked to one block as master. A common scenario for this is a tour series, in which a former single block becomes a master block from which all tour series copies are made. The master block is visibly identified as such in OPERA Cloud and has no inventory. A sub block is linked to a master block through the master block ID. If this parameter is set to Y, OXI will send master blocks in OPERA Cloud with the respective flags so that the external system can apply the same logic. Sub blocks are sent with the master block ID and need to be linked properly to the master block in the receiving system again, where the master could have a separate ID. If the external system is not capable of handling master and sub blocks, this parameter should be set to N. In this case OXI sends a block cancel in case a block converts into a master, to make sure that the external system releases the inventory from that block accordingly. All sub | Setting depends on the situations described.<br>The default is Y for OXI-OPERA Cloud. |

**Table 30-1 (Cont.) Block Group parameters and settings.**

| Parameter Name | Parameter Values | Direction of transmission where parameter applies. Parameter Description | Recommended Setting |
|---|---|---|---|
| | | blocks in OPERA Cloud will be sent as normal single blocks without amaster block ID to such as an external system. | |
| KEEP BLOCK PACKAGES | Y/N | -> Direction: Data from the external system to OPERA Cloud.<br>KEEP_BLOCK_PACKAGES parameter determines how to handle the existing OPERA Cloud block packages.<br>This parameter setting will be significant only when the packages are not received as part of the blocks.<br>If this parameter is set to Y, then do not full overlay, keep the block packages as-is.<br>If this parameter is set to N, then full overlay the OPERA Cloud block packages with received block packages.<br>If this parameter is set to Null, then the received allotment entity packages value will gain significance in determining whether to full overlay block packages or to keep them. | |
| SPLIT INV DETAILS | Y/N | -> Direction: Data from OPERA Cloud to external system.<br>If Y, OXI will split the block inventory detail message into multiple chunks of size less than 32K. If N, OXI will send the entire inventory detail message to the external system. | Set to Y if typical Block inventory is created with long date ranges and all room types.<br>The default setting is N for OXI-OPERA. |

**Table 30-1 (Cont.) Block Group parameters and settings.**

| Parameter Name | Parameter Values | Direction of transmission where parameter applies. Parameter Description | Recommended Setting |
|---|---|---|---|
| UPL CATERING BLOCKS | Y/N | -> Direction: Data from OPERA Cloud to external system<br>Blocks can be indentified as Catering in ORS or SFA. Set this parameter to Y to send catering only blocks to the external system. If set to N, catering only blocks will be suppressed from sending to the external system. | The default setting is N for OXI-OPERA |
| UPL DED ONLY | Y/N | -> Direction: Data from OPERA Cloud to external system<br>If the external system does not distinguish between deductible and non-deductible blocks, you may want to suppress non-deductible blocks from sending, as these would affect the other system's inventory directly and cause inventory imbalances. In such a case you would set this parameter to Y and OXI_HUB will only send deductible blocks. If the external system has a similar concept of handling deductible and non- deductible blocks, you can set this parameter to N and OXI_HUB will send all blocks regardless of their status. In OPERA Cloud, the block status code determines whether a block is considered deductible. Check the OPERA Cloud block status configuration for further information. | Set to N if external system handles deductible and non-deductible blocks.<br>Otherwise set to Y. The default setting is N for OXI-OPERA. |

**Table 30-1 (Cont.) Block Group parameters and settings.**

| Parameter Name | Parameter Values | Direction of transmission where parameter applies. Parameter Description | Recommended Setting |
|---|---|---|---|
| UPL OPEN ONLY | Y/N | -> Direction: Data from OPERA Cloud to external system.<br>If the external system does not have a concept of 'open for pickup' blocks, you may want to suppress non-open blocks from sending, as these would still allow pickup in the other system and cause inventory imbalances when a reservation is sent to non-open block in OPERA Cloud. In such a case you would set this parameter to Y and OXI_HUB will only send open for pickup blocks. If the external system has a similar concept of open for pickup blocks, you can set this parameter to N and OXI_HUB will send all blocks regardless of their status. An open for pickup block is defined by its status. Check the OPERA Cloud block status configuration for further information. | Setting depends on whether external system has a concept of open/non-open blocks.<br>The default setting is N for OXI-OPERA |

**Table 30-1 (Cont.) Block Group parameters and settings.**

| Parameter Name | Parameter Values | Direction of transmission where parameter applies. Parameter Description | Recommended Setting |
|---|---|---|---|
| WAIT FOR BLOCK EXT REF | Y/N | -> Direction: Data from OPERA Cloud to external system.<br>If a block is created in OPERA Cloud, OXI can send the block header first and expect a result message with the external system's confirmation number. Only once this confirmation is received would OXI send the block details, as it is now safe to assume that the block details would be accepted by the external system as well. This external confirmation can even be displayed on the block header as of OPERA Cloud 33.02, ensuring OPERA Cloud users that they can pickup reservations from a block without problems, as the external system knows the block as well. Set the parameter to Y if block transmissions shall be handled like this. Set the parameter to N if the external system does not return a response, or if it can safely handle block header and details at the same time. | Set to N unless there is an explicit need that OXI should wait for the returned block confirmation number. |

## Block Defaults for OXI

The following are recommended block default settings.

**Table 30-2 Block Defaults for OXI**

| Block Defaults | Description |
|---|---|
| Block Rate Code | Select a rate code that has all of the configured room types for the property. Since rates can be subject to restrictions that either close the rate and or room types depending on hotel occupancy, we strongly suggest making a 'OXI Default' group rate code and insert this value.<br>• This rate code is to be setup with all viable room types and a single rate detail, at $0.00, that has all room types linked to it. If proper revenue/ADR is a factor set a rate amount instead. Remember to include the PM room type as groups require this before booking reservations.<br>• This rate code should not be subject to restrictions as other rates are.<br>• If CRS allotted groups are setup for rates that are indicated as restricted or out of inventory on the hotel side, this default is used to get the group inserted.<br>• Warnings in OXI alerts hotel users that the allotment was inserted, the rate was not available and the default was taken instead. Thus allowing the hotel to update the group accordingly.<br>• To see any warnings where a default was substituted then OXI offers a warnings report. |
| Block Status | OXI shows only the deductible block status types in this list of values as all received blocks from external systems are automatically considered deductible. This is a crucial element for the creation of a block and has to be set. |
| Block Owner | This is no longer mandatory but depending on the OPERA Cloud function Generic > Owner. If this is indicated, a block owner must be set in order to update the block in OPERA Cloud. |
| Destination Code | When processing a Canceled, Lost or Turndown message the destination code can be matched to the code used as the default in the OXI Block Defaults tab. If no match is found then the OXI default, if defined, can be applied.<br>• If a Block Destination Code conversion is active, then OXI tries to convert to the received value:<br>– If a conversion record found, the converted value is used to match against OPERA Cloud values.<br>– If a conversion record not found, the value as received from the message to match against OPERA Cloud values.<br>• If the Destination Code sent in the message matches with an OPERA Cloud Destination Code, the matched value is applied.<br>• If the Destination Code sent in the message does NOT match with an OPERA Cloud Destination Code, then OXI checks for a default:<br>– If a default Destination Code is defined, the default value is applied.<br>– If a default Destination Code is not defined, the field is left blank. |

# Generic Parameters and Settings

All parameters are set at the global level.

**Table 30-3 Generic Group parameters and settings.**

| Parameter Name | Parameter Value | Direction of transmission where parameter applies. Parameter Description | Recommended Setting |
|---|---|---|---|
| AUTO RESYNC ON ROLL BUSINESS DATE | B/R | -> Direction: Data both ways between external system and OPERA Cloud.<br>Whether to resync OPERA Cloud transactions without external system confirmation number from OPERA Cloud to external system when the business date is rolled in OPERA Cloud.<br>Note: This is implemented only for those interfaces using XML message format, also for this to work, ROLL BUSINESS DATE business event must be subscribed in OPERA Cloud configuration.<br>This parameter allows the user to pick the modules they would like to auto resync when the OPERA Cloud business date is rolled.<br>Available values are B and R:<br>• When B is selected in the parameter, active blocks without subscription records will be resynced.<br>• When R is selected in the parameter, active reservations without external confirmation number will be resynced. | Set accordingly. |

**Table 30-3 (Cont.) Generic Group parameters and settings.**

| Parameter Name | Parameter Value | Direction of transmission where parameter applies. Parameter Description | Recommended Setting |
|---|---|---|---|
| SUPPRESS RESULT SUCCESS MESSAGES | | Direction: Data from OPERA Cloud To External System OXI by default suppresses the Result Success messages for the Inbound messages. This parameter is provided to optimize the message traffic by sending only the useful fail and warning messages to notify the respective external systems. Success messages for selected modules will be suppressed. This parameter is not applicable for New Profile, New Reservation and New Block Business events because the unique IDs exchanged in the result success messages are needed to keep data in sync between OPERA Cloud and the external system. | |

**Table 30-3 (Cont.) Generic Group parameters and settings.**

| Parameter Name | Parameter Value | Direction of transmission where parameter applies. Parameter Description | Recommended Setting |
|---|---|---|---|
| CREDIT CARD SUPPRESS | Profile Reservation Both N | -> Direction both ways: Credit Card(s) information suppressed.<br>Due to privacy laws, credit card(s) information will be suppressed based on following settings -<br>PROFILE: OXI will not include Profile Credit Card information in the outgoing profile messages and will not store Profile Credit Card information when received through messages of any type from non-opera cloud systems.<br>RESERVATION: OXI will not include any reservation Credit Card information in RESERVATION messages, however Profile Credit Cards for Profiles attached to a reservation may be sent. OXI will however process reservation credit card information into OPERA Cloud.<br>BOTH: OXI will not include ANY Credit card information in the outgoing Reservation and profile messages and will not process any profile credit card information when received through messages of any type from non-opera cloud systems. OXI will however process reservation credit card information into OPERA Cloud.<br>N: OXI will send and process all and any | Set accordingly. |

**Table 30-3 (Cont.) Generic Group parameters and settings.**

| Parameter Name | Parameter Value | Direction of transmission where parameter applies. Parameter Description | Recommended Setting |
|---|---|---|---|
| | | credit card information present. | |
| DATABASE SIZE | Small/Medium/ Large | -> Direction: Data from external system to OPERA Cloud.<br>This parameter determines what internal profile match criteria shall be used based on the size of the database.<br>On Individual profiles, Name Code, Membership, Credit Card, Passport, AR Number and Last + Phone will always be considered in the profile matching processes.<br>When database size is set to SMALL the following will also be considered. Last + Phone, Last + Address1 + City, Last + Zip, Last + Address1, Last + City.<br>For Non-Individual profiles Name Code, Membership and Credit Card will always be considered in matching. When database size is set to SMALL, Company + Address1 + City, Company + Zip, Company + Address1, Company + City are also considered.<br>When set to MEDIUM only Company + Address1 + City are considered in addition to the criteria always applied. | Set accordingly. |

**Table 30-3 (Cont.) Generic Group parameters and settings.**

| Parameter Name | Parameter Value | Direction of transmission where parameter applies. Parameter Description | Recommended Setting |
|---|---|---|---|
| DEFAULT PRINTER | Network Path | -> Direction: no direction<br>The name of the physical printer device configured in OPERA Cloud. Used for OXI back-end printouts. | Used for reports that are not manually selected for printing. Network path is to be set to local machine easily accessed by users. |
| GENERATE XML | Y/N | -> Direction: Data both ways between external system and OPERA Cloud.<br>The generation of an XML message is required for all generic interfaces where no OXA adapter translates the OPERA Cloud data format into the external system specific format. Even custom interfaces with an OXA adapter (Trust, FTCRS, Pegasus, Marsha, TLX) may benefit from XML generation as it allows users and support personnel to recognize message contents easier.<br>Set to Y to generate an XML message from/to the external system message. Set to N to avoid the XML message creation. | Set to Y for all interfaces using the XML message format. All other interfaces can be set either way. |

**Table 30-3 (Cont.) Generic Group parameters and settings.**

| Parameter Name | Parameter Value | Direction of transmission where parameter applies. Parameter Description | Recommended Setting |
|---|---|---|---|
| HANDLE PSEUDO ROOMTYPES | Y/N | -> Direction: Data both ways between external system and OPERA Cloud.<br>If this parameter is set to Y, the interface will accept and send room types flags as pseudo in the data transmission for reservations, blocks, and rates. The OXI room type conversion table will allow the selection of pseudo room types. Set this parameter to N if pseudo room types shall be suppressed from data transmission. This would be the case if the external system has no pseudo room types configured and message would lead to failures, or conversion could be setup falsely. | Set to Y for all interfaces that support pseudo room types. |
| LANGUAGE HANDLING | ALL<br>ENGLISH ONLY<br>SINGLE BYTE ONLY | ->Direction: Data both ways between external system and OPERA Cloud.<br>This parameter controls the way OXI handles the data in multi- language systems. See the list of values for available options and details.<br>ALL: Transfer all data irrespective of the Language.<br>ENGLISH ONLY: Transfer data having language code E (English) or unspecified language code.<br>SINGLE BYTE ONLY: Transfer data consists of single byte characters | Generic: ALL |

**Table 30-3 (Cont.) Generic Group parameters and settings.**

| Parameter Name | Parameter Value | Direction of transmission where parameter applies. Parameter Description | Recommended Setting |
|---|---|---|---|
| MULTI ROOMTYPE CONV | Y/N | -> Direction: Data both ways between external system and OPERA Cloud.<br>This parameter should always be set to N in a 2- way interface bases on reasons described below. It can be used for a 1-way interface. If set to N, OXI will mandate a one-to-one room type conversion between external system and OPERA Cloud to keep the inventory in balance. This is very important if the interface uses block or rate messages, as it is not possible to convert one-to- many room types for blocks and rates, and this would result in severe imbalances. You should only set this to Y for interfaces that transmit only reservations, as one-to-many room type conversion could then be allowed to give flexibility. A one-to-many room type conversion must be very carefully considered as it can lead to differences in room type usage between the systems.<br>Sample: OPERA Cloud has only room type KING and the external system converts both KNG and QUE into KING in the OXI room type conversion table. This is possible with the conversion defaults and in this case the OPERA Cloud->external default is set to N for the record | Set to N for all 2-way interfaces. Set accordingly. |

**Table 30-3 (Cont.) Generic Group parameters and settings.**

| Parameter Name | Parameter Value | Direction of transmission where parameter applies. Parameter Description | Recommended Setting |
|---|---|---|---|
| | | KNG<- >KING and set to Y for the record QUE<->KING. If the external system sends a reservation with KNG, this will map to KING when entering OPERA Cloud. If the OPERA Cloud user now changes the reservation, the room type will be converted into QUE when sending to external system, as QUE is indicated as OPERA Cloud->external default in this multi-to-one room type conversion table. The result is that the same reservation exists as QUE in one system and as KING in the other, which may lead to confusion and questions. | |
| RATE DETAILS DISTINCT | Y/N | - > Direction: Data from external system to OPERA Cloud.<br>When receiving messages of type 'DETAIL', OXI will identify the exact rate details to be updated by searching for a match with the begin date, end date, DOW flags and room types.<br>If an exact match is found, OXI will then update the matched rate detail with the values received in the message.<br>If no exact match exists, OXI fails the message. | |

**Table 30-3 (Cont.) Generic Group parameters and settings.**

| Parameter Name | Parameter Value | Direction of transmission where parameter applies. Parameter Description | Recommended Setting |
|---|---|---|---|
| RETRY COUNT | Numeric Value | -> Direction: Data from external system to OPERA Cloud.<br>OXI will retry this number of times to process an incoming message if the first attempt was not successful due to, for example, a locked record. A locked record can occur when OXI tries to process a message while another user is updating this record at the same time in OPERA Cloud. OXI will retry the update x number of times as defined in this parameter. This parameter is directly linked to RETRY_INTERVAL. | Set this value to a number of retries that is appropriate for your operation.<br>We recommend at least 3 times. |
| RETRY INTERVAL | Numeric Value | - >Direction: Data from OPERA Cloud to external system.<br>Interval in seconds between each retry that OXI will perform to process an incoming message after the first attempt failed. This parameter is directly linked to RETRY_COUNT. | Set this value to an interval you feel is appropriate.<br>We recommend 60 seconds. |
| SEND COMMENT WITH CONVERSION | Y/N | - >Direction: Data from OPERA Cloud to external system.<br>When set to Y, non-internal comments with conversion code exist only send to external system.<br>If set to N, all the non-internal comments will be sent to the external system.<br>Internal comments will not be sent out always. | Default is N.<br>Set accordingly. |

**Table 30-3 (Cont.) Generic Group parameters and settings.**

| Parameter Name | Parameter Value | Direction of transmission where parameter applies. Parameter Description | Recommended Setting |
|---|---|---|---|
| SEND IFC CREATED ONLY | Y/N | -> Direction: Data from OPERA Cloud to external system.<br>If set to 'Y':<br>Reservations:<br>If set to 'Y', changes and updates made to a record will be sent to this external system only if the record originated in this external system.<br>Rates (Ext Sys must handle rates):<br>When this Parameter is set to 'Y' AND Rate Code Conversion is active: Only Rates for which a conversion has been defined will be sent to this external system. Rates that do not have a defined conversion will not be sent to this external system.<br>If Rate Code Conversion is inactive: All Rates will be sent to this external system.<br>Products/Packages (Ext Sys must handle products):<br>When this Parameter is set to 'Y' AND Product Conversion is active: Only Products for which a conversion has been defined will be sent to this external system. Products that do not have a defined conversion will not be sent to this external system.<br>If Product Conversion is inactive: All Products will be sent to this external system.<br>Rate Code/Rate Category Restrictions:<br>When this Parameter is set to 'Y', only those | Set to N if external system is handling External and OPERA Cloud based data regardless of origin.<br>Set to Y if external system will only handle specific data originated in external system. (See conditions for this to work below.)<br>We recommend N value. |

**Table 30-3 (Cont.) Generic Group parameters and settings.**

| Parameter Name | Parameter Value | Direction of transmission where parameter applies. Parameter Description | Recommended Setting |
|---|---|---|---|
| | | Rate Code/Rate Category Restrictions that have an associated Rate Code/Rate Category conversion record will be sent to the external system. Rate Code/Rate Category Restrictions that do not have an associated Rate Code/ Rate Category conversion record will not be sent to the external system.<br>If Rate Code conversion is inactive, all Rate Code Restrictions will be sent to the external system.<br>If Rate Category conversion is inactive, all Rate Category Restrictions will be sent to the external system.<br>If set to 'N':<br>External System will receive all Reservations, Rates and Products, irrespective of Conversions configuration. | |

**Table 30-3 (Cont.) Generic Group parameters and settings.**

| Parameter Name | Parameter Value | Direction of transmission where parameter applies. Parameter Description | Recommended Setting |
|---|---|---|---|
| SEND VAULTED CREDIT CARD | Y/N | -> Direction: OPERA Cloud to External system.<br>When CC vault is on, this parameter determines whether to include actual plain text credit card information or the unique id received from CC vault system in the outgoing messages.<br>- Set this to Y if the receiving system is vaulted and is using the same vault and understands vaulted information in the message.<br>- Set this to N if the receiving system is not vaulted or is using a different vault or does not understand vaulted information in the message. | Default for this parameter is N.<br>This parameter should be set to Y only if both sides of the interface is using same vault installation for storing and retrieving credit cards. |

**Table 30-3 (Cont.) Generic Group parameters and settings.**

| Parameter Name | Parameter Value | Direction of transmission where parameter applies. Parameter Description | Recommended Setting |
|---|---|---|---|
| SPECIFIC BLOCK EXCHANGE | Y/N | -> Direction: Data between External System to OPERA Cloud and OPERA Cloud to External System.<br>This parameter determines if conditions can be applied to determine which allotments and related reservations are exchanged with the external system. This parameter is an additional condition and does not enable the exchange of reservations and allotments. It function is conditional to all other configuration items and parameters related to allotments and reservations.<br>If this parameter is set to Y, it will enable a button OXI on OPERA Cloud Block form. This button will allow selection of any external systems where the parameter is set to Y. When an external system has been selected on the allotment form, this block and all reservations related to that block will be sent to the external system.<br>If this parameter is set to N, all allotments and related reservations will be exchanged with the external system. | Default for this parameter is N. |

**Table 30-3 (Cont.) Generic Group parameters and settings.**

| Parameter Name | Parameter Value | Direction of transmission where parameter applies. Parameter Description | Recommended Setting |
|---|---|---|---|
| WARNINGS AS TRACES | Y/N | -> Direction: Data from external system to OPERA Cloud.<br>Warnings that occur when reservations are sent to OPERA Cloud can be added to these reservations as traces. Users are then prompted with the trace in due time before the guest arrives, and could update the record accordingly. A sample for a reservation warning would be if OXI uses a default instead of converted the incoming value. This warning would indicate to users that the conversion table is incomplete. Set this parameter to Y and OXI will create traces for each mandatory warning that occurred on the reservation. These traces are created for the trace department selected in the OXI Other Defaults for Trace warning. If set to N, no traces will be generated for warnings. This applies only to reservations. | Set to Y if you would like to keep track of your warnings within the reservations where they have occurred. |
| DELETE ENROLLMENT CODES NOT RECEIVED | | Determines whether to keep or delete existing OPERA Cloud membership enrollment codes when they are not received in the message payload. | |

**Table 30-3 (Cont.) Generic Group parameters and settings.**

| Parameter Name | Parameter Value | Direction of transmission where parameter applies. Parameter Description | Recommended Setting |
|---|---|---|---|
| OXI_GENERIC: DELETE ENROLLMENT CODES NOT RECEIVED | Y/N | -> Direction: Data from external system to OPERA Cloud. This parameter determines whether to keep or delete existing OPERA Cloud membership enrollment codes when they are not received in the message payload. If the value is set to 'Y' and the membership enrollment code is not received in the message payload:<br>• If no dependency exists, the existing OPERA Cloud membership enrollment code will be inactivated.<br>• If a dependency exists, the existing OPERA Cloud membership enrollment code will remain untouched. If the value is set to 'N' and the membership enrollment code is not received in the message payload:<br>• The existing OPERA Cloud membership enrollment code will remain untouched. | |

# Other Defaults for OXI

**Table 30-4 Other Defaults for OXI and its Description**

| Other Defaults | Description |
|---|---|
| Maximum Availability in advance | This section defines for how long in advance you can receive or send messages for data modules that affect the inventory. If you want to restrict your reservations to the external system to, for example, 720 days in advance and not send any reservations beyond that inventory time span, you would select availability type 'Day' and availability in advance for '720' (days).<br>• Maximum Availability Type:<br>Setting of the availability types either in Days or by Week<br>• Maximum Availability in Advance:<br>Setting of the number of days/weeks availability in advance is allowed<br>• Start Day of the Week:<br>Day of the week from which the time format is calculated. Only shows when the Max Availability Type is indicated as DAY. |

**Table 30-4 (Cont.) Other Defaults for OXI and its Description**

| Other Defaults | Description |
|---|---|
| External System Currency Details | • Currency Code:<br>The currency code the external system is sending and expecting. The revenue amounts sent in STAY messages to the external system are converted to the external system currency code configured in OXI here. The actual currency code (once code conversion, if configured, has occurred) of the revenue amount is also sent along with the revenue amounts.<br>• Currency Format:<br>Select the format mask matching the external system currency code<br>• Currency Multiplier:<br>Currencies that have denominations without decimals need to be set to convert correctly for messages from the external system. Amounts sent by external systems are multiplied by this value when set.<br>• Decimal Indicator:<br>Auto populated once the Currency Format is selected. Based on the currency format set in OPERA Cloud.<br><br>**Note:**<br>If any value for the External System Currency Details is changed, the OXI Services have to be restarted in order to activate the new settings. |

**Table 30-4 (Cont.) Other Defaults for OXI and its Description**

| Other Defaults | Description |
|---|---|
| Trace Department | A maximum of two default trace departments can be selected and configured.<br>• Trace Department 1 or 2:<br>Select by clicking on the down arrow button. A list of valid OPERA Cloud trace departments appears.<br>• Trace on Arrival Date:<br>Set the trace start date in OPERA Cloud by inserting the number of days prior to the arrival of the guest.<br>• Always Overwrite:<br>If this box is checked, new traces sent by the external system always overwrite existing traces for the same trace department in the reservation. If this box is blank, new traces sent are appended to existing traces in the reservation and is not overwritten. |
| Trace Warning | You can decide to capture all mandatory interface warnings as traces in the respective reservation they belong to. To do so, the OXI_GENERIC parameter WARNINGS_AS_TRACES must be set to Active. All warnings that have occurred during the download of a reservation are registered as traces with a start date equal to the current system date.<br>• Trace Warning:<br>A list of valid OPERA Cloud trace departments appears.<br>• Always Overwrite:<br>If this box is checked, new warnings always overwrite existing warnings in the reservation. If this box is blank, new warnings are appended to existing warnings in the reservation and are not supposed to be overwritten. |

# Inventory Parameters and Settings

In case your interface does not transmit full reservations and blocks both ways, inventory may be out of sync in either system and adjusted with the help of an inventory snapshot.

This is usually sent from a OPERA Cloud PMS to OPERA Cloud ORS to update ORS with inventory changes at the property that have not been transmitted through the interface. This inventory snapshot contains the total sold count, overbooking level, and out of order rooms per day per room type. It further splits the sold counts into transient and block bookings, as well as definite and tentative bookings.

For example, CLS PMS receives reservations from ORS only and does not send its own reservations back. This means ORS does not know what the exact availability in the PMS is. To make sure ORS has exact sold counts and does not mistakenly overbook the hotel, CLS

PMS sends an inventory snapshot to ORS, containing full reservation and block counts. When OXI-HUB receives this inventory snapshot it directly updates the availability tables for transient reservations and blocks for this property, and thus has an accurate picture of the number of rooms that are still available.

All parameters are set at the global level.

**Table 30-5 Inventory Parameters and Settings**

| Parameter Name | Parameter Value | Direction of transmission where parameter applies. Parameter Description | Recommended Setting |
|---|---|---|---|
| CHANGE TO INVENTORY GENERATES | INVENTORY<br>RTAV | -> Direction: OPERA Cloud to External System only.<br>When a Change in Inventory (Overbooking or External Allowance) occurs in OPERA Cloud and Inventory business event "AVAILABILITY/% ALLOWANCE" or "CONFIGURATION/% INVENTORY CONTROL" is generated, OXI can use these event in different ways.<br>- Set to INVENTORY, As is continue to generate the Inventory messages for the above Business Events.<br>- Set to RTAV, Generate the RTAV XML messages instead of Inventory messages for the above Business Events. | Set accordingly. |
| ENABLE ALLOWANCE | Y/N | -Direction: Data from OPERA Cloud To External System.<br>Inventory allowance for external systems. | Set accordingly. |

**Table 30-5 (Cont.) Inventory Parameters and Settings**

| Parameter Name | Parameter Value | Direction of transmission where parameter applies. Parameter Description | Recommended Setting |
|---|---|---|---|
| EXTERNAL PHYSICAL ROOMS | Y/N | -> Direction: Data from external system to OPERA Cloud.<br>Applies mainly to OPERA Cloud S&C in this case. The hotel might not allow OPERA Cloud S&C to sell its full physical room capacity. Although the hotel has 100 rooms it may allow only 50 rooms to be sold by the S&C. In this case the physical rooms should be calculated from the inventory snapshot the external system sends to S&C to make sure only 50 rooms are considered. In this case the parameter would be set to Y. Set it to N if OPERA Cloud S&C has the entire physical room inventory from which the sold counts shall be calculated. | If your OPERA Cloud is an S&C standalone install, physical room inventory might not be configured and should be updated by the external system. |

**Table 30-5 (Cont.) Inventory Parameters and Settings**

| Parameter Name | Parameter Value | Direction of transmission where parameter applies. Parameter Description | Recommended Setting |
|---|---|---|---|
| INV ROOMCLASS | N - No<br>OO - Overbook Only<br>YP - Physical Rooms for Suite<br>YS - Suite as a Single Unit | -> Direction: Data from OPERA Cloud to external system<br>The external system may accept the Room Class totals in the RTAV message.<br>Set the parameter to 'YP' to include Room Class totals in the RTAV message. For Suites (Virtual Rooms), actual physical rooms comprising the Suite will be used for the Room Class totals.<br>Set the parameter to 'YS' to include Room Class totals in the RTAV message. Each Suite (Virtual Room) will be treated as a single unit for the Room Class totals.<br>Set the parameter to 'OO' to only send overbook counts in the RTAV message.<br>Set it to 'N', if Room Class totals are not to be included in RTAV messages. | When the General > Room Class and General > Component Rooms application functions are set to Y and the Inventory > INV_ROOMCLASS OXI Parameter is set to YS, Physical Room Types and Component Room Types cannot be attached to the same Room Class. Also, only 1 Component Room Type can be attached to a Room Class. |

**Table 30-5 (Cont.) Inventory Parameters and Settings**

| Parameter Name | Parameter Value | Direction of transmission where parameter applies. Parameter Description | Recommended Setting |
|---|---|---|---|
| INV SNAPSHOT BLOCKS | Y/N | -> Direction: Data from external system to OPERA Cloud.<br>Applies mainly to OPERA Cloud S&C in this case. If blocks are not transmitted both ways in this interface but the external system creates blocks that affect its inventory, this parameter should be set to Y. In this case block inventory will be updated in the OPERA Cloud S&C inventory tables from the inventory snapshot sent by external system. Set this parameter to N if it is not necessary to update the OPERA Cloud S&C block inventory from the snapshot. This would be the case if blocks are transmitted fully both ways, or if the external system does not create any blocks at all. | If your OPERA Cloud is an S&C standalone install, set accordingly. |

**Table 30-5 (Cont.) Inventory Parameters and Settings**

| Parameter Name | Parameter Value | Direction of transmission where parameter applies. Parameter Description | Recommended Setting |
|---|---|---|---|
| INV SNAPSHOT RES | Y/N | -> Direction: Data from external system to OPERA Cloud.<br>Applies mainly to OPERA Cloud S&C in this case. If reservations are not transmitted both ways in this interface but the external system creates reservations that affect its inventory, this parameter should be set to Y. In this case transient reservation inventory will be updated in the OPERA Cloud S&C inventory tables from the inventory snapshot sent by external system. Set this parameter to N if it is not necessary to update the OPERA Cloud S&C reservation inventory from the snapshot. This would be the case if reservations are transmitted fully both ways, or if the external system does not create any reservations on its own. | If your OPERA Cloud is an S&C standalone install, set accordingly. |
| UPL BLOCK INFO | Y/N | -> Direction: Data from OPERA Cloud to External System.<br>Set it to Y if OXI needs to send the block information (block code, ded type, blocked/sold count) to the external system. Set it to N if OXI does not need to send the block information to the external system. | Set as Y/N according to system needs. |

# Profiles Parameters and Settings

**Table 30-6 Profiles Group parameters and settings.**

| Parameter Name | Parameter Value | Direction of transmission where parameter applies. Parameter Description | Recommended Setting |
|---|---|---|---|
| ACCEPT ANONYMIZATION UPDATE | Y/N/YR | -> Direction: Data from external system to OPERA Cloud.<br>This parameter determines whether to anonymize the OPERA Cloud profile when the update profile message is received with anonymize flag and the Profile Information Protection functionality is active.<br>- If set to YR (Yes and Return), the OPERA Cloud profile will be anonymized and a snapshot of the profile will be sent back to the calling system after it has been anonymized in OPERA Cloud. The calling system must be subscribed to the UPDATE PROFILE business event to receive the profile update.<br>- If set to Y the OPERA Cloud profile will be anonymized. A profile update will NOT be sent back to the calling system after the profile is anonymized.<br>- If set to N the OPERA Cloud profile will NOT be anonymized. | Set accordingly. |

**Table 30-6 (Cont.) Profiles Group parameters and settings.**

| Parameter Name | Parameter Value | Direction of transmission where parameter applies. Parameter Description | Recommended Setting |
|---|---|---|---|
| ACCEPT CENTRAL MERGE | ALL<br>Select one or more profile types | -> Direction: Data from external system to OPERA Cloud.<br>This parameter determines whether to merge corresponding OPERA Cloud profiles when the received PROFILE message contains MergedIDs.<br>- If this parameter is set to 'ALL' or one or more profile types, OXI will attempt to merge while processing messages of the specified profile types and will update the merged profile with the information received in the message.<br>- If this parameter is not set to any value, OXI will ignore MergedIDs in the message and will update one matching profile with the information received in the message. | Set accordingly. |
| ACCEPT PRIVACY UPDATE | Y/N | -> Direction: External system to OPERA Cloud.<br>This parameter determines whether to update the privacy options in OPERA Cloud profile when the profile message is received.<br>- If this parameter is set to 'Y' then privacy fields in OPERA Cloud profile will be updated.<br>- If this parameter is set to 'N' then privacy fields in OPERA Cloud profile will NOT be updated. | Set accordingly. |

**Table 30-6 (Cont.) Profiles Group parameters and settings.**

| Parameter Name | Parameter Value | Direction of transmission where parameter applies. Parameter Description | Recommended Setting |
|---|---|---|---|
| CHANGE TO PROFILE GENERATES | PROFILE<br>RESERVATIONS | - > Direction: Data from OPERA Cloud to external system.<br>This parameter specifies how OXI will use the following event: a change to a profile occurs in OPERA Cloud and a Profile business event is generated.<br>When this parameter is set to 'Profile': if the external system has a profile concept and can apply the changes to only the profile record.<br>When this parameter is set to 'Reservations': if the external system has a concept of Guest Name Record (GNR), where the guest information is stored with the reservation record. In this case, OXI will search all active reservations linked to that profile and send reservation updates for these records. | The default for this parameter is Profile. |

**Table 30-6 (Cont.) Profiles Group parameters and settings.**

| Parameter Name | Parameter Value | Direction of transmission where parameter applies. Parameter Description | Recommended Setting |
|---|---|---|---|
| CORP EXT CRS OVER | Y/N | -> Direction: Data from external system to OPERA Cloud.<br>This parameter determines whether a company profile shall be overwritten from the external system or not. This may be desirable if the external system has more accurate company data than the OPERA Cloud database. Set to Y and the external system profile details for company profiles will overwrite the existing OPERA Cloud profile. Set to N and the OPERA Cloud details will remain unchanged.<br>Even if this parameter is set to Y you can manipulate how data is being overwritten with the use of profile parameters INTEREST EXT CRS OVER, NEGRATES EXT CRS OVER, PHONE/ADDR EXT CRS OVER, PREF EXT CRS OVER, PROFCOMMENTS EXT CRS OVER. | Set to Y if external system shall be allowed to update. |
| DISCARD DUPLICATE MEMBERSHIPS | Y/N | -> Direction: Data from external system to OPERA Cloud.<br>If set to Y, discard received memberships if they already exist in another OPERA Cloud profile and issue warning.<br>If set to N, profile will be created without checking if the received memberships already exist in another OPERA Cloud profile. | Set accordingly. |

