

Oracle Hospitality OPERA Cloud Services

Release Readiness Guide



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September 2025

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Preface

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

Overview

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

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

Audience

This document is intended for OPERA Cloud Services application users.

Customer Support

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

<https://iccp.custhelp.com>

When contacting Customer Support, please provide the following:

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

Documentation

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

Revision History

Table Revision History

Date	Description of Change
September 2025	Initial Publication

1

Feature Summary

Column Definitions

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

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

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

Features that are specific to:

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



Oracle Hospitality OPERA Cloud Service, Casino and Gaming Management Add-on are marked with the Gaming badge. **Gaming**


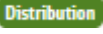


Oracle Hospitality OPERA Cloud Service, Loyalty are marked with the Loyalty badge. **Loyalty**

Oracle Hospitality OPERA Cloud Central Management Services are marked with the Central badge. **Central**

Oracle Hospitality OPERA Distribution Channel Cloud Services subscription are marked with the Distribution badge. **Distribution**

FEATURE	SCALE	CUSTOMER ACTION REQUIRED
BLOCK MANAGEMENT		
Copy Forecast Rooms and Rates Added	SMALL	
Import Rooming List Updated	SMALL	
Master, Sub Allocations Updated	SMALL	
CASHIERING AND FINANCIALS		
Associate a Package Category for Packages	SMALL	
Approval Status Added for Comp Billing Windows Gaming	SMALL	
Base Rates Updated	SMALL	ACTION!
Cashier ID Sequence Added	SMALL	
Deposit Ledger Report Added in OPERA Cloud and in R+A	SMALL	
Do Not Reopen Closed Folio OPERA Control Added	SMALL	ACTION!
Enable Property Specific Folio Copy Legend Configuration OPERA Control Added	SMALL	ACTION!
End of Day Email Translation Added	SMALL	ACTION!

FEATURE	SCALE	CUSTOMER ACTION REQUIRED
Folio History and Sample Folio Stationery Updated	SMALL	ACTION!
Guest Ledger Report added in R+A	SMALL	
OPI Auto-Configuration Added	SMALL	ACTION!
Owner Rate Code Attributes Updated for Room Rotation	SMALL	ACTION!
Package Category Configuration Added	SMALL	ACTION!
Package Code Configuration Updated for Alternate Transaction Code Selection	SMALL	
Post Advanced Deposits Manually Using Composite Deposit Handling	SMALL	ACTION!
Post Package to Reservation Account Added	SMALL	
Removed RMS Subscription Check for REVENUE SUM Business Event	SMALL	
Report Parameter Added To void_folio_det rtf Report	SMALL	ACTION!
Reserved Cashier Added	SMALL	ACTION!
sample_folio Updated	SMALL	
Transaction Discount OPERA Control Updated	SMALL	
CLIENT RELATIONS		
Display Label for External Database Added	SMALL	
Duplicate Communication OPERA Control Added	SMALL	ACTION!
Email and Phone Attributes Added to Profile Search	SMALL	ACTION!
Exclude Mini Profile in Manage Profile Search OPERA Control Added	SMALL	ACTION!
Profile Phone Validation OPERA Control Added	SMALL	ACTION!
Purge and Anonymization OPERA Controls Added for Inactive Profile Sharing	SMALL	ACTION!
SMART Profile Dashboard for Suspended Profiles Added 	LARGE	ACTION!
View Source of Profile Changes Added 	SMALL	
COUNTRY SPECIFIC		
Country Specific - Italy - Information Collection Methods and Custom Charges Updated	SMALL	ACTION!
Country Specific - Monaco - R+A MCO-Police Report Updated	SMALL	
Country Specific - Philippines - Sample_Folio_Philippines Updated	SMALL	
Country Specific - Poland - Folio Settlement, PL_JPK_FA Export, and Universal Payload Updated	SMALL	ACTION!
Country Specific - Spain - Last Name 2 and Last Name 3 Fields Available for Guest Profiles	SMALL	
Country Specific - Spain - Police R+A Reports Updated	SMALL	
DISTRIBUTION		
Channel Management Options Added 	SMALL	
Hurdle Rates Evaluation for Restriction Publication Control Added 	LARGE	ACTION!
Improved Copy Channel Rates Flow 	SMALL	
EVENTS		

FEATURE	SCALE	CUSTOMER ACTION REQUIRED
Copy Event Notes to Other Events Added	SMALL	
EXPORTS		
UPE Export Templates Updated to V2.1 Specifications	SMALL	ACTION!
FRONT DESK		
Arrival Screens Search Filters Updated	SMALL	
Assign Room, Room Information, and Room Detail Updated	SMALL	
Assign Room Screens Updated	SMALL	
Guest Service Status EOD OPERA Control Added	SMALL	ACTION!
Identifications Check In Step Updated	SMALL	
Sticky Profile Image Added on Business Card Section	SMALL	
INTEGRATIONS		
Credit Card Data Handling Update for OXI Outbound	SMALL	
Copy Interface Setup to Target Properties Added	SMALL	
Exchange Message Status Search Updated	SMALL	
Profile Business Events Data Elements Added	SMALL	ACTION!
Outbound Type SL_TNG Renamed to PROFILE_RESIDENCY	SMALL	ACTION!
INVENTORY		
Alternate Property Availability and Occupancy Updated 	SMALL	
Complimentary, House Use, Waitlist Rooms Added to Property Availability	SMALL	
Manage Restrictions Updated 	SMALL	
Property Availability Updated for Guest Ages at House Level	SMALL	
MEMBERSHIP		
Edit Booking Date in Suspended Stay Updated	SMALL	
Member Referral Feature Added 	SMALL	ACTION!
Suspended Stays Updated	SMALL	
MISCELLANEOUS		
AI Code Description Translation Added	SMALL	
Image Upload for Articles Added	SMALL	
Property Controls Remote Property Updated 	SMALL	
Property Details Configuration Updated	SMALL	
MOBILE		
Arrivals Module Updated		
Departures Module Added	SMALL	ACTION!
General Improvements in PWA Mobile	SMALL	
Images Added to Post It Module	SMALL	
In-House Module Added	SMALL	ACTION!
Package Consumption Module Added	SMALL	ACTION!
Reservation Detail View Added	SMALL	
Room Maintenance Module Updated	SMALL	

FEATURE	SCALE	CUSTOMER ACTION REQUIRED
Task Companion Improvements	SMALL	
PROPERTY APIs	SMALL	
ACT - Activities Operation Updated	SMALL	
BLK - postCopyBlock Added	SMALL	
BLK - RegularToSubAllocation Operation Added and getBlocks Updated	SMALL	
CRM - getProfiles Updated	SMALL	
CRM - getStagedProfileMatches Added 	SMALL	
CRM - validatePhone Added	SMALL	
CSH - CalculateTaxes Updated	SMALL	
ENTCFG - templateHotelDetailType and hotelDetailType Updated	SMALL	
EVM - copyEventNotes Added	SMALL	
FOF - getHotelRooms Updated	SMALL	
FOF - getRoomKey Updated	SMALL	
FOFCFG - putCashier, postCashiers, and getCashiers Updated	SMALL	
HSK - getTaskCompanion Updated	SMALL	
INV - getBlockInventoryStatisticsMultipleHotelIds and getBlockInventoryStatistics Updated	SMALL	
INV - getInventoryStatistics Updated	SMALL	
MEDCFG - getRegistrationCard Updated	SMALL	
RSV - getReservation Updated	SMALL	
RTP - getNegotiatedRatesForGivenHotelAndRate and getNegotiatedRatesForGivenProfile Updated	SMALL	
RTP - getTemplatePromotionCodes Updated	SMALL	
RTP - packageCategory Added To configPackagePrimaryDetailsType	SMALL	
RTP - putRatePlan and postRatePlan Operations Updated	SMALL	
RESERVATIONS		
Always Allow Reinstating Reservations OPERA Control Added	SMALL	ACTION!
Configure Tiered Cancel Penalty and Tiered Deposit Rule Schedules	LARGE	
Confirmation Letters to Optional Email OPERA Control Added	SMALL	ACTION!
Default Select Another Profile Search Criteria OPERA Control Added	SMALL	ACTION!
Do Not Move Icon Added	SMALL	
Email and Phone Customization Added to Reservation Search	SMALL	ACTION!
Link to a Reservation Updated	SMALL	
Look To Book Sales Screen Access Restricted	SMALL	ACTION!
Look To Book Sales Screen Block Sell Messages Prioritized	SMALL	
Mark Owner Room as Do Not Move from Look To Book Sales Screen	SMALL	
Owner Rate Code Attributes Honored in Stay Details and Daily Details	SMALL	
Reservation Sales Screen Updated 	SMALL	
Room Diary Updated	SMALL	
ROLE MANAGER		

FEATURE	SCALE	CUSTOMER ACTION REQUIRED
Manage Interface Users Screen Updated	SMALL	
ROOMS MANAGEMENT		
Task Sheet Companion Updated	SMALL	
Task Sheet Presentation Updated	SMALL	
Turndown for Component Suites Updated	SMALL	
Turndown Task Sheets Updated	SMALL	

BLOCK MANAGEMENT

Copy Forecast Rooms and Rates Added

For properties with the **Block Forecast Grid** OPERA Control active, an option to copy the Forecast Rooms and Rates is added for Regular, Master-Sub Blocks, and Tour Series. See [Copying Blocks](#).

Import Rooming List Updated

Multiple notes may be imported for reservation(s) as part of rooming list import by using a pipe '|' delimiter in the **Notes** column in your Microsoft Excel .xls or .xlsx file.

① Note

Note: Imported notes are assigned the note type configured as **Default Reservation Note Type**. See [Configuring Note Types](#).

	A	B	C	D	E	F	G	H	I
1	Line	Name	First Nam	Adults	Shares	Arrival	Departure	Room Type	Notes
2	1			1		7/17/2025	7/19/2025	DLXK	Testing Note
3	2			1		7/17/2025	7/19/2025	DLXK	
4	3			1		7/17/2025	7/19/2025	DLXK	
5	4			1		7/17/2025	7/19/2025	DLXK	Note Two Notes
6	5			1		7/17/2025	7/19/2025	DLXK	
7	6			1		7/17/2025	7/19/2025	DLXK	

IMPACT OR OTHER CONSIDERATIONS

If there is no note type configured as the Default Reservation Type Note then the **GEN** Note Type is assigned by default.

If there are notes on the PM template reservation, the existing behavior remains and notes are inherited by the imported reservations.

Master, Sub Allocations Updated

For properties with the **Master Sub Allocations** OPERA Control active, you can convert a regular block to a sub allocation. When you create a master allocation, the information entered in the following fields is inherited by the sub allocations, market, source, trace code, origin, type, and payment. Also, when editing a master allocation you have the option to save and apply to sub allocations any changes made to the above-mentioned fields See [About Master and Sub Allocations](#).

The screenshot displays the 'Manage Block' interface in Oracle Opera Cloud. The main window shows a block overview with fields for Room Status (TEN), Catering Status (TEN), Block Owner (ALL), and Room Owner (ALL). A 'Show Less' button is visible. A modal window titled 'Convert to Sub Allocation' is open, featuring a 'Required Field' section with a red asterisk. The modal contains fields for Property, Block Name, Start Date (03/30/2025 Sun), End Date (03/31/2025 Mon), Nights (1), and Master Allocation Name (with a search icon). 'Save' and 'Back' buttons are at the bottom right of the modal.

OPERATIONAL BENEFITS

Instead of creating the same block as a sub allocation, you can easily convert the existing block into a sub allocation saving time during your daily sales activities.

CASHIERING AND FINANCIALS

Associate a Package Category for Packages

You can configure a Package Category in the Package Code Definition step using a pre-populated list from a Package Categories template that is already configured. You can also

change a package category when updating a package code. See [Configuring Package Code Definition](#).

OPERATIONAL BENEFITS

Classifying package codes through the assignment of a corresponding package category to each code instead of individually searching for a specific package to attach to a reservation.

Approval Status Added for Comp Billing Windows

Gaming

An **Approval Status** column is added to Comp Folio windows 101 to 108, showing the approval status indicator for the comp transactions.

- **A** - Approved transactions
- **D** - Declined transactions
- **S** - Staged transactions

For more information, see [About Billing](#).

OPERATIONAL BENEFITS

Provides users with immediate visibility into the status of comp posting transactions, streamlining the billing process and improving overall efficiency.

Base Rates Updated

For properties with the **Base Rates** OPERA Control active, a **Base Rates Max Number** OPERA Control setting is added to the Rate Management group to define the maximum number of derived rate codes that can be associated with each base rate. By default, this limit is set to 75 but can be increased up to a maximum of 300.

OPERATIONAL BENEFITS

This provides flexibility in managing derived rates for each base rate within a property.

STEPS TO ENABLE

- Navigate to OPERA Administration - Enterprise - OPERA Controls.
- Select Property and click **Search**.
- Navigate to Rate Management Group.
- Activate the **Base Rates** OPERA Control.
- Increase the limit for **Base Rates Max Number** OPERA Control setting up to maximum of 300.

Cashier ID Sequence Added

When configuring new cashiers, the number defaults to the next available cashier ID based on the internal database sequence. You cannot modify/override this pre-populated cashier ID to a higher number; however, you can modify the cashier ID to a lower number. See [Configuring Cashiers](#).

OPERATIONAL BENEFITS

The Cashier ID sequence change improves data integrity and reliability by preventing duplicate IDs and ensuring consistent cashier ID generation.

Deposit Ledger Report Added in OPERA Cloud and in R+A

The **Deposit ledger (deposit_ledger)** report is added to the **Financial** folder in Reporting & Analytics (R&A) and to the **Financial** report group in OPERA Cloud.

Do Not Reopen Closed Folio OPERA Control Added

For properties with the **Post Stay Charges** and **Open Folio** OPERA Controls active, a **Do Not Reopen Closed Folio** OPERA Control is added to the **Cashiering** group. When active, a reservation folio that has been closed cannot be changed to Open Folio once End Of Day for the departure date has completed (i.e. the business date has advanced).

OPERATIONAL BENEFITS

With this update, reopening a folio for a reservation is no longer allowed after the End of Day process for the departure date is completed and the Business Date has advanced.

STEPS TO ENABLE

1. From the **Side Menu**, select **Administration** , select **Enterprise** and then select **OPERA Controls**.
2. Select or confirm the **Property**.
3. Select the **Cashiering** group.
4. Locate the **Post Stay Charges** OPERA Control and activate the **Do not Reopen Closed Folio** parameter.

Enable Property Specific Folio Copy Legend Configuration OPERA Control Added

The following is generically available but should be reviewed by properties with the **Folio Copy Legend** OPERA Control Setting active.

For properties with the **Folio Copy Legend** OPERA Control Setting active, an **Enable Property Specific Folio Copy Legend configuration** parameter is added to the [Cashiering group](#). The Parameter is inactive by default.

- When **Enable Property Specific Folio Copy Legend configuration** OPERA Control is On, Folio Copy Legend values configured are property specific and can be updated without updating the values at other properties in the same chain.
- Turning **Enable Property Specific Folio Copy Legend configuration** OPERA Control to Off shows the Chain Level Folio Copy Legend values at the property.
- When the **Enable Property Specific Folio Copy Legend configuration** OPERA Control is set to On again, a message shows, informing the user to review the existing Property Level Folio Copy Legend values and update if required.
- **Folio Copy Legend = Y**

When **Enable Property Specific Folio Copy Legend configuration** OPERA Control is set to On, the Chain Level Folio Copy Legend values are copied to the Property Specific values. The Folio Copy Legend values can then be updated with the Property specific values by updating the description text for each copy. If required, Manage Translations can be added to the Folio Copy Legend screen for additional languages.