**Table 30-6 (Cont.) Profiles Group parameters and settings.**

| Parameter Name | Parameter Value | Direction of transmission where parameter applies. Parameter Description | Recommended Setting |
|---|---|---|---|
| PROCESS INBOUND DOCUMENTS | | Global, determines if documents are processed. | |
| DOCUMENT TYPES TO EXCHANGE | ALL<br>NONE<br>Configured Document Types | -> Direction: Data from OPERA Cloud to External System only.<br>Only Global, and not resort specific, documents will be exchanged based on the parameter setting.<br>Select 'ALL' to exchange all Document Types.<br>Select 'NONE' to exchange no Document Types.<br>Select Document Types in any combination, to restrict the Document Type exchange to the selected values.<br>If the parameter value is not set, as is (backward compatible), with OPERA Cloud interfaces ALL Document Types will get exchanged; but with External Interfaces only 'PASSPORT' Document type will get exchanged. | Select the Document Types to Exchange |

**Table 30-6 (Cont.) Profiles Group parameters and settings.**

| Parameter Name | Parameter Value | Direction of transmission where parameter applies. Parameter Description | Recommended Setting |
|---|---|---|---|
| GLOBAL PROFILE | Y/N | -> Direction: OPERA Cloud to External System only.<br>This parameter defines if all new profiles will be sent to the External System, or if new Profiles will adhere to the property they were created in:<br>If this parameter is set to Y, when a new profile is created in a property that does not have this External System active, a message will be sent as originating from the first listed property having this External System active.<br>If this parameter is set to N, when a new profile is created in a property that does not have this External System active, no message will be generated for the creation of the profile in the external system, until such time that the profile is used by one property with the specified External System active. Once the profile is subscribed, all changes to the profile will be sent to the external system, no matter which property initiates the change. | Set accordingly. |

**Table 30-6 (Cont.) Profiles Group parameters and settings.**

| Parameter Name | Parameter Value | Direction of transmission where parameter applies. Parameter Description | Recommended Setting |
|---|---|---|---|
| GROUP EXT CRS OVER | Y/N | -> Direction: Data from external system to OPERA Cloud.<br>This parameter determines whether a group profile shall be overwritten from the external system or not. This may be desirable if the external system sends many details in the group profile while the OPERA Cloud database only has the name. Set to Y and the external system profile details for group profiles will overwrite the existing OPERA Cloud profile. Set to N and the OPERA Cloud details will remain unchanged.<br>Even if this parameter is set to Y you can manipulate how data is being overwritten with the use of profile parameters INTEREST EXT CRS OVER, NEGRATES EXT CRS OVER, PHONE/ADDR EXT CRS OVER, PREF EXT CRS OVER, PROFCOMMENTS EXT CRS OVER. | Set to Y if external system shall be allowed to update. |

**Table 30-6 (Cont.) Profiles Group parameters and settings.**

| Parameter Name | Parameter Value | Direction of transmission where parameter applies. Parameter Description | Recommended Setting |
|---|---|---|---|
| HANDLE RESORT AR NUMBERS | FULLOVERLAY<br>IGNORE<br>MERGE | -> Direction: Data from external system to OPERA Cloud<br>This parameter determines how to handle the incoming resort AR numbers in the ResortArs collection.<br>When set to FULLOVERLAY, all received AR Numbers for the resort will get inserted or updated, for new AR numbers OXI will copy the primary address of the profile as AR address. Existing AR numbers will only get deleted if OPERA Cloud parameter 'ACCOUNTS_RECEIVABLES' is set to 'N'<br>When set to MERGE, incoming AR numbers will Only get merged with existing Resort AR Numbers.<br>When set to IGNORE, incoming AR numbers will be ignored. | |

**Table 30-6 (Cont.) Profiles Group parameters and settings.**

| Parameter Name | Parameter Value | Direction of transmission where parameter applies. Parameter Description | Recommended Setting |
|---|---|---|---|
| HANDLE RESORT PAYMENT METHOD | FULLOVERLAY<br>IGNORE<br>MERGE | -> Direction: Data from external system to OPERA Cloud<br>This parameter determines how to handle the incoming Profile Resort Payment Method.<br>When set to FULLOVERLAY, existing Profile Resort Payment Method will get overwritten with the incoming value.<br>When set to UPDATE, update only if existing Profile Resort Payment Method is null.<br>When set to IGNORE, incoming Profile Resort Payment Method will be ignored. | |

**Table 30-6 (Cont.) Profiles Group parameters and settings.**

| Parameter Name | Parameter Value | Direction of transmission where parameter applies. Parameter Description | Recommended Setting |
|---|---|---|---|
| IND EXT CRS OVER | Y/N | -> Direction: Data from external system to OPERA Cloud.<br>This parameter determines whether an individual profile shall be overwritten from the external system or not. This may be desirable if the external system has more accurate guest data than the OPERA Cloud database. Set to Y and the external system profile details for individual profiles will overwrite the existing OPERA Cloud profile. Set to N and the OPERA Cloud details will remain unchanged.<br>Even if this parameter is set to Y you can manipulate how data is being overwritten with the use of profile parameters INTEREST EXT CRS OVER, NEGRATES EXT CRS OVER, PHONE/ADDR EXT CRS OVER, PREF EXT CRS OVER, PROFCOMMENTS EXT CRS OVER. | Set to Y if external system shall be allowed to update. |

**Table 30-6 (Cont.) Profiles Group parameters and settings.**

| Parameter Name | Parameter Value | Direction of transmission where parameter applies. Parameter Description | Recommended Setting |
|---|---|---|---|
| INTEREST EXT CRS OVER | Y/N | -> Direction: Data from external system to OPERA Cloud. This parameter will come into effect if you allow profiles to be overwritten in general. This means at least one of your parameters IND EXT CRS OVER, CORP EXT CRS OVER, TA EXT CRS OVER, SOURCE EXT CRS OVER, or GROUP EXT CRS OVER have to be set to Y. The functionality of this parameter is further determined by the mode of your interface. If it works with Delta Changes set to Yes (Interface Configuration > Edit Interface), the external system can send profile changes only and does not need to send the full profile every time a small change to a profile occurs. OXI will then only update the changed data and not touch the additional data that was found in the OPERA Cloud profile. This also means that the external system needs to indicate intended deletions clearly with deletion indicators in the message. Sending simply blanks will not lead to data deletion if OXI works in Delta mode. The deletion indicators can be configured in interface configuration > edit interface. If your interface is set to Delta changes No, OXI | Determine whether values shall overwrite or append and select your setting accordingly. |

**Table 30-6 (Cont.) Profiles Group parameters and settings.**

| Parameter Name | Parameter Value | Direction of transmission where parameter applies. Parameter Description | Recommended Setting |
|---|---|---|---|
| | | expects a full overlay of all profile data in every profile message, even if the external system only changes very little of the entire profile.<br>Here is how the parameter works: If your interface is setup as Delta Changes = Y and no interests are sent by external system in the profile message, this parameter is ignored and the existing OPERA Cloud profile interests remain untouched. Otherwise the following parameter rules apply: If Y, interests sent by external system will overwrite existing OPERA Cloud profile interests. If N, interests sent by the external system will be appended to existing OPERA Cloud profile interests. | |

**Table 30-6 (Cont.) Profiles Group parameters and settings.**

| Parameter Name | Parameter Value | Direction of transmission where parameter applies. Parameter Description | Recommended Setting |
|---|---|---|---|
| MAX PROFILE MATCHES | Y/N | -> Direction: External System to OPERA Cloud only.<br>This setting impacts the search depth for profiles meeting matching criteria, prior to establishing weighted points:<br>- A lower setting (i.e. 10) will favor execution speed, while correctly matching the vast majority of profiles.<br>- A higher setting (i.e. 100) will favor even very distinct differentiation, while providing very good execution speed.<br>- A setting of 1000 can have a negative impact on performance, when reservations are received with limited profile information.<br>- Leave blank, if you want OXI to always find and weigh all possible matches.<br>If the value is left blank and you have limited information in the message (i.e. John Smith in New York) and several thousand potential duplicates can be found in the database, processing these reservations may take several minutes. During this time, the OXI Download processor will go into WAITING status and users will be prompted with a warning about the state of the interface. | Set accordingly. |

**Table 30-6 (Cont.) Profiles Group parameters and settings.**

| Parameter Name | Parameter Value | Direction of transmission where parameter applies. Parameter Description | Recommended Setting |
|---|---|---|---|
| NEGRATES EXT CRS OVER | Y/N | -> Direction: Data from external system to OPERA Cloud. This parameter will come into effect if you allow profiles to be overwritten in general. This means at least one of your parameters IND EXT CRS OVER, CORP EXT CRS OVER, TA EXT CRS OVER, SOURCE EXT CRS OVER, or GROUP EXT CRS OVER have to be set to Y. The functionality of this parameter is further determined by the mode of your interface. If it works with Delta changes set to Yes, (Interface Configuration > Edit Interface), the external system can send profile changes only and does not need to send the full profile every time a small change to a profile occurs. OXI will then only update the changed data and not touch the additional data that was found in the OPERA Cloud profile. This also means that the external system needs to indicate intended deletions clearly with deletion indicators in the message. Sending simply blanks will not lead to data deletion if OXI works in Delta mode. The deletion indicators can be configured in interface configuration > edit interface. If your interface is set to Delta changes = No, OXI | Determine whether values shall overwrite or append and select your setting accordingly. |

**Table 30-6 (Cont.) Profiles Group parameters and settings.**

| Parameter Name | Parameter Value | Direction of transmission where parameter applies. Parameter Description | Recommended Setting |
|---|---|---|---|
| | | expects a full overlay of all profile data in every profile message, even if the external system only changes very little of the entire profile.<br>Here is how the parameter works: If your interface is setup as Delta Changes = Y and no negotiated rates are sent by the external system in the profile message, this parameter is ignored and the existing OPERA Cloud profile negotiated rates remain untouched. Otherwise the following parameter rules apply: If Y, negotiated rates sent by external system will overwrite existing OPERA Cloud profile negotiated rates. If N, negotiated rates sent by the external system will be appended to existing OPERA Cloud profile negotiated rates. | |
| PHONE EXTENSION SYS OVER | | Determines whether to send the phone extension. | |

**Table 30-6 (Cont.) Profiles Group parameters and settings.**

| Parameter Name | Parameter Value | Direction of transmission where parameter applies. Parameter Description | Recommended Setting |
|---|---|---|---|
| PHONE/ADDR EXT CRS OVER | (see description) | -> Direction: Data from external system to OPERA Cloud.<br>This parameter determines how the phone/addresses received from the external system update the phone/addresses in OPERA Cloud. This parameter will supersede the Delta setting of the interface.<br>A = If received, replace OPERA Cloud values with the received values. If not received, remove the values from OPERA Cloud.<br>B = If received, replace OPERA Cloud values with the received values. If not received, do not remove the values from OPERA Cloud.<br>C = If received, merge the received values with OPERA Cloud values. If not received, remove the values from OPERA Cloud.<br>D = If received, merge the received values with OPERA Cloud values. If not received, do not remove the values from OPERA Cloud.<br>N = Ignore the phone/ addresses received. Do not touch the values in OPERA Cloud. | Determine whether values shall overwrite or append and select your setting accordingly. |

**Table 30-6 (Cont.) Profiles Group parameters and settings.**

| Parameter Name | Parameter Value | Direction of transmission where parameter applies. Parameter Description | Recommended Setting |
|---|---|---|---|
| PREF EXT CRS OVER | Y/N | -> Direction: Data from external system to OPERA Cloud.<br>This parameter will come into effect if you allow profiles to be overwritten in general. This means at least one of your parameters IND EXT CRS OVER, CORP EXT CRS OVER, TA EXT CRS OVER, SOURCE EXT CRS OVER, or GROUP EXT CRS OVER have to be set to Y.<br>The functionality of this parameter is further determined by the mode of your interface. If it works with Delta changes set to Yes, (Interface Configuration > Edit Interface), the external system can send profile changes only and does not need to send the full profile every time a small change to a profile occurs. OXI will then only update the changed data and not touch the additional data that was found in the OPERA Cloud profile. This also means that the external system needs to indicate intended deletions clearly with deletion indicators in the message. Sending simply blanks will not lead to data deletion if OXI works in Delta mode. The deletion indicators can be configured in (Interface Configuration > Edit Interface.) | Determine whether values shall overwrite or append and select your setting accordingly. |

**Table 30-6 (Cont.) Profiles Group parameters and settings.**

| Parameter Name | Parameter Value | Direction of transmission where parameter applies. Parameter Description | Recommended Setting |
|---|---|---|---|
| | | If your interface is set to Delta changes no, OXI expects a full overlay of all profile data in every profile message, even if the external system only changes very little of the entire profile.<br>Here is how the parameter works: If your interface is setup as Delta Changes = Y and no preferences are sent by the external system in the profile message, this parameter is ignored and the existing OPERA Cloud profile preferences remain untouched. Otherwise the following parameter rules apply: If Y, preferences sent by external system will overwrite existing OPERA Cloud profile preferences. If N, preferences sent by the external system will be appended to existing OPERA Cloud profile preferences. | |

**Table 30-6 (Cont.) Profiles Group parameters and settings.**

| Parameter Name | Parameter Value | Direction of transmission where parameter applies. Parameter Description | Recommended Setting |
|---|---|---|---|
| PROFILE CREATION | Y/N | -> Direction: Data from external system to OPERA Cloud<br>If you do not have any reason for not creating a new profile in case a match could not be found, this parameter should always be set to either Y or a comma separated combination of the alphabets A, B, C, D, E AND F.<br>Each alphabet stands for specific profile selection:<br>A- Guest<br>B- Corporate<br>C- Group<br>D- Travel Agent<br>E- Source<br>F- Contact<br>For all interfaces that transmit reservations and blocks, this parameter has to be set to either Y or the above alphabet combination and a new profile will be created in case no profile match and merge with an existing OPERA Cloud profile is possible. The reason that a profile fails the match can be that the profile does not make the entry match criteria or that it fails in the weighing point match criteria. Set this parameter to N if you do not transmit blocks and reservations in your interface, and no new profile will be created in case profile match fails. | Set Accordingly. |

**Table 30-6 (Cont.) Profiles Group parameters and settings.**

| Parameter Name | Parameter Value | Direction of transmission where parameter applies. Parameter Description | Recommended Setting |
|---|---|---|---|
| PROFILE MATCHING | Y/N | -> Direction: Data from external system to OPERA Cloud<br>Set to Y in order to use the OXI Profile Matching routine with entry match criteria and weighing point match criteria. In case you do not require profile matching, for example, if OPERA Cloud and the external system share their internal profile numbers both ways and always have an ideal match, you can select to set this parameter to N. The OXI Profile Matching routine will then be ignored. | Set Accordingly. |

**Table 30-6 (Cont.) Profiles Group parameters and settings.**

| Parameter Name | Parameter Value | Direction of transmission where parameter applies. Parameter Description | Recommended Setting |
|---|---|---|---|
| PROFCOMMENTS EXT CRS OVER | Y/N | -> Direction: Data from external system to OPERA Cloud.<br>This parameter will come into effect if you allow profiles to be overwritten in general. This means at least one of your parameters IND EXT CRS OVER, CORP EXT CRS OVER, TA EXT CRS OVER, SOURCE EXT CRS OVER, or GROUP EXT CRS OVER have to be set to Y. The functionality of this parameter is further determined by the mode of your interface. If it works with delta changes set to Yes (interface configuration > edit interface), the external system can send profile changes only and does not need to send the full profile every time a small change to a profile occurs. OXI will then only update the changed data and not touch the additional data that was found in the OPERA Cloud profile. This also means that the external system needs to indicate intended deletions clearly with deletion indicators in the message. Sending simply blanks will not lead to data deletion if OXI works in delta mode. The deletion indicators can be configured in (Interface Configuration > Edit Interface.) | Determine whether values shall overwrite or append and select your setting accordingly. |

**Table 30-6 (Cont.) Profiles Group parameters and settings.**

| Parameter Name | Parameter Value | Direction of transmission where parameter applies. Parameter Description | Recommended Setting |
|---|---|---|---|
| | | If your interface is set to delta changes No, OXI expects a full overlay of all profile data in every profile message, even if the external system only changes very little of the entire profile.<br>Here is how the parameter works: If your interface is setup as Delta Changes = Y and no comments are sent by the external system in the profile message, this parameter is ignored and the existing OPERA Cloud profile comments remain untouched. Otherwise the following parameter rules apply: If Y, comments sent by external system will overwrite existing OPERA Cloud profile comments. If N, comments sent by the external system will only overwrite OPERA Cloud profile comments where the update_user=interface ID, and the ones that were last changed by the OPERA Cloud user remain untouched. | |

**Table 30-6 (Cont.) Profiles Group parameters and settings.**

| Parameter Name | Parameter Value | Direction of transmission where parameter applies. Parameter Description | Recommended Setting |
|---|---|---|---|
| RELATIONSHIP | None<br>All<br>Global<br>Send Conversion Only | -> Direction: Data from external system to OPERA Cloud and from OPERA Cloud to external system.<br>This parameter manages the transfer of relationship associations between OPERA Cloud and External Systems. This parameter consists of 4 distinct settings (All, None, Global, Send with Conversion only). This parameter is valid only for Profile Schema v3 and above.<br>None - When active, no relationship data will be sent to or received from External system.<br>All - Any update to the relationship will be updated in the receiving system regardless of local or global designation.<br>Global - Only relationship indicated as global will be exchanged. Any local relationships will not be exchanged or updated.<br>Send with Conversion Only - Only relationships with active conversions will be exchanged between systems. | Setting is based on the use of profile relationships; select accordingly. |

**Table 30-6 (Cont.) Profiles Group parameters and settings.**

| Parameter Name | Parameter Value | Direction of transmission where parameter applies. Parameter Description | Recommended Setting |
|---|---|---|---|
| RELATIONSHIPS INCOMING | ALL<br>GLOBAL<br>NONE | -> Direction: External System to OPERA Cloud only.<br>This parameter manages the transfer of relationship associations between OPERA Cloud and External.<br><br>None - When active, no relationship data will be sent or received from External system.<br>All - Any update to the relationship will be updated in the receiving system regardless of local or global designation.<br>Global - Only relationship indicated as global will be exchanged. Any local relationships will not be exchanged or updated. | Set Accordingly. |

**Table 30-6 (Cont.) Profiles Group parameters and settings.**

| Parameter Name | Parameter Value | Direction of transmission where parameter applies. Parameter Description | Recommended Setting |
|---|---|---|---|
| RELATIONSHIPS OUTGOING | ALL<br>GLOBAL<br>NONE | -> Direction: OPERA Cloud to External System only.<br>This parameter manages the transfer of relationship associations between OPERA Cloud and External.<br>None - When active, no relationship data will be sent or received from External system.<br>All - Any update to the relationship will be updated in the receiving system regardless of local or global designation.<br>Global - Only relationship indicated as global will be exchanged. Any local relationships will not be exchanged or updated. | Set Accordingly. |
| REPLACE MEMBERSHIP CARD NUMBER | Y/N | -> Direction: Data from external system to OPERA Cloud<br>If set to 'Y', update the card number of the existing membership with same type.<br>If set to 'N', inactivate current membership of same type and create a new membership with the received membership number. | Set to Y if external system shall be allowed to update. |

**Table 30-6 (Cont.) Profiles Group parameters and settings.**

| Parameter Name | Parameter Value | Direction of transmission where parameter applies. Parameter Description | Recommended Setting |
|---|---|---|---|
| SOURCE EXT CRS OVER | Y/N | -> Direction: Data from external system to OPERA Cloud.<br>This parameter determines whether a source profile shall be overwritten from the external system or not. This may be desirable if the external system has more accurate data on the source or wholesaler than the OPERA Cloud database. Set to Y and the external system profile details for source profiles will overwrite the existing OPERA Cloud profile. Set to N and the OPERA Cloud details will remain unchanged.<br>Even if this parameter is set to Y you can manipulate how data is being overwritten with the use of profile parameters INTEREST EXT CRS OVER, NEGRATES EXT CRS OVER, PHONE/ADDR EXT CRS OVER, PREF EXT CRS OVER, PROFCOMMENTS EXT CRS OVER. | Set to Y if external system shall be allowed to update. |

**Table 30-6 (Cont.) Profiles Group parameters and settings.**

| Parameter Name | Parameter Value | Direction of transmission where parameter applies. Parameter Description | Recommended Setting |
|---|---|---|---|
| TA EXT CRS OVER | Y/N | -> Direction: Data from external system to OPERA Cloud.<br>This parameter determines whether a travel agent profile shall be overwritten from the external system or not. This may be desirable if the external system has more accurate agent data than the OPERA Cloud database. Set to Y and the external system profile details for agent profiles will overwrite the existing OPERA Cloud profile. Set to N and the OPERA Cloud details will remain unchanged.<br>Even if this parameter is set to Y you can manipulate how data is being overwritten with the use of profile parameters INTEREST EXT CRS OVER, NEGRATES EXT CRS OVER, PHONE/ADDR EXT CRS OVER, PREF EXT CRS OVER, PROFCOMMENTS EXT CRS OVER. | Set to Y if external system shall be allowed to update. |

**Table 30-6 (Cont.) Profiles Group parameters and settings.**

| Parameter Name | Parameter Value | Direction of transmission where parameter applies. Parameter Description | Recommended Setting |
|---|---|---|---|
| UPDATE SALUTATION | Y/N | -> Direction: Data from external system to OPERA Cloud.<br>When this parameter is set to Y, OXI will update the salutation of a profile based on the profile's title handling, each time a PROFILE message is received.<br>When this parameter set to N, OXI will insert salutation when inserting a new profile, but will then not update this salutation, to allow users to maintain custom salutations in OPERA Cloud. | Default is N.<br>Set accordingly. |
| OXI_PROFILES: PROCESS INBOUND DOCUMENTS | Y/N | -> Direction: Data from External System to OPERA Cloud only.<br>Only Global, and not resort specific, documents will be processed based on the parameter setting. Select 'Y' to process all received Document Types. Select 'N' to ignore all received Document Types. | |
| OXI_PROFILE: PHONE EXTENSION SYS OVER | Y/N | -> Direction: Data from External system to OPERA Cloud This parameter determines whether to send phone extension .<br>• If this parameter is set to 'Y', phone extensions will be exchanged from external system.<br>• If this parameter is set to 'N', phone extensions will not be exchanged from external system. | |

## Default Profiles for OXI

The following are recommended default settings for Profiles.

**Table 30-7 Default Profiles for OXI and it's Description**

| Default Profiles | Description |
|---|---|
| TA Commission Code | Select a default for commission codes when Travel Agent profiles are transmitted and you would like to apply a default commission code to new TA profiles. |
| TA/Company Owner | This is no longer mandatory, instead it is dependent on whether the OPERA Cloud function OWNER parameter is active. If this function is active, a profile owner must be set in order to update an account profile in OPERA Cloud. Select the sales associate or owner for a profile from the external system. Ownership by sales associates, as pertains to groups and conferences, is then defaulted when a new Company or Travel Agent profile is sent. |
| Member Number that shows in Profile and Reservation. | You can select a High Priority Member Type or determine that the member number that made the profile match is shown on top of the guest profile memberships and the reservation memberships screen. These columns are mutually exclusive but you can also leave both columns blank if you don't have a preference for the member number to show.<br>• **High Priority Member Type**:<br>Select a member type from a list of OPERA Cloud values. If a membership record with this member type exists for the profile, or is created during profile download, the member number linked to this member type is inserted as the first record in the OPERA Cloud memberships table. It is then visible on top of the reservation screen and as first record in the profile memberships.<br>• **Match Member Number**<br>:<br>Check this option if you want to give priority to the profile matching member number rather than a specific member type. During download the profile-matching module attempts to find an existing OPERA Cloud profile to merge the incoming data with. If the match can be made based on a member number that is linked to an existing profile, this member number is then visible on top of the reservation screen and as first record in the profile memberships. |

# Rates Interface Parameters and Settings

Rate parameters apply if your interface transmits rates. All parameters are set at the global level.

**Table 30-8 Rates Interface Parameters, Settings and Description**

| Parameter Name | Parameter Value | Direction of transmission where parameter applies. Parameter Description | Recommended Setting |
|---|---|---|---|
| CONFIDENTIAL RATES | A<br>B<br>C | -> Direction: Data from external system to OPERA Cloud<br>Select a letter for a rate marked as "Confidential" in the external system can be marked in OPERA Cloud as "Suppress Rate", (do not display the rate to users during the reservation process), "Do Not Print Rate" (do not print the rate on registration cards and confirmation letters), or both.<br>Values:<br>A - Suppress Rate<br>B - Do Not Print Rate<br>C - Suppress and Do Not Print Rate | Set Accordingly. |
| EXT SYS DEPENDENT RATES | Y/N | -> Direction: The external system is capable of handling dependent rates.<br>If set to Y, only the modified rate will be sent to the external system, if set to N, the resulting recalculated dependent rates will be sent to the external system. | Set Accordingly. |

**Table 30-8 (Cont.) Rates Interface Parameters, Settings and Description**

| Parameter Name | Parameter Value | Direction of transmission where parameter applies. Parameter Description | Recommended Setting |
|---|---|---|---|
| HANDLE RATES POSTING RHYTHM | FULL OVERLAY<br>IGNORE<br>KEEP<br>UPDATE | -> Direction: Data from external system to OPERA Cloud<br>This parameter determines how to handle the incoming Rate Posting Rhythm (applies to non-V3 interfaces only).<br>When set to FULLOVERLAY, existing Rate Posting Rhythm will get overwritten with the incoming value.<br>When set to UPDATE, update Rate Posting Rhythm only if existing value is null.<br>When set to KEEP, keep existing Rate Posting Rhythm if the received value is null.<br>When set to IGNORE, incoming Rate Posting Rhythm will be ignored. | Set Accordingly. |

**Table 30-8 (Cont.) Rates Interface Parameters, Settings and Description**

| Parameter Name | Parameter Value | Direction of transmission where parameter applies. Parameter Description | Recommended Setting |
|---|---|---|---|
| KEEP RATE DETAILS | M<br>S<br>P<br>Y | -> Direction: Data from external system to OPERA Cloud<br>This parameter determines whether the Market code, Source Code, Package Elements and Yield Adjustment information of rate code details will be overwritten by an external system update or not. This parameter can be set to a single value or a comma separated combination of following :<br>M: Market Code<br>S: Source Code<br>P: Package Elements<br>Y: Yield Adjustments<br>For example if we don't want any modifications to any of these we will set this parameter as 'M,S,P,Y'. To allow updating of this column information just don't set any value in the parameter list. | Set Accordingly. |

**Table 30-8 (Cont.) Rates Interface Parameters, Settings and Description**

| Parameter Name | Parameter Value | Direction of transmission where parameter applies. Parameter Description | Recommended Setting |
|---|---|---|---|
| KEEP RATE HEADER PKG | Y/N | -> Direction: Data from external system to OPERA Cloud.<br>This parameter determines whether package elements attached to the OPERA Cloud rate code will be overwritten by an external system update or not. Set to Y and only package elements attached to the rate header where the update_user = external system ID will be updated. This means that package elements created by an OPERA Cloud user will not be overwritten. If this parameter is set to N, all package elements will be overwritten by changes from the external system, regardless where they have been created. | Set to Y if OPERA Cloud package elements should be kept. |

**Table 30-8 (Cont.) Rates Interface Parameters, Settings and Description**

| Parameter Name | Parameter Value | Direction of transmission where parameter applies. Parameter Description | Recommended Setting |
|---|---|---|---|
| NO RATE HEADER UPDATE | (see description) | -> Direction: Data from external system to OPERA Cloud.<br>Select the letters for the rate header columns that shall not be updated by rate change messages from external systems.<br>Values:<br>A - Rate Description<br>B - Rate Category<br>C - Folio Text<br>D - Market Code<br>E - Source Code<br>F - Commission<br>G - Minimum Stay Through<br>H - Maximum Stay Through<br>I - Min Advance Booking<br>J - Suppress Rate<br>K - Print Rate<br>L - Long Info<br>M - Short Info<br>N - Transaction Code<br>O - Yieldable YN<br>P - Commission %<br>Q - Max Advance Booking<br>R - Yield As<br>S - Sell Sequence<br>T - Discount<br>U - Membership<br>V - Daily Rates<br>W - Day use<br>X - Complimentary<br>Y - House use | Select all letters that apply. This highly depends whether a GDS interface is installed at the OPERA Cloud level, in which case the update of most rate header columns sent by external system should be prevented. |

**Table 30-8 (Cont.) Rates Interface Parameters, Settings and Description**

| Parameter Name | Parameter Value | Direction of transmission where parameter applies. Parameter Description | Recommended Setting |
|---|---|---|---|
| RATE DELTA HANDLING | Y<br>N | -> Direction: OPERA Cloud to external system<br>This parameter determines if the OPERA Cloud Rates will be sent as Delta or FullOverlay messages. This parameter only applies to Non-OPERA Cloud interfaces.<br>When set to Y, OPERA Cloud Rates will be sent as Delta messages.<br>When set to N, OPERA Cloud Rates will be sent as FullOverlay messages. | Set Accordingly. |

**Table 30-8 (Cont.) Rates Interface Parameters, Settings and Description**

| Parameter Name | Parameter Value | Direction of transmission where parameter applies. Parameter Description | Recommended Setting |
|---|---|---|---|
| RATE DETAIL MESSAGE HANDLING | FAIL<br>REMOVE<br>REQUEST | -> Direction: Data from external system to OPERA Cloud<br>This parameter applies only when receiving rate messages of type DETAIL, whereby<br>OXI will not receive all rate details belonging to that rate, but is requested to<br>update individual rate details as present in the message. This parameter determines<br>processing principles when receiving details that offend existing rate details (i.e.<br>existing rate DETAIL for one of the room types with dates overlapping).<br>FAIL: When receiving an offending rate detail, OXI will FAIL the message and report<br>RESULT FAIL in the result message returned to the sender.<br>REMOVE: When receiving an offending rate detail, OXI will remove all existing offending<br>rate details and rely on the external system to provide all other replacing details<br>in subsequent messages.<br>REQUEST: When receiving an offending rate detail, OXI will FAIL the message and request<br>the FULL RATE from the sending system. For this setting, the external system must | Set accordingly. |

**Table 30-8 (Cont.) Rates Interface Parameters, Settings and Description**

| Parameter Name | Parameter Value | Direction of transmission where parameter applies. Parameter Description | Recommended Setting |
|---|---|---|---|
| | | support MESSAGEREQUEST V3 or higher.<br>MAKE ROOM: Make room for the incoming rate details, during this process conflicting rate details will be appropriately adjusted to make room for incoming rate detail using split/insert/ update and delete operations. | |
| RATE EXTERNAL LOCKED YN | Y/N | ->Direction: Data from external system to OPERA Cloud.<br>If this parameter is set to Y the rate code created by the external system will be locked in OPERA Cloud and cannot be modified by OPERA Cloud users. If set to N the rate code created by the external system will fully changeable in OPERA Cloud. | Set to Y, if external system will have control. |
| RESTRICTION CODES | Open<br>Closed<br>Open for Arrival<br>Closed for Arrival<br>Open for Departure<br>Closed for Departure<br>Min. Stay Through<br>Max. Stay Through<br>Min. Length of Stay<br>Max. Length of Stay<br>Min. Advanced Booking<br>Max. Advanced Booking<br>Length of Stay Not Available<br>Clear All Restrictions<br>Restrictions per Day | -> Direction: Data from OPERA Cloud to External and External System to OPERA Cloud.<br>Restriction Codes in the Rate Availability and Rate Strategy screens that are supported for the Interface. Select one or multiple restriction codes from a multi-select list of values.<br>Note: When no value(s) are selected, all restriction types will be sent. | Set Accordingly. |

**Table 30-8 (Cont.) Rates Interface Parameters, Settings and Description**

| Parameter Name | Parameter Value | Direction of transmission where parameter applies. Parameter Description | Recommended Setting |
|---|---|---|---|
| SUPPORTED CHANNELS | (see description) | -> Direction: Definition of channels.<br>Allowed definition of channels for which restrictions are to be sent through specified interface. | Set Accordingly. |

## Rate Defaults for OXI

The following are recommended default settings for Rates.

**Table 30-9 Rate Defaults for OXI and Description**

| Rate Defaults | Description |
|---|---|
| Rate Class | This can be left blank if a rate category default is selected, as the rate category automatically determines the rate class linked. |
| Rate Category | This default can be used for all rates codes from the external system if no conversion of the rate category is possible, or if no rate category is sent. |

# Reservations Interface Parameters and Settings

All parameters are set at the global level.

**Table 30-10 Reservations Interface Parameters, Settings and Description**

| Parameter Name | Parameter Value | Direction of transmission where parameter applies. Parameter Description | Recommended Setting |
|---|---|---|---|
| ADDITIONAL REFERENCE EXCHANGE | (see description) | -> Direction: Data from OPERA Cloud to external systems and external systems to OPERA Cloud.<br>Comma separated list of unique additional external reference types that are allowed to be included in the reservation and reservation result messages to the external systems, and accepted from the external systems.<br>This may include actual external system types (such as ORS, OXI-OPERA, MYFIDELIO, etc.), but references belong to those systems will be exchanged from OPERA Cloud to external systems only, those will be ignored while processing inbound messages from external systems to OPERA Cloud to prevent tampering legitimate external system references present in OPERA Cloud. | Set Accordingly. |

**Table 30-10 (Cont.) Reservations Interface Parameters, Settings and Description**

| Parameter Name | Parameter Value | Direction of transmission where parameter applies. Parameter Description | Recommended Setting |
|---|---|---|---|
| AUTOPOPULATE MEMBERSHIP YN | Y/N | -> Direction: Data from external system to OPERA Cloud.<br>If this parameter is set to Y, OXI will populate the selected memberships from the reservation message based on the membership type configuration in OPERA Cloud. This means if the membership type is setup to auto populate reservation, OXI will do the same when inserting the reservation. If that membership type is setup to not auto populate reservation or to prompt user, OXI will not copy the membership either.<br>If the parameter is set to N, OXI will copy the selected memberships from the message into the reservation, regardless of the membership type configuration in OPERA Cloud. | Set to Y to allow the same functionality as if OPERA Cloud user enters a membership directly. |

**Table 30-10 (Cont.) Reservations Interface Parameters, Settings and Description**

| Parameter Name | Parameter Value | Direction of transmission where parameter applies. Parameter Description | Recommended Setting |
|---|---|---|---|
| COPY COMMENTS FROM PROFILE | Select a profile type accordingly. | -> Direction: Data from external system to OPERA Cloud.<br>For profiles which have notes (Type: Reservation) associated with it, this parameter will determine whether to copy them on to reservation as comments.<br>The value(s) of the parameter will also determine the type of profiles the copy is intended.<br><br>Leave the value blank (null, which is default value) to avoid copying the reservation notes from profile to reservation as comments.<br>If single value is selected then notes from that particular profile type are copied.<br>If multiple values are selected then notes from those selected list of profile types are copied. | Default value is null. |
| EXT SYS HANDLES DAY USE | Y/N | -> Direction: Data from OPERA Cloud To External System.<br>When parameter value = Y, handling day use rooms has no difference. When parameter value = N, OXI will send a cancellation message to the external system when OPERA Cloud reservation has an external reference number and the number of nights equals 0. | Default is Y.<br>Set accordingly. |

**Table 30-10 (Cont.) Reservations Interface Parameters, Settings and Description**

| Parameter Name | Parameter Value | Direction of transmission where parameter applies. Parameter Description | Recommended Setting |
|---|---|---|---|
| EXT SYS MARKET/ SOURCE CONTROL | R/B/E/D/Y or N | -> Direction: Data from external system to OPERA Cloud.<br>This parameter defines the sequence in which OXI identifies the market and source codes to apply in the reservation.<br>• R = Use the codes defined in rate definition (rate details first and then rate header),<br>• B = Use the codes defined in block definition,<br>• E = Use the codes received from the external system (after conversion, if applicable),<br>• D = Use the codes defined in OXI defaults,<br>• Y = When used alone, same as ED and<br>• N = When used alone, same as BRD. | Set accordingly. |

**Table 30-10 (Cont.) Reservations Interface Parameters, Settings and Description**

| Parameter Name | Parameter Value | Direction of transmission where parameter applies. Parameter Description | Recommended Setting |
|---|---|---|---|
| EXT SYS PRICE CONTROL | N/Y/YC | -> Direction: Data from external system to OPERA Cloud<br>Y -> External rate will be applied with discounts present in the message. The reservation rate will be fixed if OPERA Cloud Fixed Rates is enabled and the inbound message includes an indicator (identified by a structured tag in the message) that the rate should be fixed or if the indicator is not present in the message. If the inbound message includes an indicator that the rate should not be fixed, the reservation rate will not be fixed.<br>In this case, there will be no rate comparison between the rate sent in the message against the rate detail in OPERA Cloud. The rate amount sent in the message will always be used and the decision to fix the rate in OPERA Cloud will be made by the contents of the inbound message.<br>YC -> External rate will be applied with discounts present in the message. The reservation rate will be fixed if OPERA Cloud Fixed Rates is enabled and the inbound message includes an indicator (identified by a structured tag in the | Set to Y as external system has already sold the rate amount, and therefore it should be confirmed in OPERA Cloud as well. |

**Table 30-10 (Cont.) Reservations Interface Parameters, Settings and Description**

| Parameter Name | Parameter Value | Direction of transmission where parameter applies. Parameter Description | Recommended Setting |
|---|---|---|---|
| | | message) that the rate should be fixed.<br>If the inbound message includes an indicator that the rate should not be fixed or if the inbound message does not include the fixed rate indicator, then a rate comparison between the rate sent in the message against the rate detail in OPERA Cloud will be executed to determine whether or not to fix the rate. The rate amount sent in the message will always be used, but the decision to fix the rate in OPERA Cloud will be made by the results of the rate comparison. If the rate in the inbound message matches the rate in OPERA Cloud, the rate will not be fixed. If the rate in the inbound message does not match the rate in OPERA Cloud, the rate will be fixed.<br>N -> OPERA Cloud rate will be applied. Any discounts present in the message will be ignored and will not be applied. | |
| EXT SYS GENERATED INV | Y/N | -> Direction: Data from external system to OPERA Cloud<br>When a reservation message from an external system is received, OXI will generate inventory snapshots for the affected dates and room types. | Set Accordingly. |

**Table 30-10 (Cont.) Reservations Interface Parameters, Settings and Description**

| Parameter Name | Parameter Value | Direction of transmission where parameter applies. Parameter Description | Recommended Setting |
|---|---|---|---|
| FORCE BLOCK CODE | Block Code / Blank | -> Direction: External System to OPERA Cloud only.<br>When selected, all reservations received will be booked against the selected block,<br>regardless of the presence or value of a block code in the message.<br>When blank, no particular function is associated.<br>Note: This interface parameter is available for the TUI interface only. | Default is blank.<br>Set Accordingly. |

**Table 30-10 (Cont.) Reservations Interface Parameters, Settings and Description**

| Parameter Name | Parameter Value | Direction of transmission where parameter applies. Parameter Description | Recommended Setting |
|---|---|---|---|
| FULL OPERA SHARES | Y<br>NS<br>NU | ->Direction: Data both ways between external system and OPERA Cloud.<br>The following rules apply to both incoming and outgoing messages:<br>When this parameter is set to Y, any update on one individual reservation will be reflected in one reservation XML message. Any share related action (combine/break) will be reflected in appropriate share reservation message with only the key information about the reservations involved.<br>When this parameter is set to NS any update, including share related on any of the reservations will be reflected in a reservation XML message containing information about all the relevant shares. External reference of all the share reservations in OPERA Cloud will be updated from the incoming result message.<br>When this parameter is set to NU, it acts similarly to NS, but external reference of only those reservations in OPERA Cloud mentioned in the result message will be updated from the incoming result message.<br>Note: This parameter can be active for any interface that requires | Set to N as this is only used for OPERA Cloud. |

**Table 30-10 (Cont.) Reservations Interface Parameters, Settings and Description**

| Parameter Name | Parameter Value | Direction of transmission where parameter applies. Parameter Description | Recommended Setting |
|---|---|---|---|
| | | it (ORS / OXI-OPERA / OXI-V7 / OXI-V6). | |
| IGNORE RES FOR UPDATE OLDER THAN | Numeric value for number of days | -> Direction: Data from external system to OPERA Cloud<br>Enter a numeric value that will be translated into number of days.<br>The value entered here will determine how many days in the past OXI will consider existing reservations for update when matching on external reference number.<br>If the external reference number sent in the message matches the external reference of an existing reservation, then that reservation will be considered for update if the departure date of the existing reservation is same or later than the number of days in the past entered in this parameter. If the departure date of the existing reservation is earlier than the number of days in the past entered in this parameter, then the existing reservation will be ignored and a new reservation will be created.<br>If this parameter is left blank, then ALL existing reservations will be considered for update. | Set Accordingly. The Default setting is blank and this parameter should be left blank if the external system will always send a unique confirmation number. |

**Table 30-10 (Cont.) Reservations Interface Parameters, Settings and Description**

| Parameter Name | Parameter Value | Direction of transmission where parameter applies. Parameter Description | Recommended Setting |
|---|---|---|---|
| INHERIT CONFIRMATION NUMBER | Y/N | -> Direction: External System to OPERA Cloud only.<br>When set to Y, OPERA Cloud will inherit the external system's confirmation number as its own, which will allow passing of the originating (Guest) confirmation number to PMS systems that do not have the capability of processing and storing multiple external references.<br>When set to N, OPERA Cloud will store the external system's confirmation number, assign the OPERA Cloud confirmation number and pass it along to the receiving system.<br>This parameter is subjected to the following restrictions:<br>- The parameter can be set to Y for only one external system across the entire OPERA Cloud system<br>- For this one system, it can be selected for any number of resorts<br>- For resorts, where the parameter is set to Y, the parameter SEND IFC CREATED ONLY must be set to Y as well.<br>The restrictions serve to limit the possibility of colliding confirmation numbers between multiple external systems and OPERA Cloud. It is however the OPERAtor's responsibility to set the | Set Accordingly. |

**Table 30-10 (Cont.) Reservations Interface Parameters, Settings and Description**

| Parameter Name | Parameter Value | Direction of transmission where parameter applies. Parameter Description | Recommended Setting |
|---|---|---|---|
| | | confirmation number sequences such that this never occurs. | |

**Table 30-10 (Cont.) Reservations Interface Parameters, Settings and Description**

| Parameter Name | Parameter Value | Direction of transmission where parameter applies. Parameter Description | Recommended Setting |
|---|---|---|---|
| ITEM INVENTORY EXT SYS OVER | Y/N | -> Direction: Data from external system to OPERA Cloud<br>Enter a numeric value that will be translated into number of days.<br>The value entered here will determine how many days in the past OXI will consider existing reservations for update when matching on external reference number.<br>If the external reference number sent in the message matches the external reference of an existing reservation, then that reservation will be considered for update if the departure date of the existing reservation is same or later than the number of days in the past entered in this parameter. If the departure date of the existing reservation is earlier than the number of days in the past entered in this parameter, then the existing reservation will be ignored and a new reservation will be created.<br>If this parameter is left blank, then ALL existing reservations will be considered for update.<br>Default setting is blank and this parameter should be left blank if the external system will always send a unique confirmation number. | Set Accordingly. |

**Table 30-10 (Cont.) Reservations Interface Parameters, Settings and Description**

| Parameter Name | Parameter Value | Direction of transmission where parameter applies. Parameter Description | Recommended Setting |
|---|---|---|---|
| PACKAGE EXT SYS OVER | (see description) | -> Direction: Data from external system to OPERA Cloud.<br>This parameter determines how the package elements received from the external system updates the packages in OPERA Cloud.<br>A = If received, replace OPERA Cloud values with the received values. If not received, remove the values from OPERA Cloud.<br>B = If received, replace OPERA Cloud values with the received values. If not received, do not remove the values from OPERA Cloud.<br>C = If received, merge the received values with OPERA Cloud values. If not received, remove the values from OPERA Cloud.<br>D = If received, merge the received values with OPERA Cloud values. If not received, do not remove the values from OPERA Cloud.<br>N = Ignore the package elements received. Do not touch the values in OPERA Cloud. | Set Accordingly. |

**Table 30-10 (Cont.) Reservations Interface Parameters, Settings and Description**

| Parameter Name | Parameter Value | Direction of transmission where parameter applies. Parameter Description | Recommended Setting |
|---|---|---|---|
| PEGASUS CHANNEL UPDATE | ALN/LCL<br>or<br>ORD/RID | -> Direction: Data from external system to OPERA Cloud.<br>For Pegasus only: this parameter determines whether the combination ALN/LCL or ORD/RID are used to map into the OPERA Cloud channel code.<br>For ALN/LCL: If Pegasus sends ALN, this will be used for channel mapping, otherwise the LCL will be used.<br>For ORD/RID: If Pegasus sends ORD, this will be used for channel mapping, otherwise the RID will be used. | Pegasus for Fairmont: ALN/LCL<br>Pegasus for Meridien: ORD/RID |
| PROMOTION EXT SYS OVER | Y/N | -> Direction: Data from external system to OPERA Cloud<br>This parameter determines whether Promotion elements sent by external system shall overwrite OPERA Cloud Promotion elements or not. Overwriting may be desired, as the property should decide what Promotions the guest has in this reservation. Set to Y and reservation Promotions will always be overwritten by external system Promotions. Set to N and Promotion elements sent by external system will be appended to existing ones in OPERA Cloud. | Set Accordingly. |

**Table 30-10 (Cont.) Reservations Interface Parameters, Settings and Description**

| Parameter Name | Parameter Value | Direction of transmission where parameter applies. Parameter Description | Recommended Setting |
|---|---|---|---|
| RATE CODE CONVERSION MODE | RATE CODE<br>FLOATING RATE | -> Direction: Data both ways between external system and OPERA Cloud<br>This parameter determines whether to use only one of external SRP and rate level or the combination of both to convert to/from OPERA Cloud rate codes.<br>When set to RATE CODE, when SRP is received from external system, it will be converted to OPERA Cloud rate code, else rate level will be converted to OPERA Cloud rate code and back.<br>When set to FLOATING RATE, combination of the external SRP and rate level will be converted to an OPERA Cloud rate code and back. | Set Accordingly.<br>This parameter is only available for the Pegasus Interface. |

**Table 30-10 (Cont.) Reservations Interface Parameters, Settings and Description**

| Parameter Name | Parameter Value | Direction of transmission where parameter applies. Parameter Description | Recommended Setting |
|---|---|---|---|
| REINSTATE CANCELLED RESERVATION | ALWAYS - ON ANY UPDATE ACTION<br>REINSTATE - ONLY ON REINSTATE ACTION | Direction: Data from External System to OPERA Cloud.<br><br>This parameter determines how canceled reservations will be reinstated when processing inbound reservation messages.<br><br>ALWAYS: Cancelled reservations will be reinstated when the action type in the reservation message indicates UPDATE or REINSTATE or RESYNC.<br>REINSTATE: Cancelled reservations will be reinstated only when the action type in the reservation message explicitly indicates REINSTATE or RESYNC. If the action type in the reservation message is different, reservation will not be reinstated and an appropriate error will be logged. | Set Accordingly. |

**Table 30-10 (Cont.) Reservations Interface Parameters, Settings and Description**

| Parameter Name | Parameter Value | Direction of transmission where parameter applies. Parameter Description | Recommended Setting |
|---|---|---|---|
| REMOVE EXT SYS NO | Y/N | -> Direction: Data from OPERA Cloud to external system.<br>This parameter only applies to full 2-way interfaces that send reservations both ways. If a party reservation is split into multiple single reservations in OPERA Cloud, the split-offs need to be sent as new reservations to the external system. In this case the original external confirmation number should be removed before the message is sent to ensure that a new confirmation number is triggered. The same would apply in case a share is broken in OPERA Cloud. Here we would send a new reservation for the broken share and that should result in a new confirmation number as well. Therefore the parameter would be set to Y.<br>If set to N, the external system confirmation number will be kept after a split of a party reservation or a break share. This is required for a 1-way interface where the external system does not return a new confirmation number since it does not know about the change in OPERA Cloud. | Set to Y for all full 2-ways that sent CRS numbers upon receipt of new reservations. Otherwise set to N. |

**Table 30-10 (Cont.) Reservations Interface Parameters, Settings and Description**

| Parameter Name | Parameter Value | Direction of transmission where parameter applies. Parameter Description | Recommended Setting |
|---|---|---|---|
| REMOVE EXT REF ON REINSTATE | NO SHOW<br><br>CANCEL<br><br>NULL | ->Direction: Data from OPERA Cloud to External System<br>Select NO SHOW if the reinstate no show message sent to the External System should not contain the External Reference Number of the current interface. Select this option when the External System cannot reinstate a no show reservation using the same reference number.<br>Select CANCEL if the reinstate cancel message sent to External System should not contain the External Reference Number of the current interface. Select this option when the External System cannot reinstate a canceled reservation using the same reference number.<br>If this parameter is NULL, then the External Reference Number of the current interface will always be sent to the External System for reinstate messages. | Set Accordingly. |

**Table 30-10 (Cont.) Reservations Interface Parameters, Settings and Description**

| Parameter Name | Parameter Value | Direction of transmission where parameter applies. Parameter Description | Recommended Setting |
|---|---|---|---|
| RESCOMMENTS EXT SYS OVER | Y/N | -> Direction: Data from external system to OPERA Cloud.<br>This parameter determines whether reservation comments sent by external system shall overwrite OPERA Cloud comments or if they shall be appended to existing ones. If set to Y the OPERA Cloud reservation comments will always be overwritten by the external system comments. If set to N, only comments where the update user = external system ID in the OPERA Cloud database will be updated. | Set to N if you would like to keep OPERA Cloud changes intact. |

**Table 30-10 (Cont.) Reservations Interface Parameters, Settings and Description**

| Parameter Name | Parameter Value | Direction of transmission where parameter applies. Parameter Description | Recommended Setting |
|---|---|---|---|
| SHARE RATE CALC METHOD | ENTIRE<br>FULL<br>INACTIVE<br>SPLIT | - >Direction:Data from external system to OPERA Cloud<br>'INACTIVE' = When OXI Parameter OPERA Cloud FULL SHARES is set to Y, behavior is INACTIVE, regardless of parameter value.<br>When 'FULL OPERA Cloud SHARES' is set to N, OPERA Cloud determines the share amount as follows:<br>SPLIT: Each sharer will carry an equal portion of the total rate amount.<br>FULL: Each sharer will have the full rate amount.<br>ENTIRE: First sharer will be determined as the primary and carry the entire rate amount, all other sharers will have a zero rate amount. | Defaults to INACTIVE<br>Works with FULL OPERA Cloud SHARES parameter, see explanation before setting. |

**Table 30-10 (Cont.) Reservations Interface Parameters, Settings and Description**

| Parameter Name | Parameter Value | Direction of transmission where parameter applies. Parameter Description | Recommended Setting |
|---|---|---|---|
| SHARER REMOVAL MODE | CANCEL<br>DELETE<br>NEITHER | -> Direction: External system to OPERA Cloud only.<br>Applicable only when FULL OPERA Cloud SHARES=N. This parameter determines how should OXI handle share reservations those found in OPERA Cloud but not coming in the message.<br>When this parameter = CANCEL it cancels any sharer present in OPERA Cloud which does not appear in the incoming message.<br>When this parameter = DELETE it deletes any sharer present in OPERA Cloud which does not appear in the incoming message.<br>When this parameter = NEITHER it leaves sharer(s) those present in OPERA Cloud untouched, even if they don't appear in the message. | This parameter is only available when the parameter FULL OPERA Cloud SHARES is set to N.<br>Set accordingly. |

**Table 30-10 (Cont.) Reservations Interface Parameters, Settings and Description**

| Parameter Name | Parameter Value | Direction of transmission where parameter applies. Parameter Description | Recommended Setting |
|---|---|---|---|
| SPECIALS EXT SYS OVER | Y/N | -> Direction: Data from external system to OPERA Cloud.<br>This parameter determines whether special requests sent by the external system will overwrite the ones in OPERA Cloud, or if they will be appended to existing ones.<br>The functionality of this parameter is further determined by the mode of your interface. If it works with Delta changes set to Yes (Interface Configuration>Edit Interface), the external system can send reservation changes only and does not need to send the full reservation every time a small change to a reservation occurs. OXI will then only update the changed data and not touch the additional data that was found in the OPERA Cloud reservation. This also means that the external system needs to indicate intended deletions clearly with deletion indicators in the message. Sending simply blanks will not lead to data deletion if OXI works in Delta mode. The deletion indicators can be configured in interface configuration->edit interface.<br>If your interface is set to Delta changes No, OXI expects a full overlay of all profile data in every profile | Determine whether values shall overwrite or append and select your setting accordingly. |

**Table 30-10 (Cont.) Reservations Interface Parameters, Settings and Description**

| Parameter Name | Parameter Value | Direction of transmission where parameter applies. Parameter Description | Recommended Setting |
|---|---|---|---|
| | | message, even if the external system only changes very little of the entire profile.<br>Here is how the parameter works: If set to Y and the interface is setup as Delta Changes = Y, ONLY the specials originally inserted by the external system will be overwritten. If set to Y and the interface-> Direction: Data from OPERA Cloud to external system<br>When the reservation message can't be delivered (possibly due to communication errors) to the external system, a trace will be logged against this trace department. Applicable only if OXI processor is configured to deliver the messages.<br>is setup as Delta Changes = N, all reservation specials in OPERA Cloud will be overwritten by the external system specials. If set to N, new specials will be appended to existing ones in OPERA Cloud, regardless whether the interface works in delta mode or not. | |

**Table 30-10 (Cont.) Reservations Interface Parameters, Settings and Description**

| Parameter Name | Parameter Value | Direction of transmission where parameter applies. Parameter Description | Recommended Setting |
|---|---|---|---|
| SPLIT CANCELLATIONS | CANCEL/ DELETE | -> Direction: Data from external system to OPERA Cloud.<br>This parameter determines how OXI handles split off reservations, for a 1-way interface, when a cancel message is received for the original multi room reservation from the external system.<br>CANCEL: Split reservations will be canceled.<br>DELETE: Split reservations will be deleted. | Set Accordingly.<br>(For 1-Way Interface) |
| STAY UPLOAD PROFILE TYPES | (see description) | -> Direction: Data from OPERA Cloud to external systems.<br>If null all the stay records will be sent to external system.<br>If value(s)are selected; then the stay records will be sent where only those profiles exist on Stay records. (i.e. If selection is only TRAVEL_AGENT, then only Stay Records that have an attached Travel Agent profile will be sent. All other Stay records without this profile will not be sent). | Set Accordingly. |

**Table 30-10 (Cont.) Reservations Interface Parameters, Settings and Description**

| Parameter Name | Parameter Value | Direction of transmission where parameter applies. Parameter Description | Recommended Setting |
|---|---|---|---|
| TRACE DEPT FOR DELIVERY FAILURE | (see description) | -> Direction: Data from OPERA Cloud to external system<br>When the reservation message can't be delivered (possibly due to communication errors) to the external system, a trace will be logged against this trace department. Applicable only if OXI processor is configured to deliver the messages. | Set Accordingly. |
| TRACE DEPT FOR FAILURE IN EXT SYS | (see description) | -> Direction: Data from external system to OPERA Cloud<br>When the external system can't process a reservation message received from OPERA Cloud, if it sends a result message back to OPERA Cloud indicating the error, a trace with the error message will be logged against this trace department. | Set Accordingly. |
| TRACE DEPT FOR NON REVIEWED | (see description) | -> Direction: Data from external system to OPERA Cloud<br>When a non-reviewed reservation message received from the external system is processed, a trace will be logged against this trace department. If a canceled reservation message is sent from an external system OXI also adds an additional trace reading "Please review this reservation cancelled by XXX external system.", where XXX is replaced with the name of the actual interface. | Set Accordingly. |

**Table 30-10 (Cont.) Reservations Interface Parameters, Settings and Description**

| Parameter Name | Parameter Value | Direction of transmission where parameter applies. Parameter Description | Recommended Setting |
|---|---|---|---|
| TRACE ROOM ASSIGNMENT | NO ROOM<br>ALWAYS<br>NEVER | -> Direction: External System to OPERA Cloud only.<br>NO ROOM - OPERA Cloud will trace if Room could not be assigned.<br>ALWAYS - OPERA Cloud will trace Room assignment process.<br>NEVER - OPERA Cloud will not trace Room assignment. | Set Accordingly. |

**Table 30-10 (Cont.) Reservations Interface Parameters, Settings and Description**

| Parameter Name | Parameter Value | Direction of transmission where parameter applies. Parameter Description | Recommended Setting |
|---|---|---|---|
| UPDATE ACCOMPANY GUEST | A<br>B<br>C<br>D<br>N | -> Direction: Data from external system to OPERA Cloud<br>This parameter determines how the accompany guest received from the external system updates the accompany guest in OPERA Cloud.<br>A = If received, replace OPERA Cloud values with the received values. If not received, remove the values from OPERA Cloud.<br>B = If received, replace OPERA Cloud values with the received values. If not received, do not remove the values from OPERA Cloud.<br>C = If received, merge the received values with OPERA Cloud values. If not received, remove the values from OPERA Cloud.<br>D = If received, merge the received values with OPERA Cloud values. If not received, do not remove the values from OPERA Cloud.<br>N = Ignore the accompany guest received. Do not touch the values in OPERA Cloud. | Set Accordingly. |

**Table 30-10 (Cont.) Reservations Interface Parameters, Settings and Description**

| Parameter Name | Parameter Value | Direction of transmission where parameter applies. Parameter Description | Recommended Setting |
|---|---|---|---|
| UPDATE FEATURES | A<br>B<br>C<br>D<br>N | -> Direction: Data from external system to OPERA Cloud.<br>This parameter determines how the features received from the external system updates the features in OPERA Cloud.<br>A = If received, replace OPERA Cloud values with the received values. If not received, remove the values from OPERA Cloud.<br>B = If received, replace OPERA Cloud values with the received values. If not received, do not remove the values from OPERA Cloud.<br>C = If received, merge the received values with OPERA Cloud values. If not received, remove the values from OPERA Cloud.<br>D = If received, merge the received values with OPERA Cloud values. If not received, do not remove the values from OPERA Cloud.<br>N = Ignore the features received. Do not touch the values in OPERA Cloud. | Set Accordingly. |

**Table 30-10 (Cont.) Reservations Interface Parameters, Settings and Description**

| Parameter Name | Parameter Value | Direction of transmission where parameter applies. Parameter Description | Recommended Setting |
|---|---|---|---|
| UPDATE FIXED CHARGES | A<br>B<br>C<br>D<br>N | -> Direction: Data from external system to OPERA Cloud<br>This parameter determines how the fixed charges received from the external system update the fixed charges in OPERA Cloud reservation.<br>A = If received, replace OPERA Cloud values with the received values. If not received, remove the values from OPERA Cloud.<br>B = If received, replace OPERA Cloud values with the received values. If not received, do not remove the values from OPERA Cloud.<br>C = If received, merge the received values with OPERA Cloud values. If not received, remove the values from OPERA Cloud.<br>D = If received, merge the received values with OPERA Cloud values. If not received, do not remove the values from OPERA Cloud.<br>N = Ignore the fixed charges received. Do not touch the values in OPERA Cloud. | Set Accordingly. |

**Table 30-10 (Cont.) Reservations Interface Parameters, Settings and Description**

| Parameter Name | Parameter Value | Direction of transmission where parameter applies. Parameter Description | Recommended Setting |
|---|---|---|---|
| UPDATE INHOUSE RES | Y/N | -> Direction: Data from external system to OPERA Cloud.<br>With this parameter OXI allows you to update reservations that are indicated as Checked In OPERA Cloud PMS. If set to Y, OXI will accept changes to checked in reservations in OPERA Cloud except for arrival date and room type changes. If set to N, OXI will reject any changes to a checked in reservation in OPERA Cloud. | Set to Y if you would like your in-house reservations updated further by the external system. |
| UPDATE ROUTING TO ROOM | Y/C/N | -> Direction: Data from external system to OPERA Cloud.<br>This parameter determines how the room routing instructions received from the external system update the room routing instructions in OPERA Cloud reservation.<br>Y = Replace all the OPERA Cloud routings with the received routings. If no routings are received, remove all the OPERA Cloud routings.<br>C = Accept all the valid routings received into OPERA Cloud, remove only those OPERA Cloud routings with codes configured in conversion but not received in the message.<br>N = Ignore the routings received. Do not modify any routings in OPERA Cloud. | Set Accordingly. |

**Table 30-10 (Cont.) Reservations Interface Parameters, Settings and Description**

| Parameter Name | Parameter Value | Direction of transmission where parameter applies. Parameter Description | Recommended Setting |
|---|---|---|---|
| UPDATE ROUTING TO WINDOW | Y/C/N | -> Direction: Data from external system to OPERA Cloud.<br>This parameter determines how the window routing instructions received from the external system update the window routing instructions in OPERA Cloud reservation.<br>Y = Replace all the OPERA Cloud routings with the received routings. If no routings are received, remove all the OPERA Cloud routings.<br>C = Accept all the valid routings received into OPERA Cloud, remove only those OPERA Cloud routings with codes configured in conversion but not received in the message.<br>N = Ignore the routings received. Do not modify any routings in OPERA Cloud. | Set Accordingly. |
| UPDATE ALERTS | | Determines how the Reservation Alerts received from the external system is processed. | |

**Table 30-10 (Cont.) Reservations Interface Parameters, Settings and Description**

| Parameter Name | Parameter Value | Direction of transmission where parameter applies. Parameter Description | Recommended Setting |
|---|---|---|---|
| UPDATE SHARE RES | Y/N | -> Direction: Data from external system to OPERA Cloud.<br>This parameter allows external systems to update a share reservation in OPERA Cloud. If set to Y, OXI will accept changes to shared reservations in OPERA Cloud based on a strict set of rules:<br>1. Based on the OXI parameter UPDATE INHOUSE RES, the external system can send changes to checked-in sharers except for changes to the arrival date and room type.<br>2. In case the external system sends a change to the departure date, OXI will check if the room number assigned to the guest is still available for the extended stay. If not, the change will be rejected with an explicit error message. The currently assigned room number will not be removed. OXI will log all warnings in its status tables, visible to the user<br>3. Changed reservation data will be updated equally for all sharers. If for example an update to market code, booker, comment, | Set to Y if you would like your shared reservations updated further by the external system. |

**Table 30-10 (Cont.) Reservations Interface Parameters, Settings and Description**

| Parameter Name | Parameter Value | Direction of transmission where parameter applies. Parameter Description | Recommended Setting |
|---|---|---|---|
| | | etc are sent in the reservation change message, OXI will update the same data equally in all share reservations.<br>4. All changes to the reservation will be applied to all sharers alike except for the data mentioned in the following bullet points. This means that formerly inserted changes to the share reservations in OPERA Cloud are overwritten.<br>a. Rate changes: OXI will apply the rate amount change to the primary sharer, which is identified by the lowest OPERA Cloud confirmation number.<br>b. If changes to the membership details are sent by the external system, this will only be applied to the primary sharer reservation and profile. For data from OPERA Cloud to an external system, OXI | |

**Table 30-10 (Cont.) Reservations Interface Parameters, Settings and Description**

| Parameter Name | Parameter Value | Direction of transmission where parameter applies. Parameter Description | Recommended Setting |
|---|---|---|---|
| | | will only send changes to non-inventory fields if these changes have occurred on the Primary Sharer, the reservation with the lowest OPERA Cloud confirmation number.<br>If this parameter is set to N, OXI will reject any changes to shared reservations in OPERA Cloud. | |
| UPDATE TRANSPORTATION COMMENTS | Y/N | -> Direction: Data from external system to OPERA Cloud.<br>This parameter setting will determine if the transportation comments in OPERA Cloud reservation should be modified or not.<br>If the value is set to 'Y' the transportation comments in OPERA Cloud reservation will be updated or deleted based on the existence of transportation comments in the received message.<br>If the value is set to 'N' the transportation comments in OPERA Cloud reservation will not be modified in anyway irrespective of the transportation comments existence in the received message. | Set Accordingly. |

**Table 30-10 (Cont.) Reservations Interface Parameters, Settings and Description**

| Parameter Name | Parameter Value | Direction of transmission where parameter applies. Parameter Description | Recommended Setting |
|---|---|---|---|
| UPL DED RES ONLY | Y/N | -> Direction: Data from external system to OPERA Cloud.<br>If set to Y, only deductible reservations will be sent to the external system. In a reservation this is determined by the reservation type and means that only reservations with deductible reservation types would be sent. This is desirable if the external system does not have a concept of tentative and definite reservations and would regard all bookings equally deductible regardless of their status. Set to N if all reservations should be sent to the external system irrespective of the reservation type. | Set to'N if external system handles deductible and non-deductible reservations. Otherwise set to Y. |
| USE GUEST STATUS NOTIFICATION EXTENSION YN | Y/N | -> Direction: Data from OPERA Cloud to External Systems.<br>When set to Y, the HTNG function "GuestStatusNotificationExt" will be used to upload reservation data to the external system.<br>When set to N, the HTNG function "GuestStatusNotification" will be used to upload reservation data. | |

**Table 30-10 (Cont.) Reservations Interface Parameters, Settings and Description**

| Parameter Name | Parameter Value | Direction of transmission where parameter applies. Parameter Description | Recommended Setting |
|---|---|---|---|
| UPDATE ALERTS | | -> Direction: Data from external system to OPERA Cloud<br>This parameter determines how the Reservation Alerts received from the external system will get processed in OPERA Cloud.<br>• A = If received, replace OPERA Cloud values with the received values. If not received, remove the values from OPERA Cloud.<br>• B = If received, replace OPERA Cloud values with the received values. If not received, do not remove the values from OPERA Cloud.<br>• C = If received, merge the received values with OPERA Cloud values. If not received, remove the values from OPERA Cloud.<br>• D = If received, merge the received values with OPERA Cloud values. If not received, do not remove the values from OPERA Cloud<br>• N = Ignore the Reservation Alerts received. Do not touch the values in OPERA Cloud. | |

**Table 30-10 (Cont.) Reservations Interface Parameters, Settings and Description**

| Parameter Name | Parameter Value | Direction of transmission where parameter applies. Parameter Description | Recommended Setting |
|---|---|---|---|
| AUTO ATTACH ELEMENTS | Y/N | Direction: Data from external systems to OPERA Cloud. If this parameter is set to 'Y', OXI auto attaches the reservation elements based on the auto attach element configuration rules. If the parameter is set to 'N', OXI does not auto attach the reservation elements. | Default value is Y. Set accordingly. |

# Reservation Defaults for OXI

The following are recommended Default Settings for Reservations.