- **Folio Copy Legend = W**

When **Enable Property Specific Folio Copy Legend configuration** OPERA Control is set to On, the Chain Level Folio Copy Legend values are copied to the Property Specific values. The Folio Copy Legend values can then be updated with the Property specific values by updating the description text for each copy. If required, Manage Translations can be added to the Folio Copy Legend screen for additional languages.

Manage Folio Copy Legend functionality and values continue to be property-specific in line with existing behavior. Manage Folio Copy Legend allows Folio Copy Legend values to be set up for each Folio Type as required.

Changes Log

A record is created in the Changes Log Group = Configuration when:

- **Enable Property Specific Folio Copy Legend configuration** OPERA Control is updated.
- The Folio Copy Legend description is updated.

OPERATIONAL BENEFITS

Previously, Folio Copy Legend values were Chain Level values. If one property updated the Folio Copy Legend, those changes were seen by all properties in the same Chain. This meant properties kept updating the values, so they kept changing for all properties.

Allowing the option to add Folio Copy Legends allows a property to set up the values/terminology they wish to be shown on each folio copy.

STEPS TO ENABLE

1. From the side menu, select **Administration**, select **Enterprise**, and then select **OPERA Controls**.
2. Select or confirm the **Property**.
3. Select the **Cashiering** group.
4. Turn On the **Enable Property Specific Folio Copy Legend configuration** parameter.
5. Click **Save**.

End of Day Email Translation Added

For properties with the **Automatic End of Day** OPERA Control active, an **Automatic End of Day Email Language** OPERA Control is added to the **End of Day** group to configure a language in which to translate the End of Day email.

OPERATIONAL BENEFITS

Enables organizations to transmit localized emails for enhanced communication and user experience.

ACTION REQUIRED (STEPS TO ENABLE)

1. From the **Side Menu**, select **Administration**, select **Enterprise**, and then select **OPERA Controls**.
2. Select or confirm the **Property**.
3. Select the **End Of Day** group.
4. Select **Automatic End of Day** OPERA Control function.
5. Locate and configure the **Automatic End of Day Email Language** OPERA Control setting.

Folio History and Sample Folio Stationery Updated

Folio History Updated

For properties with the **Append Prefix for Folio Number** OPERA Control active, the Folio History screen ([Managing Historical Folios](#)) includes the Prefix value in the Assoc Folios column.

Example:

Date	Folio Number	Type	Folio Amount	Fiscal Status	Room	Fiscal Terminal	Window Number	Assoc Folios	Payee Name
28/03/2018	10161183	CREDIT	-€100.00	SUCCESS	Test	3	FOLIO10163195	Reservation-One, Guest	

Sample Folio Updated

The Sample Folio (sample_folio.rtf) template is updated to include a new merge code for ASSOCIATED_BILL_NO, and enhances the existing merge code for ASSOCIATED_BILL_NO_HEADER, so that properties with the **Append Prefix for Folio Number** OPERA Control active can see the prefix value on the folio for those merge codes.

- **ASSOCIATED_BILL_NO** displays the Prefix + Folio Number of the associated folio(s).
- **ASSOCIATED_BILL_NO_HEADER** displays the Folio Type + Prefix + Folio Number of the associated folio(s).

OPERATIONAL BENEFITS

Usability is enhanced on the Folio History screen for properties with the **Append Prefix for Folio Number** OPERA Control active. The Assoc Folios column includes the prefix in the value, the same way the Folio Number column already does. In addition, the Sample Folio template (sample_folio.rtf) is updated to display the prefix value in the existing merge code ASSOCIATED_BILL_NO_HEADER, and to display the prefix value in a new merge code ASSOCIATED_BILL_NO. These merge codes are not on the report by default and must be added through customization.

Guest Ledger Report added in R+A

The **Guest Ledger (naguestleddetails)** report is added to the **Financial** folder in Reporting & Analytics (R&A) and to the **Financial** report group in OPERA Cloud.

OPI Auto-Configuration Added

For new properties with the **OPI Credit Card Processing** OPERA Control active, users with the CCONF user role can access the **Configure** link on the General Information section of the EFT Interface. For onboarding properties, the **Configure** link navigates to the OPI Configuration screen with the pre-populated Merchant ID where you can select the payment service provider information. Credit card transactions and Token exchange endpoints are auto-populated upon selecting the payment service provider information.

See [Configuring Property Interface General Information](#).

OPERATIONAL BENEFITS

The OPI auto-configuration feature simplifies the onboarding process for properties, reducing the complexity and effort required to integrate with OPI Cloud.

Owner Rate Code Attributes Updated for Room Rotation

For properties with the **Room Rotation** OPERA Control active, an **Identify Owner Rate Code Attributes** OPERA Control is added to the **Rate Management** group to restrict a rate code for the exclusive use of Owner and/or Owner Referral reservations.

The Rate Code Financial Details panel is updated with **Owner Use**, **Owner Referral** check boxes and the **Owner Rate** check box is renamed to **Owner Rolling No Show**. See [Configuring Rate Code Financial Details](#).

Home / Financial / Rate Management / Rate Codes / Create a New Rate Code < Back to Rate Codes

Create a New Rate Code Help

Rate Code Definition

Required Field

Property

Rate Code

Start Sell Date

End Sell Date

Protection Type

Description

Manage Translations

Room Types

Rate Category

Market

Source

Display Set

Sequence

Financial Details

Required Field

Transaction Code

Pkg Tran Code

Commission Code

Commission %

Folio Text

Manage Translations

☐ Print Rate
☐ Discount
☐ Day Use
☐ Complimentary
☐ House Use

☐ Negotiated
☐ Owner Rolling No Show
☐ Owner Use
☐ Owner Referral

☒ Membership
☐ Day Type
☐ Offshore Rate

OPERATIONAL BENEFITS

The purpose of this new attribute is to restrict assigning an Owner (Referral) Rate Code to only Owner (Referral) reservations ensuring that restricted rate codes are only assigned to eligible reservations, avoiding any confusion.

STEPS TO ENABLE

1. From the **Side Menu**, select **Administration**, select **Enterprise** and then select **OPERA Controls**.
2. Select or confirm the **Property**.
3. Select the **Rate Management** group.
4. Locate and activate the **Identify Owner Rate Code Attributes** parameter.

Package Category Configuration Added

Package Category configuration is added to the Financials menu, allowing you to group related package codes to a category for better organization and management. See [Configuring Package Categories](#).

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Package Code configuration is updated with a **Package Category** list field, to assign each package element to a package category. See [Package Codes](#).

OPERATIONAL BENEFITS

- **Better organization** of packages through categories for easier configuration and reporting.
- **Faster billing** with the new *Post Package* option, allowing quick charge posting without impacting the package ledger.
- **Default pricing** auto-filled for efficiency, with the flexibility to adjust as needed.
- **Improved control** and consistency in managing package-related transactions.

STEPS TO ENABLE

1. From the side menu, select **Role Manager**, and then select either **Manage Chain Roles** or **Manage Property Roles** according to your needs.
2. Enter search criteria and click **Search**.
3. Select the role to update and then click the vertical ellipsis **Actions** menu and select **Edit**.
4. Select the **Financial Admin** group and grant the **Package Category, New/Edit Package Category** and **Delete Package Category** tasks.
5. Click **Save**.

Package Code Configuration Updated for Alternate Transaction Code Selection

The Package Code Configuration Transaction Details section includes a new dual-panel layout for Available and Selected codes within the Alternate Codes area. This helps to distinguish between alternate transaction codes that are available and those that are selected. Each panel also includes a search field. See [Configuring Package Code Transaction Details](#).

Transaction Details

* Required Field

* Transaction Code

🔍

☐ Tax Inclusive

Package Overage

🔍

☐ Tax Inclusive

☐ Package Allowance

Package Profit

🔍

Package Loss

🔍

Alternate Codes

Available

🔍 Filter ✕ Go

No values are available to select

Selected

🔍 Filter ✕ Go

No values selected

> >> < <<

Save

OPERATIONAL BENEFITS

This dual-panel layout helps to quickly identify and manage alternate transaction codes, whether editing an existing package code or configuring a new package code.

Post Advanced Deposits Manually Using Composite Deposit Handling

OPERA CONTROLS

For Properties with **Advance Deposit Handling** OPERA Control set to 3, 4, 5, 6, 8, 9, 10, 11, 12, 13, 14, 15 or 16), and **Allow Composite Deposit Handling** OPERA Control active, an **Enable Manual Composite Deposit Handling** OPERA Control is added to the Cashiering group (link: [c_opera_controls_cashiering.htm](#)) along with **Allow Manual Composite Deposit Handling** task in Financial group. (link: [r_opera_tasks_financials.htm](#)). If the task Task is not assigned, the default links are displayed for the specific **Advance Deposit Handling** OPERA Control value.

When **Allow Composite Deposit Handling** OPERA Control and **Enable Manual Composite Deposit Handling** OPERA Control are active, the default values in **Deposit Default Transaction Code 1**, **Deposit Default Transaction Code 1 Percentage**, **Deposit Default Transaction Code 2**, **Deposit Default Transaction Code 2 Percentage**, **Deposit Default Transaction Code 3** and **Deposit Default Transaction Code 3 Percentage** OPERA Controls are used to automatically post deposit folio revenue to a reservation for multiple transaction codes by percentage.

The total value in the **Deposit Default Transaction Code 1 Percentage**, **Deposit Default Transaction Code 2 Percentage** and **Deposit Default Transaction Code 3 Percentage**

OPERA Controls must equal 100 percent when multiple deposit default transaction codes are setup. If only **Deposit Default Transaction Code 1** OPERA Control has a value, 100 percent of the deposit will be posted to the transaction code defined in **Deposit Default Transaction Code 1** OPERA Control. Only Transaction Codes with inclusive taxes are valid for selection in the **Deposit Default Transaction Code** OPERA Controls.

Note

When **Use Deposit Posting Transaction Codes** OPERA Control is active, only transaction codes marked as deposit posting are available for selection in the **Deposit Default Transaction Code** OPERA Controls.

An additional **Deposit Default Posting Type** OPERA Control is displayed when **Advance Deposit Handling** OPERA Control set to 8, 9, 10, 11, 12, 13, 14 or 15. The default posting type DEPOSIT FOLIO or DEPOSIT PAYMENT must be defined in the **Deposit Default Posting Type** OPERA Control, if no value is defined the Deposit cannot be posted.

The Composite Deposit Folio screen displays after you select the Post Composite Deposit link, when the Advanced Deposit Handling OPERA Control is set to 8, 9, 10, 11, 12, 13, 14 or 15, and the Deposit Default Posting Type is set to DEPOSIT_FOLIO.

The Deposit Payment screen displays after you select the Post Composite Deposit link, when the Advanced Deposit Handling OPERA Control is set to 8, 9, 10, 11, 12, 13, 14 or 15, and the Deposit Default Posting Type is set to DEPOSIT_PAYMENT.

Deposit/Cancellation screen

The link for Post Composite Deposit is visible and enabled on the Deposit/Cancellation screen, when the Enable Manual Composite Deposit Handling OPERA Control is active and the Financials task Allow Manual Composite Deposit Handling is granted to a Role associated with your User.

The link for 'Post Unallocated Deposit' is visible based on the Advanced Deposit Handling OPERA Control value.

The link for 'Create an Unallocated Deposit Folio' is visible based on the Advanced Deposit Handling OPERA Control value.

For properties in Portugal, if the Deposit amount does not exceed the Simple Folio Limit set in OPERA Controls, the message 'Would you like to generate a Simple Folio?' is displayed to the user. Selecting Yes generates a Simple Folio (Folio Type FS), selecting No generates a Regular Folio (Folio Type FR).

NOTE: Composite Deposit Handling does not support functionality for properties in countries where a folio type selection is required during the folio generation process, for example Italy.

FUNCTIONALITY

When **Enable Manual Composite Deposit Handling** OPERA Control is active, and the user has the associated **Allow Manual Composite Deposit Handling** task assigned, the Reservations > Deposit/Cancellation screen displays the Actions link 'Post Composite Deposit', in addition to the links associated with the Advanced Deposit Handling setting value.

For the below example the OPERA Control Advanced Deposit Handling setting value is set to 9, and the OPERA Control Default Posting Type value is set to DEPOSIT_FOLIO.

In this scenario the Deposit/Cancellation links displayed are be 'Post Composite Deposit', 'Post Unallocated Deposit' and 'Create an Unallocated Deposit Folio'.

Deposit / Cancellation

Reservation

Confirmation Number
Name
Projected Room Revenue
\$818.18

Projected Total Revenue
\$818.18

Total Deposit Requests
\$50.00

Total Deposit Payments
\$0.00

Deposit Maturity Type
Check in

Deposit

No results found.

Cancellation

No results found.

New ...

- Post Unallocated Deposit
- Create an Unallocated Deposit Folio
- Transfer Deposit
- Post Composite Deposit**

Selecting 'Post Composite Deposit' link shows the 'Composite Deposit Folio' screen. Enter the payment method and amount.

Note

If the OPERA Control Default Payment Type was set to DEPOSIT_PAYMENT, the Post Composite Deposit link displays the Deposit Payment screen.

Composite Deposit Folio for

Select a Payee

View Options

Name	Address	Email	Routing
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Window

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8

Post Payments

Method

Card Number

Expiration

Card Holder

Credit Card Terminal

Select a Credit Card Terminal

Amount USD

Reference

Supplement

Comments

Reservation Details

Reservation Type

When the Deposit Folio is generated the Deposit Default Transaction Codes 1-3 and related Percentages set in OPERA Controls are used to automatically post revenue when the Deposit Folio is generated.

Date	Text	Exchange	Charges	Credits	Charges	Credits
10-30-23	Deposit Trx Code 2		45.00		45.00	0.00
10-30-23	Deposit Trx Code 1		75.00		75.00	0.00
10-30-23	Deposit Trx Code 3		30.00		30.00	0.00
10-30-23	Cash			150.00	0.00	150.00

Date	Deposit Amount	Folio Type	Tax Amount
Total	150.00	150.00	150.00
Balance	0.00		0.00
Total incl. vat	150.00		150.00
Net Amount	136.36		136.36
Room Revenue Tax 10%	13.64		13.64

For the above Example:

OPERA Controls > Cashiering > Parameters

- *Advanced Deposit Handling Setting = 4*
- *Allow Composite Deposit Handling = ON*
- *Enable Manual Composite Deposit Handling = ON*
- *Deposit Default Transaction Code 1 = 1500*
- *Deposit Default Transaction Code 1 Percentage = 50%*
- *Deposit Default Transaction Code 2 = 1600*
- *Deposit Default Transaction Code 2 Percentage = 30%*
- *Deposit Default Transaction Code 3 = 1700*
- *Deposit Default Transaction Code 3 = 20%*

Reservation > Deposit/Cancellation link > Actions > select Post Composite Deposit

Payment Method = Cash and Amount = 150.00

The Deposit Folio is automatically created with the following revenue postings:

Deposit Payment Posted = 150.00

- *Transaction Code 1500 (50%) > $150 \times 0.5 = 75.00$*
- *Transaction Code 1600 (30%) > $150 \times 0.3 = 45.00$*
- *Transaction Code 1700 (20%) > $150 \times 0.2 = 30.00$*

FISCAL FOLIOS

When **Fiscal Folio Printing** OPERA Control is active, and the Deposit Folio is set to generate a Fiscal Folio, the same fiscal workflow is displayed when Enable Manual Composite Deposit Handling OPERA Control is active or inactive.

When **Enable Manual Composite Deposit Handling, Fiscal Folio Printing and Fiscal Terminals** OPERA Controls are active, when a Primary Fiscal Terminal is not defined the user can select the required Fiscal Terminal when generating the Fiscal Deposit Folio with Composite Deposit Handling functionality.

ERROR MESSAGES

- When Advanced Deposit Handling Setting is 8, 9, 10, 11, 12, 13, 14 or 15, and the **Default Posting Type** OPERA Control does not have a value selected, the following error is displayed: *Error 'Deposit cannot be posted when Deposit Default Posting Type is not set.'*
- When no value is selected for any **Deposit Default Transaction Code** OPERA Controls, the following error is displayed: *Error 'At least one Default Deposit Transaction Code should be configured.'*
- When the **Deposit Default Transaction Code 1-3 Percentage** OPERA Controls total value is more than 100%, the following error is displayed: *Error 'The sum of the default percentages must not exceed 100.'*

- Saving a value in any of the **Deposit Default Transaction Code Percentage** OPERA Controls, when the related **Deposit Default Transaction Code** OPERA Control does not have a transaction code selected, the following error is displayed (with x replaced by the related Deposit Default Transaction Code number): *Error 'Default Deposit Transaction Code x is not configured.'*
- When the sum of **Default Deposit Percentages** OPERA Controls is not equal to 100%, the following error is displayed: *Error 'The total percentage for Deposit Transaction Codes should be equal to 100.'*

OPERATIONAL BENEFITS

The functionality is requested to be available in OPERA UI to match the functionality available with PostCompositeDeposit API.

The functionality allows the user to post deposit folio revenue to a reservation using default values for multiple transaction codes by percentage.

STEPS TO ENABLE

1. From the side menu, select **Administration**, select **Enterprise**, and then select **OPERA Controls**.
2. Select or confirm the **Property**.
3. Select the **Cashiering** group.
4. Locate and turn On the **Enable Manual Composite Deposit Handling** parameter.
5. When **Cashiering > Parameter > Allow Composite Deposit Handling** is set to On, and **Cashiering > Parameter > Advanced Deposit Handling** has a value 3, 4, 5, 6, 8, 9, 10, 11, 12, 13, 14, 15 or 16 the following is displayed.
 - a. Enter the required value for **Deposit Default Transaction Code 1** parameter.
 - b. Enter the required percentage value for **Deposit Default Transaction Code 1 Percentage** parameter.
6. If additional transaction codes and percentages are required enter the required values in **Deposit Default Transaction Code 2**, **Deposit Default Transaction Code 2 Percentage**, **Deposit Default Transaction Code 3** and **Deposit Default Transaction Code 3 Percentage** parameters, to a total of 100 percent.
7. When **Cashiering > Parameter > Advanced Deposit Handling** has a value 8, 9, 10, 11, 12, 13, 14 or 15, select the required value in **Deposit Default Posting Type** parameter.
8. From the side menu, select **Role Manager**, select either **Manage Chain Roles** or **Manage Property Roles** according to your needs.
9. Enter search criteria and click **Search**.
10. Select the required role to update, click the vertical ellipsis **Actions** menu, and select **Edit**.
11. Select the **Financials** group and grant the task: **Allow Manual Composite Deposit Handling**
12. Click **Save**.

Post Package to Reservation Account Added

A **Post Package** action link is added to the **I Want To...** menu in Billing to search for a package and post the associated charge to the reservation account. See [Posting Package Charge to Reservation Accounts](#).

OPERATIONAL BENEFITS

- **Faster billing** with the new *Post Package* option, allowing quick charge posting without impacting the package ledger.
- **Default pricing** auto-filled for efficiency, with the flexibility to adjust as needed.
- **Improved control** and consistency in managing package-related transactions.

Removed RMS Subscription Check for REVENUE SUM Business Event

An internal validation to check if a Revenue Management System (RMS) subscription exists has been removed so that the REVENUE SUM night audit business event is available for configuration.

Report Parameter Added To void_folio_det rtf Report

A **VOID_FOLIO_DET** report parameter is added for the **void_folio_det** rtf report, which allows the report to be run using the property business date without the need to update the From Date and To Date each time the report is generated.

OPERATIONAL BENEFITS

The report previously could not be generated for specific dates. Adding the report parameter allows dates to be selected for the data they wish to display on the report. In addition, when scheduling the report, it will run for the current business date using the report parameter.

STEPS TO ENABLE

1. From the top menu, select **Reports**, select **Manage Reports**.
2. Click **New Report**, select Report Type **Rich Text Format**, select RTF File **void_folio_det**, select ODT File **void_folio_det**.
3. Select Report Group **Financials**, enter a value for Display Name and Print Copies.
4. Select the required Language.
5. Select Parameter Form Existing, select **VOID_FOLIO_DET**.
6. Click **Save**.

Reserved Cashier Added

A **Reserved Cashier** OPERA Control is added to the **Cashiering** group, enabling the ability to select a property to create a reserved cashier. You cannot assign a reserved property and user(s) to a cashier, and the reserved property cannot be changed when the cashier is open or if the cashier ID is explicitly associated with a user. See [Configuring Cashiers](#).

For users not assigned a cashier ID :

- Property locations: The cashier login screen only shows Reserved Cashier IDs specific to the property.
- Hub locations:
 - The cashier login screen shows only the Reserved cashier IDs specific to the property when the property is preselected for the following pages: Batch Charges, Batch Deposits, Currency Calculator, Post-it/Passerby, Deposit Payments, and Billing Payments.
 - The cashier login screen shows all available cashier IDs from the chain when the property is not preselected for the following pages: Batch Folio, Folio History, Cashier Closure, Cashier Report, Credit Card Authorizations, Credit Limit Overage, Posting Journal, and Prepaid Card.

OPERATIONAL BENEFITS

This feature simplifies the cashier management by allowing administrators to easily manage cashier IDs and associate them with specific properties.

STEPS TO ENABLE

1. From the **Side Menu**, select **Administration**, select **Enterprise**, and then select **OPERA Controls**.
2. Select or confirm the **Property**.
3. Select the **Cashiering** group.
4. Locate and turn On the **Reserved Cashier** parameter.

sample_folio Updated

The following is generically available, but does not apply to properties in Portugal.

For properties in Portugal no changes are made.

For properties using customized sample_folio.rdf, for reservations with OPERA Control **Advanced Tax Handling for Deposits Parameter** active, when Advance Deposits are posted as Deposit Folios, in a scenario where a pro-forma folio is generated prior to check in, the deposit and deposit tax postings are displayed in the main body of the folio and considered in the folio footer breakdown.

Transaction Discount OPERA Control Updated

For properties with the **Transaction Discount** OPERA Control active, **Membership Level** is updated to a multi-select list in Transaction Discount configuration. See [Configuring Transaction Discount Rules](#).

CLIENT RELATIONS

Display Label for External Database Added

For properties with the **Profile Lookup** OPERA Control active, a **Profile Lookup Display Text** field is added to External Database configuration to define a preferred Profile Lookup tab name. See [Configuring External Databases](#).

Home / Interfaces / Business Events / External Databases / External Databases

External Databases

Code: [Text Field]
Description: [Text Field]
External System: [Text Field]

Outbound Code: [Text Field] [Search Icon]

☒ Lookup
Profile Lookup Display Text: [Text Field]

☐ Inactive

Available: [Filter] [Go]
Selected: [Filter] [Go]

Code	Description
------	-------------

OPERA Cloud Client Relations Bookings Front Desk Inventory Financials Miscellaneous

Home / Client Relations / Profiles / Manage Profile

Manage Profile

Search

View By: [Dropdown] Name: [Text Field]

View By	Name
Lookup Profile	[Profile Lookup Display Text label]

OPERATIONAL BENEFITS

Profile Lookup is optimized for greater intuitiveness by labeling the External Database in an easily identifiable way for users.

Duplicate Communication OPERA Control Added

A **Duplicate Communication** OPERA Control is added to the **Profile** group allowing identical communication values across different communication types.

OPERATIONAL BENEFITS

- Enables use of a new fixed email type alongside the primary email in the same guest profile.
- Allows duplicate Communication with different types, eliminating current workarounds.
- Improves data accuracy and scalability for multi-channel communication strategies.

STEPS TO ENABLE

1. From the **Side Menu**, select **Administration**, select **Enterprise** and then select **OPERA Controls**.
2. Select or confirm the **Property**.
3. Select the **Profile** group.
4. Locate and turn On the **Duplicate Communication** parameter.

Email and Phone Attributes Added to Profile Search

Profile search is updated with **Email** and **Phone** search attributes that can be added using [page composer customization](#). Additionally, the existing Communication search field on the Manage Profile screen is updated to include placeholder text Email / Fax / Phone / Web, providing a clear indication to users that they can retrieve profiles using various communication details.

OPERATIONAL BENEFITS

The introduction of Email and Phone as search criteria enhances the profile searching experience, making it more intuitive and thereby enabling users to conduct more efficient and effective searches based on profile communication details.

STEPS TO ENABLE

Steps to update search page using Page Composer:

1. Enable Page Composer at property/hub or chain level, as required. See [Using Page Composer to Customize Pages](#).
2. From the OPERA Cloud menu, select **Client Relations**, select **Profile**, and then select **Manage Profile**.
3. Select the gear icon to customize the **Manage Profile** panel.

4. Click **Show Inactive**.
5. Add **Email** and **Phone** fields.
6. Click **Close Customize**.
7. [Disable Page Composer](#) from the settings menu.

Exclude Mini Profile in Manage Profile Search OPERA Control Added

For properties with the **Suspended Primary Membership Profiles** OPERA Control active, an **Exclude Mini Profile in Manage Profile Search** OPERA Control is added to the [Profile group](#) providing an option to hide mini profiles in Profile search. OPERA Cloud creates a **Mini Profile** temporarily as part of the **Suspended Profile process**. These mini profiles serve as **placeholders** until the full profile data is received and processed from suspense. After the profile information is fully validated and matched, the system updates the mini profile to a complete, actual profile, ensuring accuracy and consistency in guest data management.

OPERATIONAL BENEFITS

This functionality helps maintain a clean and relevant profile search experience while supporting properties using suspended membership workflows.

STEPS TO ENABLE

1. From the side menu, select **Administration**, select **Enterprise**, and then select **OPERA Controls**.
2. Select or confirm the **Property**.
3. Select the **Profile** group.
4. Locate and turn On the **Exclude Mini Profile in Manage Profile Search** child parameter.

Profile Phone Validation OPERA Control Added

A **Profile Phone Validation** OPERA Control is added to the **Profile** group, enabling real-time email address validation in profile communications. See [Managing Profile Communication](#).

A **Bypass Phone Validation** task is added to the **Client Relations** task group allowing you to update the validated status and bypass the email validation process.

Outbound System configuration is updated for the setup of generic integration to Phone validation partner. See [Configuring Outbound Systems](#).

OPERATIONAL BENEFITS

By integrating phone validation in real-time using the Generic OPERA REST API, hotels can reap these operational benefits and improve their overall guest experience, operational efficiency, and revenue management.

ACTION REQUIRED (STEPS TO ENABLE)

1. From the side menu, select **Administration**, select **Enterprise**, and then select **OPERA Controls**.
2. Select or confirm the **Property**.
3. Select the **Profile** group.
4. Locate and turn On the **Profile Phone Validation** global parameter.
5. From the side menu, select **Role Manager** and select either **Manage Chain Roles** or **Manage Property Roles** according to your needs.
6. Enter search criteria and click **Search**.
7. Select the **role** to update, click the vertical ellipsis **Actions** menu, and select **Edit**.
8. Select the **Client Relations** group and grant the task **Phone** and **Bypass Phone Validation** sub task.
9. Click **Save**.

Purge and Anonymization OPERA Controls Added for Inactive Profile Sharing

For properties with **Profile Sharing** *inactive* in chain configuration, **Anonymization Control Mode** and **Purge Control Mode** OPERA Controls are added to the **Profile** group, to meet the local data retention requirements. You can manage **profile anonymization** and **purge settings** directly at the property level. Global settings such as “Keep History” still apply but are evaluated in your local context. Profiles with active memberships are also excluded from purge when **Exclude from Purge** is selected in the Membership Type.

OPERATIONAL BENEFITS .

- **Regulatory Compliance:** Enables properties to meet local data retention and privacy regulations by managing purge and anonymization settings independently.
- **Operational Flexibility:** Allows non-profile-sharing properties to configure their own data lifecycle policies without relying on global settings.
- **Data Ownership Control:** Ensures only property-owned profiles are purged or anonymized, reducing the risk of unintended data loss.
- **Audit & Transparency:** All configuration changes are logged, supporting better auditing and operational oversight.

STEPS TO ENABLE

1. From the **Side Menu**, select **Administration**, select **Enterprise**, and then select **OPERA Controls**.
2. Select or confirm the **Property**.
3. Select the **Profile** group.
4. Locate and turn On the **Anonymization Control Mode** and **Purge Control Mode** parameters.

SMART Profile Dashboard for Suspended Profiles Added

Central

SMART Profiles is an advanced tool that is designed to efficiently manage and resolve Suspended Profiles. Suspended Profiles are Profiles received from Property Management Systems (PMS) through Cloud HUB that are suspended by OPERA Central due to invalid profiles or matches found.