**Table 30-11 Reservation Defaults for OXI and it's Description**

| Reservation Defaults | Description |
|---|---|
| Room Type | Select a room type that is readily available with high inventory |
| Rate Code | Select a rate code that has all of the configured room types for the property. Since rates can be subject to restrictions, either close the rate or room types depending on hotel occupancy, recommendation is to make a OXI Default rate code and insert this value. |

**Table 30-11 (Cont.) Reservation Defaults for OXI and it's Description**

| Reservation Defaults | Description |
|---|---|
| Setup of the Default Rate | • This rate code is to be setup with all viable room types and a single rate detail, at $0.00, that has all room types linked to it. If proper revenue/ADR is a factor set a rate amount instead.<br>• This rate code should not be subject to restrictions as other rates are. This can decrease the amount of reservations that are rejected by OPERA Cloud.<br>Points to be considered:<br>• If certain CRS booked reservations are allowed into rates that are indicated as restricted or out of inventory on the hotel side, this default is used to allow that booking in. Warnings in OXI alerts hotel users that the reservation was inserted, the rate was not available and the default was taken instead. Thus allowing the hotel to adjust the booking accordingly.<br>• This default maximizes the hotel's efficiency regarding having all bookings in the hotel system. Limiting the scenario of missing reservations, due to closeouts that OXI cannot bypass.<br>• This default lessens the hotel's need to monitor OXI interface on a rigorous schedule.<br>• To make it easier to see these types of defaults being used within the OPERA Cloud PMS, recommendation is the use OXI parameter WARNING AS TRACES = Y.<br>– This setting is highly recommended. Although OXI offers a warnings report, if system users do not have permission to be in the OXI to run the report then this is an alternate solution. Excellent choice for the smaller hotels with fewer resources in the evenings when Reservations Department has left for the day.<br>– OXI enters only mandatory warnings generated into Traces. A Trace lamp is lit on the reservation when viewed.<br>– This parameter also requires that the Others default field **Trace Warning** is set to a monitoring department; that can be either Front Office or Reservations.<br>• OPERA Cloud also offers a Trace Report. Which allows a full overview of all reservations where Traces are created. |
| Currency | OPERA Cloud property currency code that should be used as default for a reservation in case no currency code is sent or the code cannot be converted. |
| Market Code | Select the standard market code that should be used in case conversion is not possible, or if the associated block code/rate code for the reservation do not contain a market code. This is in direct relation to the OXI_RESERVATIONS parameter EXT SYS MARKET/SOURCE CONTROL. |
| Source Code | Select the standard source code that should be used in case conversion is not possible, or if the associated block code/rate code for the reservation do not contain a source code. This is in direct relation to the OXI_RESERVATIONS parameter EXT SYS MARKET/SOURCE CONTROL. |

**Table 30-11 (Cont.) Reservation Defaults for OXI and it's Description**

| Reservation Defaults | Description |
|---|---|
| Reservation Type | The reservation type in OPERA Cloud determines whether the booking is deductible from inventory or not. Select your default according to your needs and we highly recommend maintaining proper conversion for this data element as well. |
| Payment Method | This is the default payment method used by OXI for a reservation in case no payment method is sent or conversion fails. We highly recommend to select this default carefully and to maintain proper conversion for this data element as well. |
| Discount Reason | Select a default discount reason that OXI can apply in case the external system rate overwrites the OPERA Cloud rate code amount and a discount amount is entered into the reservation in OPERA Cloud. This is only needed if the OPERA Cloud function FIXED RATES is NOT used.<br>• Select other defaults according to your needs.<br>• The external system defaults can be set in case no conversion occurs on external system level. |
| Conf. Letter Name | The default letter name to be used in the Confirmation field on the PMS reservation screen. For hotels that do not want to use this functionality the field would be left blank. |

# 31
# Message Status

Use Message Status to view the status of received and transmitted OXI messages. All errors and warnings that occur during message processing are visible and traceable here. You can then reprocess any failed messages after configuration issues are corrected.

> **Note:**
>
> 25 messages are displayed per page in the search result , use page navigation to review all messages in search result.

The status of a sent message from OXI are:

- FAILED: The message has failed in the external system during upload. The exact reasons depend on the specific system and can be reviewed in Errors and Warnings
- NEW:  Used for a membership points lookup request to OPERA Cloud Loyalty to retrieve a profile's membership points. This status indicates that a STAY XML message has been built, but the membership points lookup operation has not yet been completed. The Module for this message is "STAY" and the Action Type is "POINTS REQUEST."
- PROCESSED:  Simply notifies that the message was processed by OXI. It has still not been delivered by the service, at which time it would turn into SUCCESS.
- REJECT: Shown in case OXI rejects the message from upload since vital data is missing or the upload file cannot be built.
- RESULT FAILED: The external system has sent a result for this message and has informed that the message was unsuccessful on external system side. The exact reasons depend on the specific system and can be reviewed in Errors and Warnings.
- RESULT SUCCESS : The external system has sent a result for this message and has informed that the message was successfully updated on external system side.
- SUCCESS: Message has been delivered to the external system by the OXI service
- WARNING: The message has been processed successfully but still created a mandatory warning that needs to be reviewed in Errors and Warnings

## Messages From the External System

> **Note:**
>
> Click **Refresh** to refresh the results and see updated status of message(s). Click **Show/Hide Timestamps** to display additional columns indicating the processing times.

### Reprocessing Messages from External System

1. From the **OPERA Cloud Exchange** menu, select **Message Status**, then select **Messages From External System**.
2. Enter search criteria then click **Search**.
3. Select one or more messages in the search result.
4. Click **Reprocess**.
    a. Click **Yes** to confirm.

### Reprocesing All Messages from External System

Users with the Reprocess All user task granted to their role(s) can perform this action.

1. From the **OPERA Cloud Exchange** menu, select **Message Status**, then select **Messages From External System**.
2. Enter search criteria then click **Search**.
3. Click **Reprocess All**.

### Marking Messages from External System as Reviewed

Mark a message as reviewed after you have verified an error or warning. Messages will be marked as reviewed and disappear from the search result.

1. From the **OPERA Cloud Exchange** menu, select **Message Status**, then select **Messages From External System**.
2. Enter search criteria then click **Search**.
3. Select one or more messages in the search result.
4. Click **Mark As Reviewed**.
5. Messages are removed from the search result.

### Hiding Reviewed Messages from External System

1. From the **OPERA Cloud Exchange** menu, select **Message Status**, then select **Messages From External System**.
2. Enter search criteria then click **Search**.
3. Click **Hide Reviewed**.

### Showing Reviewed Messages from External System

1. From the **OPERA Cloud Exchange** menu, select **Message Status**, then select **Messages From External System**.
2. Enter search criteria then click **Search**.
3. Click **Show Reviewed**.
4. Reviewed messages are displayed in the result with a background shading

### Marking Messages From External System as Not Reviewed

1. From the **OPERA Cloud Exchange** menu, select **Message Status**, then select **Messages From External System**.
2. Enter search criteria then click **Search**.

3. Select one or more messages in the search result.
4. Click **Mark As Un-reviewed**.

### Deleting Messages from External System

1. From the **OPERA Cloud Exchange** menu, select **Message Status**, then select **Messages From External System**.
2. Enter search criteria then click **Search**.
3. Select one or more messages in the search result
4. Click **Delete**.
5. Click **Delete** to confirm.

### Viewing Errors & Warnings from External System

1. From the **OPERA Cloud Exchange** menu, select **Message Status**, then select **Messages From External System**.
2. Enter search criteria then click **Search**.
3. Select a message in the search result, then click the vertical ellipsis **Actions** menu and select **Errors & Warnings**.
4. The Error Code, Error Description and Error Type captured for the message is displayed.
5. Click **OK**.

### Viewing Messages from External System

1. From the **OPERA Cloud Exchange** menu, select **Message Status**, then select **Messages From External System**.
2. Enter search criteria then click **Search**.
3. Select a message in the search result.
4. Click the vertical ellipsis and select **View**.

### Downloading Messages from External System

1. From the **OPERA Cloud Exchange** menu, select **Message Status**, then select **Messages From External System**.
2. Enter search criteria then click **Search**
3. Select a message in the search result.
4. Click the vertical ellipsis and select **Download**.

# Messages To External System

> **Note:**
>
> Click **Refresh** to refresh the results and see updated status of message(s). Click **Show/Hide Timestamps** to display additional columns indicating the processing times.

### Reprocessing Messages to External System

1. From the **OPERA Cloud Exchange**, select **Message Status**, then select **Messages To External System**.
2. Enter search criteria then click **Search**.
3. Select one or more messages in the search result.
4. Click **Reprocess**.
    a. Click **Yes** to confirm.

### Reprocesing All Messages to External System

Users with the Reprocess All user task granted to their role(s) can perform this action.

1. From the **OPERA Cloud Exchange**, select **Message Status**, then select **Messages To External System**.
2. Enter search criteria then click **Search**.
3. Click **Reprocess All**.

### Marking Messages to External System as Reviewed

Mark a message as reviewed after you have verified an error or warning. Messages will be marked as reviewed and disappear from the search result.

1. From the **OPERA Cloud Exchange**, select **Message Status**, then select **Messages To External System**.
2. Enter search criteria then click **Search**.
3. Select one or more messages in the search result.
4. Click **Mark As Reviewed**.
5. Messages are removed from the search result.

### Hiding Reviewed Messages to External System

1. From the **OPERA Cloud Exchange**, select **Message Status**, then select **Messages To External System**.
2. Enter search criteria then click **Search**.
3. Click **Hide Reviewed**.

### Showing Reviewed Messages to External System

1. From the **OPERA Cloud Exchange**, select **Message Status**, then select **Messages To External System**.
2. Enter search criteria then click **Search**.
3. Click **Show Reviewed**.
4. Reviewed messages are displayed in the result with a background shading

### Marking Messages to External System as Not Reviewed

1. From the **OPERA Cloud Exchange**, select **Message Status**, then select **Messages To External System**.
2. Enter search criteria then click **Search**.

3. Select one or more messages in the search result.
4. Click **Mark As Un-reviewed**.

### Deleting Messages to External System

1. From the **OPERA Cloud Exchange**, select **Message Status**, then select **Messages To External System**.
2. Enter search criteria then click **Search**.
3. Select one or more messages in the search result.
4. Click **Delete**.
5. Click **Delete** to confirm.

### Viewing Errors & Warnings to External System

1. From the **OPERA Cloud Exchange**, select **Message Status**, then select **Messages To External System**.
2. Enter search criteria then click **Search**.
3. Select a message in the search result, then click the vertical ellipsis **Actions** menu and select **Errors & Warnings**.
4. The Error Code, Error Description and Error Type captured for the message is displayed.
5. Click **OK**.

### Viewing Messages to External System

1. From the **OPERA Cloud Exchange**, select **Message Status**, then select **Messages To External System**.
2. Enter search criteria then click **Search**.
3. Select a message in the search result.
4. Click the vertical ellipsis and select **View**.

### Downloading Messages to External System

1. From the **OPERA Cloud Exchange**, select **Message Status**, then select **Messages To External System**.
2. Enter search criteria then click **Search**
3. Select a message in the search result.
4. Click the vertical ellipsis and select **Download**.

# Accumulated Business Events

Accumulated Business Events allows you to search and view the Business Events generated for Batch Business Event Interfaces.

### Search Criteria

- **Interface**: Select the Interface to view the business events generated for the interface. Mandatory selection.
- **Property**: Select the properties to view the business events generated for the interface and Property combination. Mandatory selection.

- **Status**: Select an appropriate batch state to search for (NEW or READY).
- **Module**: Select the Modules to filter from the list. Optional.
- **Created From**: Select the state date of the business events. Optional.
- **Created To**: Select the end date of the business events. Optional.
- **Primary Key**: Enter a Primary Key identifier to search for the specific event.
- **Search**: Apply search action to fetch the events based on the search criteria and results are displayed in the search result area.

### Search Result

- **Interface ID**: Interface ID associated with the business event.
- **Property**: Property associated with the business event.
- **State**: State of the business event.
- **Module**: Module associated with the business event.
- **Primary Key**: Primary Key identifier assigned to the business event. its a combination of Property, date and event id.
- **Create Date**: Date and time of the business event generated.
- **Refresh**: Applies a fresh search action to fetch the latest business events to display in the search result area.

### Viewing Accumulated Business Events

1. From the **OPERA Cloud Exchange** menu, select **Message Status**, then select **Accumulated Business Events**.
2. Enter search criteria, then click **Search**.

# 32
# Interface Resync

The Interface Resync option can be run individually and in no particular sequence at any time to resync specific data to the external system. One reason for this could be to send all reservations that have not received an external system number during the original transmission. It is recommended that reservations only be resynced once it is certain that the respective rate codes, blocks, and profiles have been built in the external system.

The following are some recommendations:

- Resynchronization for large periods of time during peak work hours is not recommended.
- Resynchronization should be done in the late to early morning hours where Night Management or Night Audit can run them without compromising system performance.
- Resynchronization can be done during the day, however keep in mind that:
  - Smaller time frames are preferable to larger ones.
  - Choose the necessary records to resync over hundreds of records at a time.

## Resynchronization History

For any resync that is executed a record is created in the Resync History screen. This history record assists you in keeping track of all resyncs done and what their status is/was. The Remarks column shows the text for records found and processed. When the remarks are populated with (-1) then 1 or more messages failed to be sent to the External System successfully.
How to utilize history and find unsuccessful records:

- Finding resync messages that did not make it, check and note the Start Date and Start Time.
- Go to Message Status. Messages to External System.
- Use the Search Filters to narrow down the messages you are looking for; Populate Module type (i.e. Reservation, Profile, etc.), Created From and Created To for the day of business and Message Type value.

1. From the **OPERA Cloud Exchange** menu, select **Interface Resync** and then select **Resynchronization History** from the drop down list.
2. The **Type** and **Property** values are taken by default. Search and select an **Interface** that is to be resynced.
3. Click **Resync History** on any of the resync modules. In the Resync History pop-up window, you can see the Resync Module that was used.

   The following details appear in the pop-up:

   - **Status** is the resync status. The status options that you can see are:
     - **New**: Resync has just started.
     - **RUNNING**: Resync is currently being processed.

  - **COMPLETED**: Resync is complete and reservations are sent to external system if resync filters have found any records.
- **Start Time** and **End Time**: The time stamps showing full span of time to for the resync to process.
- **PURGE**: Manual deletion of all resync history. Only resyncs that have not been completed yet will be excluded from the deletion. A warning occurs that has to be confirmed before the purge is performed.
- **REFRESH**: To see the latest status of all resync activities.

# Interface Resync - Blocks

1. From the **OPERA Cloud Exchange** menu, select **Interface Resync**, and then select **Blocks**, from the drop down list.
2. The **Type** and **Property** values are taken by default. Search and select an **Interface** that is to be resynced.
3. Search and select Block Codes. You can select multiple codes.
4. Enter a Period. **From Start Date**, select the first restriction start date for the resync. **To Date**, select the last restriction start date for the resync.
5. Select **All Active Records** check box. Select if no other conditions are to be met except resyncing active records.
6. Select the **Unconverted Blocks** check box.
7. Select the **Include Pickup Counts** check box. Select only if the external system requires the pickup counts within the block message. This would be the case if you were resyncing a block without resyncing all its reservations afterwards. For initial cutover resync we do not recommend including the pickup counts, as reservations may be subsequently resynced and this automatically updates the pickup count in the blocks.
8. Select the **Include Cancelled Blocks** check box. This could be needed for initial cutover resyncs where both systems should have all blocks including the cancelled ones, in case these may be reinstated.
9. Click **Resync History**. Click this button to view when the resync option had last been executed and its status. This shows all resync options that have been executed.
10. Click **Resync**. Click this button to start the resync process. This executes the resync according to the filters you have set.

# Interface Resync - Turnaways

1. From the **OPERA Cloud Exchange** menu, select **Interface Resync**, and then select **Turnaways**, from the drop down list.
2. The **Type** and **Property** values are taken by default. Search and select an **Interface** that is to be resynced.
3. From the Turnaways to Resynchronize, select the **Turnaways**. Select all or part of a turnaway code to be resynced.
4. For Turnaways Filter Conditions, enter the **Rate Code Like**, enter all or part of a rate code to be resynced. Search and select the **Room Type**.
5. Click **Resync** or **Resync History**.

# Interface Resync - Events

1. From the **OPERA Cloud Exchange** menu, select **Interface Resync**, and then select **Events**.
2. The **Type** and **Property** values are taken by default. Search and select an **Interface** that is to be resynced.
3. In the Events to Resynchronize panel, for Booking Arrival Date, select a **From Date** and **To Date**.
4. Enter the **Block Codes Like** field and select or unselect **Include Cancelled Events** check box.
5. Click **Resync** or **Resync History**.

# Interface Resync - Function Space

1. From the **OPERA Cloud Exchange** menu, select **Interface Resync**, and then select **Function Space**, from the drop down list.
2. The **Type** and **Property** values are taken by default. Search and select an **Interface** that is to be resynced.
3. In the Function Space to Resynchronize panel, search and select the **Function Space**. You can select multiple spaces.
4. Click **Resync** or **Resync History**.

# Interface Resync - Inventory

1. From the **OPERA Cloud Exchange** menu, select **Interface Resync**, and then select **Inventory**, from the drop down list.
2. The **Type** and **Property** values are taken by default. Search and select an **Interface** that is to be resynced.
3. In the Inventories to Resynchronize panel, select the **Room Type** and **Room Class**. A multi-select list of configured room types and room classes opens when you select this option.
4. Select a Period, **From Start Date** and **To Start Date**.
5. You can select between an **Overbooking** or **Out Of Order** resync by checking one of the radio buttons. When you select Out Of Order, the Room Class option is removed from the screen.
6. Click **Resync** or **Resync History**.

# Interface Resync - Products

This synch is only available from ORS to OPERA Cloud PMS.

1. From the **OPERA Cloud Exchange** menu, select **Interface Resync**, and then select **Products**, from the drop down list.
2. The **Type** and **Property** values are taken by default. Search and select an **Interface** that is to be resynced.
3. In the Products to Resynchronize panel, select **From Start Date** and **To Start Date** for the resync.
4. Select **Products**. This option is to find only Packages that are not linked to groups. This option is usually the most desired for Resync choice and is the default upon entering this screen.
5. Select **Groups**. This option is to find only Packages that are linked to groups.
6. Search and select the **Product Codes**.
7. Click **Resync** or **Resync History**.

# Interface Resync - Profiles

1. From the **OPERA Cloud Exchange** menu, select **Interface Resync**, and then select **Profiles**, from the drop down list.
2. The **Type** and **Property** values are taken by default. Search and select an **Interface** that is to be resynced.
3. In the Profiles to Resynchronize panel, search and select the **Profile Types**.
4. Enter the **Date Type**. Use this menu to select a date type for the resync process. The options contained within this field are Updated Date that is used to resync profiles that have been modified within the selected From/To dates entered. Created Date is used to resync profiles that were created within the parameters of the From/To dates entered.
5. Enter the **From Name**, the specific name of the profile to be resynced. Enter **To Name**, type the specific name of the profile to be resynced. The query takes all names BETWEEN the letters in From Name and To Name. Sample:

   Example: If you have typed ‘A’ into “From Name” and ‘G’ into “To Name”.  That means GA would not be taken into account anymore and the resync would only include the latest name with F such as, FZ.
6. Select to resync **Profiles for Active Reservations** . Selecting this option sends only profiles that are attached to active reservations.
7. Select to resync **Profiles For Active Blocks**. Selecting this option sends only profiles that are attached to active blocks.
8. Select to resync **Profiles For Active Reservation and Block**. Selecting this option sends profiles that are attached to active reservations and blocks.
9. Select to resync **Profiles with Membership**.
10. Select to resync **Profiles with Primary Membership**.
11. Select to resync **Profiles with Negotiated Rate**.
12. Select to resync **All**. Selecting this option resyncs all profiles, regardless whether they are linked to active reservations and blocks or not.

> **Note:**
>
> Select the proper Profile Code for your resync to minimize the data flow, as the hotel could have a huge profile database that can lead to a very long resync process.

13. Click **Resync** or **Resync History**.

# Interface Resync - Promotions

1. From the **OPERA Cloud Exchange** menu, select **Interface Resync**, and then select **Promotions**, from the drop down list.
2. The **Type** and **Property** values are taken by default. Search and select an **Interface** that is to be resynced.
3. In the Promotions to Resynchronize panel, select **Limited Use Promotion** check box.
4. Search and select **Promotions**.
5. Click **Resync** or **Resync History**.

# Interface Resync - Rates

You have to select either a date range or check the rate codes in order to resync rates. A 'Total Count' of all active Rate Codes during the time frame entered will be displayed. User has the option to choose each rate code or all if necessary for resync to an external system.

1. From the **OPERA Cloud Exchange** menu, select **Interface Resync**, and then select **Rates**, from the drop down list.
2. The **Type** and **Property** values are taken by default. Search and select an **Interface** that is to be resynced.
3. In the Rates to Resynchronize panel, enter the **From Start Date**. You must select the first rate code start date for the resync. Only rate codes valid for this date are to be shown.
4. Enter **To Start Date**. You must select the last rate code start date for the resync. Only rate codes valid for this date are to be shown.
5. Search and select **Rates**. Shows how many active rate codes you have in the OPERA Cloud database. Once you have selected a date range the count is adjusted to match the number of rate codes that fall into your selected date range.
6. Click **Resync** or **Resync History**.

# Interface Resync - Reservation

1. From the **OPERA Cloud Exchange** menu, select **Interface Resync**, and then select **Reservation**, from the drop down list.
2. The **Type** and **Property** values are taken by default. Search and select an **Interface** that is to be resynced.

3. Enter a Period **Date Type**. Choose from the option **Arrival Date**, **Created Date**, and **Updated Date**. Enter a **From Date**, this date specifies the first arrival date for the reservation resync. Enter **To Date**, this date specifies the last arrival date for the reservation resync.
4. Enter the External System Reference **From**. This specifies an external system confirmation number to resync. You can enter a single number or multiple numbers separated by comma.
5. Enter the External System Number **To**. This specifies the external system confirmation in case you want to specify a range from number/to number.
6. Enter OPERA Cloud Reference Number **From**. This specifies an OPERA Cloud confirmation number to resync. You can enter a single number or multiple numbers separated by comma. Enter OPERA Cloud Reference Number To that specify the OPERA Cloud confirmation in case you want to specify a range from number/to number.
7. Select the **All** check box. Select this option if no other conditions are to be met except resynching active records.
8. Select **Include Cancels** check box. Select this option to include the cancels in your resync.
9. Select **Include Checked In** check box. Select this option to include the checked-in guests in your resync.
10. Select **Include No Shows** check box. Select this option to include no shows in your resync.
11. Select the **No External Confirmation** check box. Select this option to resync only reservations without external system confirmation number. If this is unchecked, all reservations will be resynced.
12. Click **Resync** or **Resync History**.

# Interface Resync - Restrictions

You have to select a date range in order to resync rate restrictions. An example of Block Restrictions from OPERA Cloud PMS to ORS.OXI can now send restrictions created from OPERA Cloud Blocks application. These restrictions set on the blocks can also be resynced through the Restrictions resync, by selecting the option for Date Ranges and setting Blocks. The resync offers a multi-pick list of blocks that may have restrictions set on them for selection. For Block Restrictions to work Business Events in OPERA Cloud have to be set.

1. From the **OPERA Cloud Exchange** menu, select **Interface Resync**, and then select **Restrictions**, from the drop down list.
2. The **Type** and **Property** values are taken by default. Search and select an **Interface** that is to be resynced.
3. In the Restrictions to Resynchronize panel, search and select the **Block Codes**. Select a specific block code or a starting letter following by a % in order to filter your search.
4. Enter a **From Date**. Select the first restriction start date for the resync.
5. Enter a **To Date**. Select the last restriction start date for the resync.
6. Select the **All Restrictions**option. Select this restriction for all existing restriction types to be sent to external system.
7. Select **Rate Restriction**option. Select this restriction for rate restrictions to be sent to external system. The search and select Block Code is disabled if this option is selected.

8. Select the **Block Code** option.
9. Click **Resync** or **Resync History**.

# Interface Resync - Stay

Stay files can be created for some interfaces after the guest has checked out and the OPERA Cloud night audit has run.

1. From the **OPERA Cloud Exchange** menu, select **Interface Resync**, and then select **Stay**, from the drop down list.
2. The **Type** and **Property** values are taken by default. Search and select an **Interface** that is to be resynced.
3. In Stay to Resychronize panel, enter a **From Departure Date**. Select the first restriction start date for the resync. Enter **To Departure Date**. Select the last restriction start date for the resync.
4. Enter the **First Name**, type the specific first name of guest whose stay data shall be resynced. Enter the **Last Name**, type the specific last name of guest whose stay data will be resynced.
5. Click **Resync** or **Resync History**.

# Interface Resync - Hurdles

1. From the **OPERA Cloud Exchange** menu, select **Interface Resync**, and then select **Hurdles**, from the drop down list.
2. The **Type** and **Property** values are taken by default. Search and select an **Interface** that is to be resynced.
3. In the Hurdles to Resynchronize panel, select a date for **Hurdles From** and **Hurdles To**. These dates range helps to resync hurdles.

# Interface Resync - Inventory Items

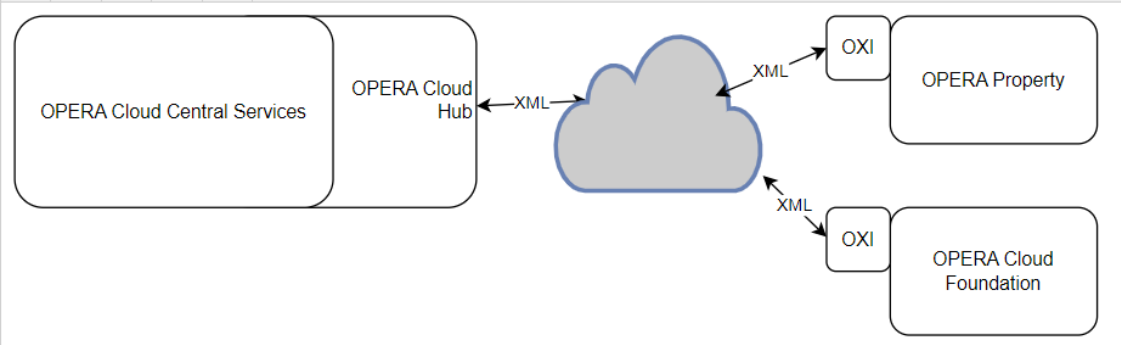
1. From the **OPERA Cloud Exchange** menu, select **Interface Resync**, and then select **Inventory Items**, from the drop down list.
2. The **Type** and **Property** values are taken by default. Search and select an **Interface** that is to be resynced.
3. In the Inventory Items to Resynchronize panel, select the**Inventory Items From** and **Inventory Items To**.

# 33

# Activating OPERA Cloud Hub Integration

## Prerequisites for Activating OPERA Cloud Hub Integration

Central OPERA Cloud Hub integration enables asynchronous OXI (XML) communication between OPERA Cloud Central Services and (remote) OPERA Cloud Foundation or OPERA Property properties.




The following data exchange is supported:

**Table 33-1 Supported data exchange entities**

| Entity | Details | Events | Notes |
|---|---|---|---|
| Profiles | Identification<br>Membership<br>Negotiated Rates<br>Notes<br>Preferences<br>Relationships | New<br>Update<br>Merge | |
| Reservations | Accompanying<br>Alerts<br>Deposit Rules<br>Item Inventory<br>Membership<br>Notes<br>Preferences<br>Routing<br>Sharers<br>Specials<br>Traces | New<br>Update<br>Cancel<br>Reinstate<br>Check in<br>Check out | Routing Codes only for Routing (not transaction codes) |
| Stay Records | | | |

**Table 33-1 (Cont.) Supported data exchange entities**

| Entity | Details | Events | Notes |
|---|---|---|---|
| Blocks | Room Allotment<br>Notes | | Includes Opportunities when the **Opportunities** OPERA Control is active. |
| Catering Events | | New<br>Update | |
| Sales Activities | | New<br>Update | |
| Rate Restrictions | | New<br>Update | |
| Inventory | | | |
| Housekeeping | Out of Order<br>Out of Service | New<br>Update | |
| Configuration | Rate Class<br>Rate Category<br>Rate Codes<br>Packages<br>Item Class<br>Item Inventory<br>Function Space | | |

### Cloud Hub Activation

Active the **Cloud Hub Integration for all Properties** function for a hub location to activate integration for all properties, with `OXI-OPERA` as the system default interface, otherwise active the **Cloud Hub Integration** function for a property location to activate integration for a specific property, with `OXI-OPERA` as the system default interface.

> **Note:**
>
> If you plan to activate or inactive Cloud Hub integration for specific properties, always use the property-level **Cloud Hub Integration** OPERA Control.

### Cloud Hub Automatic Configuration

The Cloud Hub activation process automates the following configuration:

#### Interface Setup

An `OXI-OPERA` interface is created in the OPERA Cloud Exchange Module. For more information, see Interface Setup

#### External Database Configuration

An external system, Outbound System and external database are configured according to the **Cloud Hub Integration** OPERA Control context (hub or property).

#### Business Event Configuration

Business Events are auto-configured for `OXI-OPERA`.

**Exchange Interface Controls**

Interface Controls for `OXI-OPERA` are configured and cannot be modified.

**Cloud Hub Manual Configuration**

The following configuration steps must be completed:

**Interface Defaults**

Interface default values for Inbound and Outbound messages are optional. To configure defaults for incoming and outgoing messages, see Interface Controls.

**Interface Rules**

Interface rules determine whether particular UDF data should be updated during data transmission to / from OPERA Cloud. For more information, see Configuring Interface Rules.

**Interface Mapping**

Interface Mapping defines conversion of OPERA Cloud codes and external system codes at Global(Chain) or Property level for central interfaces. When conversions are defined, the code from an external system is replaced with the OPERA Cloud code for inbound message from the external system; and the OPERA Cloud code is replaced with the code of the external system for outbound message delivered to the external system. For more information, see Configuring Interface Mapping

**OPERA Property OXI Communication Methods**

The Cloud Hub Event Manager URL must be obtained from Oracle services team during provisioning.

For more information, see Communication Method Setup OXI.

1. Select **External System to OPERA**.
    a. **Comm Type**: Select **HTTP/S**.
        i. Select **Client**.
        ii. **URL**: Enter OPERA Cloud URL (example: *https://<cloudhub-evnt-mgr-host>/Operajserv/OXIHUBServlets/ORSInterface*).
        iii. **Username**: Enter the integration username.
        iv. **Password**: Enter the password.
        v. Click **Save**.
2. Select **OPERA to External System**.
    a. **Comm Type**: Select **HTTP/S**.
        i. Select **Client**.
        ii. **URL**:  Enter OPERA Cloud URL (example: *https://<cloudhub-evnt-mgr-host>/Operajserv/OXIHUBServlets/ORSInterface*).
        iii. **Username**: Enter the integration username
        iv. **Password**: Enter the password.
        v. Click **Save**.

### Interface Resync

After activation, data synchronization between OPERA Cloud Central Service and OPERA Property or OPERA Cloud Foundation may be required. Identify the primary / source solution and initiate a resynchronization of data to the target system (example: from OPERA Property to OPERA Cloud Central).

- For OPERA Property, see Resynchronization of Data OXI.
- For OPERA Cloud, see Interface Resync.

### Message Status Monitoring

OPERA Cloud Central messages are monitored using Oracle Hospitality Distribution Channels messages for `OXIHUB` channel. Grant the **Central Messages Monitoring** task to OPERA Cloud roles. In Oracle Hospitality Distribution Channels, the <property>- **CHANNELMANAGEMENT View Interface messages** task is required to view individual messages and the <chain/cluster- **CLUSTERMGMT View Message Summary in Cluster** task is required to view the total number of messages per channel.

OPERA Cloud Foundation is monitored and managed through OXI Message Status.

# Part VII
# OPERA Cloud Terminology

This part of the OPERA Cloud User Guide describes the OPERA Cloud Terminology.