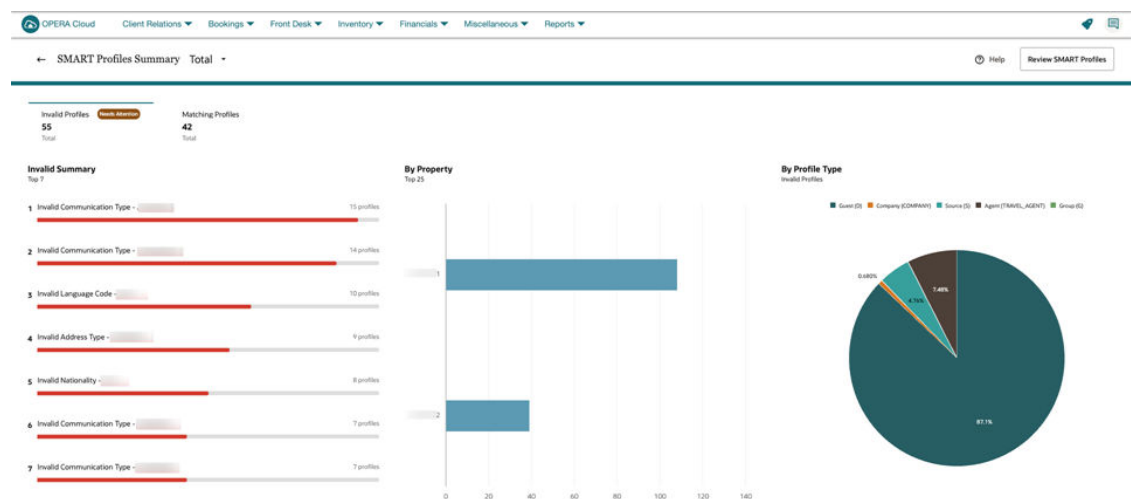
Profiles are suspended in OPERA Cloud Central for two primary reasons:

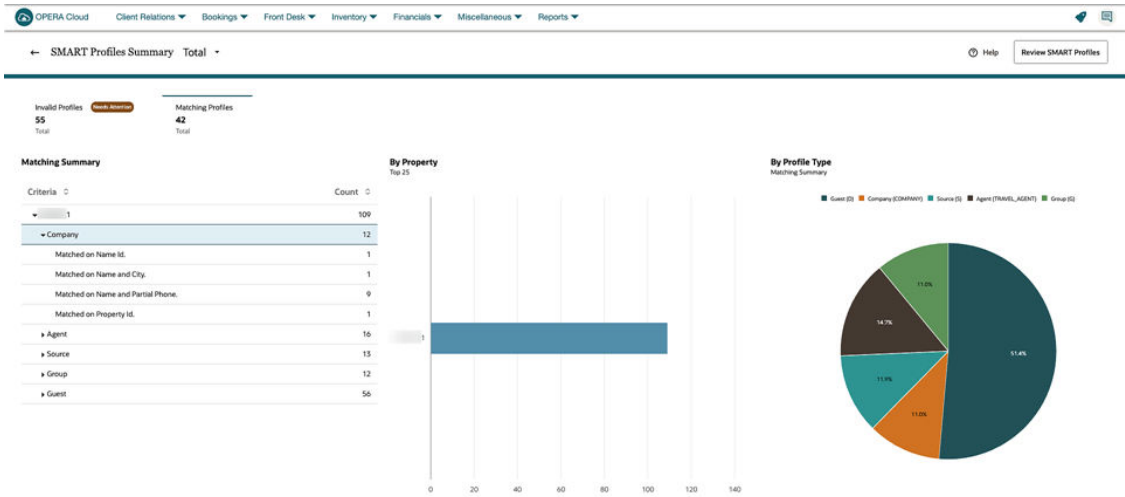
1. **Invalid:** Profiles that fail to meet validation criteria due to incorrect or missing information are suspended as INVALID. This ensures that only accurate and complete data is processed and retained in the system.
2. **Matches Found:** Profiles that are identified as potential matches to an existing profile(s) in OPERA Cloud Central are suspended as MATCHES FOUND. This allows users to review and manage duplicate profiles.

SMART Profiles Summary

The SMART Profiles Summary provides a concise overview of the total number of **Suspended Invalid Profiles** and **Suspended Matching Profiles**.

- **Invalid Profiles:** A graphical representation categorizes profile errors with an Invalid Status by error type, resort, and profile type. **Note:** Interactive filtering capabilities, enabling users to filter records by selecting specific sections under Invalid Summary, Property, and Profile Type. A focused view of the most common issues, as the Invalid Error Summary is limited to the top 7 errors.
- **Matching Profiles:** A graphical representation categorizes the matching criteria reasons, further broken down by resort and profile type. Users can directly filter records through the graphical representation by selecting specific Property and Profile Type sections.





Using SMART Profiles you can manage the suspended profiles by actioning the Invalid and Matches Found Suspended Profiles:

- **Actioning Invalid Suspended Profiles:** You can edit invalid records, update the necessary fields, and save and process the changes.
- **Actioning Matches Found Suspended Profiles:** You can resolve Matches Found suspensions by evaluating potential matches and taking actions such as merging, saving as a new profile, or deleting the profile.

SMART Profiles

Search: Q

Reprocess

97 Results

Last name	First Name	Profile Type	Client ID / Corporate ID / IATA	Property	Region	Country	Import Date	Status	Actions
		D		1		USA	03/08/2025	Invalid	🔍 ⚙️ 🗑️
		D		1		USA	01/08/2025	Matches Found	🔍 ⚙️ 🗑️
		D		1		USA	24/07/2025	Matches Found	🔍 ⚙️ 🗑️
		TRAVEL_AGENT		1		USA	28/07/2025	Matches Found	🔍 ⚙️ 🗑️
		COMPANY		1		USA	24/07/2025	Matches Found	🔍 ⚙️ 🗑️
		TRAVEL_AGENT		1		USA	20/07/2025	Matches Found	🔍 ⚙️ 🗑️
		COMPANY		1		USA	20/07/2025	Matches Found	🔍 ⚙️ 🗑️
		COMPANY		1		USA	20/07/2025	Matches Found	🔍 ⚙️ 🗑️
		D		1		USA	20/07/2025	Matches Found	🔍 ⚙️ 🗑️
		COMPANY		1		USA	18/07/2025	Matches Found	🔍 ⚙️ 🗑️
		D		1		USA	18/07/2025	Matches Found	🔍 ⚙️ 🗑️

Administration

SMART Profile Regions allow centralized control over merge rules for specific property groups, enabling tailored data management. This ensures consistent profile handling across regions while supporting localized business needs.

Location - Administration>Client Relations>Profile Management> [Match and Merge Regions](#)

SMART Profile - Match and Merge Rules

The merge rules in OPERA Cloud Central improve data accuracy by automatically identifying and consolidating duplicate profiles. This reduces manual intervention, enhances data integrity, and streamlines profile management across integrated systems through the OPERA Cloud Interface.

Location - Administration>Client Relations>Profile Management> SMART Profile - [Match and Merge Rules](#)

OPERATIONAL BENEFITS

The SMART Profiles tool enables you to efficiently manage Suspended Profiles in OPERA Cloud, ensuring data accuracy and completeness. It provides a summary of Suspended Invalid and Matching Profiles, enabling users to identify and address issues. Users can edit and update invalid records, and resolve potential duplicate matches. The tool offers interactive filtering capabilities, allowing for a focused view of specific issues. By using SMART Profiles, users can maintain accurate and complete data in OPERA Cloud.

IMPACT OR OTHER CONSIDERATIONS

Once the **SMART Profiles** OPERA Control is enabled, the legacy [Suspended Primary Membership Profiles](#) OPERA Control and the associated menu for [Managing Suspended Membership Profiles](#) will be disabled and no longer available for use.

STEPS TO ENABLE

Steps to enable new OPERA Controls:

1. From the **Side Menu**, select **Administration**, select **Enterprise** and then select **OPERA Controls**.
2. Select or confirm the **Property**.
3. Select the **Profile** group.
4. Locate and activate the **SMART Profiles** function.

Steps to assign new user tasks to roles:

1. From the **Side menu** select **Role Manager**, select either **Manage Chain Roles** or **Manage Property Roles** according to your needs.
2. Enter search criteria and click **Search**.
3. Select the role to update, click the vertical ellipsis **Actions** menu, and select **Edit**.
4. Select the **Client Relations** group and grant the tasks: **SMART Profiles**.
5. Select the **Client Relation Admin** group and grant the tasks: **Manage SMART Profiles - Match and Merge Rules** and **Manage SMART Profiles – Regions**.
6. Click **Save**.

View Source of Profile Changes Added

A green rectangular button with the word "Central" in white text.

The Changes Log is updated with an additional **Change Source** column for **Profile** changes, showing the originating property when receiving profile updates from Cloud HUB. See [Viewing Changes Log Details](#).

OPERATIONAL BENEFITS

This feature enables OPERA Central users to trace the source of profile changes by identifying the specific property associated with the changes, thereby providing a clear origin and enhancing transparency and accountability within the system.

COUNTRY SPECIFIC

Country Specific - Italy - Information Collection Methods and Custom Charges Updated

Information Collection Method Added

The **Information Collection Methods** OPERA Control is updated with a new value for [FOLIO_DESTINATION](#), so that properties can instruct the fiscal printer to print and/or email a fiscal folio during the folio settlement workflow.

The **Default Method for Folio Destination** [OPERA Control](#) is added, so that properties can select a default value of Print, Email, or Email and Print when FOLIO_DESTINATION is configured in the Information Collection Methods OPERA Control.

Example:

The screenshot shows a web interface titled "Before Settlement Actions". It features two tabs: "Enter Lottery No." and "Folio Destination". The "Folio Destination" tab is selected. Below the tabs, there is a section titled "Folio Destination" containing three input fields: "Method" (a dropdown menu with "Email and Print" selected), "Selection" (a dropdown menu with "New Email" selected), and "Email Address" (a text input field). At the bottom right of the form are "Cancel" and "Save" buttons.

Custom Charges Updated

For properties with the **Custom Charges** OPERA Control active, the [Custom Charges configuration](#) is updated with a new Rule Type for **Rate Perc With Limit Per Person**.

OPERATIONAL BENEFITS

The FOLIO_DESTINATION feature allows OPERA Cloud properties in Italy to choose whether the fiscal folio will be printed, emailed, or emailed and printed by the fiscal printer, at the time of settlement. Note: This requires compatibility by the fiscal printer. Epson printers in Italy are capable of printing and/or emailing.

The Custom Charges feature allows OPERA Cloud properties in the city of Bergamo, Italy to utilize Custom Charges functionality for the posting & reporting of City Tax, in compliance with their tax authority.

STEPS TO ENABLE

1. From the side menu, select **Administration**, select **Enterprise**, and then select **OPERA Controls**.
2. Select or confirm the **Property**.
3. Select the **General** group.
4. Locate and update the **Information Collection Methods** setting to include the FOLIO_DESTINATION value.
5. Locate and update the **Default Method for Folio Destination** setting to Print, Email, or Email and Print.

Refer to [Italy - Oracle Hospitality OPERA Cloud Fiscal Reference Guide](#).

Country Specific - Monaco - R+A MCO-Police_Report Updated

The Police Interface Export (Monaco Digital) for Monaco using MCO-Police_Report.xml located in */Shared Folders/Templates/Fiscal/Monaco* (Folder) is updated to address performance issues, and include data for Accompanying Guests.

Refer to [Monaco - Oracle Hospitality OPERA Cloud Fiscal Reference Guide](#).

Country Specific - Philippines - Sample_Folio_Philippines Updated

For properties with the **Advanced Packages** OPERA Control active, when the rate code or reservation has a package attached with an allowance, the folio footer breakdown includes the package amounts. NOTE: The package profit and package loss transaction codes for the package must be marked as 'Revenue Group' to be considered in the folio footer breakdown.

OPERATIONAL BENEFITS

The correct totals must be displayed in the folio footer when packages exist with an allowance.

Refer to [Philippines - Oracle Hospitality OPERA Cloud Fiscal Reference Guide](#).

Country Specific - Poland - Folio Settlement, PL_JPK_FA Export, and Universal Payload Updated

Folio Settlement Updated

The settlement workflow is updated, so that when a Pre-Stay Charging folio exists for a reservation, the reservation is checked in, and you generate a new folio in the same window as the Pre-Stay Charging folio, the Pre-Stay Charging folio is associated to the new folio.

PL_JPK_FA Export Updated

The **PL_JPK_FA** Export is updated to populate element <RodzajFaktury> with a value of VAT, in a scenario where a Deposit Payment is posted, the reservation is checked in, and then the deposit ledger transaction is settled.

Universal Payload Updated

The section for **AssociatedTransactionDetails** is added to the universal payload, so that when you generate a fiscal Credit Bill, the transaction details from the original folio are included for the Polish tax authority..

The element for **DocumentCode** is added to the universal payload, so that when you generate a fiscal folio, the value populated in the element provides a more detailed identifier for the Polish tax authority.

OPERATIONAL BENEFITS

These fiscal compliance features allow OPERA Cloud properties in Poland to communicate successfully with Poland's national e-invoicing system - KSeF (Krajowy System e-Faktur). Specifically, the transaction details from the original folio are transmitted in addition to the transaction details of a Credit Bill. Also, an identifier is transmitted in accordance with how the Polish tax authority separates folios. Note: KSeF is a centralized platform for issuing and exchanging electronic invoices, and it is mandatory for businesses in Poland, requiring them to submit all e-invoices to KSeF for processing and storage. Folio records that include deposit ledger transactions are accurately reported within the Polish JPK_FA Export. Pre-Stay Charging folios (also known as pre-payment invoices) are correctly associated to the first folio generated after check-in, within the same folio window.

STEPS TO ENABLE

1. From the side menu, select **OPERA Cloud**, select **Miscellaneous**, select **Exports**, and then select **Country**.
2. Enter search criteria then click **Search**.

3. Select the **PL_JPK_FA** Export, click the vertical ellipsis **Actions** menu, and select **Delete**.
4. Click **New from Template**.
5. Search and select **PL_JPK_FA**.
6. Click **Create and Continue**.

Refer to [Poland - Oracle Hospitality OPERA Cloud Fiscal Reference Guide](#).

Country Specific - Spain - Last Name 2 and Last Name 3 Fields Available for Guest Profiles

The following are available for properties in Spain (including Catalonia and Basque Country).

When Country Mode = ES

Guest Profile

The Guest Profile is updated with Last Name 2 and Last Name 3 fields:

- Last Name 2 is used for Paternal last name (Father's last name)
- Last Name 3 is used for Maternal last name (Mother's last name)

Note

The fields only show for properties in Spain, and must be used as documented above as the fields are used in various reports/exports for Spain.

Changes Log

When Last Name 2 or Last Name 3 fields are updated on a Guest Profile, a record is created in Changes Log Group = Profile for Action Type = Update Profile.

Universal Payload

When Cashiering > Parameters > FISCAL FOLIO PRINTING = ON, the following data from the Guest Profile is included in the Universal Payload <GuestInfo> and <PayeeInfo> sections:

- <Name2> populates with the Last Name 2 value
- <Name3> populates with the Last Name 3 value

When Cashiering > Parameter > INCLUDE ACCOMPANYING GUEST PROFILES = ON, data from Accompanying Guest Profiles is included in the Universal Payload <AccompanyingGuestInfo> section

- <Name2> populates with the Last Name 2 value
- <Name3> populates with the Last Name 3 value

The data is displayed in each Fiscal Payload type (CHECK OUT, FOLIO GENERATION, POST PAYMENT)

Fiscal Business Events

The Fiscal Business Events Payload for Profiles, Reservations and Cashiering include tags with data from the new fields on the Guest Profile:

- <Name2> DataElement populates with the Last Name 2 value
- <Name3> DataElement populates with the Last Name 3 value

When Cashiering > Parameter > RESERVATION EVENTS WITH ACCOMPANYING GUEST PROFILE ELEMENTS = ON, data from the new fields on the Accompanying Guest Profiles are included in the Accompanying Profile event

- <Name2> DataElement populates with the Last Name 2 value
- <Name3> DataElement populates with the Last Name 3 value

Business Events (Generic)

The Business Events for Profiles (New Profile, Update Profile) are updated with Guest Profile information as follows:

- <Name2> DataElement populates with the Last Name 2 value
- <Name3> DataElement populates with the Last Name 3 value

Customizable Reports

Merge codes are available for the following BI Publisher customizable Reports, and can be added during customization as required:

sample folio:

The following merge codes are available in the header section of the sample_folio.odt/xml:

- LAST_NAME2 displays the Last Name 2 value from the Guest Profile
- LAST_NAME3 displays the Last Name 3 value from the Guest Profile

sample registration card:

- LAST_NAME2 displays the Last Name 2 value from the Guest Profile
- LAST_NAME3 displays the Last Name 3 value from the Guest Profile

sample police reg card:

The following merge codes are available in the header section of the sample_police_reg_card.odt/xml:

- LAST_NAME2 displays the Last Name 2 value from the Guest Profile
- LAST_NAME3 displays the Last Name 3 value from the Guest Profile

Note

Last Name 2 and Last Name 3 values are not included in data displayed by the ADDRESSEE_FULL_ADDRESS merge code.