# 34

# OPERA Cloud Terminology A-Z

**Table 34-1** `Terminology`

| Term | Description |
|---|---|
| **Accompanying Guest** | Secondary guests who are added to the reservation. Eligible accompanying guests can have a separate registration card printed. Eligibility is determined by the value set in the **Age Threshold to Print Registration Card** application setting. |
| **Advance Check In** | The ability to flag one or more arrival reservations as Advance Checked In reservations. Note: Pseudo room reservations cannot be identified for Advance Check In. |
| **Advance Checked In** | One or more reservations that have been indicated as Advance Checked In reservations but not checked in to the property. |
| **Additional Rooms** | This is a multi-select field to choose rooms to include in the key creation with the reservation room. This field is available when the property interface configuration for the active DLS (Door Lock System) has the check box active for **Allow Multiple Room Selection for Keys**. You can customize the **Additional Rooms** field on the Create Key screen to populate the field with the room numbers that were selected when the new key was created for that reservation and room number. This applies to duplicate keys (when Previous Keys Made > 0). Without this customization, the field does not populate with the additional room numbers for which the key was created. |
| **Auto Advance Check In** | Automatically checks in Advance Checked In reservations when the housekeeping room status of the reservation matches the housekeeping room status defined in the Room Status for **Auto Check In of Advance Checked In Reservations** OPERA Control setting. |
| **Billing Window** | Billing windows are used to assign more than one payee to one reservation or to separate posted transactions using configured routing instructions. A reservation can have up to eight billing windows and each window can be assigned to a different payment method and a different payee. |
| **Business Date** | The OPERA property business date. |
| **Credit** | If the payment or deposit amount is greater than the posted charges on a billing window, a Credit balance remains. This balance is settled with the Automatic Folio Settlement functionality if the **Include Credit Balances** check box is selected. |
| **Duplicate Key** | A duplicate key is the exact copy of the original, including for Valid Start Date / Valid Start Time and Valid Until Date / Valid Until Time. If this information is modified, then the Key defaults to New. When **Previous Keys Made** is one or more, then the default is Duplicate Key instead of New Key type. This is editable in the Create Keys screen. When **Duplicate Key** is the Key Type and changes are made to Additional Rooms, Key Options, Valid Until Date and Valid Until Time, or Valid Start Date and Valid Start Time, the key type switches to a New Key type since a duplicate key is no longer an exact copy of a previous key made when these options are altered. |

**Table 34-1 (Cont.) Terminology**

| Term | Description |
|---|---|
| **ETA** | The guest's Expected Time of Arrival (Arrival Time) for their reservation. After the reservation is Advance Checked In, the Expected Time of Arrival (ETA) for the reservation is updated with the time the reservation was indicated as Advance Checked In. After the reservation is Advance Checked In, the Arrival Date is changed to read-only and cannot be modified. |
| **ETR** | The Expected Time of Return (ETR) and/or an Expected Time of Return Comment on reservations. In the Advance Checked In screen reservations can be sorted by ETR options when an ETR is provided. For ETR options, the Expected Time of Return (ETR) parameter must be On. |
| **Folio** | Master bill containing all posted transactions including charges, payments and deposits (if any). |
| **Key Machine Locations** | The Key Encoders available for use. By default, OPERA remembers the last location used. You can select a different key encoder. |
| **Key Options** | Defines key access to specific areas of the property. The default is key options associated at the room level configuration, such as access to the Parking Garage, the elevator, the pool area. |
| **Key Type** | When **Previous Keys Made** is one or more, then the default is Duplicate Key instead of New Key type. This is editable in the Create Keys screen. When **Duplicate Key** is the Key Type and changes are made to Additional Rooms, Key Options, Valid Until Date and Valid Until Time, or Valid Start Date and Valid Start Time, the key type switches to a New Key type since a Duplicate Key is no longer an exact copy of a previous key made when these options are altered. When the Key screen is accessed with the Mass Check In, the key type New or Duplicate is not available. Only when the individual Create Key screen is displayed is the key type available and defaults according to whether previous keys were made. |
| **Mass Advance Check In** | The option to Advance Check In multiple reservations when the arrival date of the reservations is the current business date of the property. |
| **Mass Check In** | Mass Check In functionality provides one easy process to check in multiple reservations for arrivals due in on the property's current business date, and to (optionally) generate their room keys and registration cards. Mass Check In can be used for individuals or blocks within the property. If logged in to a hub, you can Mass Check In individual and/or block reservations one property at a time for each property you have access to, without having to log in and out of each one. |
| **Number of Keys** | Default is **Per Adult On Reservation** to create the same number of keys as the number of adults on the reservation. Use the **Per Reservation** option to set any number of keys for the reservation. |

**Table 34-1 (Cont.) Terminology**

| Term | Description |
|---|---|
| **Override Associated Key Options** | Overrides the key options in the Room Keys panel (when multiple reservations are selected for key creation). Key options can be modified or added on the individual reservations Create Key screen as you proceed through the key creation process.<br>• When deselected (default), the selections added in the **Key Options** field are appended to existing key options at the room level for the room keys for each of the selected reservations for key creation. For example, you are creating keys for several reservations and the room configuration of the assigned rooms have Garage in the associated **Key Option** field. In the Room Keys screen, you also select the Lounge key option, and then process the key creation. In the Create Keys screen, both Garage and Lounge key options appear for each reservation.<br>• When selected, the selections added or removed in the **Key Options** field override all existing key options at the room level for the room keys for each of the selected reservations for key creation. For example, you are creating keys for several reservations and the room configuration of the assigned rooms have Garage in the associated **Key Option** field. In the Room Keys screen, you select the Lounge key option, and then process the key creation. In the Create Keys screen, the Garage key option is overridden and only the Lounge key option appears for each reservation. |
| **Owner Reservation** | Owner reservations are created for the owner of a room, according to the Ownership Record for the selected profile. Owner Reservations are identified by the **Owner** icon in the Reservation business card. |
| **Owner Referral Reservation** | Owner Referral reservations are for the designated guests (authorized users) of an owned room. Owner referral relationships are managed in the owner profile and can be viewed from the Owner Referral panel of the owner referral guest profile. Owner Referral reservations are identified by the **Owner Referral** icon in the Reservation business card. |
| **Pre-Arrival Reservation** | A reservation with an Arrival date >1 day prior to the OPERA property business date. |
| **Previous Keys Made** | In the Create Keys screen, this is the number of keys since the last new key previously created for this specific reservation and room. If the **Additional Rooms** field on the Create Keys screen is customized with PreviousKeyAdditionalRooms, the **Additional Rooms** field populates with the additional room numbers if the previous key made had additional rooms selected when created. When **Previous Keys Made** is equal to or greater than 1, then this defaults to Duplicate Key instead of New Key (this is editable.) When Duplicate Key is the default key type and changes are made to Additional Rooms, Key Options, Valid Until Date and Valid Until Time, and/or Valid Start Date and Valid Start Time, the key type switches to New Key because it is not considered a duplicate key of a previous key made when these options are altered. A duplicate key is the exact copy of the original, including the options set in the original key creation. When the reservation is checked out, the Previous Keys Made count resets to zero. |
| **Primary Guest** | The guest name under which the reservation is booked. The primary guest's name appears at the top of the list in the Select Guests panel on the Registration Card screen. |
| **Settlement** | The process of obtaining payment for a guest's bill. |

**Table 34-1 (Cont.) Terminology**

| Term | Description |
|---|---|
| **Suppress Key Success Message** | When this option is selected, the key success message does not display. Instead, the process continues to the Create Key screen for next reservation. If the request to the DLS (Door Lock System) fails, then the failure notification appears with the option to retry the key creation. |
| **System Date/Time** | Operating System date/time. |
| **Valid Start Date** | Displays when the **Send Valid Start Date/Time** check box is active in the DLS property interface configuration. Refer to the *Enhanced Room Key Generation Validation Rules by Process* topic for more information. |
| **Valid Start Time** | Displays when the **Send Valid Start Date/Time** check box is active in the DLS property interface configuration. Refer to the *Enhanced Room Key Generation Validation Rules by Process* topic for more information. |
| **Valid Until Date** | Defaults to the reservation departure date or to the added days if the OPERA Controls setting **Key Expiry Days** is set. Refer to the *Enhanced Room Key Generation Validation Rules by Process* topic for more information. |
| **Valid Until Time** | Defaults with the time that is chosen in the **Default Keys Expiry Time** setting. This can be the reservation ETD (Expected Time of Departure) or the time in the **Key Expiry Time** setting. Refer to the *Enhanced Room Key Generation Validation Rules by Process* topic for more information. |

# Part VIII
# OPERA Cloud Video Library

This part of the OPERA Cloud Help system contains video tutorials that will help you learn how to use and administer OPERA Cloud Services.

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# OPERA Cloud Videos

To learn more about OPERA Cloud click the links below to review the documentation topics, videos, and the video transcripts.

| Topic | Video | Transcript |
|---|---|---|
| **GETTING STARTED** | | |
| Using the OPERA Cloud Digital Assistant | | page 133 |
| Using Keyboard Shortcuts | | page 10 |
| View Property Brochure from Quick Launch | | page 12 |
| Managing Quick Links on the Quick Launch Menu | | page 14 |
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Configure and View Sell Messages (Video Transcript)

# Using Keyboard Shortcuts (Video Transcript)

00:06
In Opera Cloud you can open menus and actions using
00:10
keyboard shortcuts. You can access keyboard shortcuts from
00:14
many screens including the profile presentation,
00:17
the look to book sales screen, and the 'I want to' menus.
00:21
Let's get started. In this example, first I will go to the Look to Book sales
00:26
screen. Go to bookings, select reservations, and then select the
00:31
Look to Book sales screen. Select new reservation.
00:38
To view the keyboard shortcuts press the ctrl key on your keyboard.
00:43
Then the shortcut key combinations appear on the screen
00:46
next to the field or action. You can press the respective keys to open the
00:50
menu or action. In this example, I go back to the Opera
00:55
Cloud dashboard and click the arrivals tile to go to the
00:58
list of arrival reservations. Next, I click the confirmation number to
01:04
go to the reservation. Now on the reservation I click the
01:08
control key and the keyboard shortcuts appear next to the actions.
01:12

In this example, I press dc on the keyboard to jump to the deposit

01:16

cancellation section. Next I can press the ctrl key to display

01:21

the shortcuts, and then I select the I key to open the

01:24

'I want to' menu. Press the ctrl key again to display the

01:28

keyboard shortcuts for the actions on the I want to menu. Now, I can see the

01:33

keyboard shortcuts for the actions.

# View Property Brochure From Quick Launch (Video Transcript)

00:05
You can add the property brochure to the quick launch menu for easy access. Click
00:10
the quick launch icon, then click manage Quick Links. Now you can add bookmarks to
00:16
the quick launch menu. In this example I enter property brochure and then click
00:21
go to search for the available Quick Links. Select property brochure and then
00:26
click the right arrow to add it to the selected column. Click Save. To confirm
00:31
the property brochure is added to the quick launch menu click manage Quick
00:35
Links. Click the plus sign to expand and you can see the property brochure is
00:39
listed. Click Save. Now you can click to go to the property brochures screen. Here
00:45
you can see I am logged into a chain. I must enter or select a property name
00:50
from the list. Then click select.
00:57
Then click search.
01:01
Now you can scroll down to find all the information for the property brochure.
01:10
You can view the additional property information by clicking the plus icon to
01:14
expand each selection. You could view airport information, alternate properties,
01:19
amenities, additional details, dining and retail information.

01:32

You can search for directions using Google Maps and view event space details.

01:37

You can view general notes, browse local attractions, view a property map, and see

01:43

the events calendar.

01:56

You can click an event to view more details.

02:03

You can see property images, a site plan and transportation companies, complete

# Using Quick Launch (Video Transcript)

00:06

In this video you will learn how to create quick links

00:08

to OPERA cloud menus and add links to external websites on

00:12

the quick launch menu. To open the quick launch menu click the

00:16

rocket icon on the top navigation. Or click F2 on your keyboard.

00:22

Next, click manage quick links. Now I can find the available OPERA cloud

00:28

menus by entering keywords. In this example, I enter run reports and

00:34

click go. Next select the menu,

00:38

then click the right arrow to add the link to the quick links menu.

00:42

If you have multiple quick links to add, click the double arrows.

00:47

Next, click save. Now the quick link appears in my bookmarks list

00:52

including the shortcut keys to open the run reports menu.

00:56

I can click that link to go directly to the run reports screen.

01:00

Or to open the run reports menu anytime select the shift and the r and p keys.

01:07

To add links to external websites that you access frequently

01:10

click manage custom links. Here, I can add a name for the link.

01:15

Enter the website address and click add. To delete a URL click the vertical

01:20

ellipsis menu and select delete. Now, to launch the website

01:25

press F2 from anywhere in the OPERA cloud application,

01:28

and then click the keyboard shortcut displayed shift plus one.

# Add Dashboard Tiles (Video Transcript)

00:06

In this video, you will learn how to add a page and tiles to the OPERA Cloud dashboard.

00:11

Let’s get started.

00:12

On the OPERA Cloud dashboard, you can click to add page.

00:17

In this example, I am logged in to a property and I selected the Housekeeping page.

00:22

Next, I click Add New Tiles.

00:25

Next to each tile, I enter the number of tiles to add.

00:30

In this example, I add 1 tile for departures, queue reservations, room status, and 1

00:37

task sheet tile.

00:39

And then I click add to dashboard.

00:41

Now, I can drag and drop to re-arrange the tiles.

00:45

I can hover over a tile, and select the gear icon to configure the options.

00:50

Or I can select the X to remove the tile.

00:53

Each tile contains a snapshot of data for the property, you can click to view the results.

00:58

In this example, I click the task sheet dashboard tile to view and manage the task sheets for

01:03

the property.

# Customize the User Interface Using Page Composer (Video Transcript)

00:06

You can customize the OPERA Cloud user interface using Page Composer.

00:10

If you have the Customize Chain or Customize Property task assigned to your role then you

00:14

can re-arrange fields and add or delete fields on any panel with a gear icon.

00:19

Let's get started.

00:20

First, to turn on customization, in OPERA Cloud click the side menu and then click Settings.

00:27

Now I can choose the option to customize, at the chain or the property level.

00:32

In this example, I select to turn on property customization.

00:35

Then click Save.

00:37

Now, I see the customizing mode notification appears next to the OPERA Cloud user name

00:42

on the menu bar.

00:44

Now I can customize any panel with the gear icon.

00:47

In this example, I will customize the overview panel on the reservation, by adding a custom

00:52

field that saves a voucher number to the reservation.

00:54

I will make this field required for reservations with the VFREE rate code.

00:59

I will also add a link to open an external voucher tracking website.

01:02

To find the reservation, I go to Bookings, click Reservations and then click Manage Reservation.

01:10

Now, click the I want to menu and then click the confirmation number or guest name to open

01:15

a recently viewed reservation.

01:17

On the reservation overview, click the gear icon, and then click Add Field.

01:22

Go to the bottom of the list to select Flex Field, and then select Add Text.

01:27

Now, to define the properties of the custom field, I select Yes to display the field on

01:33

the screen.

01:34

Then, I select No from the read-only drop-down list, to make this field updateable.

01:39

Next, I select Custom from the required drop down list and then click the code bracket.

01:45

I enter the expression language code, to return "TRUE" only when the reservation rate code

01:50

equals "VFREE" and then click Evaluate.

01:53

Next, I'll click Apply.

01:55

Now, this Flex field is mandatory for reservations with the VFREE rate code.

02:00

Next, I change the field label to "voucher number" and then click save.

02:06

I can click the pencil icon to edit or verify the customization saved.

02:10

Next, to add a link, I click Add Field, go to the bottom of the list and select Flex Field, and then

02:17

click Add Link.

02:18

Now, I can change the text description for the field to voucher tracking.

02:23

Then, in the destination field, I enter the URL for the external website.

02:28

I select the checkbox to launch the URL in a New browser tab.

02:33

And then click Save.

02:36

Next, click Close customize.

02:37

Now, I see the voucher number and the voucher tracking link I just created.

02:42

To turn off the ability to customize, I click the side menu and then click settings.

02:48

Then I select off, and then click save.

02:51

Now, on the OPERA Cloud menu I see the customization notification is turned off.

02:57

Let's check the result of the customization.

02:59

To find the reservation, go to Bookings, select Reservations and then select manage reservation.

03:06

Click the I want to menu and then click the reservation confirmation number or name from

03:10

the list of recently viewed reservations.

03:13

Now, I see the Reservation Overview displays the new Voucher Number field and the Voucher

# Using the Performance Meter to Troubleshoot in OPERA Cloud (Video Transcript)

00:06

The performance meter tests the network, the workstation browser, and the OPERA cloud server

00:12

performance. Now let's run the performance test. Go to OPERA cloud and select the hamburger menu

00:18

and then click performance meter. To begin the performance test click start performance test.

00:25

When the performance test is complete the progress meter displays the results. If the results are not

00:30

optimal the recommended actions display. When a performance issue is caused by the network

00:36

or the browser performance contact your IT specialist. If there is an issue on any

00:41

of the OPERA cloud servers contact your system administrator and provide the generated result ID.

00:48

In this example, the performance test reported the system is optimized and no actions are needed.

# Create a Guest Profile (Video Transcript)

00:05

In OPERA cloud, a profile contains address and contact details, preferences,

00:10

and membership information for guests, companies, travel agents, sources, and groups. In this video,

00:17

you will learn how to create guest profiles. Let's get started. First, go to client relations,

00:23

select profiles, and then select manage profile. On the manage profiles screen, I can click the

00:28

link to create a guest profile or I can click the I want to menu and select the type of profile

00:34

I want to create. From the list, I can click the link to create a guest profile, company,

00:40

travel agent, source, group, or contact profile, or I can click and go to recently viewed profiles.

00:48

In this example, I click the option to create a guest profile.

00:54

I complete the mandatory fields and any optional fields on the create profile

00:58

screen. In this example, the name field is intended to be a last name or

01:02

family name. Now I enter a primary phone number.

01:10

I can click the vertical ellipsis to delete each communication method

01:13

or click add rows to add more communication methods to the profile.

01:18

On the address tab, I can click the new option to add more addresses to the profile,

01:22

or I can click to delete the address. Next I enter the primary address details.

01:38

Then I can click save or save profile and add more details.

01:42

In this example, I click to save the profile and add more details.

01:48

On the profile presentation,

01:50

I can see a list of links to quickly jump to each section of the profile.

01:54

I can also view the related profile notifications, billing information, and reservations.

02:02

I can edit the profile or I can add an image to the profile. In this example, I click edit

02:10

to add the required information to the profile details. I can click the gear icon to customize

02:15

or personalize the screen using page composer. The options displayed in the gear icon depend on your

02:21

user's permissions in role manager. Next, I'll click save. I can click new to add any additional

02:28

information to the profile including communication preferences, contact information, notes,

02:34

attachments, membership enrollments, or negotiated rates. The past and future stays section will

02:40

automatically display any reservations associated to this profile. Next, I click

02:45

the profile details link to jump to that section. I can select the I want to menu to merge profiles,

02:52

anonymize the profile, or to create a reservation, or an activity and attach it to the profile,

02:58

or I can view stay statistics or the changes log for this profile.

# View and Edit Sales Profiles (Video Transcript)

00:05

In this video, you will learn how to search for and edit profiles in OPERA cloud. Let's get

00:11

started. In OPERA cloud I go to client relations, profiles, and then I select manage profile.

00:19

On the manage profile screen, I can select the profile type from the view by

00:23

drop-down list to narrow the results. In this example, I select company from the list.

00:31

Next, I enter the company name Oracle.

00:34

I then click search. In the list of results. I can click the plus sign to view additional details.

00:43

Or I can click the arrow to access I want to menu for each profile. The I want to menu

00:48

contains a variety of tasks. For example, I can merge profiles, create a reservation,

00:55

block, or view activities, billing information, or view future and past reservations for the profile.

01:02

In this example, I will click the profile name to go to the profile. In the profile

01:08

overview section, I can click the vertical ellipsis to change or delete the profile image.

01:15

Or I can click edit to make changes to the profile details, communication methods,

01:20

or address information for the profile. Next, I'll click Save. In the left navigation,

01:26

I can click any of the links to jump to the profile section. In this example,

01:30

I click future and pass stays to jump to the reservations associated with this profile.

01:35

Here I can see the list of past  reservations for this profile.

# Add an Alternate or an Incognito Name to a Profile (Video Transcript)

00:05
In this video you will learn how to add an alternate or an incognito name to a
00:10
guest profile. An incognito name adds a fictitious name to a profile and can be
00:15
used if a celebrity wants to be anonymous during their hotel stay. An
00:19
alternate name allows you to define an alternate name, title, language, or
00:25
salutation for the profile. In the OPERA Cloud application navigate to client
00:30
relations, profiles, and select manage profile. In this example, I will search
00:36
for a profile with the name test,
00:40
and then click search.
00:44
Select the profile from the list. On the profile presentation I can go
00:51
directly to the profile details section by clicking the link on the Left
00:54
navigation. Next I'll click Edit to make the changes. Below the name I can now see
01:02
the alternate name link and an icon with sunglasses and a hat representing the
01:07
incognito name. An alternate name provides the option to enter the guests
01:11
name in their national character set. In this example I add an alternate Japanese
01:16
name and click Save. Now the Japanese name will print on stationery including

01:21

the reservation confirmation or the registration card. Next I click the

01:25

incognito icon to add an incognito name and then click Save.

01:34

You must also click Save at the bottom of the profile details section.

01:42

Now I can click the alternate and incognito links to view the additional

01:46

names for this profile.

# Add Notes to a Profile (Video Transcript)

00:05
in this video you will learn how to add
00:08
notes to a profile and opera cloud let's
00:11
get started navigate to opera cloud
00:14
select client relations profile and then
00:18
select manage profile in this example I
00:21
select company from the view by
00:23
drop-down list I enter Oracle in the
00:26
name field and then click search from
00:29
the list of results I click the profile
00:31
name to open the profile presentation
00:33
page next to the notes details link I
00:36
see the number 1 indicating there is
00:38
already one note saved to this profile
00:40
then I click notes click new to enter a
00:44
new note I then select the type
00:47

magnifying glass from the list of note

00:49

types

00:50

I select the reservation note type and

00:52

click select I can edit any of the

00:55

details I enter the note in the comment

00:57

field and click Save on the note I can

01:00

click the vertical ellipsis to edit or

01:02

delete this note in this example I

01:05

select edit I can change any of the note

01:09

details and then select save

01:11

I click the X to close notes and go back

01:14

to the reservation now I can see the

01:17

notes details link with the number 2

01:19

indicating there are two notes saved to

01:21

this profile

# Create a Sales Activity (Video Transcript)

00:06

In this video, you will learn how to create a meeting activity, invite others, and add

00:10

attachments for a company profile.

00:13

Let's get started.

00:14

You can find the create an activity option in the I want to menu on several screens in

00:18

the application.

00:19

In this example, I go to client relations, and select Activities.

00:23

Next, click the I want to menu, and then click Activity.

00:27

Now, confirm the property, the dates, and enter the start and end times for the meeting.

00:33

Click the type magnifying glass and select meeting from the list then click Select.

00:38

Now, you can edit the purpose.

00:41

Next, click the account magnifying glass and then from the view by drop down list select

00:46

Company.

00:47

Next, enter the company name and click search to look up the company account.

00:52

Now, I can select the account on the left and the contacts for the select account appear

00:56

on the right column.

00:58

Scroll down and select the option for the Account only or choose the option to select

01:03

the Account and Contact.

01:05

In this example, I select the Account and the Contact.

01:09

Enter any notes for the meeting.

01:10

And then click, Save activity and add more details.

01:13

Now, I can see the activity overview.

01:16

Scroll down to the activity notifications.

01:19

Click Invite Owners, then click Add.

01:23

Select the checkbox next to the name of the person to invite to the meeting, and then

01:26

click Select.

01:27

Now, I can see the additional meeting attendee.

01:31

Next to the invite owners link, I see the number one for the additional sales owner

01:34

I just added.

01:36

To upload I click the Attachments link, then click New.

01:40

Now, click Choose File and then select the file to upload, and click Open.

01:47

Enter a file name and a description then click Save.

01:50

Now, I can see the table layout file I just uploaded is saved as an attachment to this

01:56

meeting.

01:57

I can click the vertical ellipsis to delete, preview, or download the file.

02:00

Now, I can see the number 1 next to the attachments link indicating the file that's now attached.

02:05

Next, I click OPERA Cloud to go to the dashboard.

02:10

Scroll down and now I see the meeting I just created on the appointments dashboard tile.

02:15

I can click the appointment to view the meeting details. Next, I'll click Edit.

02:20

When the meeting is finished, I can click the checkbox to mark the appointment as complete.

02:25

I can enter a follow-up date and time, including any notes to create a follow-up activity.

# Create a Walk-in Reservation (Video Transcript)

00:07

In this video, you will learn how to create a walk-in reservation.

00:11

Let's get started. Go to Front Desk, and then select Arrivals.

00:17

Click the I want to menu and then click walk-in reservation.

00:22

In this example, I review the sell messages and then click the X to close.

00:28

Next, I can enter any additional criteria to search for the room availability.

00:33

In this example. I click the plus sign to add 3 nights, and then, I click in the departure date

00:39

field, and confirm the update. Click search.

00:44

Now, scroll down to view the availability.

00:47

In this example, I select the $220 rate for the gold room type,

00:55

Next, scroll down to review the room type and the rate code details.

01:01

And then click select.

01:05

Now, I see a stay information summary for this new walk-in reservation.

01:09

To continue creating the reservation, I must enter the guest details.

01:14

For the profile name, I can click the link to create a new profile or, as in this example, I

01:21

enter a profile name and then click the magnifying glass to search for an existing profile.

01:26

Next, I can enter any additional details to narrow the profile search and then click search.

01:34

Now, I scroll down to select the profile from the list.

01:41

I can click the profile name to go directly to the profile to review

01:45

or change any of the profile details. And then click back to manage profile.

01:52

After searching if I don't find the profile, I am looking for,

01:55

then I can click the link to create a new profile.

02:01

In this example, I scroll down and click select to select the profile.

02:08

Next, I will complete the reservation or booking details.

02:12

Enter any required information, in this example I enter the arrival time.

02:17

Finally, scroll down to select a payment method from the drop-down list.

02:22

In this example, I select cash, enter the required deposit amount and then click book now.

02:31

Now, I can search for and add packages and items to the new reservation.

02:37

In this example, I click add to add the All Year package.

02:41

I review the package details. If needed, I can click the

02:45

red X to remove the package. Next, I click the room selection option.

02:51

I can click the magnifying glass to search for another room or as In this example,

02:55

I click accept room selection. Now, I can click the magnifying glass

03:03

to find a different room. Or as in this example,

03:03

I click accept room selection. Now, I have several options I can

03:04

create a registration card, or I can  advance check in this reservation or

03:09

as in this example, I click complete check in And the I click complete check in.

03:15

I click No to creating a registration card.

03:19

Now, I can see the new reservation I  just created with the Gold room type.

03:24

And I can see the reservation  is currently checked in.

03:27

Now, I have the option to go to the  reservation or directly to billing.

03:32

In this example, I click go to reservation.

03:36

Now, I can review or change any details  for this new walk-in reservation.

# Create A Reservation Using Room Diary (Video Transcript)

00:05
The room diary displays a list of rooms and dates to visualize the reservations.
00:10
Using the room diary you can create a new reservation or add an out of order
00:15
or out of service schedule to a room. In this video you will learn how to create
00:20
a reservation using the room diary. In Opera Cloud go to bookings, reservations
00:26
and then select room diary. On the room diary I can enter details to search for
00:32
the available dates and room options. For example I can select the magnifying
00:37
glass to search for a specific room to use for this reservation or I can scroll
00:42
down to use the room diary to create the reservation. From the view drop-down list
00:47
I can select the number of days to view on the room diary. In this example, I can
00:51
see seven days. On the date cell next to the room number I want to book I double
00:57
click and drag the cursor to select multiple days. Next, I double click to
01:03
open the 'I want to' menu. Now, I see the new reservation dates and room number I
01:08
selected. I click the action to create a reservation. On the look to book sales
01:15
screen I can enter any additional criteria to search for a profile, rate or
01:20
room options. In this example I scroll down and click search to find the

01:26

available rates for the selected dates and room I selected previously on the

01:30

room diary. I scroll down and double click the standard King room STDK at

01:35

four hundred and fifty dollars for the picnic rate. Now I can see the room type

01:40

information. I click select. Next, I can see the stay information details and I

01:46

can enter the guest information. In this example, I enter a surname and click the

01:52

magnifying glass to search for an existing profile. I select the first

01:57

profile from the list and click select. Now, this profile is selected for this

02:03

reservation. Next, I scroll down to select cash as the payment method.

02:11

Then, I click book now. If configured the closing script appears and displays the

02:18

reservation confirmation number. I click confirm to create the reservation.

02:25

Now, on the new reservation I can see the confirmation number and I can add any

02:31

updates including notes, guest preferences, or payment instructions to

02:36

the new reservation.

# View Room Availability for Blocks Using Group Rooms Control (Video Transcript)

00:06

In this video, you will learn how to view room availability for blocks on the Group

00:10

Rooms Control screen. Let's get started.

00:13

In OPERA Cloud, go to Bookings, select blocks,  and then select Group Rooms control.

00:20

Enter a property, a start date, and any additional information,

00:25

then click search to view the  room availability for blocks.

00:28

Now, I can see a daily summary  of rooms set aside for blocks.

00:33

I click the arrow to scroll through dates. Next, I click the calendar icon to

00:38

select a different date range. In this example, I click June 8th.

00:48

Now, I see the date range change and the  colors display on the 7th and 8th of June.

00:55

Click the Day Details tab to view the  legend and the color descriptions.

00:59

In this example, I see the green on  June 7 indicates a special event,

01:03

and on both June 7th and 8th there is a rate  protect and a non compete indicated.

01:09

The Rate protect option is only available  when the Lowest Rate Guaranteed OPERA Control

01:14

is active. The rate protect means no other  groups should be booked using rates lower

01:19

than the rates assigned to the block. The black color indicates a non-compete

01:23

rate meaning no competing accounts, which are accounts designated with the NC industry code

01:29

should be booked for the same dates as the block marked as non-compete.

01:35

This option is only available when the Non Compete OPERA Control is active.

01:41

The color descriptions typically include special events, holidays, day types, and Rate Protect

01:47

(RP) and Non-Compete (NC) indicators. Depending on your OPERA Cloud configuration

01:54

you may see a different legend and different color descriptions based

01:57

on the services active for the property. Click view options, to turn on or off display

02:02

options by selecting or unselecting the checkbox and then scrolling down to click apply.

02:11

I can click the vertical ellipsis to create a block, create a master block,

02:16

or to create a master allocation.

02:18

Or I can click the plus or the minus sign to show or hide the block summary details.

02:28

I can also click the block code or the account name to go directly to the block or the account.

# Cancel a Reservation (Video Transcript)

00:04
In this video you will learn how to cancel a reservation in Opera Cloud.
00:09
Let's get started. First find the reservation you want to cancel. To find
00:14
the reservation you can go to bookings, reservations, and select manage
00:18
reservation to search for the reservation. Alternatively in this
00:23
example, I go to the Opera Cloud dashboard and click the arrivals tile to
00:27
go to the list of arrival reservations. Next to the reservation I want to cancel
00:33
I click the I want to arrow. On the I want to menu I click show more. Now, I
00:40
click cancel reservation.
00:44
I click the magnifying glass to select the cancel reason from the list and then
00:48
click select. If needed I can edit the cancellation description. Next, I click the
00:54
plus symbol on the deposit cancellation header. Then I scroll down to view the
00:59
cancellation policy for this reservation. In this example, I select cancel
01:04
reservation. A message displays with the cancellation
01:09
policy. Click cancel reservation to confirm. Now
01:12
I can see the cancellation number for this reservation. I can click the
01:16

vertical ellipsis to open the Actions menu to text or fax the cancellation

01:20

confirmation letter. In this example I select to preview and print the

01:24

cancellation confirmation letter. I can select a different confirmation letter

01:28

template from the drop-down list or I can click the customize option to

01:32

customize the letter. Then click send.

01:37

Now I can view print or download the cancellation confirmation letter.

# Cancel Mass Reservations (Video Transcript)

00:06

In this video, you will learn how to cancel multiple reservations in OPERA Cloud.

00:10

It's common to use mass cancellation to cancel multiple reservations that are non-guaranteed reservations.

00:17

For example, if the guests did not pay a deposit to confirm the reservations, you can easily

00:22

cancel the reservations using mass cancellation.

00:26

You also have the option to cancel reservations with deposits.

00:29

Let's get started.

00:31

In OPERA Cloud, go to Bookings, Reservations, and select Manage Reservation.

00:37

On the manage reservation screen, I will select mass cancellation from the predefined search

00:41

filters at the bottom of the page.

00:44

Alternatively, I could go to the search type menu and select mass cancellation from the list.

00:51

And finally, click search.

00:55

On the list of results, I select the checkboxes next to the reservations, I want to cancel.

01:01

In this example, I select the first 3 reservations and then click the Mass cancellation option.

01:09

Next, I select the cancel reason from the list.

01:13

The cancel description automatically populates with the reason.

01:16

I can edit the description if needed.

01:18

If needed, I can select any of the checkboxes including to delete all reservation traces,

01:21

to ignore the Cancellation Penalty, to Cancel Sharing reservations or to cancel reservations with deposits.

01:31

Then, click Cancel Now.

01:33

When the cancellations process, I can see the cancellation confirmation numbers and

01:38

the successfully cancelled messages.

# Post a Credit Card Deposit on a Reservation (Video Transcript)

00:06

In this video, you will learn how to post and pay for a deposit on an arrival reservation.

00:12

Let's get started. Go to bookings, reservations and then select manage reservations. Enter any

00:21

criteria to find the reservation. In this example, I enter the reservation confirmation number,

00:28

and then click search. Next, click the I want to menu, and then click deposit cancellation.

00:35

Click the vertical ellipsis and then select post unallocated deposit. An unallocated deposit posts

00:41

to the reservation but is not applied to a specific deposit request. Now I can enter the

00:46

payment details. In this example, I select chip and pin from the payment method drop-down list.

00:53

Next, I enter the credit card number. Click ok to verify the credit card was manually entered.

01:00

Then enter the expiration date. I unchecked the option to change the payment method on the

01:05

reservation. Now the payment method only applies to this deposit. Enter the deposit amount. I can

01:12

click the type magnifying glass to select a different reservation type that applies after

01:17

the deposit payment posts to the reservation. In this example, I do not change the deposit

01:22

guarantee deduct reservation type that's already selected, and then click post payment. Now I see

01:28

the deposit payment is posted to the reservation.  Next, I click the x to close the window.

# Merge Reservations (Video Transcript)

00:06

In this video you will learn how to merge matching reservations. Reservations are considered matching

00:11

when the reservations have sequential reservation dates and have identical first, middle and last

00:16

names. You can merge matching arrival reservations for the current day or for the future dates if the

00:22

OPERA control allow merge reservations for future arrivals is active and turned on. Reservations are

00:29

merged from the matched reservations to the main reservation resulting in one combined

00:33

reservation for the entire length of stay. If the merged reservations have any deposit payments,

00:39

the deposit payments are transferred to the main reservation after the merge.Let's get started.

00:45

Go to bookings, reservations, and then select manage reservation.

00:52

Now enter any criteria to search for a reservation. In this example I enter the

00:58

confirmation number. Then click search. Now click the confirmation number to go to the reservation.

01:05

Click the matching reservations link to see a list of all possible matching reservations.

01:10

Select the check box next to the reservations to merge

01:14

and then click merge reservations. Click OK to confirm. Then click the x to close the window.

01:22

The reservation merge activity is recorded in the change log under the cancel action type 01:27 for merged reservations and under the update reservation action type for the main reservation.

# Add An Event to a Block (Video Transcript)

00:04
In this video you will learn how to find a block and create an event for the
00:09
existing block. In OPERA Cloud go to bookings, blocks and select manage block.
00:15
To find the block I must select a property because I'm currently logged
00:19
into a hub. I click the property magnifying glass to select a property
00:23
from the list and then click select. Next I'll delete the date to find all the
00:28
blocks for this property. Now I will enter the block name. In this example I
00:34
enter Oracle as the block name. Next I click search.
00:40
I can click the view icons to change the display for the list of blocks. Next I'll
00:46
find the block and click the block code to go to the block. When I am on the
00:51
block I'll click the I want to menu. Now I click event to create an event for
00:59
the new block. Next I must enter the event type.
01:05
In this example I click the magnifying glass and select meeting with out times
01:10
from the list and then click select. Next I finish entering the required event
01:18
details including the events start and end times. For now the expected attendees
01:24
is set to 50.To create the event the additional fields are optional. As the
01:29

event details are confirmed with the guests you can change the event

01:33

information. Next I'll scroll down to select an option to save. I can do the

01:38

following options. Save and create another event. I can save this event, or

01:44

save and manage event. In this example I select save and manage event.

01:52

Now on the event overview I can click Edit to add or change the event details.

01:57

In this example I click the loud event checkbox and then click Save.

# Add Menus and Items to Events (Video Transcript)

00:04
In this video you will learn how to add menus and items to events. First find an
00:12
event and then go to event resources. Let's get started. In OPERA Cloud go to
00:17
bookings, events, and then select manage events. On the manage events screen, if
00:23
you are logged into a hub, you must select a property. Next, I click the
00:27
property magnifying glass and select a property from the list. And then click
00:32
select. In this example, I deleted the dates to find all the events for the
00:36
property. Then I'll click search. Here I can see the block ID, the date range for
00:41
the events and other search options. I can click modify the search criteria to
00:46
change the search results. Click the I want to menu and go to event resources.
00:53
Now I can see an event list in the column on the left. I can see the first
00:57
event is highlighted and the resources for this event appear on the right.
01:02
Next I'll scroll down to select the menu tab. You can click the menu tab to open
01:07
the menu drawer.
01:11
On the menu tab I'll click the event type magnifying glass to select multiple
01:15
event types and then click select. Then I'll click search.

01:20

Each event type selected displays different menus related to the event

01:25

type. To find the menu items I must click the plus sign and then I can select a

01:30

menu. In this example I select plated lunch from the list. You can click the

01:35

menu name to see the menu items. Check the box include or remove a menu item.

01:40

Next, I click back to menus. You can see the number of menus added

01:46

reflects the number of event attendees. In this example I selected lunch and

01:53

breakfast and now I can add lunch or breakfast menus to the selected event.

01:57

And then scroll down to click Save.

02:02

Now I can see the plated lunch menu is added to the highlighted event.

02:08

Next I select the event type magnifying glass and check dinner. Then click select

02:13

to find dinner related menus. Then I'll click search. I'll click the plus sign to

02:19

expand the option. And click to select the cash bar.