Reporting and Analytics (R&A):

Data from the Guest Profile Last Name 2 and Last Name 3 fields are available in the following R&A Subject Areas:

- Profiles-Individuals
- Bookings-Reservation

OPERATIONAL BENEFITS

Paternal Last Name (Mandatory) and Maternal Last Name of the guest is required by the Police Authorities in Spain.

The fields are added to the profile to ensure consistency of fields and data across Spanish properties as this data is used in R&A Police Reports/Exports. Police Registration Cards, Folios and normal Registration Cards.

Refer to [Spain - Oracle Hospitality OPERA Cloud Fiscal Reference Guide](#).

Country Specific - Spain - Police R+A Reports Updated

The following is generically available in Reporting and Analytics (R&A), but should be reviewed by properties in Spain (including Catalonia and Basque Region).

R&A Police Reports for Spain are updated to include values from Guest Profile fields Last Name2 (Father's Last Name) and Last Name3 (Mother's Last Name). If values do not exist in Last Name2 (Father's Last Name) or Last Name3 (Mother's Last Name) fields, values from Keywords FLASTNAME (Father's Last Name) and MLASTNAME (Mother's Last Name) are shown. If Keyword FLASTNAME does not exist the last name of the guest is shown.

The following R&A Police reports for Spain located in /Shared Folders/Templates/Fiscal/Spain (Folder) are updated:

ESP-Reserva_Hospedaje, ESP-Viajeros, BAS-Reserva_Hospedaje, BAS-Viajeros Police Exports for Spain in XML Format, and CAT-Reserva_Hospedaje, CAT-Viajeros for Spain in TXT Format.

Note

Full details for Guest Profile fields Last Name2 and Last Name3 for Paternal and Maternal Last Names are available in the ICCP Fiscal Reference Guide for Spain.

OPERATIONAL BENEFITS

R&A Police Reports for Spain, Catalonia, and Basque Country are updated to include data from the newly introduced fields for Last Name 2 (Paternal Last Name) and Last Name 3 (Maternal Last Name), for the data required by the Spanish Police Authorities.

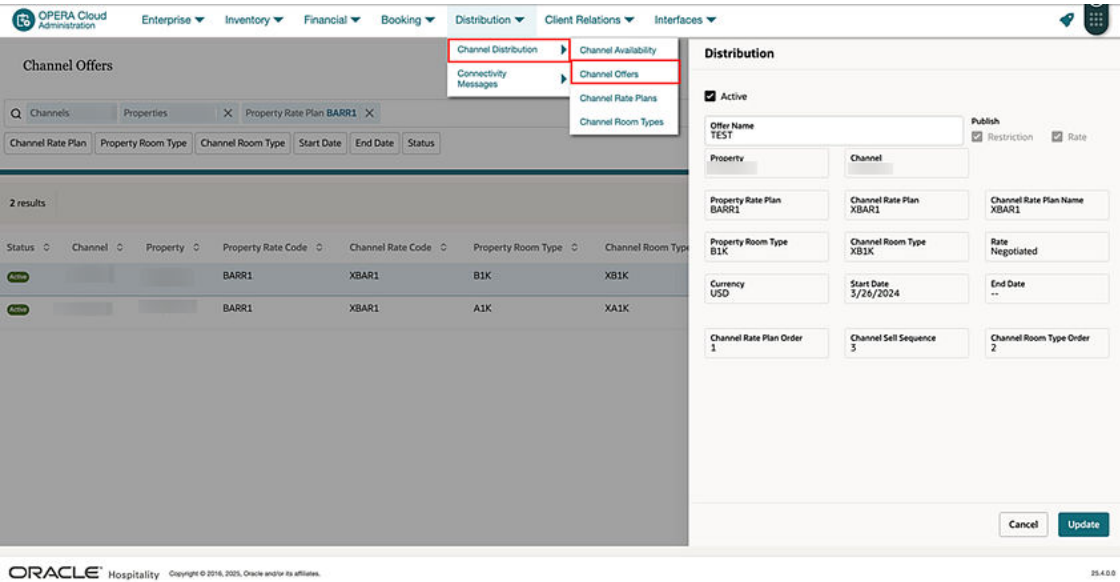
Refer to [Spain - Oracle Hospitality OPERA Cloud Fiscal Reference Guide](#).

DISTRIBUTION

Channel Management Options Added



A **Channel Offers** menu is added to the [Distribution Administration](#) menu.



OPERATIONAL BENEFITS

Offer Distribution screen is introduced in OPERA Cloud Administration in both HUB and Property locations. You can manage channel offers for multiple properties from the same screen.

IMPACT OR OTHER CONSIDERATIONS

These menus are available only when using OPERA Cloud Distribution 25.4 or higher.

Make sure you have the necessary tasks assigned at the cluster level and property level in OPERA Cloud Distribution.

Hurdle Rates Evaluation for Restriction Publication Control Added

Distribution

FPLOS (Full Pattern Length of Stay) is a sophisticated revenue management strategy available within OPERA Cloud Distribution. This feature empowers properties to exert granular control over the lengths of stay available for booking on specific arrival dates. Unlike traditional minimum or maximum length of stay (LOS) restrictions, FPLOS provides a binary (Yes/No) control for each potential length of stay, typically spanning stays from 1 to 9 nights or more. This nuanced approach enables hotels to optimize their inventory and maximize revenue opportunities.

How It Works

With the **Hurdle Rates Evaluation for Restriction Publication** control, hurdle rates are automatically assessed to generate and send LOS restrictions to channels. When OPERA Cloud's channel room type and rate code are configured as yieldable, the most restrictive limitation between hurdle-based restrictions and existing configured arrival-based restrictions is transmitted to channels. If the room type or rate code is not set as yieldable, only explicitly configured restrictions from OPERA Cloud are sent.

FPLOS is updated automatically whenever rate availability changes due to restrictions, pricing, or hurdle rate changes. This automation is fundamental to enabling direct connections between OPERA Cloud and leading channels, reducing or eliminating hotels' dependence on manual restrictions. By streamlining distribution workflows and enhancing control over rate and availability publication, hotels can optimize their revenue management strategies and improve their overall competitiveness.

Understanding Full Pattern Length of Stay

Example: For a given arrival date (such as January 1st), an FPLOS might be configured as follows:

Length of Stay	1	2	3	4	5	6	7	8	9+
FPLOS	Y	N	Y	N	Y	Y	N	N	Y

- The hotel **accepts** bookings for 1, 3, 5, 6, 9 nights and beyond.
- It **rejects** bookings of 2, 4, 7, and 8 nights.

OPERATIONAL BENEFITS

Evaluating hurdle rates for ARI Push channels is a strategic approach designed to maximize total revenue by ensuring that only bookings meeting or exceeding minimum profitability thresholds for a given length of stay (LOS) are accepted. FPLOS (Full Pattern Length of Stay) plays a crucial role in this process, allowing hotels to offer discounted rates in the lead-up to peak periods and restrict them during peak periods. This targeted restriction not only maximizes occupancy on shoulder nights but also elevates overall revenue by balancing distribution between peak and off-peak nights.

IMPACT OR OTHER CONSIDERATIONS

- OPERA Cloud restrictions, along with hurdle rate evaluation, generate an **FPLOS message**, including the FPLOS pattern where applicable, as well as Close to Arrival, Minimum, and Maximum LOS by arrival date.
- **Hurdle rate evaluation can generate additional restrictions** not present in OPERA Cloud, or may override existing restrictions if more restrictive. This applies to:
 - Close to Arrival
 - Minimum Length of Stay
 - Maximum Length of Stay
- The following restriction types are only published if set directly in OPERA Cloud; they are **not affected** by hurdle rate evaluation:
 - Close
 - Minimum Stay Through
 - Maximum Stay Through
 - Close for Departure
 - Minimum Advance Booking
 - Maximum Advance Booking
- The FPLOS pattern is limited to LOS up to 9 nights.
- Hurdle rate evaluation for restrictions is exclusively available through Push ARI for selected demand channels, including Online Travel Agencies, Wholesalers, Bed Banks, or Tour Operators. To confirm availability for a specific channel, check if the **Hurdle Rates Evaluation for Restriction Publication** property control is available for that channel.
- For channels enabled in OPERA Cloud for Hurdle Rates Evaluation but do not support FPLOS, the hurdle rates evaluation generates Minimum and Maximum length of stay restrictions that approximate the FPLOS pattern as closely as possible. This means that the system uses the available Minimum and Maximum length of stay restrictions to mimic the FPLOS pattern, providing a similar level of control over length of stay. For example, if the FPLOS pattern allows stays of 3, 4, or 5 nights, the system might publish a Minimum length of stay restriction of 3 nights and a Maximum length of stay restriction of 5 nights to approximate the FPLOS pattern.

STEPS TO ENABLE

1. OPERA Cloud Distribution must be on version **25.4** or higher.

- 2. OPERA Cloud **YIELD_MANAGEMENT** control must be enabled and Yield configuration completed.
 - Hurdle rates must be sent to OPERA Cloud by the revenue management system through OHIP or created using OPERA Cloud UI.
 - Hurdle rates sent by OXI or other legacy methods are not supported.
- 3. Select the **Hurdle Rates Evaluation for Restriction Publication** Distribution Channel Property control.

←

DEMO

Cancel

View Change Log

Update

Active

Channel Code

Channel Type: OTA

Provisioning

Channel is Managed by

Provision Status: Active

Start Date: 2023-12-23

End Date: --

Channel Property Code

Channel Property Name

Channel Brand Code

Channel Chain Code

ARI Message Format

Configuration Options: Reservation Delivery, ARI Pust 2

Controls: ☐ Offer Validation

Terms and Conditions

Controls

Default Market Code

Default Source Code

☒ Hurdle Rates Evaluation for Restriction Publication

ARI Future Days: 365

Travel Agent ID: MYPROFILE

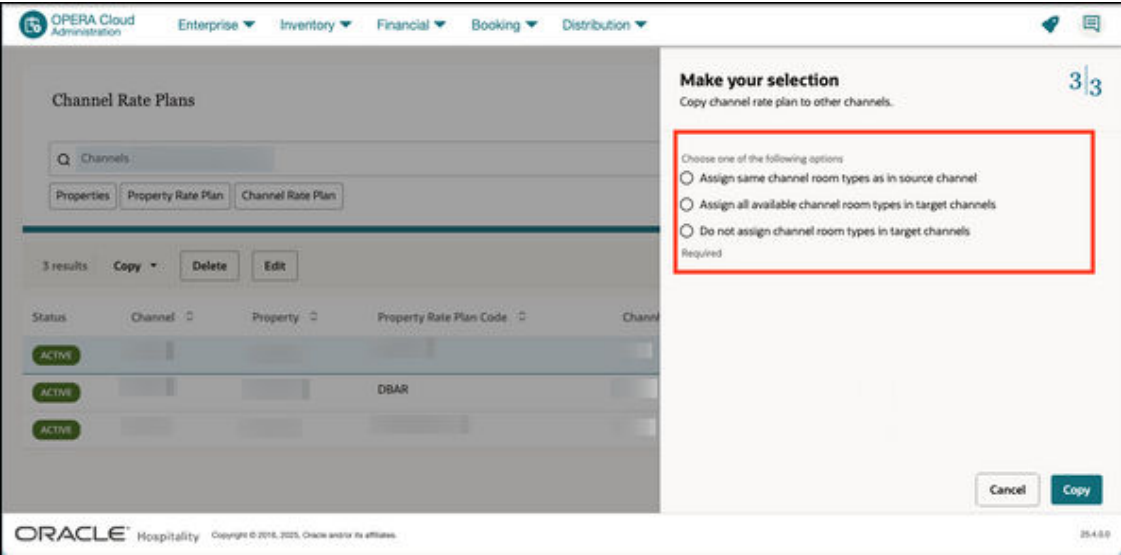
Origin Code

Sell Limits: Enabled

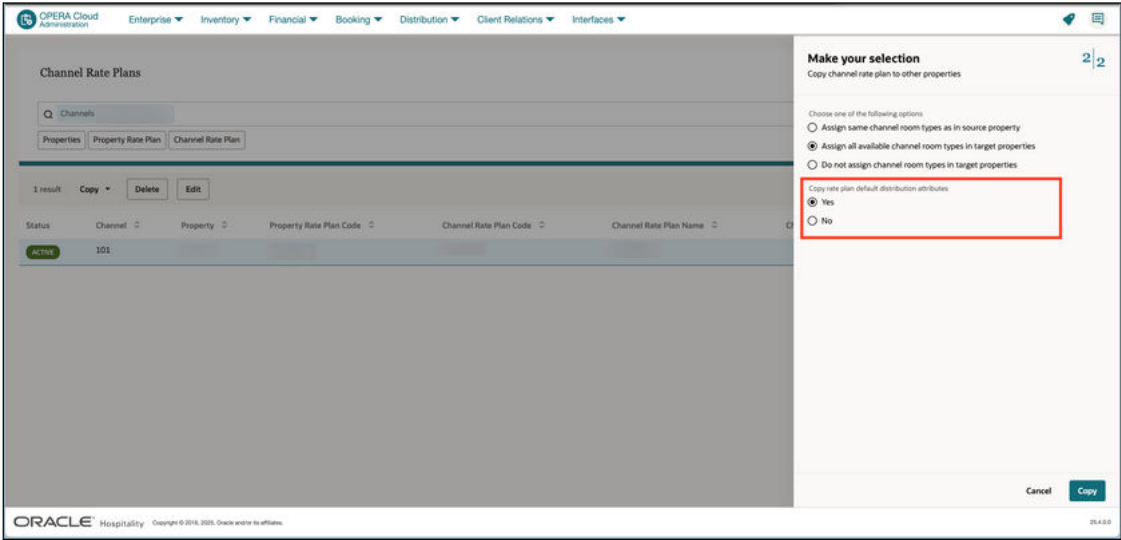
Improved Copy Channel Rates Flow

Distribution

Option Added to copy Associated Room types in both Copy to Channels and Copy to properties flow for channel rate plans. See [Configuring Channel Rate Plans](#).



Option Added to to copy default distribute attributes of the rate plan while copying channel rate plans to other properties.



Improved Rate Plan type display on channel rate plan search screen.

Option added to sort channel rate plans by channel rate plan name. Added description for rate plan type column in the channel rate plan search screen.

Status	Channel	Property	Property Rate Plan Code	Channel Rate Plan Code	Channel Rate Plan Name	Channel Rate Plan Order	Channel Rate Plan Type
ACTIVE			BAR1	XBAR1	RATES	1	10 - Negotiated
ACTIVE						1	11 - Package

OPERATIONAL BENEFITS

You can view rate plan type description on channel rate plans search screen. You can also sort results by channel rate plan name on both property and HUB Locations.

You can choose multiple options to copy associated room types or not copy room types at all while copying channel rate plan to multiple target channels and properties.

You can also copy default distribution attribute of the rate plan while copying channel rate plan to multiple target properties.