02:22

I can click the option to save and add more to stay on the menu screen and

02:26

continue saving menus to the event. Next I click the plus sign to expand the

02:31

reception menus and select the Hibiscus menu option from the list. In this

02:36

example, I'll scroll down and click Save to add these menus to the event.

02:42

Here I can see all the menus I've just added to the event.

02:48

I can click the items tab to add other resources to the event.

02:58

In this example I select the chocolate fountain.

03:05

And click Save to add the item to the event.

# Create a Catering Block and Event (Video Transcript)

00:04
In this video you will learn how to create a new block and create a new
00:08
event for the block. To create a new block in OPERA Cloud, go to bookings,
00:13
blocks, and then select manage block. Click the I want to menu. Now click block
00:21
to create a new block. On the create block screen you can define the block
00:25
details and add the room and catering details. In this example, because I'm
00:30
logged in to a hub, I must select a property. I select the property from the
00:34
list and then click select. Next I select the account magnifying glass to find an
00:39
existing account. On the manage profile screen I can find an account and contact
00:44
name for a company, travel agent, or source profile and connect it to the
00:48
block. I can click the I want to menu to create a new contact profile for a
00:53
company, travel agent, or source. In this example I enter the name Oracle and
00:58
click search to find the account.
01:02
Now I can see a list of accounts and related contacts. When I select an
01:07
account on the left and click search the related contacts appear to the right. I
01:11
can select a contact from the list, choose to create a new contact or

01:16
account from the I want to menu or select the vertical ellipsis to create a
01:20
new linked contact. In this example I select the account Oracle Corporation -
01:25
IDC and click search. Now I can select the related contact from the list of
01:31
related contacts. Now I can scroll down to select the
01:35
option to select only the account or to select both the highlighted account and
01:40
contact from the columns. In this example, I scroll down to select both the account
01:45
and contact. Now I see the account, contact, block name, and the block ID are
01:51
filled in. The account name automatically fills in the block name. I can edit any
01:57
of this information as needed. Next I check the catering only option.
02:02
The rooms details section is hidden when this option is selected because rooms
02:06
are not part of the block if this is a catering only event. I continue by
02:11
entering the required information that's noted in red to create the block. Next
02:16
I'll click the magnifying glass to select the room status. In this example, I
02:21
select inquiry from the list and click select. Next I'll click the market
02:27
magnifying glass and select the group corporate market code from the list. And
02:31
then click select. Next I select the source magnifying glass to select catering as
02:38
the source for this block and then click select. In the catering details section I

02:43

must enter the number of event attendees to activate the options related to

02:47

events. In this example, I'll enter 50 attendees. You must click outside the

02:54

attendees field to activate the next options.

02:58

I can see the room grid option is not active because previously I selected

03:03

catering only for this block. I can enter any additional information for this

03:07

block and then I can select an option. Save, save and manage block, save and

03:13

create an event, save and add template, or save and add a catering package. For this

03:20

example I'll select the option to save and create an event. Now I can enter the

03:24

required event details. I'll select the event type magnifying glass and select

03:29

breakfast from the list. Then click select. When I select the event type the

03:34

event name is automatically populated with the name breakfast. If needed I can

03:39

edit the name. For this event type the events start and end times begin with

03:44

8:00 a.m. and end with 9:00 a.m. I will change the start time to 9:00 a.m. and

03:49

the end time to 11 a.m. for this event. Next I'll scroll down to select an

03:54

option. I can choose to select the option to save and create another event, save

03:59

and manage event, or save. In this example, I'll click Save. Now I can see the new

04:05

event created for this block ID. I can click the plus sign to view the block

04:09

overview. Or I can click the I want to menu for

04:14

more options related to this block and this event.

04:21

I can also click the event details link to edit or add details to this event. Or

04:27

I can click the I want to menu for options related to this event.

# View Events on the Function Diary (Video Transcript)

00:05

In this video, you can learn how to view and edit events on the function diary.

00:08

Let's get started. In OPERA Cloud, go to Bookings, Events, and select the Function Diary.

00:17

To display events on the function diary, the property and start date for the event must be selected. In this example, I click the

00:24

magnifying glass and select the hotel from a list. Then I click select.

00:29

Next I'll select a date from the calendar.

00:33

You can define any additional fields and then click search.

00:36

Now I can see the function diary view, with a list of function spaces and a day and time for the event.

00:43

I can hover over each event to view an event snapshot including the event status duration and event label.

00:49

Then to access the event information, you can hover and double click to see the event overview,

00:52

with the related block details.

00:56

Now, I can click the I want to menu to create sub events,

01:01

view event changes, or click to go to the event resources to add menus or items.

01:08

I can click edit to change the event details.

01:11

For example, I may need to add details as the event approaches.

01:15

If I make any changes I'll click save. Then I'll click the option to go back to the function diary.

01:21

I can change the range of days that display on the function diary by selecting the number of days from the drop-down list.

01:28

In this example, I selected seven days. Now, I can see 7 days of events displayed.

01:31

I can click the legend to view the event status color descriptions and to view the icon descriptions.

01:41

I can see the selected search options for the events that display on the function diary.

01:46

To change the search options, I can click Modify Search Criteria.

01:51

Now, I can search by a variety of options related to the property event dates or the function space.

01:58

In this example, I will search for events only in the bistro function space.

02:02

I'll start by clicking the space magnifying glass to go to the function space search.

02:09

Now, again I will click on the space magnifying glass

02:12

and then select the bistro space. Then click select. Now, I can click search.

02:19

Next, I'll click the check box for the bistro space. And then click select.

02:25

Then I'll click Search.

02:27

Now, I can see the function diary only displays the events for the bistro function space.

# Find Reservations with Opt In Notifications (Video Transcript)

00:04
In this video you will learn how to
00:06
search for reservations where the guest
00:08
"Opted in" to receive notifications.
00:11
An external system must be configured
00:13
and subscribed to the OPERA Cloud
00:15
business events. To get started, navigate
00:18
to the OPERA Cloud application. Go to
00:21
Bookings, Reservations, and select Manage
00:25
Reservation. Select the Advanced Search
00:29
option. To search for the reservation you
00:32
can select a reservation type from the
00:34
drop down list. In this example, I select
00:37
the room assignment reservation type. If
00:39
you do not select a reservation type all
00:41
reservations with "Receive External

00:44
Notifications" checked will appear. You
00:47
must select the property and check the
00:49
Receive External Notifications" checkbox.
00:51
You can enter additional information to
00:53
refine your search. When finished click
00:57
search. Now you can see the reservation
01:00
in the room assignment status with the
01:02
received external notifications checkbox
01:04
selected. For these reservations the
01:07
guests Opted-In to receive notifications
01:10
about the reservation. To confirm, click
01:12
the confirmation number. To confirm the
01:16
box is checked scroll down to the
01:19
additional details section on the
01:20
reservation and see the Receive External
01:23
Notifications checkbox. When the room is
01:25
ready, now the guests can receive a text,

01:27

phone call or email.

# Opt-in Guest Notifications (Video Transcript)

00:06
In this video you'll learn how to opt in
00:09
a guest to receive notifications about
00:11
their stay. For example if a guest
00:13
arrives and their room is not ready, by
00:15
"opting in" the guest they can receive
00:17
notifications by phone or email when the
00:20
room is ready. This option is called
00:22
receive external notifications. You can
00:25
find this option in various places
00:26
throughout the application including
00:28
when you assign a room and on the
00:30
reservation. To send the notifications an
00:33
external system must be configured and
00:35
subscribed to the OPERA Cloud Business
00:37
Events. To find a reservation you can go
00:39

to Bookings, Reservations, Manage

00:42

Reservation, and search for a reservation.

00:44

In the example I found this reservation.

00:47

We'll start by scrolling to the bottom of

00:50

the reservation.

00:52

Here we can find the additional detail

00:55

section and then you will see the

00:56

received external notifications check

00:58

box. Where you can opt-in the guests to

01:01

receive external notifications. Select

01:03

edit and select the receive external

01:05

notifications checkbox. You can select

01:08

the magnifying glass to select any

01:10

communication options attached to the

01:12

profile. Or you can add an additional

01:15

phone number or email as the

01:17

communication method for this

01:19

reservation. You can also select to add a

01:21

new phone number to the profile by

01:23

selecting the add two profile checkbox.

01:26

If you do not select the checkbox add to

01:29

profile, this communication method is

01:31

attached only to this reservation. To

01:33

save the changes select save.

# Check In Arrival Reservation (Video Transcript)

00:04

In this video you will learn how to check in a reservation. Let's get started.

00:09

First, you must find the reservation. In this example, I click the arrivals tile

00:14

to go to the list of arrival reservations. Next, I'll find the

00:19

reservation I want to check in and click the arrow to open the 'I want to' menu.

00:24

Click check-in. Next, I'll click OK to confirm the profile privacy selection.

00:31

Depending on your system configuration you may have different options for the

00:36

check-in flow. Now, on the verify payment step I can verify or add a payment

00:41

method. In this example, I select cash from the drop-down list and click Save.

00:50

Next, I click complete check-in. I click yes to print a registration card. If it's

00:58

configured for your property, you may have the option to print, email, or fax

01:03

the registration card for the reservation. In this example, I select

01:08

preview and then click process. Now, I can print the guest's registration card and

01:14

the reservation is checked in.

# Reverse Check in a Reservation (Video Transcript)

00:05

In this video you will learn how to reverse check in a reservation. You can

00:11

reverse check in a reservation if no financial transactions are posted to the

00:14

reservation folio. You can reverse reservations with deposits. To reverse

00:19

check-in reservations you must go to each individual reservation. Navigate to

00:24

bookings. reservations and select manage reservations. To find the reservations

00:31

select in house from the drop down list. Enter or click the magnifying glass to

00:36

select the property from the list. Then click search.

00:45

From the list of reservations you can click the confirmation number to go to

00:49

the reservation. Click the I want to menu.

00:56

And then click reverse check-in.

01:01

On the reverse check-in screen you can select maintain room to keep the

01:07

assigned room number or you can select to remove the room

01:10

From the drop-down list. You can also update the housekeeping status. In this

01:15

example, I select to remove the room and then click reverse check-in.

01:21

Now the reservation is not checked in. You can see it's now in the four pm hold

01:26

arrival status.

English

All Cloud computing Computer program Sales Related Recently uploaded Watched

enter Oracle as the block name. Next I click search.

00:40

I can click the view icons to change the display for the list of blocks. Next I'll

00:46

find the block and click the block code to go to the block. When I am on the

00:51

block I'll click the I want to menu. Now I click event to create an event for

00:59

the new block. Next I must enter the event type.

01:05

In this example I click the magnifying glass and select meeting with out times

01:10

from the list and then click select. Next I finish entering the required event

01:18

details including the events start and end times. For now the expected attendees

01:24

is set to 50.To create the event the additional fields are optional. As the

01:29

event details are confirmed with the guests you can change the event

01:33

information. Next I'll scroll down to select an option to save. I can do the

01:38

following options. Save and create another event. I can save this event, or

01:44

save and manage event. In this example I select save and manage event.

01:52

Now on the event overview I can click Edit to add or change the event details.

01:57

In this example I click the loud event checkbox and then click Save.

# Advance Check in Reservation with ETR (Video Transcript)

00:04

In this video you will learn how to move a reservation in the arrival status to the advanced check-in state.

00:10

Advanced check-in allows the guests to post charges to their reservation folio their master bill for the hotel.

00:17

Let's get started. Navigate to the OPERA Cloud application and find the list of expected arrival

00:23

reservations for the current business date.

00:27

Then click the confirmation number.

00:31

The reservation must have a valid payment method selected. Then click on "I want to" and

00:39

select check-in.

00:46

Next click the advanced check-in option.

00:50

The expected time of return screen you can enter the time the guest expects to be back to the hotel.

00:57

You can also add a related comment.

01:00

Select the receive external notifications checkbox to opt in the guest to receive notifications about their reservation.

01:07

To add a new phone number to the profile select the add to profile checkbox.

01:12

If you do not check the box this email or phone number is connected only to the reservation and not to the profile.

01:20

Then select save.

01:24

Click OK to confirm moving the reservation to the advanced check-in state.

01:30

Now you can select a room, change

01:32

the payment method attached to the reservation, and you can create room keys for the guests if this option is configured for your hotel.

01:47

When it's time to check in the reservation you can click the complete check-in option at the top of the reservation to check in the guest.

# Reverse Advance Check In Reservations (Video Transcript)

00:00

[Music]

00:04

in this video you will learn how to

00:06

print registration cards for tomorrow's

00:08

arrival reservations let's get started

00:11

in our cloud go to front desk select

00:14

front desk workspace and then select

00:16

registration cards in this example I

00:19

changed the arrival date to tomorrow's

00:21

date then I can enter any additional

00:23

criteria if needed click search now

00:28

scroll down to view the search results

00:30

with the list of reservations next I

00:33

select the checkbox at the top of the

00:35

list to select all the reservations then

00:37

scroll down to select the option to

00:39
process the registration card if I want
00:42
to select a different template I can
00:44
click the magnifying glass to select a
00:46
different registration card template
00:48
from the list in this example I select
00:51
the new registration card template and
00:53
click select next I can choose to print
00:56
a registration card for the primary
00:58
guests and any accompanying guests or
01:00
only the primary guests from the list of
01:03
report destinations I can choose the
01:05
option to preview email to print email
01:08
or fax in this example I select the
01:11
preview option and then click process
01:14
now it can print the PDF that contains
01:16
all the registration cards to the
01:18
reservations arriving tomorrow

01:23

you

# Add a Reservation to the Queue (Video Transcript)

00:00

[Music]

00:03

in this video you will learn how to add

00:06

a reservation to the queue you can add a

00:09

reservation to the queue if the assigned

00:11

room or required room type is not ready

00:13

then you can send a text message to

00:15

notify housekeeping let's get started

00:17

first I will search for the reservation

00:20

in Opera Cloud you can search for an

00:22

arrival reservation by clicking the

00:24

arrival reservation style to go to the

00:26

list of arrival reservations

00:28

alternatively to find the reservation

00:31

you can go to front desk and select

00:33

arrivals next enter the guests name and

00:37

any other search criteria then click

00:39

search select the I want to option next

00:42

to the reservation and then select place

00:45

reservation on queue to confirm click OK

00:50

to go to the reservation click the

00:52

confirmation number now on the

00:55

reservation I see the priority

00:57

notification with the number indicating

00:59

the priority on the queue for this

01:00

reservation click the priority

01:03

notification to see the total winked um

01:05

on Q and the Q priority here I can

01:09

select to prioritize this reservation or

01:11

to send a text to the guest when the

01:13

room is ready for check-in I can also

01:15

click the vertical ellipsis menu to

01:17

remove the reservation from the queue

01:19

check-in the reservation change the

01:22

assigned room or to send a text message

01:24

to housekeeping to rush the room in this

01:27

example I click prioritize to set the

01:29

reservation to first priority and then

# Print Arrival Registration Cards (Video Transcript)

00:00

[Music]

00:04

in this video you will learn how to

00:06

print registration cards for tomorrow's

00:08

arrival reservations let's get started

00:11

in our cloud go to front desk select

00:14

front desk workspace and then select

00:16

registration cards in this example I

00:19

changed the arrival date to tomorrow's

00:21

date then I can enter any additional

00:23

criteria if needed click search now

00:28

scroll down to view the search results

00:30

with the list of reservations next I

00:33

select the checkbox at the top of the

00:35

list to select all the reservations then

00:37

scroll down to select the option to

00:39
process the registration card if I want
00:42
to select a different template I can
00:44
click the magnifying glass to select a
00:46
different registration card template
00:48
from the list in this example I select
00:51
the new registration card template and
00:53
click select next I can choose to print
00:56
a registration card for the primary
00:58
guests and any accompanying guests or
01:00
only the primary guests from the list of
01:03
report destinations I can choose the
01:05
option to preview email to print email
01:08
or fax in this example I select the
01:11
preview option and then click process
01:14
now it can print the PDF that contains
01:16
all the registration cards to the
01:18
reservations arriving tomorrow

01:23

you

# Electronic Signature Registration Card (Video Transcript)

00:06

In this video, you will learn how to create

00:08

a digital registration card for the guest to sign on a tablet.

00:12

First, I must find the reservation. In this example,

00:16

I go to the OPERA cloud dashboard and tap the arrivals tile to go to the list

00:20

of arrival reservations. Next tap the arrow to open the 'I want to'

00:25

menu. Tap the e-sign registration card and the

00:29

customized electronic signature template displays.

00:32

If required by the guest I could select another language for the registration

00:36

card. Now I can present the tablet to the

00:38

guest with the option to initial and sign the digital registration card. The

00:44

guest can tap the initial and signature buttons to sign

00:50

and then click save. To make changes to the signature or the initials

00:54

the guest can tap the pencil icon. Now, I can go to the reservation

00:59

to see the electronic signature registration card signed by the guest.

01:04

On the OPERA cloud dashboard, I click the arrivals tile.

01:07

To go to the reservation tap the confirmation number.

01:11

Scroll down to see the reservation notifications. Tap

01:14

e-signed registration cards. In this example, I see the number one.

01:19

This indicates there is one registration card attached to this reservation.

01:23

I can tap the vertical ellipsis to preview or print the electronically

01:26

signed registration card. In this example, I select preview to view

01:31

the digital registration card that was signed by the guest.

# Mass Advance Check In (Video Transcript)

00:04
In this video you will learn how to move multiple reservations to the advanced
00:09
check-in state. This is called mass advance check-in. Advanced Check-in
00:15
allows guests to post charges to their reservation folio prior to check-in and
00:19
helps the rooms management team prioritize room cleaning and room
00:23
assignment. Let's get started. Navigate to the Opera Cloud dashboard and click the
00:29
arrivals tile to go to the list of arrivals. Select the check box next to
00:35
each reservation you want to move to the advanced check-in state. Then, click the
00:42
mass advance check-in option. Click process to update the reservations. Now, I
00:50
can review the advanced check-in status. In this example, one reservation did not
00:55
process and the error message explains the multi-room reservation cannot be
01:00
processed as an advanced check-in, and two of the reservations processed the
01:05
advanced check-in successfully. If you want to print the status you can
01:10
click the print option. Click ok. The next step depends on your configuration and
01:17
you may have different options here. In this example, after the advance check-in
01:25
is successful I have the option to create registration cards for the
01:28

advanced check-in reservations. I can select the option to preview to print,

01:33

email, or a fax. In this example, I select the option to preview to print, and click

01:39

process. Now I can print the registration cards for the guests to sign. Next I

01:45

close the window. Now when I go back to the list of

01:50

arrivals I can see the reservations I selected are now in the advanced

01:53

check-in state.

01:59

you

# Create a Room Key (Video Transcript)

00:05

In this video you will learn how to make a key and how to change the key's access.

00:11

To create a key the reservation must have an assigned room. Let's get started

00:17

in Opera Cloud go to miscellaneous and select property interface control. The

00:23

property I'm logged into is selected. I can click the magnifying glass to select

00:28

a different property. Next, I scroll down and select the reservation status

00:33

magnifying glass. I select the checkbox to add in house reservation statuses and

00:39

then click select. I deselect the include blocks checkbox because I don't want to

00:45

include blocks in the results, and then I click search. Now, I'll scroll down to see

00:51

the list of search results. On the list of results I see the reservations with

00:56

assigned rooms and I can see the number of duplicate keys previously created for

01:02

each reservation. Next, I select the checkbox next to the reservations I want

01:06

to create a key for and then click the option to create key.

01:11

I'll scroll down to change the key options. In this example, I select the

01:17

option to create two keys for each reservation. Then, I select the start and

01:22

end date range for the keys. Next, I'll scroll down and turn on the option to

01:28

display all key encoder locations. Now, I can select the tabs to find the key

01:33

encoders in various locations around the property. In this example, I select a

01:38

default key encoder at the main entrance. Next, I'll click process. This key encoder

01:45

did not create a key and I see a message to select an alternate location. Next, I

01:50

turn on the option to display all the encoders and then select the key encoder

01:54

in the left hallway and then click create key.

02:01

Now I can see the keys created successfully.

# Check Out a Reservation (Video Transcript)

00:04
In this video you will learn how to check out a reservation in Opera Cloud.
00:08
Let's get started. From the Opera Cloud dashboard click the expected departure
00:13
tile to find the due out reservations. If I select a checked in reservation I
00:19
would be presented with the action to check out early. Instead,
00:23
in this example I will select the arrow to open the 'I want to' menu next to the departure
00:27
reservation. And then I'll select checkout. Now, on the billing screen I
00:35
click the split view icon to change the view and see multiple folio windows side
00:39
by side. I can drag and drop charges from one billing window to another billing
00:45
window. I can also select the vertical ellipsis menu to edit or transfer a
00:50
posting, post a payment or adjustment, make a quick split, or view the interim
00:56
folio, or I could click post charge to post last-minute charges or rebates to
01:01
the folio. Next, I click checkout. Now, I can see the folio statement with the
01:07
amount due and selected payment method. Next, I'll click settle folio to post the
01:12
cash payment and settle the folio balance. I can print the payment receipt
01:17
or checkout now. I click checkout now. Now, I can update the room status. I select
01:24

dirty and click Save. I can see the reservation status is now checked out.

# Quick Check Out (Video Transcript)

00:05

In this video, you will learn how to check out a reservation using Quick

00:09

Check out.

00:10

Let's get started.

00:11

In OPERA Cloud go to front desk, select Front Desk Workspace, and then select quick check

00:17

out.

00:19

If needed, I can click modify search criteria to define the options to find the reservations.

00:25

Now, I select the checkbox next to each reservation I want to check out.

00:30

Next, I can select any of the following check out options; if I want to check out multiple

00:36

reservations, I select Mass Check Out and then step through the manual folio settlement

00:41

process and checkout each selected reservation.

00:45

Or to automatically process the credit card or direct bill settlements, I can select Auto

00:50

Check Out.

00:52

Alternatively, I can select the Check Out Zero Balance Departures option to check out

00:57

reservations with a zero balance.

01:01

In this example, I click auto check out.

01:04

Auto checkout verifies the credit card assigned to each reservation has a sufficient authorization

01:08

to cover the folio balance, and the direct billing accounts are not restricted, and also

01:14

have not exceeded the limits.

01:16

Any cash guest folios must have a zero balance for auto check out to process successfully.

01:21

Now, I can see one reservation successfully processed the auto checkout.

01:26

The other two reservations did not process the auto check out, because the payment method

01:30

of the direct bill or the credit card is not set up on these reservations.

01:35

Click close.

01:36

Next, I select Mass Checkout to manually process the remaining reservations that were previously

01:43

selected.

01:44

I can update the payment details, if needed, and then click Settle and Send Folio.

01:50

Now, I can click the link to select a Folio Style or as in this example I continue with

01:56

the default folio style, and then I select a Report Destination.

02:00

I can select to preview, email, or download the folio.

02:05

In this example.

02:06

I select email, and click the link to enter an email address, and then click save.

02:28

Next, click Process.

02:31

Now, I see the payment processed and if needed I can click to print the receipt.

02:37

Scroll down, and click check out now.

02:42

Now, I see the reservation is checked out and the room number.

02:48

Next, the 3rd and final previously selected reservation automatically displays to continue

02:53

the check out process.

02:55

Click settle and send folio.

02:59

Select a folio destination, and then click save.

03:02

And then click process.

03:05

Now, I see the payment is applied to the folio and the balance is 0.

03:10

Next.

03:12

I click Schedule Check Out, enter a check out time, and then click ok.

03:17

Now, I see the 3 reservations I previously selected are not displaying as available to

03:24

check out any more because these reservations checked out successfully.

# Apply Credit Card Rebate to a Reservation (Video Transcript)

00:04

In this video you will learn how to apply a credit card rebate to a

00:09

reservation. Let's get started. In OPERA Cloud go to front desk and then

00:16

select in-house. To search for the reservation I must select a property. I

00:22

select the property from the list and then click select.

00:34

Next click search. I'll click the confirmation number to go to the

00:39

reservation. First I'll click the payment instructions to confirm a credit card

00:45

as a payment method is set up for this reservation. Here I can see the credit

00:51

card payment method for each window.

00:58

Next I'll scroll up to the top of the reservation and click the I want to menu.

01:06

And then click billing. At the top of the billing screen click post payment.

01:13

Now select the window to apply the rebate. In this example, I select window 3.

01:22

You can see the credit card payment method applies to this window. In the

01:27

amount field I enter the rebate amount as a negative number. For example, I enter

01:32

negative $20. Next I must enter a value in the reference field that's a minimum

01:39

of 6 alpha or numeric characters. In this example, I enter rebate.

01:47

I can check the override debit activity to process rebate checkbox. If you do not

01:55

check this option, and it's configured, OPERA validates if the debit or credit

01:59

card was previously charged for this guest and it validates if the sum of the

02:05

previous amounts charge was greater than or equal to the amount of the rebate. To

02:10

override this validation, check this box. Next click apply payment. If a

02:19

chip-and-pin terminal is configured then you can select the terminal to process

02:23

the transaction. In this example, I click to select the terminal labeled

02:28

front-desk left. Then click select terminal.

# Change Rooms for an In House Reservation (Video Transcript)

00:05

In this video you will learn how to change rooms for an in-house reservation.

00:09

Let's get started. Click the in-house reservation style to go to the list of

00:14

in-house reservations. First, define the reservation. Click the 'I want to' arrow

00:20

next to the reservation. Select move room. Next, I select the clean

00:27

check box to include rooms which are in either the clean or inspected room

00:31

status. In this example, I delete the room type to search for all the rooms in

00:36

either the inspected or clean status. Click search. Scroll down and click

00:43

select room to assign a new room to the reservation. I select the check box to

00:48

update the room type to charge on the reservation. Then I click the magnifying

00:53

glass to select a move reason from the list. Click select. The description Auto

00:59

fills with the selected reason. I can edit the description if needed. Now, I can

01:04

select the room status for the previously departed room. In this example,

01:08

I keep the default selection of dirty and click assign room. Click accept

01:14

room selection. Now, the new room is assigned to the reservation.

# Using Batch Room Assignment (Video Transcript)

00:06

In this video you will learn how to manually and automatically assign rooms to multiple

00:10

reservations. Let's get started. In OPERA cloud select front desk, front desk workspace, and then

00:17

select room assignment. To find the reservations I click modify search criteria. Now, I can enter the

00:24

arrival date and click search. Now I can see a list of reservations for the arrival date I specified.

00:31

In this example i select the first reservation and then click the manual assign option.

00:38

Selecting the manual assign option allows me to select the exact room to assign to this

00:42

reservation. Now I can select any additional room options. In this example, I scroll down

00:48

to find a clean room and click select room. I click ok to confirm the room assignment.

00:54

Now on the list of reservations I click the check box at the top of the list to select

00:59

all the remaining reservations. Next, I select auto-assign. Now I can select any relevant room criteria.

01:07

In this example, I select the checkbox include departure rooms to include rooms in the due

01:12

out status and then I select the checkbox to include the rooms in the clean and pickup status.

01:19

Next, I click assign. Now I can see the rooms were automatically assigned to these reservations.

# Manage Rate Restrictions (Video Transcript)

00:04
In this video you will learn how to manage rate and room restrictions. You
00:10
can use restrictions to control availability based on demand, experience
00:14
or forecasting. For example, during a weekend when demand is high you can
00:20
apply a two-night minimum stay restriction on all or specific rates and
00:24
rooms. Let's get started. Go to inventory and then select manage restrictions. I
00:31
can search for existing rate restrictions or I can create a new
00:35
restriction. In this example I click new to apply a new restriction. Select the
00:42
date range for the restriction. In this example, I select Friday as the start
00:47
date and Sunday as the end date. From the restriction drop-down list
00:56
I select minimum stay through. Then, I click the plus icon to increase the days
01:04
to 2. I can select a specific room class room type or I can select a specific
01:10
rate category or rate code for the restriction. In this example, I select
01:16
house to apply the restriction to all the rooms. I can select the category or
01:21
code magnifying glass to select a specific rate to apply the restriction
01:25
to or if I do not select a specific rate category or rate code the restriction
01:31

applies to all rates. Next click Save. Now, I can see the restriction I just

01:36

created and it applies from Thursday through Sunday.

01:39

I can click the list icon to display the restrictions in a list view

01:45

or I can click the week view icon to see the calendar view of the restrictions

01:51

setup for the week. Next, I click the vertical ellipsis and select change log. I

01:56

can adjust the property and the date and then click search. Now, I see the list of

02:02

changes to restrictions for this property and this specific date.

# View Property Availability and Configure Sell Limits (Video Transcript)

0:06

In this video you will learn how to view property availability and change the sell limits.

0:12

Property availability provides a comprehensive view by day of

0:15

the available and sold rooms for the property to manage room inventory.

0:21

Let's get started. Go to inventory

0:25

and select property availability. Now I can change the property or the date.

0:33

Or I could select to display the search results by room type or room class.

0:38

I also have the option to click either the room class or room type magnifying glass to select a

0:43

specific room type or room class. Next, I click search.

0:49

I can view the property availability for 28 days.

0:53

The list of room types displays on the

0:55

left with each day displaying the maximum number of available rooms.

0:59

I click view options to select which values display on the property availability view.

1:04

For example, I can select these various options to display availability for the entire property.

1:09

Or I can select options to display availability for each room type, such as the number of arrivals

1:15

departures or the number of persons.  The rooms available to sell considers

1:20

the out of order rooms and the sell limit. I click expand all to expand the room type rows

1:26

to display all the selected  availability view options.

1:30

I click the available rooms number below  the date for the deluxe kingroom type

1:34

to set the sell limits for the specific  day. I can also select a date range or

1:39

a day of the week to set the sell  limits for a specific period of time.

1:42

I can set sell limits using positive numbers  to allow overbooking or by using negative

1:47

numbers to set an underbooking ceiling. Next, I click on the minus sign to decrease

1:52

the number of available rooms to 35. Or by using 0 I can reset the sell limits

1:59

and then click save. Now, I can see the negative 2

2:03

sell control value for the room type after  I reduce the sell limit from 37 to 35.

# Assigning Room Conditions (Video Transcript)

00:04
In this video you will learn how to assign conditions to a room. For example,
00:10
if you need to schedule a sales tour or maintenance repairs, you can use room
00:15
conditions to set aside the room for a special purpose. You can add a condition
00:19
to prevent a room from being assigned to a guest. To add a condition to a room,
00:24
navigate to OPERA Cloud and go to Inventory. Select Room Management, and then Room
00:33
Conditions. You must click the magnifying glass to select a property from the list.
00:37
And then click Select. Now click the vertical ellipsis and
00:42
select New. Next click the magnifying glass to select the room. Here you can
00:49
see the room type, the room number, and a description. Click Select. Then click the
00:55
magnifying glass and select the desired condition from the list. If the room
01:00
condition type is available then you can assign the room to a reservation and
01:04
click select. You can edit the remarks and then click Set Condition.
01:14
Now the room is labeled with the condition, and appears in a list below
01:18
the search options. To edit or delete the room condition, you can select the
01:23
vertical ellipsis next to the room.

# Update Room Status (Video Transcript)

In this video you will learn how to use the housekeeping board to view and edit

0:10

the housekeeping status for rooms in the hotel. Let's get started. Navigate to

0:16

inventory, rooms management, and then select housekeeping board. To create the

0:22

housekeeping board first you must select the property. In this example I click the

0:27

magnifying glass, then I select the property Rosie from the list and click

0:31

select. Next I will select the magnifying glass

0:36

to open the reservation status menu and select checked out reservations. Click

0:42

select then scroll down and click search.

0:48

Now you can see the housekeeping status for the rooms with checked out

0:52

reservations. You can click the list icon to switch to the list view and display

0:57

the rooms grouped by housekeeping status. The header includes the number of rooms

1:01

in each status. You can click view options to add a column. In this example

1:06

I selected the room status checkbox. Now the room status column appears on the

1:10

list view. You can click the table icon to display the table view. In the table

1:17

view you can sort the rooms by clicking the columns on the header. In this

1:22

example I click room status and the rooms are now sorted by status.

1:30

From any of the views you can select the room and click the option to update the

1:35

room status. Now you can make changes to the housekeeping status, room status or

1:40

the turndown status. You can also change the guest service

1:46

status - do not disturb or request to make up the room. Select the option and

1:52

then click close.

# Auto Generate Task Sheets (Video Transcript)

00:06
In this video, you will learn to auto generate housekeeping task sheets in
00:11
OPERA cloud. Using auto-generate OPERA cloud
00:14
intelligently assigns rooms to task sheets
00:17
based on a number of housekeeping attendants available and the
00:20
housekeeping credits per room. Any rooms remaining not assigned are
00:25
automatically added to a floating overflow task sheet for manual
00:29
assignment. In OPERA administration when the
00:32
housekeeping task scheduling OPERA control is active
00:35
each room will have a different task assigned according to the task schedule
00:39
setup for the room type. Let's get started. On the OPERA cloud
00:43
menu go to inventory, select task sheets and then
00:46
select auto-generate task sheets. I select the
00:50
task magnifying glass and select full-service, light service
00:54
and the complete room service task from the list and then click
00:58
select. Next I add task instructions that will display on task sheet reports
01:03

and in the mobile task sheet companion for the housekeeping attendance.

01:07

Then I add room instructions that appear for each room.

01:11

Next, I click the magnifying glass and select the checkbox on the top

01:15

to select all the attendance from the list and then click

01:18

select. Next, I enter 60 as the maximum number of credits to be assigned to any

01:23

one task sheet. Credits are divided evenly by the number

01:27

of housekeeping attendants. And then click next. Next I select the

01:31

pickup checkbox to include both the dirty or pickup rooms in the room

01:35

criteria. If required, I can change the breakout

01:39

options and then click generate task sheets. Now I see the task

01:43

sheets generated for the day. If needed I can make manual adjustments

01:48

to each task sheet. For example, in this single task sheet

01:51

view I can click edit to assign a different room attendant

01:55

or to update the task sheet instructions. I can also select a different task sheet

02:00

from the drop-down list. To view multiple task sheets I can click

02:03

the view card icon to see the task sheets side by side.

02:07

Now click OPERA cloud to go back to the dashboard.

02:10

On the task sheet dashboard tile, I can see the details and progress of the

02:15

housekeeping tasks. I can click the tile to go to the task

02:20

sheets.

# Manually Create Task Sheet (Video Transcript)

00:06

In this video, you will learn how to manually create a task sheet in OPERA Cloud.

00:11

Let's get started.

00:12

On the OPERA Cloud menu, go to Inventory, select Task Sheets, and then select Create

00:18

Manual Task Sheets.