IMPACT OR OTHER CONSIDERATIONS

These options are available only when using OPERA Cloud Distribution 25.4 or higher.

Make sure you have the necessary tasks assigned at the cluster level and property level in OPERA Cloud Distribution.

EVENTS

The Event section applies to:

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

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

Copy Event Notes to Other Events Added

For properties with the **Catering Events** OPERA Control active you can copy event notes to other events within the same business block. See [Managing Event Notes](#).

Manage Events / Manage Events / Copy Notes to Other Events

Back to Manage Events

Help

Copy Notes to Other Events

VIP Business Retreat

Select Note(s) to Copy

Show All

Title

Comments

Internal

☐

Food Requirements

Group is Vegan

☐

☐

Event

POC is

☐

Events

Search

Event

Event Date

MM/DD/YYYY

Event Type

Reset

Search

View Options

Date

Time

Status

Event Name

Space

Category

☐

01/17/2026

18:00

INQ

Welcome Dinner

☐

01/18/2026

08:00

INQ

Breakfast

GF2

☐

01/18/2026

09:00

INQ

Meeting

GF1

☐

01/19/2026

08:00

INQ

Breakfast

GF2

☐

01/19/2026

09:00

INQ

Meeting

GF1

☐

01/20/2026

08:00

INQ

Breakfast

GF2

☐

01/20/2026

09:00

INQ

Meeting

GF1

☐

01/21/2026

08:00

INQ

Breakfast

GF2

☐

01/21/2026

09:00

INQ

Meeting

GF1

☐

01/22/2026

08:00

INQ

Breakfast

GF2

OPERATIONAL BENEFITS

Being able to copy event notes to other events within the same block saves time during your daily sales activities as you no longer have to type the same note to multiple events.

EXPORTS

UPE Export Templates Updated to V2.1 Specifications

The **UPE Export** and **UPE Export - Manual** general exports are updated to meet v2.1 specifications.

STEPS TO ENABLE

1. From the **OPERA Cloud** menu, select **Miscellaneous**, select **Exports**, and then select **General Exports**.
2. Enter search criteria then click **Search**.
3. Select the **UPE Export**, then click the vertical ellipsis **Actions** menu and select **Delete**.
4. Click **New from Template**.
5. Search and select **UPE Export**.
6. Select **Create and Continue**.

FRONT DESK

Arrival Screens Search Filters Updated

The Room Status search filter component is added to the following screens:

- Arrivals
- Advance Checked In (available when the **Advance Check In** OPERA Control is active)
- Arrivals with Deposits (available when the **Deposit Handling** OPERA Control is active)
- Pre Registered (available when the **Pre-Registration Check In** OPERA Control is active)
- Queue (available when the **Queue Rooms** OPERA Control is active)

The Room Status filter is available for personalization and customization on the above screens and will filter the records by the selected Room Status(es) of the rooms assigned to the arriving reservations.

A sample Arrivals screen search area with the Room Status search filter.

The screenshot shows the OPERA Cloud interface for the Arrivals screen. The search area is divided into several sections: Room (with fields for Room, Name, First Name, Last Name, Travel Agent, Confirmation Number, and Code / Call / External), Block Code (with fields for Block Code, Communication, Email / Fax / Phone / Web, and Membership Number), Reservation Status (with fields for Reservation Status, Linked Name, and Created On), Inventory Items (with fields for Inventory Items, Reservation Status, and Check in Initiated By), Room Status (highlighted with a green box, showing checkboxes for Inspected, Clean, Pickup, Dirty, and Out of Service), and Checked in (with checkboxes for Checked in, ETD of Departing Reservation, Linked Reservation, and Back to Back Reservation). A Search button is located at the bottom right.

OPERATIONAL BENEFITS

Being able to filter the Arrival screens by Room Status will make room assignment, queue handling, and check in more efficient.

Assign Room, Room Information, and Room Detail Updated

Assign Room, Room Information, and Room Detail screens are updated with the following new columns:

1. **Last Stay** - Shows the departure date of the most recent reservation for the selected room.
2. **Vacant Days** - Shows the total number of days the room has remained vacant since the last reservation's departure date.

Additionally, a new checkbox labeled **'Next Blocked Date'** is added on the **Assign Room**, **Room Information**, and **Room Detail** screens. When selected, two more columns appear in the search results:

1. **Next Stay Date** - Shows the arrival date of the next upcoming reservation or the start date of an Out of Order / Out of Service status for the specified room.
2. **Nights to Next Stay** - Shows the total number of nights a specific room is vacant to the next stay from property business date.

New Sorting Options

Assign Room, **Room Information**, and **Room Detail** screens include a **Sort By** dropdown, allowing results to be sorted by the following criteria:

- **Default**
- **Last Stay (Ascending)** - Sorts rooms by the last stay date in ascending order.
- **Last Stay (Descending)** - Sorts rooms by the last stay date in descending order.
- **Next Stay Date (Ascending)** - Sorts rooms by the next stay or block date in ascending order.
- **Next Stay Date (Descending)** - Sorts rooms by the next stay or block date in descending order.
- **Nights to Next Stay (Ascending)** - Sorts rooms by the number of vacant nights until the next stay in ascending order.
- **Nights to Next Stay (Descending)** - Sorts rooms by the number of vacant nights until the next stay in descending order.
- **Room # (Low to High)** - Sorts rooms numerically from lowest to highest.
- **Room # (High to Low)** - Sorts rooms numerically from highest to lowest.
- **Room Type (Ascending)** - Sorts rooms by type in alphabetical order (A-Z).
- **Room Type (Descending)** - Sorts rooms by type in reverse alphabetical order (Z-A).
- **Vacant Days (Ascending)** - Sorts rooms by the number of vacant days in ascending order.
- **Vacant Days (Descending)** - Sorts rooms by the number of vacant days in descending order.

OPERATIONAL BENEFITS

While searching for and assigning a room using the Assign Room, Room Information and Room Details screens for an arrival reservation, the Last Stay, Vacant Days, Next Stay Date, and Nights to Next Stay columns provide additional information about the room's availability.

Assign Room Screens Updated

The top section of the Assign Room, Room Information, and Room Detail screens are updated to show the following guest and reservation details (refer to [Available Room Search](#)) :

1. **Pre-Registered** – Shown when the **Pre-Registration Check-In** OPERA Control is enabled and the reservation is pre-registered.
2. **Advance Checked-In** – Shown when the **Advance Check-In** OPERA Control is enabled and the reservation is marked as advance checked-in.
3. **Confirmation Number** – Appears as a clickable link that opens the Reservation Presentation Screen in a separate window.
4. **Child Ages** – Shown when the **Child Rates by Defined Buckets** OPERA Control is active and child age details are included in the reservation.
5. **Number of Stays** – Shows the total number of previous stays by the selected guest at the property.
6. **Last Stay Date** – Shows the departure date of the guest's most recent stay at the property.
7. **ETA (Expected Time of Arrival)** – Shown when the ETA is entered in the reservation.
8. **ETR (Expected Time of Return)** – Shown when the **Expected Time of Return** OPERA Control is enabled and the ETR is entered for an advance checked-in reservation.
9. **Block Code** – When the **Business Block** OPERA Control is enabled, shows as a clickable link that opens the Block Presentation Screen if the reservation is part of a block or group.
10. **Back-to-Back Reservation** – Shown when the **Back-to-Back Handling for Linked Reservations** OPERA Control is enabled and the reservation is marked as back-to-back.
11. **Specials** – Shows any special details associated with the reservation.
12. **Shares (Action Link)** – Shown when the **Shares** OPERA Control is enabled and the reservation includes shared guests.
13. **Linked Reservations (Action Link)** – An action link appears when the reservation has linked bookings.
14. **Accompanying Guest (Action Link)** – Shown when the **Accompanying Guest** OPERA Control is enabled and the reservation includes an accompanying guest profile.
15. **Queue (Action Link)** – Shown when the **Queue Rooms** OPERA Control is enabled and the reservation is placed in the queue.

OPERATIONAL BENEFITS

Additional information is added to the top section of the Assign Room, Room Information, and Room Detail screens to assist you in searching for and assigning rooms to reservations.

Guest Service Status EOD OPERA Control Added

In properties where the **Guest Service Status** OPERA Control is active, the OPERA Control Setting **Reset Guest Service Status during End of Day** is available for you to define which of the three Guest Service Statuses (Do Not Disturb, Make Up Room, Service Declined) should be reset to the No Status Selected status during the End of Day process.

OPERATIONAL BENEFITS

The ability to define which Guest Service Statuses should reset during the EOD, makes the process more flexible and can be defined as per property needs.

STEPS TO ENABLE

1. From the **Side Menu**, select **Administration**, select **Enterprise**, and then select **OPERA Controls**.
2. Select or confirm the **Property**.
3. Select the **Room Management** group.
4. Locate and activate the **Guest Service Status** function.
5. Locate and define the **Reset Guest Service Status during End of Day** setting.

Identifications Check In Step Updated

In properties where the **Identifications** panel shows in a Check In Reservation (when selected in the **Custom Check In Steps** OPERA Control), the visual treatment of that panel is updated to *(Attention Recommended)*. You are still able to complete the check in without making any changes to the panel as details are not mandatory, unlike the **Room Selection** panel *(Attention Required)*.

The screenshot displays the OPERA Front Desk interface during a check-in process. At the top, three panels are visible: 'Identifications' (marked with a red warning icon and 'Attention Recommended'), 'Room Selection' (marked with a red warning icon and 'Attention Required'), and 'Verify Payment' (marked with a green checkmark). The 'Identifications' panel is highlighted with a green border. Below these panels, the 'Identification' section is expanded, showing 'Identification Documents' (with a 'New' button) and 'Personal Details' (with an 'Edit' button). The 'Personal Details' section includes fields for Birth Date, Birth Country, Gender, Birth Place, and Nationality. At the bottom of the interface, there are buttons for 'Back to Arrivals', 'Registration Card', 'Advance Check In', and 'Complete Check In'.

OPERATIONAL BENEFITS

Showing the panel with an Attention Recommended visual cue instead of a green check mark makes it stand out in an attempt to elicit necessary information from each guest.

Sticky Profile Image Added on Business Card Section

The profile image is added to the business card section and remains visible at the top of the page when scrolling on the following screens:

- Manage Profile
- Manage Reservation
- Check In Reservation
- Billing

INTEGRATIONS

Credit Card Data Handling Update for OXI Outbound

All OXI Exchange communications from OPERA Cloud to external systems involving credit card information supports the exchange of tokenized credit card data only. This enhancement applies only to OXI Exchange in OPERA Cloud and does not affect hotels using OXI in on-premise environments. It ensures sensitive payment information is processed securely and minimizes exposure risks across integrated systems.

IMPACT OR OTHER CONSIDERATIONS

Customers and partners should ensure their systems are configured to handle credit card tokens in all relevant OXI outbound message types. This enhancement further reinforces secure data handling and is aligned with evolving compliance standards. There is no functional impact expected for partners already utilizing token-based workflows. No changes are required for partners not relying on credit card data in outbound messaging.

Copy Interface Setup to Target Properties Added

A **Copy Configuration** action is added to Exchange Interface Setup, enabling the ability to copy configurations from a source interface and property to a target property. See [Exchange Interface Setup](#).

Copy Configurations
✕

i Copy process takes Source data from the Interface and the Property and replicate to the Target Properties with same Interface for the selected configuration options.

★ **Required Field**

Source

Interface
OXI-OPERA

Property

External Database

★ **Property**

★ **Required Field**

★ **Copy Configurations Options**

☒ Use existing external database code

☐ Create New Database code and Copy BEs

☒ Interface Setup

☒ Interface Parameters

☒ Interface Defaults

☒ Interface Mappings

Copy

OPERATIONAL BENEFITS

You can replicate the interface setup and configuration from a source property to the selected target properties for the same interface.

Exchange Message Status Search Updated

An **All Property Profiles** checkbox is added to Exchange message status search; selecting this option searches all properties when **Module=Profile** is selected. By default, searches apply to the selected property. See [Messages from External System](#).

OPERATIONAL BENEFITS

You can search Profile for the selected property or across all properties with this option.

Profile Business Events Data Elements Added

The following data elements are added to the Profile business event (see [Configuring Business Events](#)).

- **Business Event - New Profile**
 - Data Element - Created By
- **Business Event - Update Profile**
 - Date Element - Created By
 - Date Element - Updated By
- **Business Event - Delete Profile**
 - Data Element - Updated By
- **Business Event - New Relationship**
 - Data Element - Created By
- **Business Event - Update Relationship**
 - Date Element - Created By
 - Date Element - Updated By
- **Business Event - Delete Relationship**
 - Data Element - Updated By

Outbound Type SL_TNG Renamed to PROFILE_RESIDENCY

Renamed the outbound type from **SL_TNG** to **PROFILE_RESIDENCY** to support generic outbound integrations for any Profile Residency requirement. Updated the outbound type description from **Service Locator for TNG/HRS** to **Profile Data Residency**.

Improved automation by auto-configuring Service Locator with outbound codes created under **PROFILE_RESIDENCY** for the following APIs within the same context: post Profile, put Profile, and delete Profile. These enhancements simplify outbound and service locator integration setup and broaden support for Profile Residency use cases.

The screenshot displays the 'Outbound System Configuration' window. A modal dialog titled 'Search and Select Outbound Type' is open, showing a search for 'PROFILE_RESIDENCY'. The dialog contains a table with the following data:

Code	Description
PROFILE_RESIDENCY	Profile Data Residency

The background configuration form includes fields for 'Context' (Global/Property), 'Outbound Type' (FILE_RESIDENCY), 'Outbound Code', 'Authorization Type' (NONE), 'Application Key', 'Bypass Proxy', and 'Service Details' (Service Name: RESTAPIBaseURL, Service Path: https://). Buttons for 'Cancel' and 'Save' are visible at the bottom right.

OPERATIONAL BENEFITS

Service Locator for Profile APIs do not require separate configuration as they are automatically configured on Outbound Configuration.

IMPACT OR OTHER CONSIDERATIONS

There is no major impact with the existing configured Outbound Code and Service Locator.

However, those who have already implemented **SL_TNG** require attention and are advised to reconfigure with the new Outbound type **PROFILE_RESIDENCY** and discard **SL_TNG** configuration.

INVENTORY

Alternate Property Availability and Occupancy Updated



Alternate Property Availability is updated to provide details for out-of-order rooms, non-deductible counts, overbooking counts, and occupancy across multiple properties by non-deductible counts. Viewing availability and occupancy for a single property continues to offer detailed breakdowns of counts by room types. See [Viewing Alternate Property Availability](#).

Alternate Properties Availability ▾

Q Properties Date 27.08.2025 Out of Order X Non-Deduct X Overbooking X

To view room type details, please ensure only a single property is selected, without alternate property options.

Hide Room Types

	26	27	28	29	30	31	September										
							1	2	3	4	5	6	7	8	9	10	11
▼		632	632	632	632	632	632	632	632	632	632	632	632	632	632	632	632
Out of Order		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Non-Deduct		632	632	632	632	632	632	632	632	632	632	632	632	632	632	632	632
Overbooking		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
▼ 2QBN		5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
Out of Order		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Non-Deduct		5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
Overbooking		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Complimentary, House Use, Waitlist Rooms Added to Property Availability

Property Availability is updated with **Complimentary** and **Waitlist Rooms** values at the Room Type/Room Class level and a **House Use Rooms** value at the House level .