00:19

I click New.

00:20

Next, I select the task magnifying glass, and check the full service checkbox.

00:25

And click select.

00:26

Next, I select the Room magnifying glass, and select the rooms in the pickup and dirty

00:31

status from the list and then click select.

00:34

Next, I enter 15 for the number of credits to allocate per room.

00:39

Then I enter the room instructions.

00:41

And then click create.

00:43

Now I can see the task sheet I just created.

00:46

I can click the detail tab to view the rooms per task sheet.

00:49

Or I can select the vertical ellipsis to create a task sheet report.

00:54

Or I can click new to create another new task sheet.

00:57

I can click to manage task sheets to view the actions for each task sheet, including

01:02

updating the status, or make changes to the task sheets including assigning a housekeeping

01:08

attendant or adding instructions.

01:09

I can click the view icons to display one or multiple task sheets.

# Use the Task Sheet Companion on a Tablet (Video Transcript)

00:06

In this video, you will learn how to use the task sheet companion on a tablet device, to

00:11

manage the rooms assigned to a housekeeping room attendant.

00:15

Let's get started.

00:17

Click the task sheets dashboard tile to go to task sheets.

00:21

Alternatively, you can navigate to Inventory, task sheets, and then select manage task sheets.

00:28

Now, you can see the housekeeping task sheets for the day.

00:32

Click Manage.

00:34

To find and select the assigned task sheet I can double-click any of the task sheets

00:38

on the right or I can select the task sheet number from the drop-down menu.

00:43

Next, click the actions menu.

00:46

Then click "go to task sheet companion".

00:49

The assigned rooms are prioritized according to a cleaning priority.

00:52

The details for the first room are displayed; including the task to be completed, plus any

00:57

notes and the arrival, or the inhouse, or departure reservation details.

01:02

I click the Traces link to find any housekeeping tasks setup as traces for this room.

01:07

Now, I can see this room needs more pillows and towels.

01:11

After I stock the room with pillows and towels I can click the vertical ellipsis to mark each

01:15

task as complete.

01:17

Then close the window.

01:18

Next, I click Start to begin the tasks for the room and activate the timer.

01:23

The time allocated for the task, displays just below the timer.

01:27

If assistance is needed to complete the task, I can click need assistance to send an emergency

01:32

message or to request assistance.

01:34

Then if configured, the other users will receive a notification in OPERA Cloud.

01:39

Once the task is complete, I can update the room status to Clean and then click finish.

01:47

I can turn on the "Go on break" option to indicate an on-break status on the Attendant

01:52

Console in OPERA Cloud.

01:56

I can turn off the 'Go on Break' option to resume my work.

01:58

I click next room to move on to the next room in the list, or to skip a room.

02:02

Or I can double click the next room in the task list to move to the next room.

# Create and Resolve a Room Maintenance Task (Video Transcript)

00:05

In this video, you will learn how to create and resolve a room maintenance request

00:09

in OPERA cloud. You can create a room maintenance request for any guest room

00:13

with an issue that requires action. In this example, I will create a maintenance request

00:18

for broken air conditioning in a guest room. Let's get started. On the OPERA cloud dashboard,

00:23

you can view the number of resolved and unresolved maintenance requests.

00:28

To create a new maintenance request I go to inventory, room management, and then select

00:34

room maintenance. Then click new. Enter the room number. Next, I click the reason drop-down list

00:41

and select A/C from the list. To assign this request to a specific staff member to action

00:47

I can select a person from the user drop-down list. I add comments to the remarks section

00:55

and then click Save. I can click the view icons to change how the requests display.

01:01

Now, when I click on the plus sign next to today I can see the maintenance request I just created

01:06

for today. Now, let's learn how to resolve a maintenance request in OPERA cloud mobile.

01:13

From the OPERA cloud mobile menu tap room maintenance. I can tap the plus icon to create

01:19

a new maintenance request or as in this example,  I will search for the maintenance request I just

01:24

created. To find the request I tap search. Now,  I select all requests from the drop-down list.

01:33

If I selected a person when I created the request  in the previous step then I would select assign

01:38

requests. Now, I can see the request I just  created. When the request is complete I can

01:44

double-tap the request and select resolve. Now,  the maintenance request is marked as resolved.

# Post Charges to a Reservation using Post it (Video Transcript)

00:05

In this video, you will learn how to use Post it.

00:07

You can use this feature when restocking minibar items in a guest's room or as a Point-of-Sale in the gift shop.

00:13

Let's get started.

00:15

In OPERA Cloud, I click the quick launch menu and then select post it.

00:19

Alternatively, I could go to the financials menu, select cashiering, and then select post it.

00:26

I enter my PIN and then select login.

00:30

Now, I click the drinks and snack items the guest consumed from the minibar to add the items to the cart.

00:36

I click the red x to remove an item.

00:39

Next, I click pay.

00:41

Now, I can enter the payment information to settle the cart to cash or credit card.

00:46

Or I can select the checkbox to "charge to a room".

00:50

In this example, I select the check box charge to a room.

00:53

Then I enter a room number and click search.

00:56

I select the inhouse reservation from the list, and click Complete sales.

01:01

Now, a charge for the minibar items is posted to the reservation.

# Managing Reservation Billing (Video Transcript)

00:06

In this video you will learn how to post charges, make payments, view the guest's folio,

00:11

and manage the billing options for a reservation. Let's get started. First to find the reservation

00:17

click front desk and then in-house. Enter the room number and click search. Next click the

00:24

arrow to open the I want to menu. On the I want to menu I can access actions related

00:30

to this reservation including the action to check out early, edit payment instructions,

00:35

set up routing instructions, or to go to the profile, or the reservation. In this example,

00:41

I click billing to go to the billing details for this reservation. I can click the split view

00:46

option to view window number one and window number two side by side, or I can click the arrow to open

00:52

a list and select a different billing window to view in the panel. Next to add a charge to the

00:57

reservation I click post charge. Each reservation has up to eight separate billing windows.

01:04

Now click the code magnifying glass to select a code from the list and then click select. In this

01:10

example, the billing window number two is selected and I enter one thousand dollars as the price.

01:16

I could change the quantity but in the example I leave the quantity as

01:20

one and then click apply charge. Now I can see on billing window number two the one thousand

01:27

dollar banquet beverage charge is applied. I click the information folio to preview,

01:33

print, download, or email an information folio for this reservation. In this example I select email

01:43

add an email address,

01:47

and then click save. Then I click process to send the folio by email. I can click the vertical

01:54

ellipsis to view more options for each billing window including edit posting, transfer posting,

02:00

or to generate an interim folio. To add another reservation in billing I click other reservation

02:06

and then click add a reservation. Now I can click search. Select the check box next to the

02:13

reservation you want to add and then click select. Now I see the reservation is added and I can

02:19

switch between the two reservations. To transfer charges between billing windows or reservations

02:24

select the check box of the charges you want to transfer and then drag and drop the posting

02:29

from one window to another window or to another reservation listed. To post a payment to a window

02:36

click post payment. Now window 1 is selected. If needed I can click any window to post another

02:41

payment. Next I enter the amount 1058.80. I can select any payment method from the list and then

02:49

click apply payment. Now I can select preview, email to print for a pdf version or to email

02:56

and then click process. Now I see the billing  window number one is paid with a zero balance.

# Create an Accounts Receivable Account (Video Transcript)

00:06

In this video, you will learn how to create an accounts receivable account for a company.

00:11

Let's get started. In OPERA cloud go to financials, select accounts receivable, and

00:17

then select manage accounts receivables. You can search for an existing account or to create a new

00:22

A/R account I click the I want to menu. And then click account. Now, I can search for the company

00:29

profile or create a new company profile. In this example, I will search for a profile. I select

00:35

company from the drop-down list. Next, I'll enter the company name and any optional information,

00:41

then click search. Now, to select the profile click the row and then click select. Select

00:48

the primary account checkbox to designate this account as the primary account for the company.

00:53

Select the permanent account checkbox if this account is a permanent accounts receivables

00:58

account. Permanent A/R accounts will not be purged when the account has a zero balance.

01:03

Click the account type magnifying glass and select the account type from the list,

01:08

then click select. Enter a unique A/R account number. If you want to include

01:14

this account in batch statements, then select the check box include in batch statements.

01:20

Next, click the address magnifying glass. I can edit delete or create a new address for this ar

01:26

account. In this example, I click edit to add the name of the city and click save. Next, click the

01:32

address and then click Select, and then click Save. Now, I see the A/R account setup for this

01:40

profile. I can click the arrow to open the I want to menu, or I can click the account number to view

01:46

the details for this A/R account. Now, to confirm this A/R account saved to the profile I must find

01:52

the profile. Let's go to client relations, profiles, and then select manage profile.

01:58

Next, click the I want to menu to see the list of recently viewed profiles. Then click the profile

02:04

name. Now, on the profile, I see the number one next to the account receivables link indicating

02:10

there is one A/R account for this profile. Click the account receivables link. Now,

02:15

I can click manage and then the arrow to open the I want to menu. Click account to go to

02:20

the A/R account and view an account overview and a list of actions for this A/R account.

# Manage AR Accounts, Invoices, and Payments (Video Transcript)

00:06

In this video you will learn how to view and manage accounts receivable invoices

00:10

in OPERA cloud. Let's get started. First let's transfer any front office guest ledger invoices

00:18

settled with the AR direct bill payment method through to their respective AR accounts.

00:25

AR direct bill settlement is often used when a company is accepting chargebacks for specific

00:29

charges such as, meals and accommodation for an employee. Go to financials, account receivables

00:37

then select direct bill transfer. To view a list of direct bill invoices ready for transfer into

00:43

AR, Click search. Next select an invoice to view the folio, manage invoice details, or go to the

00:51

AR account. I can use this area to confirm the correct AR account is linked to the invoice and

00:56

to verify the invoice charges against any purchase order received. In this example I select the check

01:02

box next to the invoices I want to transfer into AR, and then select transfer selected invoices.

01:08

If the direct billing invoices are not manually transferred, as in this example, then you can

01:14

set up OPERA cloud to auto transfer direct bill invoices during the end of day process. Next

01:20

let's learn how to manage invoices in accounts receivable. First to find the AR account, go

01:26

to financials, select accounts receivables, then select manage accounts receivables. Click search.

01:36

Now click the balance to open manage account invoices for the AR account.

01:41

Select the check box next to the invoice. Now I have the option to manage the invoice details,

01:47

view the folio, edit the invoice, transfer, finalize or apply a payment to the invoice.

01:54

In this example I select apply payment to settle the invoice.

02:00

Next I select the method magnifying glass and select the payment method from the list

02:06

and then click select. You can select to apply the payment as an unallocated payment to the

02:13

AR account or to the oldest invoice. In this example, I select the option to apply the payment

02:20

to the selected invoices. Now enter the credit card number, expiration date, and the amount.

02:31

Click save payment, and then click post payments. You can select the option to

02:38

email or print a payment receipt, then select the report destination, and then click process.

02:44

Now you can see the invoice payment and the batch report successfully processed. Click close. Now

02:52

let's learn how to create an invoice. Click new. Create the invoice with the default information or

02:59

I can change the invoice name, source, or market code, in room class if needed. In this example,

03:05

I leave the default values. Enter the price, then select the transaction code magnifying glass

03:14

and select the code from the list, then click select. You can click add row to add more

03:20

amounts to the invoice. Then click the green check mark to post the charge. Any additional

03:25

taxes or charges are calculated and displayed. Then click create invoice. A new invoice for

03:31

100 dollars is displayed in the AR account. Next let's learn how to transfer this invoice.

03:37

Select the check box next to the invoice and click transfer. To find the AR account to

03:43

transfer the invoice to I can enter any search criteria, and then click search.

03:49

Select the destination AR account from the list of results and then scroll down and click select.

03:56

Then click transfer. Now let's go to the manage account invoices to confirm the invoice transfer

04:02

to the destination AR account. Go to financials, account receivables and then select manage account

04:10

receivables. Click search. Click the AR account balance. Now I see the invoice 9110 has been

04:19

transferred to the Acme Corporate AR account and the transferred column displays a check mark. Next

04:26

let's learn how to finalize an invoice. Once an invoice is finalized you can no

04:31

longer make adjustments to the invoice. Select the checkbox next to the invoices you want to finalize

04:38

and then click finalize invoice. Now I see finalized just below the invoice number.

04:45

Finally, let's learn how to combine and compress multiple invoices into a single invoice.

04:51

First I select multiple invoices and then click compress invoices. Now enter any information.

04:59

In this example I enter Thursday's invoices  in the supplement field then click compress

05:06

invoices. Now the parent invoice folder icon  displays next to the new parent invoice.

05:12

I can click the plus sign to expand the parent  invoice and view the compressed invoice details.

# Using Track It (Video Transcript)

00:06

In this video, you will learn how to use Track It.  In this example, I will set up a task request for

00:11

the delivery of luggage to an arriving guest's  room and then action the request on the OPERA

00:16

cloud mobile application. Let's get started.  To set up a Track It request in OPERA cloud

00:22

go to miscellaneous and then select Track It. Track It manages the storage and delivery of

00:28

guest baggage, parcels, vehicles, and valet parking,  and lost items. Click new. Next I select baggage.

00:38

Now I can enter a ticket number. In this example,  the ticket number will be the luggage tag number

00:42

on the bags that are delivered to the guest. I  click the type magnifying glass and select luggage

00:48

from the list. I can now click select. I click the  action magnifying glass and select deliver to room.

00:55

Then click select. To change the number of bags. I  click the plus sign to increase the quantity to 2.

01:02

I click the location magnifying glass and  select bell desk storeroom to specify the

01:07

current location of the luggage, then click select.  Next, I enter the description, black suitcase.

01:14

To link this Track It request to the guests  reservation I click the name magnifying glass.

01:21

Now I can search for the arrival reservation by  entering a variety of options. In this example,

01:27

I enter the room number and click search. Next  I click the reservation and click select. Now

01:32

I can see the reservation linked to this new  Track It request just created, then click save.

01:38

To find the Track It request I just created,  with the open checkbox selected, I click search.

01:44

Now I can see the Track It request I just created.  I can click the vertical ellipsis to edit, delete,

01:50

or view the history of this Track It request. Now  on a mobile device, I will demonstrate how to view,

01:55

assign, and close this Track It request, once the  bags are delivered to the guest. Go to the OPERA

02:01

cloud mobile application and tap Track It requests.  In this example, I tap baggage. From the drop-down

02:10

list. I select unassigned requests. Next I tap the  Track It request from the list and then tap claim.

02:18

Now I select my requests from the drop-down  list. Then, after the suitcases are delivered

02:23

to the guest I can select delivered item  completed from the action drop-down list.

# Using OPERA Cloud Reports (Video Transcript)

00:06

In this video, you will learn how to generate reports in OPERA Cloud.

00:10

Let's get started.

00:11

Go to reports, and then select manage reports.

00:14

I can search for a report by report name or I can select a report group from the drop-down

00:19

list to view a list of reports for the report group.

00:23

The report groups available depend on the report group tasks assigned to your user's

00:27

role.

00:28

In this example, to see a list of all reports, I select all report groups and then click

00:33

search.

00:34

I can generate a report with the default parameters or I can choose to edit the report parameters

00:39

before generating the report.

00:42

In this example, I select the option to edit the report parameters to change the default

00:47

report parameters for the reservation forecast report.

00:50

Now, I can select a date range and change any of the other report parameters.

00:54

I can choose to select a specific rate code for this report from the drop-down list, or

00:59

as in this example, I select all rate codes.

01:02

Next, I can select the option to generate the report, I can download, email, or preview

01:08

the report.

01:09

I can download the report in any of the following formats: HTML, RTF, PDF, XML, Delimited, Delimited

01:18

Data, and Excel which can be used for BI Publisher-based reports.

01:22

Or I can email to one or more recipients by using a comma between email addresses.

01:27

In this example, I select to preview the report as a PDF, and then I can print the report

01:32

to a local or network printer.

01:34

Now, I see the reservation forecast PDF report.

01:37

I can download or print the report directly from the browser.

01:40

Let's take a look at another report.

01:42

Now, I select the AR Activity report from the reports list.

01:46

And then click the edit report parameters option.

01:48

I can change any of the AR activity report parameters.

01:52

And then I click to preview the AR Activity report.

01:54

Now, I can view the AR Activity report.

# Create and Manage Scheduled Reports (Video Transcript)

00:06

In this video you will learn how to create and manage a scheduled report. Using the

00:10

report scheduler you can schedule reports to automatically generate at a specific time interval

00:15

and frequency to selected destinations. Let's get started. In OPERA cloud go to reports and then

00:21

select manage reports. In this example, I select arrival from the report group drop down list

00:27

and then click search. Now I select the arrivals detailed report from the list and then click the

00:33

vertical ellipsis and select schedule report. Next I step through the process to configure the report

00:39

parameters, the time intervals, and the report destination. I can configure the schedule to

00:45

dynamically calculate the arrival date for the report. In this example, to schedule the report

00:50

to generate with tomorrow's arrivals I select the business date from the activity date range

00:55

options and then click plus one. Now I can see the validate date option displays the date range

01:00

configured for this report. In this example, the report runs today and generates for tomorrow's

01:05

date. Next, select any search criteria or options to configure what outputs on the

01:10

report. In this example, room number is selected. Next I can use the arrows to select the sort order

01:17

and then click next. Now I can define the report intervals including the start date and time

01:23

and how often the report repeats. To set the report schedule to run indefinitely do not select

01:28

an end date. In this example I select repeat and one day intervals and then I set the time to 12 pm.

01:36

Then click next. Now the report is scheduled to run every day at 12 pm. To define the

01:43

report destination I change the file name to arrivals report and I select a file type

01:49

from the drop-down list. In this example I select pdf, then click new. From the mode drop-down list

01:57

I can select to email, print or post the pdf to an ftp server by selecting sftp.

02:04

In this example, I select to email the report in pdf format. Then I enter the recipient's email

02:11

address and click save. Now I click manage scheduled reports to see a list of all the

02:17

scheduled reports including the scheduled report I just created. I can pause the report schedule

02:23

by turning the reported scheduled toggle off. Now I can click the vertical ellipsis to edit, delete,

02:29

or view the report destinations, or I can choose to run the report right now. Then click ok to confirm.

# Importing Data to OPERA Cloud (Video Transcript)

00:06

In this video, I will demonstrate importing data to a fully configured OPERA Cloud property.

00:14

The files imported must match the current OPERA Cloud property configuration and you

00:18

can not change the data using the import process.

00:22

You can use the import data option to import the following data types: Guest and Contact

00:27

Profiles, Sales Accounts, Sales Activities, Account and Contact relationships, future

00:35

reservations, catering events, Blocks including the Room/Rate Grid for current and future blocks.

00:40

Now, let's take a look at how to import data into OPERA Cloud.

00:44

Click the hamburger menu, and then select Toolbox.

00:50

Select System Setup, and then click Import Data.

00:54

Click Download Templates, and then click ok to download and save the templates.zip file.

01:00

The zip file contains CSV templates for each data type and a readme file with prerequisites,

01:01

requirements, and instructions on how to import the files.

01:02

Open the ZIP file and extract the files.

01:04

Now, I can see CSV template files for each data type and the readme.txt file.

01:10

Next, I can click on and open the readme.txt to review the file names, requirements, prerequisites,

01:18

the mandatory columns for each CSV file, and the instructions for importing the files.

01:25

For example, each data file created must not exceed the maximum file size of 10MB and you

01:31

can upload and import multiple files per data type.

01:35

Now, let's go back to OPERA Cloud to continue the data import process.

01:41

The property I am logged into displays or I can click the magnifying glass to select

01:46

another property.

01:48

And then click import data.

01:51

Now, click add data types to import.

01:54

Next, enter the number of files to upload for each data type.

01:59

In this example, I enter 1 account, 1 profile, 1 relationship, and 3 reservation data type

02:06

files.

02:07

And then click add.

02:09

This process adds 6 rows, one for each file.

02:12

Next, I click select/upload file to upload the accounts file.

02:17

Now, I navigate to the file and then click open to select the file.

02:21

And then click ok.

02:24

Now, I can see the file uploaded successfully,

02:29

After the first file uploads, I can click the save and close option, and then anyone

02:34

assigned with the import data task can continue and complete the import process within the

02:39

next 14 days.

02:42

I can remove unused rows by clicking the vertical ellipsis and then selecting remove unused row.

02:48

Next, I click select/upload file and browse for the rest of the CSV files for each data

02:54

type and then click ok.

02:58

Once all the files are uploaded successfully, click validate data.

03:03

If any errors are generated I can click on the link to view the details or I can click

03:08

the vertical ellipsis to download the error log file.

03:11

Next, I save the file and click ok.

03:15

The CSV error file contains a unique identifier and the error message description.

03:22

Now, I can fix the error and re-upload the corrected file.

03:29

First, remove the existing file with the error by clicking the vertical ellipsis and then

03:34

select remove uploaded file.

03:39

Click ok.

03:41

Once the file is removed, I can re-upload the file with the corrections.

03:53

Click on validate data again.

03:55

Now, I can see all the files are successfully validated.

03:59

And then click on import validated data.

04:05

And then click on import data into opera.

04:08

This imports the data to opera cloud.

04:12

I can see the import is successful.

04:15

You can view the import log for 14 days.

04:18

including the file name, import status, the date and the user name.

04:23

Now, I click on close import.

04:32

Click ok to continue.

04:34

Now, let's take a look at the import logs in the changes log for opera cloud.

04:41

Click on the main hamburger menu, and then click Opera cloud to go back to the application.

04:47

Go to Miscellaneous, and then click changes log.

04:50

Next, from the group drop-down list select Miscellaneous.

04:55

And then from the action type drop-down menu select import data.

05:00

I can change the dates if needed, and then click search.

05:04

Now, I can see the list of actions for my user including the date, time, action type,

05:10

and description.

# Configure and View Sell Messages (Video Transcript)

00:06

In this video, you will learn how to configure and view sell messages.

00:10

An Administrator can configure sell messages to display on specific screens, and for specific

00:16

dates, ensuring the sell messages are relevant to the agent's workflow for a specific time

00:21

frame.

00:22

Let's get started.

00:23

First, to configure the sell messages click the hamburger menu and go to Administration.

00:30

Click Bookings, Marketing management, and then select sell messages.

00:40

Now, I see the list of sell messages for the property and the date range.

00:45

Let's click new to add a new sell message.

00:48

Enter the new sell message text, now.

00:51

I can specify to setup the sell message globally for all properties, for a hub, or for a specific

00:58

property by selecting the respective option.

01:02

I can specify a begin and end date for the message to display for a specific date range.

01:07

Next, I can select a language for this sell message, ensuring the appropriate sell message

01:11

displays based on a user's native language.

01:15

And then I click the display sell messages magnifying glass to select one or more areas

01:20

of the application to display this new sell message.

01:25

The options available in this list depends on the Cloud Services active at the property.

01:30

In the example, I select the checkbox for the Group Rooms Control screen and then click

01:37

select.

01:38

Click save.

01:40

Now, I can see the Sell Message I just created for the Group Rooms Control screen.

01:51

I can click the vertical ellipsis to edit or delete each sell message.

01:56

Now, let's take a look at how the sell message displays in OPERA Cloud.

02:01

Go to bookings, blocks, and then select group rooms control.

02:06

I enter date and then click Search.

02:10

Now, I can see the sell message I recently added displaying here.

02:15

I can click the sell messages link to display or hide all the sell messages on this screen.

# Using the OPERA Cloud Digital Assistant (Video Transcript)

00:05
In this video, you will learn how to use the OPERA Cloud Digital Assistant.
00:09
The OPERA Cloud Digital Assistant is a chatbot that helps you accomplish a variety of tasks
00:15
using natural language conversations. You can interact with the Digital Assistant
00:20
by using the keyboard or by speaking through the microphone of the device.
00:25
The digital assistant is available for the OPERA Cloud desktop and mobile applications.
00:30
Updates made using the digital assistant are tracked in the
00:34
Changes Log with your user name. At this time, the digital assistant
00:38
is only available in English and only for one specific property at a time.
00:42
Let's get started. In the lower right,
00:45
click or tap the conversation icon to open the OPERA Cloud Digital Assistant.
00:50
To clear the content of the previous chat, click the conversation icon with an X on the
00:55
top navigation bar of the Digital Assistant. To interact with the digital assistant I can click
01:01
the microphone icon and speak through the device microphone to initiate the conversation.
01:07
Or I can type to initiate the conversation. To turn on the digital assistant's audio reply,
01:13
I can click the speaker icon and the chatbot responses will be read out loud.

01:18

I can click the speaker icon again to mute the audio responses.

01:22

In this example, I will use the keyboard to type the conversation.

01:27

I enter "Hi" and then click the arrow. Now, I see a list of options.

01:33

I click the arrows to scroll through the available options.

01:37

Now, I can check the following options: tonight's Maximum occupancy, the expected arrivals for

01:44

today, or the expected departures for today. Next, I can check a room status or update the

01:50

status for a room from clean to dirty. Or I can check in or check out a reservation.

01:57

Now, let's take a look at the house status statistics.

02:01

In this example, I type arrivals. Now, I see the options to view

02:06

tonight's maximum occupancy, today's expected arrivals or departures.

02:13

In this example, I tap expected arrivals today.

02:18

Now, I see the expected arrivals for today including the property name,

02:22

date, expected number of people and the number of expected rooms for today's

02:27

arrival reservations. I enter arrivals again,

02:31

and then click tomorrow. Now, I see the expected arrivals for tomorrow.

02:37

Let's check in a reservation. Type check in.

02:41

Next, I select the confirmation number option.

02:44

I enter the confirmation number  and then click the arrow.

02:49

The reservation details display,  and then I click check in.

02:54

Next, a successful reservation  check in message displays for

02:57

room 13. Next,

03:00

I enter "Hi" for a list of available options. I click the arrows to scroll through the options,

03:07

and then click Check Room Status. And then I enter a room.

03:12

Now, I can see the room is dirty and I have the  option to update the housekeeping room status

03:17

or to check another room status. I click update room status

03:22

and then click clean.

03:24

Now, I see Room 13 is updated  and is now clean.

# View Room Availability for Blocks Using Group Rooms Control (Video Transcript)

00:06

In this video, you will learn how to create a block and allocate rooms on

00:10

the room and rate grid. Let's get started.

00:14

First, I will create a new block. In Opera Cloud go to Bookings, select Blocks,

00:20

and then select Manage Block. I click create block.

00:25

I click the property magnifying glass and select a property from the list.

00:27

Next, I click the account magnifying glass. To link a company, I enter the company name,

00:34

and then click search. Now, I see a list of company accounts on the left,

00:39

once I select an account any linked contacts display on the right.

00:43

Or I can click the I want to menu to create a new company profile.

00:48

In this example, I select an company account and then scroll down to select the account only.

00:58

I update the default block name to company conference.

01:03

Next. I complete the required fields. I click the market magnifying glass,

01:08

to select the market from the list and then click select.

01:12

Next, click the source magnifying glass and select the source from the list

01:19

and then click select.

01:22

Now, click the reservation type magnifying glass, select the reservation type from the list

01:27

and then click select. I can scroll down to complete any additional

01:32

room details or catering details for the block. In this example, the rate code is mandatory.

01:39

I click the rate code magnifying glass to select a rate code from the list and then click select.

01:47

Next, I click Yes, to automatically update the

01:51

market and source code for the selected rate code.

01:55

This property has the OPERA Cloud Sales and Event Management Premium Cloud Service active,

02:00

so now I have the option to quickly setup the block room allocation by selecting a room pool,

02:05

entering the number of rooms to allocate, and I can also enter a rate amount or define the

02:10

cut off date or days. For the catering details,

02:13

I must enter the number of event attendees. Next, I click save and go to room grid to

02:18

manage the room allocation for this block. Now, I see the house availability per room type

02:23

for the block dates and I also see there are zero rooms allocated to the block right now.

02:28

If I click to expand the rates, I can see the pricing for 1-4 adults room occupancy display

02:33

because I previously selected the rate code when creating this block.

02:38

Now, to allocate rooms to this block, I click the actions menu,

02:42

and then click Load Room Grid. I can specify the date range,

02:44

or the days of the week, and the number of rooms per room type for the block.

02:46

On the room grid options, I can specify the days of the week,

02:49

the cut off date or the number of cut off days to release the rooms back to the inventory.

02:54

Entering a cut off date means rooms not picked up with reservations by this date

02:58

are returned to the house availability. Or I can enter a number of cutoff days,

03:03

and instead of assigning one cut off date to release all available rooms for the block,

03:07

defining the number of days for the Cutoff Days releases the rooms one night at a time.

03:12

The cutoff days field is only available if the Cutoff Date field is empty.

03:17

To add 5 standard rooms to the block, i select the checkbox for the standard room type

03:21

and then add 5 to the number of rooms. And then click save and continue.

03:26

Next, I select the deluxe room type and add 5 to the number of rooms,

03:30

and click save and continue. And finally, I select the checkbox

03:34

for the translation6 room type and then add 10 to the number of rooms.

03:38

And click save. Now, I can see these

03:41

rooms are allocated to the block. Let's take a look at how to add more

03:44

rooms to the block. Go to the action menu,

03:47

and click the load room grid option. Now, I can select the checkbox next to

03:51

room type, I want to update. Next, I must select the checkbox to

03:55

increase / decrease the number of rooms,  and then add the number of rooms.

03:58

If I want to decrease the number of  rooms I would enter a negative number.

04:02

In this example, I add 2 standard  rooms and then click save.

04:06

Now, I can see the standard room type  increased by 2 rooms, from 5 to 7 rooms.

04:12

I can also find the room and rate  grid directly from the block.

04:15

Next, I click the block  name to go to the block.

04:19

On the block, I can edit the  details or I can go to the

04:23

I want to menu to find actions  related to this block.

04:27

In this example, I click the option  to go to the room and rate grid.

04:33

To view or update the room  allocation click manage.

04:38

Now, click actions and then load room grid to make

04:41

any more changes to the room  allocation for this block.

# Create a Sales Account Profile (Video Transcript)

00:06

In this video, you will learn how to create a sales account profile.

00:10

A sales account refers to a company, travel agent, or any booking source and is used to

00:16

track statistics for the business. Let's get started.

00:20

In OPERA Cloud go to Client Relations, Profiles, and then select Manage Profile.

00:26

Next, I click the I want to menu, and then click to create a travel agent profile.

00:33

Enter the travel agent name, and any other optional information.

00:39

Click the magnifying glass to select a communication type from the list.

00:43

In this example, I select business phone number and then click select.

00:48

Now, I enter the phone number and the email address.

00:54

Then, I enter the address details. Now, I can select one of the following options;

01:00

to save the profile and add more details, to save and create linked profile, or save.

01:06

In this example, I click save profile and add more details.

01:11

Now, on the travel agent profile I can access any of the detail links to add or edit the details.

01:22

With an OPERA Cloud Sales and Event Management subscription,

01:26

Sales information can be added to Company, Travel Agent, Source, or Contact profiles.

01:32

Click the Sales Information link and then click edit to enter the details.

01:37

Now, select the magnifying glass next to each option to select the relevant

01:41

details for this sales account profile. You can select any of the following options:

01:47

territory, priority, business potential, account type, business segments, industry,

01:54

account source, mail action, competition, scope, or the scope city.

02:01

You can use these fields as filters and view the data in

02:04

sales reports to analyze and assist in the sales decision-making.

02:08

And click Save. Click close.

02:12

Let's take a look at negotiated rates. Any profile type can have negotiated rates,

02:18

however negotiated rates are typically associated with companies,

02:22

travel agents, or booking sources with an ongoing relationship or agreement with the property.

02:30

When an agent creates a reservation using the Look to Book Sales screen,

02:34

any negotiated rates associated with the linked profiles display to ensure

02:38

the contracted rate is quoted to the customer. If OPERA Cloud is configured for multiple

02:44

properties, then you can select negotiated rates at one property and distribute

02:49

the rates to the other properties. I can search for rate codes associated

02:52

with a property or as in this example, I can assign a negotiated rate code to the profile.

02:59

Click New, and then click the rate code magnifying glass to select a rate code from the list

03:10

and then click select. I can change the start or end dates,

03:14

or change the sequence order for the rate code to display and then click Save.

03:19

Now, let's take a look at Financials for this sales account.

03:23

Click the Financials link.

03:28

Click the vertical ellipse and then click edit.

03:31

Now, I can setup default charge routing instructions for this sales account.

03:35

Routing instructions automatically transfer charges to a billing window

03:38

for the associated profile. A typical scenario for this option

03:42

is to select the routing codes that will automatically transfer the accommodation

03:46

charge to a separate billing window. I search for the available routing

03:50

or charge codes on the left and then select by clicking the right arrow.

03:55

Next, select a payment method from the drop-down list, and update any additional information.

04:02

Select the Auto Populate Routing check box if you want to automatically apply

04:06

these routing instructions to all new reservations linked to

04:09

this this profile . And then click Save.

04:13

Now the default routing instructions are saved to this sales account profile.

04:21

Click close.

04:22

Now, let's take a look at how to add notes to the sales account profile.

04:28

Click the Notes link. Click New.

04:30

Change any of the information and then add the note text in the comment field and click save.

04:37

The note displays, select the vertical ellipse to edit or delete the note.

04:43

To see more actions related to this profile, click the I want to menu.

04:47

Now, I can create a new activity, reservation, or block for this profile.

# Setup a Sales Account Forecast (Video Transcript)

00:04

In this video, you will learn how to  set up a sales account forecast details.

00:08

This tracks the expected  room nights, room revenue,

00:12

food and beverage revenue, and any other revenue.

00:16

Let's get started.

00:17

First, you must find the sales account.

00:20

In OPERA Cloud, go to client relations,  profiles, and then select Manage profile.

00:28

Enter the search criteria to find the account profile.

00:31

Sales accounts are typically company or travel agent profiles.

00:35

In this example, to search for a profile I select travel agent from the drop-down list,

00:40

enter a name, and then click search.

00:43

Next to the Sales Account Profile name  I want to create a sales forecast for,

00:47

I click the arrow to open the I want  to menu and then click Forecast.

00:53

In this example, click New to enter new sales forecast for this travel agent account profile.

01:01

Click the magnifying glass  to select the from and to

01:03

dates to define the time period for the forecast.

01:07

The forecast time period can represent calendar months or fiscal time periods,

01:11

and is based on the Forecast Reporting Period Control setting in OPERA Cloud Administration.

01:17

Enter the potential number of room nights to include in this sales forecast time period.

01:23

Enter the potential average rate.

01:26

Now, based on the time period and the average rate,

01:29

the room revenue is automatically calculated.

01:32

I can make adjustments to the room revenue amount.

01:36

And then I have the option to enter the potential Food and Beverage revenue

01:40

and any other expected revenue for this forecast time period.

01:44

Now, I can select save or I can click to save add more, meaning I can save this sales forecast

01:52

and then create another sales forecast for another time period.

02:21

In this example, I create another sale forecast and then click save.

02:26

Now, I see the sales forecast details I just created.

02:30

The first sales forecast detail I just created was for the time period August 2022 until April 2022.

02:38

Next, the second sales forecast detail I created was for February through March 2022.

02:45

If you want to delete all the forecast details, select the checkbox at the

02:49

top of the list to select all entries, then  click the vertical ellipse and click delete.

02:55

To edit or delete any of the  forecast details individually,

02:58

click the checkbox and then click the  vertical ellipse next to each forecast detail.

03:03

In this example, I click edit and now I can  update any of the details, and then click save.

03:12

Now, I see the forecast link  appear for this profile,

03:15

indicating there are forecast details available.

# Enrolling Guests in Loyalty Programs (Video Transcript)

0:05

In this video, you will learn how to enroll a guest in a membership program in OPERA Cloud.

0:11

A membership program is typically a gaming or loyalty program that's configured using

0:16

an API to integrate OPERA Cloud with an external membership system.

0:21

In this example, I will follow the steps to create a new profile and then enroll that profile.

0:27

Let's get started.

0:28

In OPERA Cloud go to client relations, select manage profiles, and then select profile.

0:37

Click the I want to menu... and then click enroll guest.

0:41

This option creates a new profile and then enrolls the guest.

0:45

Alternatively, if you want to enroll an existing profile.

0:49

You can find the existing profile and then click the I want to menu.

0:54

Now, I select the enrollment type from the drop-down list.

0:58

In this example, I select Loyalty from the list.

1:02

I enter the guest's name, and then scroll down and select the type magnifying glass.

1:10

Select a communication type from the list,

1:13

and then click select. Enter the communication value,

1:17

in this example I enter business phone number and then an email address.

1:24

Next, I enter the guest's address. Click the Address Type magnifying glass, select

1:30

business address, and then click select. Enter the address details,

1:37

and then click enroll to add more details. Now, I see the profile was successfully

1:42

created. And I see the

1:44

next to the membership link displays a number 1, indicating the enrollment was successful.

1:49

Now, I can click the membership link to edit, delete or view more details.

# Using Profile Lookup from an External System (Video Transcript)

0:06

In this video, you will learn how to lookup a profile in an external system

0:10

and then download the profile to OPERA Cloud. You can use this option when another system

0:15

manages the profile data and integrates with OPERA Cloud.

0:19

Let's get started. To lookup a profile go to Client Relations,

0:24

Profiles, and then select Manage Profile. Next enter the guest's name, select the

0:32

external system from the Lookup Profile drop-down list, and then click search.

0:39

Now, I see the tabs at the top of the search results, each tab represents an integrated

0:44

external system. Click the tab to view

0:47

the profiles from the external system. The number of profiles returned from the external

0:52

system displays as a number on the tab. In this example, on the last tab I see the

0:58

number one next to the external system name. Scroll to the right to view more details.

1:04

In this example, I click the vertical ellipse and then select the option to download the profile.

1:16

Downloading the profile adds the profile to OPERA Cloud.

1:21

Now, I see the profile in OPERA Cloud.

# Create a Reservation (Video Transcript)

0:05

In this video, you will learn how to create a reservation in OPERA Cloud.

0:11

Let's get started.

0:13

Go to Bookings, Reservations, and then select the Look to Book Sales Screen.

0:20

If configured, you may be prompted to enter any information about the person who called

0:24

to make the reservation.

0:27

In this example, I enter the caller's name and phone number.

0:31

And then click New Reservation.

0:34

You can review and close any sell messages.

0:38

Sell messages typically mention special promotions to offer the guest or events near the property.

0:44

Now, I select the arrival date, the number of nights, number of rooms, adults, and children

0:51

for this reservation.

0:53

I can search for or create a guest profile now, or later in this process.

0:59

In this example, I click search to view the room type and rate availability.

1:05

Now, I see the best available rates, including the number of available rooms for each room

1:10

type.

1:12

I click the property name to view the Property Brochure and find out more about the amenities,

1:18

transportation, and local attractions for this property.

1:24

If the reservation is for more than one night, then I can toggle between viewing the nightly

1:28

rate, the average rate, or the total cost of the stay for each room type and rate.

1:36

Click the price tabs to view the details about each room type and rate.

1:40

I can click the room image to view more photos for this room type.

1:45

I click view policies to see the rate's deposit and cancellation policy for each reservation

1:50

type.

1:52

I click Show Estimated Amount to view the estimated amounts for each reservation type.

1:58

Next, I click the X to close the details for this room type and rate.

2:03

Now, I click "initial display set" to view more available rooms and rates.

2:11

Or click next rates to view the next best available rate, and continue to browse rates.

2:21

Click the plus sign to expand and view the room details for the rate.

2:26

To book the reservation for this room type, click select.

2:33

On the left, I see the reservation Stay Information displays including a summary of the deposit

2:38

or cancellation policy.

2:40

Next, I click the magnifying glass to search for an existing guest profile.

2:46

Alternatively, I could click the link to create a new profile.

2:51

Now, I enter the guest's last name and then click search.

2:58

If there are external solutions integrated with OPERA Cloud, then I see the solution

3:02

appear as a tab, that I can click to view and download the profiles available from that

3:06

external solution.

3:08

In this example, I select the profile from the list and then scroll down to click select.

3:15

The room type and rate amount are pre-populated based on the what I selected on the Look to

3:19

Book screen.

3:21

Next, I enter the a market code and source code for statistical tracking.

3:27

In some cases, the market and source code fields are automatically populated based on

3:32

the rate code.

3:33

Now, I click the packages magnifying glass to add a packages or items.

3:40

In this example, I add an 18 hole golf package.

3:45

I can add more packages by changing the number or I can change the date for the package.

3:51

In this example, I enter 4.

3:55

And then click continue booking.

3:59

Next, I click the items magnifying glass.

4:05

If an item is available to add to the reservation, then the number of items is highlighted in

4:09

the date column.

4:11

I click the green check mark to confirm, and then click continue booking.

4:16

In this example, I click to add an extra bed to the reservation, on Monday June 20th.

4:22

Now, I see the packages and items I added included in the Reservation Stay information.

4:29

If needed, I click more to go to the membership details or to go to the charge routing instructions

4:34

for this reservation.

4:36

To set up a share reservation, I can click add a sharing guest.

4:41

I can click show more to add special requests, or to add the guest's smoking preference.

4:47

Next, I scroll down to enter the payment information.

4:51

Select the payment method from the drop-down list, and then click book now.

4:57

if configured, you may see a closing script to read to the caller confirming the reservation

5:01

details.

5:04

Click confirm.

5:05

Now, I see the confirmation number for the new reservation I just created.

5:11

I can scroll down to view any information or actions for this reservation.

# Posting Charges to an Event (Video Transcript)

0:06

In this video, you will learn how to post charges to an event for a block.

0:10

In OPERA Cloud go to Bookings, Events, and then select Event Posting.

0:16

Now, I can click modify the search criteria, to enter the block id, the block name, or

0:23

the event id to search for events.

0:25

To view the events for this morning, I could enter a time, for example, if I enter 8am

0:30

I would see all the events after 8am.

0:34

In this example, I enter the block id to view all the events for the block, and then click

0:39

search.

0:41

The event search criteria displays at the top of the page.

0:46

To post event charges, the events must have a posting master checked in, and the events

0:51

must be in the actual status.

0:54

I can select the transaction code magnifying glass to change the transaction code for the

0:59

revenue charge.

1:01

The available transaction codes depend on the property's configuration.

1:05

The system administrator configures for revenue type mapping to determine which transaction

1:10

codes are available based on the event type, space, catering value, or the revenue type.

1:16

Next, I select the checkbox at the top of the list to select all of the revenue charges.

1:23

And then click post, to post the charges to the event.

1:28

Now, enter your cashiering id and pin, which is required to post charges to an event.

1:35

And then click login.

1:38

Now, I see the charges display in a green color, this indicates the charges are now

1:44

posted to the event.

1:46

Now, let's take a look at how to create a banquet check for the event.

1:50

I select the check box next to the revenue amount and then, click the I Want to menu.

1:57

Click banquet check, to create the Banquet check for this block.

2:00

Now, if multiple accounts or contacts linked to the block, I can click either the bank

2:05

account or the point of contact magnifying glass to select the relevant accounts that

2:10

will print on the banquet check.

2:18

I can select the checkbox, to break the page per day, include the PMS posting, or I can

2:25

select to display the discount on the banquet check.

2:30

I can also select the printing method, to display the revenue summary, or I can specify

2:35

the currency that prints on the banquet check.

2:38

Next, I can select to preview, email or to download the banquet check.

2:44

In this example, I select preview.

2:48

And then click process.

2:50

Now, I see the banquet check I just created for this block.

2:56

Click close to go back to the application.

3:09

If the guest has a question about what's posted to their posting master account for the event,

3:14

I can go to billing to see exactly what's posted to the guest folio.

3:17

Let's take a look at how to review the guest's billing charges.

3:18

In this example, I will go to the next event by clicking the event id.

3:19

Then click the I want to menu, and click billing.

3:22

Now, enter your cashiering id and PIN, and click Login.

3:28

In billing, I can view the guest's charges on the folio.

# Change the Priority of Queue Reservation (Video Transcript)

00:00

[Music]

00:04

In this video, you will learn how to prioritize reservations in the queue.

0:09

In this example, I click the queue reservations dashboard tile.

0:14

Now, I see the list of reservations in the queue.

0:18

Click the queue priority number to see the queue details.

0:22

Click the plus or minus to change the priority number for this reservation in the queue.

0:28

Click the vertical ellipse to remove the reservation from the queue, check in the

0:32

reservation, assign a room, or send a text to notify housekeeping to get this room ready.

0:40

If configured, I can send a text to a guest to let them know their room is ready.

0:45

Or I can click prioritize to move this reservation to the top of the queue.

0:50

Now, I see the reservation is prioritized at the top of the list, click OK.

0:56

Click the confirmation number to go to the reservation.

0:59

Now, I can see this reservation is queue priority #1 on the wait-list.

1:05

To change the sort order of the reservations in the queue

1:08

select different options from the drop-down list.

1:11

Let's take a look at how to prioritize the guest who waited the longest time to be next

1:16

in the queue and receive the next available room.

1:20

In this example, I can select queue wait time descending,

1:24

Click the queue priority number at the top of the list and with the longest queue wait time.

1:32

And then click prioritize to move this reservation to the top of the list.

1:50

To update the queue wait times for each reservation,

1:53

I can click search to refresh the list.

# Managing Opportunities (Video Transcript)

00:00

[Music]

Transcript

0:06

In this video, you will learn how to Manage Opportunities to track and manage all prospective

0:10

business inquiries.

0:12

Opportunities provide the ability to quickly capture and manage perspective business inquiries

0:16

from existing and new customers.

0:19

Let's get started.

0:20

In OPERA Cloud, go to Bookings, blocks, and then select Manage Block.

0:27

Click the I Want To ... menu then select Create Opportunity.

0:33

In the Block Definition panel, enter a property, start date, end date, Block Name, Block Code,

0:41

Reservation Type and any additional information.

0:45

In the Room Details panel, I can select a Rate Code from the Rate code magnifying glass

0:49

and then click select.

0:51

I can select a Room type from the Room type magnifying glass and then click select.

0:56

Next, click save to save the details for the Opportunity.

1:00

Or I can click Save and Manage Block to open Block Presentation.

1:04

In the Block Overview panel, I can click Edit to add more details to the Opportunity.

1:10

Then click Save.

1:11

I can also click Save and Go To Room Grid to open the Room & Rate Grid.

1:16

In the Room and Rate Grid screen, I can click Edit to allocate rooms and rates for the opportunity.

1:22

And then click Save.

1:24

To Update Opportunities, go to Bookings, blocks, and then select Manage Block.

1:30

In the Manage Block screen, I select the Manage Opportunities check box and then enter any

1:35

additional search criteria

1:37

Then click Search.

1:39

I select the opportunity block in the search result.

1:42

To update the Opportunity I click the I Want to.. menu and then select Block.

1:47

I can update the details by clicking the Edit option and then click Save.

1:53

To convert an opportunity to a confirmed block, select Bookings, Blocks, and then select Manage

1:59

Block.

2:00

I select the Manage Opportunities check box and then enter additional search criteria

2:05

Then click Search

2:07

I select the opportunity block in the search result, then click the I Want to.. menu and

2:12

select Convert Opportunity To Block.

2:15

Now, I can see the Block status updated.

2:19

To update the status of an opportunity to lost, in the Manage Block screen, I click

2:23

the I Want to.. menu and select Release Opportunity.

2:28

In the Cancellation Details panel, I can select a cancellation reason from the Block Cancel

2:33

Reasons magnifying glass.

2:35

I can enter a destination and a property name if the opportunity is booked elsewhere.

2:40

To cancel any pseudo room reservations created for the block, I can select the Cancel PM

2:44

Reservations checkbox and select a PM Cancel reason and then click Select.

2:50

The cancellation number is recorded in the Viewing Changes Log Details.

2:54

then click Save.

2:55

Now, I can see the Opportunity status updated to a Lost status.

# Swapping or Shifting Assigned Rooms (Video Transcript)

In this video, you will learn how to swap or shift the assigned rooms between two reservations

0:05

with matching arrival dates and room types.

0:07

If one of the rooms is marked Do Not Move or the rooms are not available for the entire

0:12

stay date range of the other reservations,

0:15

then swapping/shifting is not allowed.

0:17

Rooms can only be swapped or shifted before check-in.

0:20

Let's get started!

0:22

To swap assigned rooms, in the OPERA cloud menu, select Front Desk,

0:27

Front Desk Workspace, and then Room Assignment.

0:31

When using the room assignment window to Swap, Shift, or use the Swap/Shift button, you must

0:36

click the modify search criteria link,

0:38

and leave the Room Assignment filter empty.

0:41

Or in the OPERA Cloud menu, select Front Desk, then select, Arrivals.

0:48

Click Search.

0:49

In the search results, I can select any two reservations of the same type.

0:53

Next, click Swap Rooms.

0:55

Then confirm, and click OK.

0:58

The rooms have swapped.

0:59

To shift the assigned room to another reservation, Select Front Desk, Front Desk Workspace, and

1:06

then Room Assignment,

1:07

or select Front Desk, and then Arrivals.

1:11

Click Search.

1:13

In the search results, Select a reservation with a room assigned, then select one reservation

1:18

without an assigned room.

1:21

Click the Shift Rooms.

1:23

Then confirm, then click OK.

1:27

The rooms have shifted.

1:29

To ensure which reservations you can swap or shift, you can access the Swap/Shift Rooms

1:34

screen.

1:35

To use the Swap/Shift Rooms screen, Select Front Desk, Front Desk Workspace, and then

1:41

Room Assignment,or select Front Desk,

1:45

and then Arrivals.

1:46

Click Search.

1:48

Select a single reservation either assigned or unassigned based on your choice to swap

1:52

or shift.

1:53

Next, click Swap/Shift Rooms.

1:56

Enter the search criteria on the Swap/Shift Rooms page and click Search.

2:01

The Swap/Shift Rooms screen displays the Profile and Reservation details of the source reservation.

2:06

In this example Click Swap Rooms, based on the criteria that was previously entered.

2:11

The confirmation window appears.

2:13

click OK.

2:14

The rooms have swapped.

2:16

The Swap/Shift Rooms link is also available from the Assign Room or Room Details screen.

2:22

Select Front Desk, Front Desk Workspace, and then select Room Assignment.

2:27

Or select Front Desk, then select Arrivals.

2:30

Click Search.

2:32

Then locate the reservation in the search results and click the Assign Room link.

2:36

Or, locate the reservation in the search results, click the I Want To icon and then click, Assign

2:43

Room.

2:45

The Assign Room window appears and you are able to click the Swap/Shift rooms link to

2:49

start the process.

# Create Block Reservations Using the Rooming List (Video Transcript)

In this video, you will learn how to create multiple reservations for a block

0:10

using the Rooming List options. Let's get started.

0:14

To add the reservations, first, you must find the block,

0:17

in the open for pickup status. Go to Bookings, select Blocks,

0:23

and then select manage blocks. Next, click search.

0:28

Now, I can see the blocks open for pick up in the status column.

0:31

Next to the block, click the I want to menu and then click Rooming List.

0:37

There are two ways to add a list of reservations to a block.

0:40

On the Rooming list screen, you can manually enter the reservations using the Add rows option

0:46

or you can import a Rooming List file with a complete list of reservations.

0:51

The reservations created or imported using the rooming list option will use the block's

0:56

posting master reservation as a template. Now, I can click the Change Template option

1:02

to select a different posting master reservation template

1:06

for the reservations created or imported. To create reservations for this block, I click add

1:12

rows to add a row for each new reservation. Now, I can enter the name for this reservation

1:17

and scroll to the right to add any other reservation details.

1:22

The payment method is required for each reservation.

1:29

In this example, I click add payment information.

1:33

Next, I select a payment method from the drop-down list.

1:38

And then click ok. Scroll left and right to

1:41

enter the required fields including the check in, check out date and any additional details.

1:48

Click save. Now, the new reservation displays the

1:52

confirmation number in the first column. Let's look at how to import reservations

1:57

using a rooming list file. Here is an example rooming list .xls file.

2:03

You can use a .csv , .xls or .xlsx file. The following columns are required in the rooming

2:13

list file the line number, the first name, last name, and the check in and check out dates.

2:20

You can update or add to the reservation details after the reservations are imported.

2:26

To import a list of reservations, click import rooming list.

2:31

Select Choose file, navigate to the rooming list file on your computer, and then click Open.

2:37

Click Import file. To map the data in the file

2:41

to OPERA Cloud, select the column names from corresponding drop-down lists.

2:47

In this example, I select the guest first and last name, the arrival and departure dates,

2:53

the line number, the room type, and the number  of adults because these are the columns in

2:58

the RoomingList.xls file. Next, click Add Reservations.

3:03

Now, I see the list of  reservations I just imported.

3:07

I can make any changes to  these new reservations.

3:10

And then click Save. In this example,

3:13

I must borrow rooms from the house inventory.

3:16

And then click borrow. Now, I see the new reservations

3:21

for the block are imported with new  confirmation numbers to OPERA Cloud.

# Obtaining the Host Key for SFTP Configuration (Video Transcript)

0:00

In this video, you will learn how to obtain a host key to configure the SFTP server.

0:06

Ensuring that the SFTP server is validated is essential for the SFTP protocol.

0:11

Validating the server is required,

0:13

and the key is designed to protect against man-in-the-middle attacks where the hacker

0:17

intercepts,

0:18

and relays an impersonated message to the other party.

0:21

ssh-keyscan is a utility for gathering the public ssh host keys of the SFTP host.

0:27

Follow these instructions to obtain the host's public key information.

0:30

Verify the workstation or server from which you execute the following commands, can access

0:35

the SFTP server.

0:37

Open the command prompt or terminal, and complete the following actions:

0:41

On Microsoft Windows, open the "Command Prompt" (or cmd).

0:45

On an Apple macOS, open the "Terminal."

0:48

For this demonstration we will use Microsoft Windows.

0:51

I enter ssh-keyscan in the command prompt.

0:55

Replace with the fully qualified domain name of the SFTP server.

1:00

When using a non-standard port (other than port 22), I enter ssh-keyscan -p .

1:09

Replace with the port the SFTP server is listening to, and replace with

1:15

the fully qualified

1:16

domain name of the SFTP server.

1:18

You can generate the host key with IP address of the SFTP Server.

1:22

An example would be, ssh-keyscan server1.example.com.

1:28

The above command should return text following this format:

1:31

.

1:36

For example I enter ssh-keyscan server1.example.com from my command prompt on Windows, or Terminal

1:45

on Mac OS.

1:46

After running this command it will return the following value shown on the screen:

1:50

After examining the return value, copy and paste this return value into the SFTP configuration.

1:57

In a second example, I use the command C:\Users\ssh-keyscan server2.example.com

2:09

After running this command it will return the following value shown on the screen:

2:13

Copy and paste this return value into the SFTP configuration.

2:17

To copy and paste the value,

2:19

From the Toolbox menu, select System Setup, and then SFTP Configuration.

2:24

Click New, and on the Manage SFTP Configuration screen, paste the value in the Host Key box.

2:32

Ensure that the text you copy does not include the command, extra blank lines, or whitespaces.

# Configuring a Service Locator (Video Transcript)

In this video, you will learn how to configure a Service Locator.

0:04

Service Locator is a routing integration pattern available in OPERA Cloud to route the respective

0:09

API request

0:10

from OPERA Cloud to the configured Outbound System or OPERA internal services,

0:15

based on the service locator configurations defined for the operation.

0:20

Service Locator requires Outbound System configuration for the Service Locator Generic type to be

0:25

completed first.

0:26

You can configure the Service Locator at the Global (chain), Hub, and Property levels.

0:32

To configure the service locator,

0:34

From the Toolbox menu, select System Setup, and then select Service Locator.

0:40

Now, select the context: Global (Chain), Hub, or Property, select a Module, enter any additional

0:48

search criteria, then click Search.

0:51

Click Edit to update the details for each operation.

0:55

Select an outbound code from the list to route the request to the outbound system.

0:59

Select the Reroute to OPERA check box to redirect the operation to OPERA Cloud web services

1:03

when the outbound system is unreachable.

1:06

Click on the question mark to read the tooltip.

1:09

Click Save.

1:10

To copy the Service Locators setup from one operation to many other operations,

1:14

select a module, then click the vertical ellipsis Actions menu and select Copy.

1:20

Select the destination operations, then click Apply.

# Redeeming Loyalty Awards for Packages (Video Transcript)

0:00

With an Oracle Hospitality OPERA  Cloud Service Loyalty subscription,

0:03

or when the Loyalty Membership Configuration OPERA  Control is active with the OPERA Cloud Customer

0:09

Loyalty Tracking Cloud Service, members can redeem award points

0:13

towards packages based on validity  dates, tier, and other factors.

0:16

Once redeemed, the Points Available  value in profile membership is

0:21

updated based on updates or cancellations. An Award record is also created for each night

0:26

on the profile membership panel. Let's get started!

0:29

The package offer is based on the available points  balance, member level or tier, validity dates,

0:35

and other criteria. Points are validated

0:37

when the package is selected. To add package awards to reservations:

0:41

In the OPERA Cloud menu,  select Bookings, Reservations,

0:46

and then select Manage Reservation. Enter search criteria, and click Search.

0:51

Now, in the search result, select the reservation  you want to add the package award to,

0:56

then click I Want to . . . , and the link to  packages appears in the reservation area,

1:00

or click the confirmation number to  open the Manage Reservation screen.

1:05

When the Reservation appears, in the reservation  area you can click the Packages link.

1:09

You can also click the Search  Available Member Package Awards

1:13

link above the reservation overview. This opens the Available Award Packages.

1:17

The available Award Packages are displayed  with details on the Calculation Rule,

1:21

Posting Rhythm, and Points required. Click Add on the package item to select

1:26

it for the reservation. In the Selected Packages panel,

1:29

update the quantity, if required, and then  click the check mark to confirm availability.

1:34

Click Save. To Update or cancel

1:36

the Package Award for a reservation... Select the reservation in the search result,

1:40

then click the confirmation number to  open the Manage Reservation screen,

1:43

or click I Want to . . . In the Reservation Area

1:47

click the Packages link. In the Selected Packages panel,

1:51

click the pencil icon to update the  package or click the red cross icon

1:54

to remove or cancel the award package. Note: When cancelling a reservation with

1:58

package award or just cancelling a  package award for a reservation,

2:01

the deducted points are credited to the  member, less any cancellation penalties,

2:06

and the award appears as cancelled on the  profile membership type Award List.

# Redeeming Loyalty Awards for Payment (Pay with Points) (Video Transcript)

0:00

With an Oracle Hospitality OPERA Cloud Service Loyalty subscription,

0:04

or when the Loyalty Membership Configuration OPERA Control is active with the OPERA Cloud

0:09

Customer Loyalty Tracking Cloud Service,

0:12

member award points can be redeemed for payment towards a reservation account balance, offered

0:16

based on specific validity dates,

0:19

the member's tier or level, and other factors.

0:22

Point redemption is posted as a rebate charge on the reservation account.

0:25

Let's get started!

0:27

You can redeem a payment award only if the following conditions are met:

0:30

One...

0:31

The billing window must be linked to the profile with the primary loyalty membership.

0:34

Two...

0:36

The available points balance must be sufficient to cover the redeemed amount.

0:40

and Three...

0:41

The points or amount entered cannot exceed the Maximum Points to Pay or Maximum Amount

0:44

Allowed.

0:46

In the OPERA Cloud menu, select Front Desk, then select In House or Departures.

0:51

Enter search criteria, and then click Search.

0:54

Now, in the search result, select the reservation you want to pay with the member's points,

0:59

then click the I Want to . . . menu,

1:01

then click, Billing.

1:03

Enter the PIN and click Login, and select a billing window in the right panel,

1:07

and then click Award Points.

1:10

And in the points redemption pop-up window, select a value from the Award Type list.

1:14

The Transaction Code, Maximum Points to Pay, and Maximum Amount Allowed details are updated.

1:20

In the Redeem field, select points or amount from the list.

1:23

Then enter the points you want to redeem or enter a currency amount based on your Redeem

1:27

option.

1:28

Now, the points to redeem are calculated based on the award type and currency conversion.

1:33

Click Post Redemption.

1:34

An Award is applied to the member profile for the amount of points redeemed.

1:39

To view this, Click Profile Name, Membership, View Details, Award List.

# Redeeming Loyalty Awards for Rate (Free Night Stay) (Video Transcript)

0:00

With an Oracle Hospitality OPERA Cloud Service, Loyalty subscription,

0:04

or when the Loyalty Membership Configuration OPERA Control is active with the OPERA Cloud

0:09

Customer Loyalty Tracking Cloud Service,

0:11

you can redeem member award points for rate awards; offered based on specific validity

0:16

dates, the member's tier or level, and other factors.

0:20

Once redeemed, the Points Available value in the profile membership is updated based

0:24

on updates or cancellations.

0:26

An Award record is also created for each night on the profile membership panel.

0:31

Let's get started!

0:32

To redeem a stay, the available points balance must be sufficient to cover all nights.

0:36

If the member does not have sufficient points for any of the available awards, no Awards

0:40

appear.

0:41

To redeem the awards...

0:42

In the OPERA Cloud menu, click Bookings, Reservations, and then click Look To Book Sales Screen.

0:50

You can enter the caller and contact information, which is available when the Caller Information

0:54

OPERA Control is active.

0:56

or

0:57

Click New Reservation and in the search panel, complete the following:

1:00

Enter the reservation stay details

1:01

or

1:02

in the Name field, enter the name and search for the loyalty member profile.

1:06

The Member Number field is populated automatically when Auto Populate from Name is checked in

1:11

the membership type.

1:12

Now, Select the Redeem Awards check box to indicate an Award reservation.

1:17

Note: When you check this check box, the Rooms field is set to 1 and disabled.

1:21

Click Search and the Minimum Stay Availability panel displays a list of the available Awards

1:25

rates and the points per night.

1:27

or

1:28

Click the More Display Sets link to view the available Awards rates and the points per

1:32

night.

1:33

Then, click the rate and room type cell to select for the reservation.

1:36

Click Select.

1:37

The Stay Information panel displays the Total Points Deducted and the Remaining Points Balance.

1:42

To Update or Cancel Rate Award Redemption...

1:44

When changing the Rate Code, the deducted points are credited less any cancellation

1:48

penalties

1:49

and the award appears as cancelled in the profile membership Award List panel.

1:53

In the OPERA Cloud menu, click Bookings, Reservations, then click Manage Reservation.

2:05

Select the reservation in the search result, then click the I Want to . . . menu, Reservation,

2:11

or click the confirmation number to open the Manage Reservation screen.

2:15

Update the stay details as needed.

2:16

When cancelling an Award reservation, the deducted points are credited less any cancellation

2:20

penalties

2:21

and the award appears as cancelled on the profile membership type Award List.

# Redeeming Loyalty Awards for Upgrade (Video Transcript)

0:00

With an Oracle Hospitality OPERA Cloud Service Loyalty subscription,

0:04

or when the Loyalty Membership Configuration OPERA Control is active with the OPERA Cloud

0:09

Customer Loyalty Tracking Cloud Service,

0:12

members can redeem award points towards room upgrades based on validity dates, tier, and

0:17

other factors.

0:18

For room type upgrade awards, an available Search member upgrade awards link appears

0:22

in reservation Book Now,

0:24

when an upgrade award is available for the dates and the room type booked.

0:27

The Search available member upgrade awards link

0:29

also appears in the reservation presentation for future or arrival reservations based on

0:34

the Member Upgrade Award Prompt All Dates OPERA Control.

0:38

This link appears only for Members of the Primary Loyalty Program.

0:42

Note: The Search available member upgrade awards link does not display during reservation

0:47

check-in.

0:48

Let's get started!

0:49

To book a Room Type Upgrade Award Redemption...

0:51

The upgrade offer displayed is based on the available points balance, member level or

0:55

tier, validity dates, and other criteria.

0:58

If the member doesn't have sufficient points no upgrade award link will be displayed.

1:02

1:03

From the OPERA Cloud menu, select Bookings, Reservations, and then click Look To Book

1:07

Sales Screen.

1:09

Enter the caller and contact information.

1:11

This is displayed when the Caller Information OPERA Control is active.

1:15

Click New Reservation and in the search panel, enter the reservation stay details.

1:20

In the Name field, enter and search for the loyalty member profile.

1:23

Then, select the profile from the search result and click Select.

1:27

The Member Number field is populated.

1:29

Click Search and then click the rate and room type cell to select for the reservation, then

1:34

click Select.

1:36

The Book Now page is displayed to enter the reservation details.

1:39

Click the Search available member upgrade awards link at the top of the page.

1:42

The Member Award Upgrade page displays the details of the upgrade available.

1:46

Click Select to confirm and proceed with the upgrade.

1:49

Note: The room type is updated and Room Type to Charge field retains the original room

1:53

type.

1:54

Complete the Booking Details of the reservation details and Click Book Now.

1:58

Next let's add an Upgrade Award to an Existing Reservation.

2:02

To redeem an upgrade, the available points balance must be sufficient to cover all nights

2:06

and the room type to upgrade to must be available for the reservation dates.

2:10

From the OPERA Cloud menu, click Bookings, Reservations, and then click Manage Reservation.

2:17

Enter search criteria and click Search.

2:19

Next, select the reservation in the search results.

2:23

You can click the I Want To . . . menu and select Reservation, or click the confirmation

2:27

number.

2:28

Click the Search available member upgrade awards link at the top of the page

2:31

The Member Award Upgrade page displays the details of the upgrades available.

2:35

Select the upgrade you would like to apply and click Save to confirm and proceed with

2:39

the upgrade.

2:40

To Update a Room Type Upgrade Award Redemption Reservation...

2:43

When increasing the length of stay, additional points are deducted and an additional award

2:48

will show

2:49

for each additional night on the profile membership Award List panel.

2:52

When reducing the length of the stay, the deducted points are credited less any cancellation

2:57

penalties

2:58

and the award appears as cancelled on the profile membership Award List panel.

3:01

When changing the room type, the deducted points are credited less any cancellation

3:05

penalties

3:06

and the award appears as cancelled on the profile membership Award List panel.

3:10

When cancelling a room type upgrade award redemption reservation,

3:14

the deducted points will be credited and the award will show as cancelled on the profile

3:18

membership Award List panel.

3:20

To update and existing reservation...

3:23

From the OPERA Cloud menu, click Bookings, Reservations, and then click Manage Reservation.

3:29

Enter the search criteria, and click Search.

3:31

Next select the reservation in the search results.

3:34

You can click the I Want to . . . menu and select Reservation or,

3:37

click the confirmation number to open the Manage Reservation page.

3:40

Then update the stay details as needed.

# Copy Reports (Video Transcript)

In this video, you will learn to copy  a report from one property to other

0:09

properties in a hub. Let's get started.

0:12

First, you change must change  your location to a hub.

0:15

Click the location on the top navigation,  then click the location drop-down list.

0:20

Now select the hub radio  button, and click search.

0:24

Select the hub from the list,  and then click select.

0:32

Now, I see I am logged in to the hub location. Next, go to reports, and then select

0:38

manage reports. Click the property magnifying glass.

0:48

Select a property from the  list and click select.

0:53

Click search.

0:57

Now, I can select the checkbox next  to the reports I want to copy.

1:01

And then click the Copy to property option.

1:06

Next, select the property magnifying glass  to select one or more destination properties

1:10

from the list of properties assigned to  the hub and then click copy report.

1:22

Now, I can see the report successfully  copied to the other properties.

1:27

Click ok.

# Adding Reports (Video Transcript)

On provisioning of your OPERA Cloud tenancy, all OPERA Cloud reports are setup in their

0:05

default report groups, with default parameters

0:08

You may, however, like to add other instances of these reports in other report groups or

0:12

with different report parameter presets to suit your needs.

0:16

You can add multiple instances of the same report and preset the report parameters in

0:20

various ways,

0:22

saving time having to select the parameters each time you generate the report.

0:26

For example,

0:28

the "res_detail" Arrival Report can be configured multiple times with various filters, sort

0:33

order and column selections.

0:35

For example: Arrivals sorted by Last Name, Arrivals by VIP Only , Arrivals by Estimated

0:41

Time of Arrival and more..

0:44

Lets gets started.

0:45

From the OPERA Cloud menu, select Reports, and then select Manage Reports.

0:51

Click New Report and complete the following: Select a property from the list.

0:56

Select Oracle Report and select the res_detail report from the report list.

1:02

Select a report group to add this report to and enter a display name for the report.

1:06

In the Parameter form area select Existing.

1:09

Search for the form name that matches the internal name entered previously.

1:13

The report parameters appear below and you can setup the default parameters each time

1:17

this report is generated.

1:19

For a VIP Only arrival report, select the VIP Only check box; select other criteria

1:25

and options as needed.

1:27

Scroll down to the layout section to change the sort order.

1:30

In this example we cansort by ETA, Estimated Arrival Time.

1:35

Then click SAVE to complete the setup.

1:37

The VIP Arrivals report is now available in the Arrivals report Group when entering "VIP"

1:42

in the report name and clicking Search.