A hyperlink is added to **Waitlist** Rooms to display details:

- **HOUSE USE ROOMS** – Rooms where the rate code is marked as House Use.
- **COMPLIMENTARY ROOMS** – Rooms where the rate code is marked as Complimentary.
- **WAITLIST ROOMS** – Reservations that are not yet confirmed but are on the waitlist (available when the **Waitlist** OPERA Control is active).

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Home / Inventory / Property Availability

Property Availability

Search

* Required Field
* Property

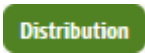
* Date

		27.08 Wed	28.08 Thu	29.08 Fri	30.08 Sat	31.08 Sun	01.09 Mon	02.09 Tue	03.09 Wed	04.09 Thu	05.09 Fri	06.09 Sat	07.09 Sun	08.09 Mon	09.09 Tue	10.09 Wed	11.09 Thu
House	Max. Available Rooms	684	684	684	684	684	684	684	684	684	684	684	684	684	684	684	684
	House Use Rooms	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Complimentary Rooms	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Waitlist Rooms	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
STDK	Max. Available Rooms	95	95	95	95	95	95	95	95	95	95	95	95	95	95	95	95
	House Use Rooms	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Complimentary Rooms	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Waitlist Rooms	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
STDQ	Max. Available Rooms	255	255	255	255	255	255	255	255	255	255	255	255	255	255	255	255

OPERATIONAL BENEFITS

You can narrow your search by Room Class - House Use, Complimentary Rooms, and Waitlist - and drill down to Waitlist rooms/reservation details using the count hyperlinks.

Manage Restrictions Updated



The **Manage Restrictions** screen in OPERA Cloud includes support for **distribution channels**. You can **search**, **create**, **edit**, and **delete** restrictions specifically for these channels when the permissions for Restrictions are enabled in Distribution.

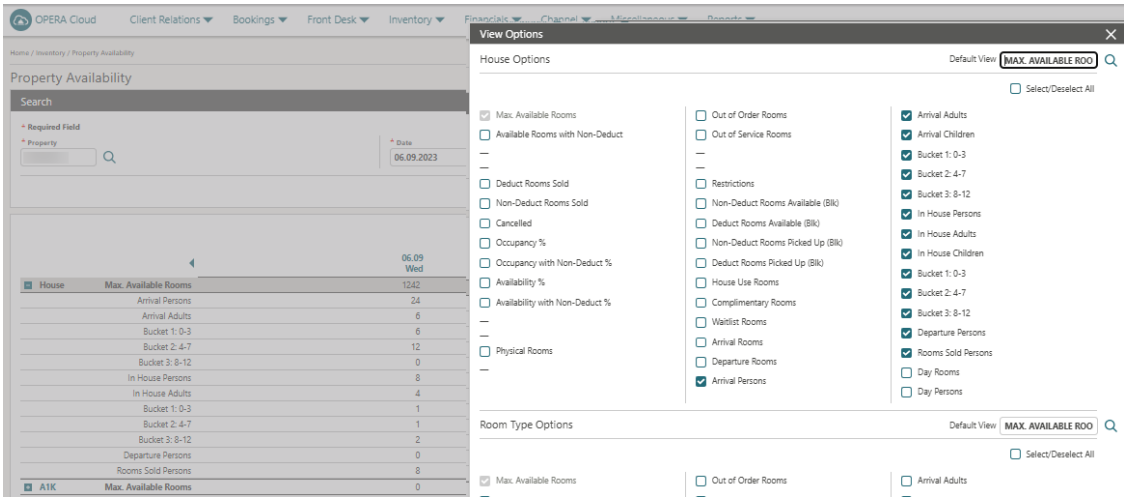
OPERATIONAL BENEFITS

The Manage Restrictions screen in OPERA Cloud supports distribution channels. Restrictions for distribution channels can be searched, created, updated, or deleted directly from this screen.

Property Availability Updated for Guest Ages at House Level

[Property Availability](#) is updated to show the following guest type ages at House level:

- **Arrival Persons (Arrival Adults, Arrival Children)** when you select **Arrival Persons** in **View Options**.
- **In House Persons (In House Adults, In House Children)** when you select **In House Persons** in **View Options**.



OPERATIONAL BENEFITS

You can view Arrival Adults along with Guest Age Categories/Child Buckets/House Person, Guest Age Categories/Child Buckets under In House Adults checkbox in View Options at House and Room Type in Property Availability Screen.

MEMBERSHIP

Edit Booking Date in Suspended Stay Updated

For properties with **Stay Records** OPERA Control active, wherein a stay record may be suspended due to invalid Booking Date. This enhancement allows authorized users to edit the Booking Date to a valid date and process the suspended stay. See [Managing Suspended Stay Records](#).

OPERATIONAL BENEFITS

This enhancement introduces a streamlined resolution process for suspended stay records, enabling authorized users to rectify suspended stay records by directly editing the Booking Date to a valid entry and subsequently processing the update.

Member Referral Feature Added



A **Member Referral** OPERA Control is added to the **Membership** group, enabling members to earn points for referring new members within a configurable referral period. You can define eligibility criteria based on membership levels and enrollment rules, and set a fixed number of points awarded for successful referrals. Points are automatically credited to the referring member upon the new member's enrollment, while the new member continues to earn points for their own activity. The member profile now allows linking to a referring member during the referral period. All referral-related transactions are recorded and accessible in the membership transaction history under enrollment referral. See [Configuring Membership Enrollment Codes](#).

OPERATIONAL BENEFITS

We've made it easier (and smarter) to reward your members for bringing in their friends. Here's how the new referral functionality helps behind the scenes:

- **No more manual work** – Points and rewards are now automated, cutting down on processing time and reducing errors.
- **Grow your loyalty program** – Members can invite others to join, helping you expand your base naturally.
- **Stay in control of costs** – With flat-point rewards and referral limits, you'll know exactly what to expect.
- **Flexible setup** – Loyalty admins can adjust referral settings anytime.

STEPS TO ENABLE

1. From the **Side Menu**, select **Administration**, select **Enterprise**, and then select **OPERA Controls**.
2. Select or confirm the **Property**.
3. Select the **Membership** group.
4. Locate and activate the **Member Referral** parameter.

Suspended Stays Updated

For OPERA Cloud Central customers with properties connected through CloudHub, and **Stay Records** OPERA Control active, wherein a stay record may be suspended due to missing/invalid data or configuration (example: invalid Booking Date). The enhancement ensures that the count of suspended stay records is displayed accurately when the record count exceeds 1000, providing users with a precise understanding of the number of records that are currently suspended. See [Managing Suspended Stay Records](#).

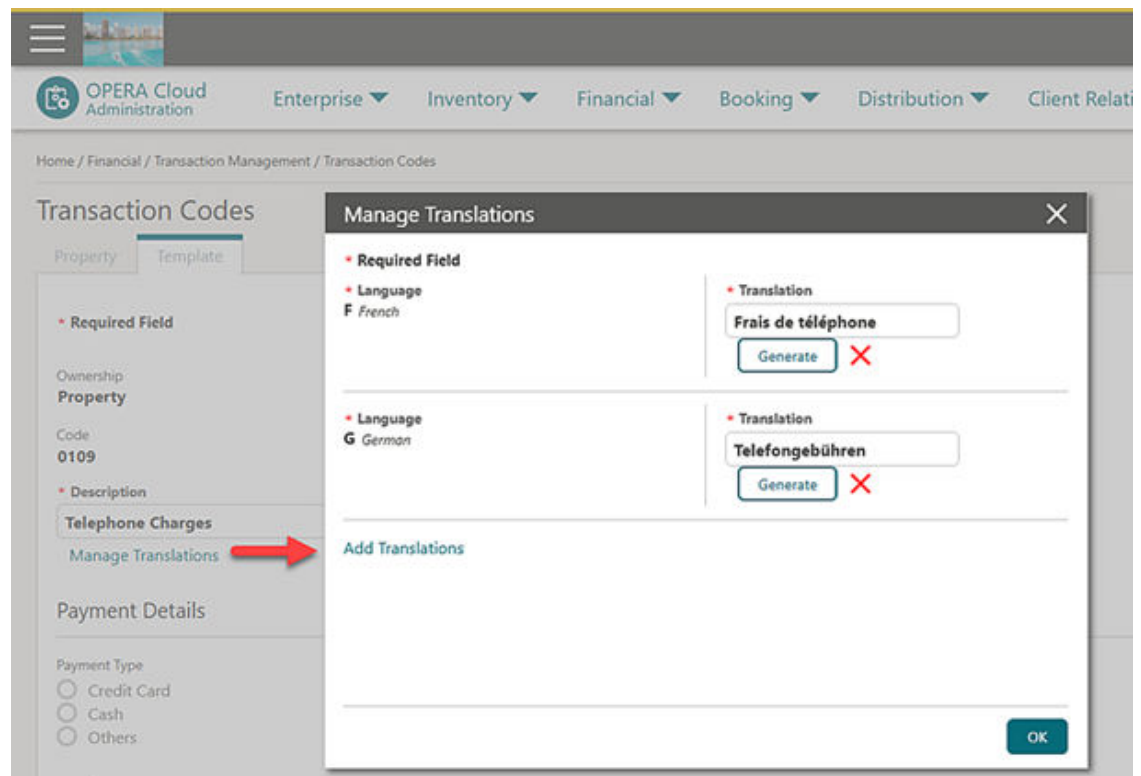
OPERATIONAL BENEFITS

The enhancement ensures that the count of suspended stay records is displayed accurately, providing users with a precise understanding of the number of records that are currently suspended.

MISCELLANEOUS

AI Code Description Translation Added

For properties with the **Multi Language** OPERA Control active, you can translate configuration code descriptions using generative AI. See [Configuring Localized Code Descriptions](#).



OPERATIONAL BENEFITS

Improves efficiency and reduces the time required to setup code translations.

Image Upload for Articles Added

For properties with the **Articles** OPERA Controls active, Image Management is updated with the option to upload images for Articles. See [Configuring Images](#).

Images are displayed in OPERA Cloud Mobile Post It.

OPERATIONAL BENEFITS

Usability improvements of the OPERA Cloud Mobile Post It module,

STEPS TO ENABLE

1. Steps to assign new user tasks to roles:
 - a. From the **Side menu** select **Role Manager**, select either **Manage Chain Roles** or **Manage Property Roles** according to your needs.
 - b. Enter search criteria and click **Search**.
 - c. Select the role to update, click the vertical ellipsis **Actions** menu, and select **Edit**.
 - d. Select the **Enterprise Management** group and grant the task: **Articles** under Image Management.
 - e. Click **Save**.

Property Controls Remote Property Updated

Central

The **Remote Property** checkbox in Property Controls is enabled with the **Central Sales** OPERA Control active, enabling access to PMS configuration menus without an active OPERA Cloud Foundation subscription. See [Editing Property Controls](#).

OPERATIONAL BENEFITS

Newly provisioned properties (with an OPERA Cloud Central subscription) can configure PMS options and OPERA Controls without an active OPERA Cloud Foundation subscription.

Property Details Configuration Updated

[Property Details Configuration](#) is updated with a **Verified** checkbox in the **Template** tab.

- When **unselected** (Verified =N) for the template record, a properties **Property Details Value** records can be updated with any value (no validation from the list of values).
- When **selected** (Verified =Y) for the template record, a properties **Property Details Value** records can be updated with a matching a value configured in the template (select a value from list of values).

Property Details of **Type=Date** now displays a calendar for date selection when configuring the **Property Detail Values** records.

Home / Enterprise / Chain and Property Management / Property Details

Property Details

Property Template

*** Required Field**

* Code
CODE1

* Category
GENERAL

* Description
Code One

* Data Type
DATE

Sequence
-

Verified (7)
☒ Verified

Property Detail Values

View Options

Code	Description	Seq
DD.MM.YYYY		

Calendar: July 2025. Date 9 is selected.

Buttons: Cancel, Save, New

OPERATIONAL BENEFITS

This updates provides properties with more flexibility when configuring property detail values by supporting open field entry or validation from list of values setup in template.

MOBILE

Arrivals Module Updated

The following improvements are available in the Arrivals module in OPERA Cloud Mobile:

- The reservation listing is sorted by guest last name, guest first name.
- The prerequisite to have a cashier number to access the module is removed.
- When available, the guest alternate name is displayed below the guest name.
- A new filter option is added to the Advanced Filters to display reservations that checked in today.

See [PWA - Arrivals](#).

OPERATIONAL BENEFITS

Improving the overall experience of the Arrivals module by adding more data points and filter options.

Departures Module Added

A Departures module is added to view and filter the due out reservations by using the Quick Search and Advanced Filter options. See [PWA - Departures](#).

STEPS TO ENABLE

Steps to assign new user tasks to roles:

1. From the **Side menu** select **Role Manager**, select either **Manage Chain Roles** or **Manage Property Roles** according to your needs.
2. Enter search criteria and click **Search**.
3. Select the role to update, click the vertical ellipsis **Actions** menu, and select **Edit**.
4. Select the **OPERA Cloud Mobile** group and grant the task: **Access OPERA Cloud Mobile - Departures**.
5. Click **Save**.

General Improvements in PWA Mobile

- For users of OPERA Cloud Mobile that view the application in any language other than English, dates that include (abbreviated) Month or Weekday descriptions are translated based on the selected application language.
- For Enterprise-Level users with access to multiple chains in OPERA Cloud, the chain selection screen displays before the Ask Oracle menu.
- The User menu as part of the Ask Oracle menu is still accessible from the Ask Oracle button to perform user actions such as signing out or changing the application language.

See [Prerequisites for OPERA Cloud Mobile Application - Progressive Web App](#).

- When a session is inactive for 45 minutes, a prompt displays for another 15 minutes to either sign out or to extend the session. If there is no response within the 15 minute window, the session is logged out automatically.

See [OPERA Cloud Mobile PWA - Overview](#).

OPERATIONAL BENEFITS

Improving usability for non-English Users and the session timeout experience.

Images Added to Post It Module

For properties with the **Articles** and **Post It** OPERA Controls active, the articles listed in Post It display an image when available. See [PWA - Post It](#).

OPERATIONAL BENEFITS

Improved usability of the Post It workflow.

In-House Module Added

An In-House module is added to view and filter the in-house reservations by using the Quick Search and Advanced Filter options. See [PWA - In-House](#).

OPERATIONAL BENEFITS

The new In-House module gives you on-the-go access to current in-house guest reservations.

STEPS TO ENABLE

1. From the **Side menu** select **Role Manager**, select either **Manage Chain Roles** or **Manage Property Roles** according to your needs.
2. Enter search criteria and click **Search**.
3. Select the role to update, click the vertical ellipsis **Actions** menu, and select **Edit**.
4. Select the **OPERA Cloud Mobile** group and grant the task: **Access OPERA Cloud Mobile - In-House**.
5. Click **Save**.

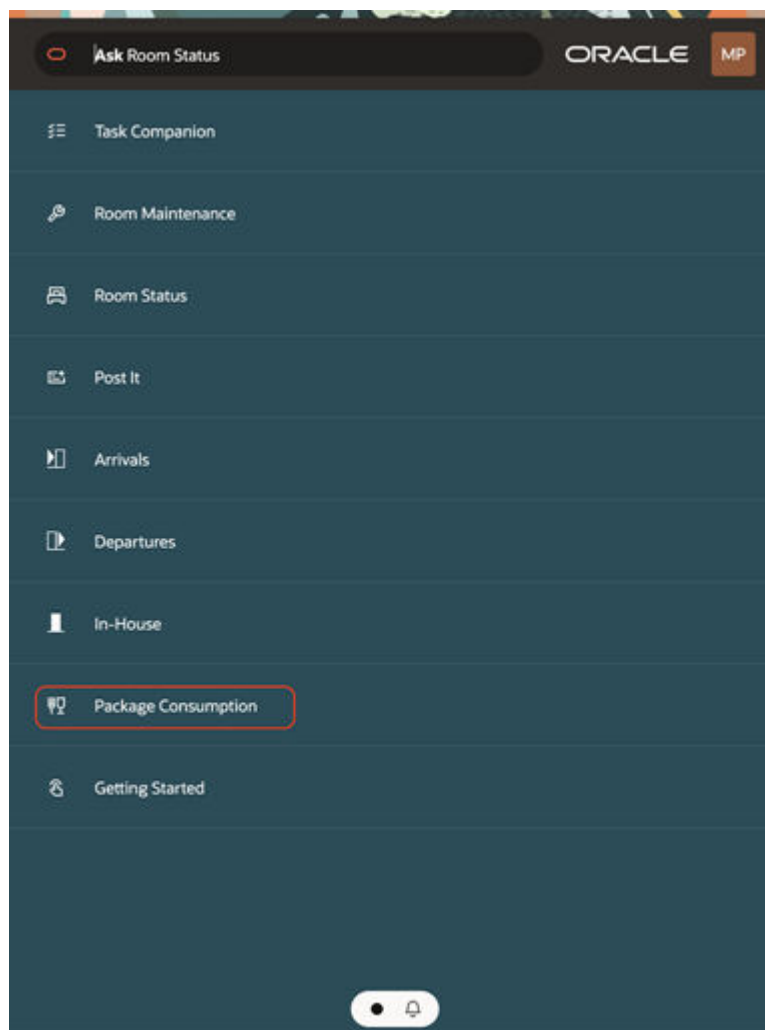
Package Consumption Module Added

The Package Consumption module provides a comprehensive solution for tracking and managing the consumption of reservation packages on a daily basis. This feature enables properties to efficiently monitor and record the usage of packages associated with in-house reservations. See [PWA - Package Consumption](#).

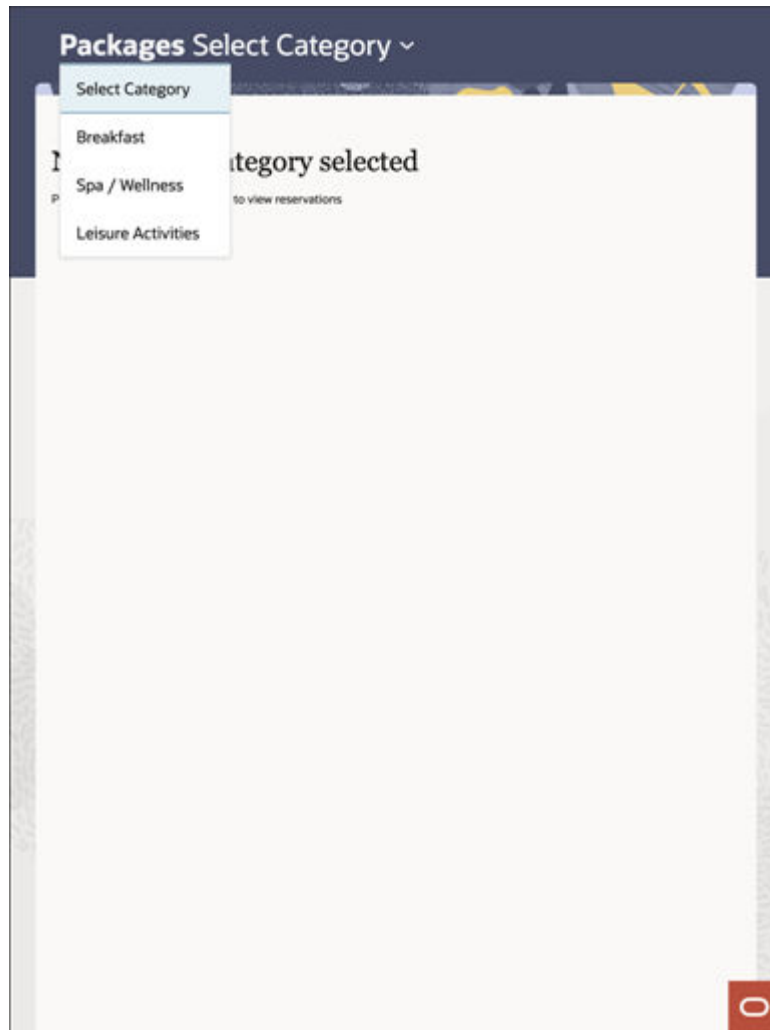
Key Features:

- **Daily Package Consumption Tracking:** View and manage the consumption of packages for in-house reservations, categorized by package type.
- **Real-time Consumption Updates:** Mark packages as consumed or unconsumed with a simple toggle, ensuring accurate and up-to-date records.
- **Detailed Guest Information:** Access additional guest information, including name, VIP status, and membership details, to provide personalized service.
- **Associated Profiles:** View company, travel agent, group, and accompanying guest names for enhanced guest profiling.
- **Simplified Package Management:** Easily manage consumable packages for selected categories, reducing administrative burdens and minimizing errors.

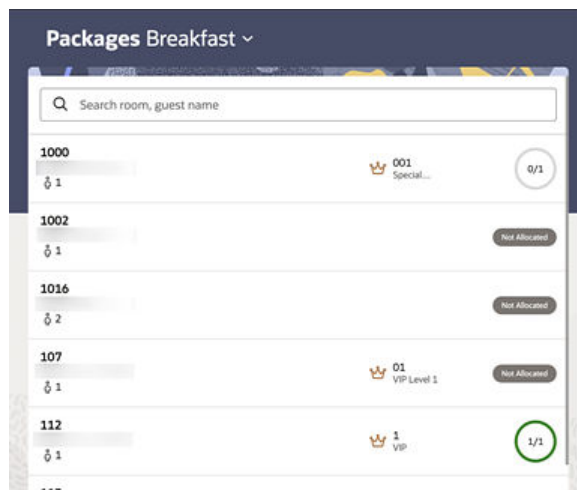
Tap or click **Package Consumption** from the Ask Oracle menu:



Select the **Package Category**.



Tap or click the room/reservation to view more details and to mark packages as consumed.



OPERATIONAL BENEFITS

- **Improved Operational Efficiency:** Automate package consumption tracking, reducing reliance on manual processes and printed lists.
- **Enhanced Guest Experience:** Provide accurate and timely tracking of package consumption, ensuring that guests receive the services and amenities they have paid for.
- **Data-Driven Insights:** Gain real-time visibility into package consumption patterns, enabling data-driven decisions to optimize revenue and guest satisfaction.

IMPACT OR OTHER CONSIDERATIONS

Package Categories must be created and associated with Package Codes first before taking advantage of the [Package Consumption](#) module.

STEPS TO ENABLE

1. From the **Side menu** select **Role Manager**, select either **Manage Chain Roles** or **Manage Property Roles** according to your needs.
2. Enter search criteria and click **Search**.
3. Select the role to update, click the vertical ellipsis **Actions** menu, and select **Edit**.
4. Select the **OPERA Cloud Mobile** group and grant the task: **Access OPERA Cloud Mobile - Package Consumption**.
5. Click **Save**.

Reservation Detail View Added

A Reservation Detail view is added to the Arrivals, Departures, and In-House reservation modules. From the reservation listing screen, tap or click on any reservation to view more details. See [Arrivals](#), [Departures](#), [In-House](#).

Information included in the reservation detail view:

- Primary Profile information such as Guest Name, Guest Alternate Name, Email Address, Phone Number, Membership, VIP Status and Last Stay, Identification information.
- Stay Details and Rate information such as the Arrival and Departure Date, Number of Nights, Number of Adults and Children, Rate Code, Rate Amount, Total Cost of Stay and Balance.
- Room information such as Room Type, Room Number, Room Status.
- Payment information.
- Company, Travel Agent and Block/Group Name linked to the reservation.
- First two Packages and Preferences.

OPERATIONAL BENEFITS

The reservation detail view is giving you access to more guest and reservation information from your mobile device.

Room Maintenance Module Updated

For properties with the **Maintenance** OPERA Control Function enabled, the Room Maintenance Requests in OPERA Cloud Mobile are updated so that the dependency between the Assigned To User and Expected By date is removed. See [PWA - Room Maintenance](#).

OPERATIONAL BENEFITS

Removing the dependency between the Assign To user and Expected By date provides more flexibility for managing Room Maintenance requests.

Task Companion Improvements

The Task Companion module in OPERA Cloud Mobile has the following improvements:

- The loading performance is improved for Task Sheets.
- Request Assistance usability improvements in Task Sheets.
- Guest Status handling improvements when starting a room with a Service Declined or Do Not Disturb Status by providing a notification and option to remove the Guest Service Status.
- The usability of the trace listing in Task Sheets is improved by displaying traces grouped by the status of their reservation and relevant information.
- When the **Task Sheet Completion** OPERA Controls parameter is turned on, you can mark a Task Sheet as Completed by manually selecting the option or by a prompt when the last room of the Task Sheet has been finished. See [Managing Task Sheets](#).

Also, see [OPERA Cloud Mobile PWA - Task Companion](#).

OPERATIONAL BENEFITS

Streamlining task companion workflows and automatic prompts improve usability.

PROPERTY APIs

ACT - Activities Operation Updated

The element **activityOwnerCode** is added to the payload of the **activities** operation for the Activity (ACT) API. For properties with the **Activities** OPERA Control active, when the **activityOwnerCode** is specified in the API then the activity gets created in OPERA Cloud for that owner.

OPERATIONAL BENEFITS

The introduction of the **activityOwnerCode** payload eliminates the need of knowing the **activityOwner** to create an activity from the API.

BLK - postCopyBlock Added

A new attribute **postCopyBlock** to include/exclude the forecast grid is added to the copy instructions for Blocks API (BLK).

OPERATIONAL BENEFITS

After you run the request, you can easily copy Block Forecast Room and Rates to the new Block.

BLK - RegularToSubAllocation Operation Added and getBlocks Updated

BLK - put RegularToSubAllocation Operation Added

A new **RegularToSubAllocation** operation is added to the Block API (BLK). This API converts a regular block into a sub allocation, associating it with a specified master allocation identified by **masterAllocationId** within the same property. This conversion is only applicable to master and sub allocations.

BLK - getBlocks Updated

A new **returnEligibleMasterAllocations** query parameter is added to the Block API (BLK). When the query parameter is equal to true and the ID of the block that is being considered for

conversion to sub allocation is added to the request, the response returns master allocations that are eligible to be the block master allocation.

A new **returnToInventory** flag is added to the **bookingStatusType** element in the Block API (BLK). The **returnToInventory** indicates if there are return to inventory status blocks, sub blocks, or reservations.

OPERATIONAL BENEFITS

After you run the request to retrieve the eligible master allocations, you can easily convert your block into sub allocations. By running this operation you can save time by just converting the existing block into a sub allocation without having to create a master allocation with its sub allocations.

CRM - getProfiles Updated

New attributes **email** and **phone** added to **getProfiles** API operation to search profiles using the email address and phone number.

OPERATIONAL BENEFITS

The enhancement enables API users to filter profile searches using **email** and **phone** attributes when invoking the **getProfiles** API operation.

CRM - getStagedProfileMatches Added

Central

Added the **getStagedProfileMatches** API operation under the Client Relationship Management (CRM) API that allows you to retrieve the list of potential profiles matching in OPERA Central system for the given staged profile. This new API operation provides valuable insights when profiles received from the Property Management System (PMS) through Cloud HUB are suspended by OPERA Central due to detected matching profiles. Specifically, it returns a list of matching profiles along with relevant details such as Match Percentage and Match Description, facilitating further processing and resolution.

OPERATIONAL BENEFITS

The **getStagedProfileMatches** API operation empowers OPERA Central users to efficiently manage suspended profiles by providing a comprehensive list of matching profiles, complete with detailed information including Match Percentage and Match Description. This helps to effectively process and resolve suspended profiles resulting from identified matching records, streamlining their profile management workflows.

CRM - validatePhone Added

A new operation **validatePhone** for phone number validation is added to the CRM module.

OPERATIONAL BENEFITS

After you run the request, you can easily validate phone numbers using the external systems.

CSH - CalculateTaxes Updated

- Added **arrivalDate** and **departureDate** query parameters to the **calculateTaxes** API. Supporting fields **fromDate** and **toDate** are also implemented.
- Removed **dateOfRate** from the API specification.

ENTCFG - templateHotelDetailType and hotelDetailType Updated

Two new optional parameters are added to **templateHotelDetailType** and **hotelDetailType**: **verified** (boolean) and **dataType** (hotelDetailDataType enum with options CHAR, DATE, and NUMBER).

IMPACT OR OTHER CONSIDERATIONS

Consumers have the option to enable or disable Property Detail Values verification against the added template values, and can also choose a data type other than CHAR, which is currently the only option. If none of these parameters is provided, the API still defaults to the previous defaults, so no changes occur for those that don't require this functionality.

EVM - copyEventNotes Added

A new **copyEventNotes** operation is added to the Events API (EVM). You can use this API to copy one or more existing event notes to one or more events within the same block.

OPERATIONAL BENEFITS

The ability to copy the same note to multiple events within the same block saves time during your daily sales activities and avoids repetitive typing.

FOF - getHotelRooms Updated

exactMatchRoomNumber

The **getHotelRooms** operation in the Front Office API (FOF) is updated. A boolean element is added called **exactMatchRoomNumber** to fetch the exact match, in case the move in room is marked as Do Not Move and the user does not have the Do Not Move user task. Available when the **Do Not Move OPERA** Control is active.

Room Occupancy

The **getHotelRooms** API in the Front Office API (FOF) module is updated to provide better visibility into both past and future room occupancy. It supports sorting based on room history and availability, enabling Front Desk Agents to optimize room assignments by factoring in recent usage and upcoming reservations.

Added two new query parameters:

- **includeNextStayInfo** - to control the inclusion of extended occupancy data.
- **sortOrder** - to enable sorting of rooms based on additional fields.

Introduced a new response type: **roomOccupancyInfoType**, which includes:

- **vacantDays**
- **lastStayDate**
- **nightsToNextStay**
- **nextStayDate**

Extended the existing **orderBy** field to support additional sorting options:

- **VacantDays**
- **LastStayDate**
- **NightsToNextStay**
- **NextStayDate**
- **RoomNumber**
- **RoomType**

FOF - getRoomKey Updated

When **Multiple Guest Room Key** OPERA Control Function is On, **roomKeysInfoList** data under the **getRoomKey** API is updated to provide the Key Track1, Key Track 2, and Key Track 3 information.

FOFCFG - putCashier, postCashiers, and getCashiers Updated

The Front Office Configuration API (FOF Config) post, put and getCashiers operation is updated to allow configuration of a Reserved Cashier using reservedResort Cashier Type.

OPERATIONAL BENEFITS

This feature simplifies the cashier management by allowing administrators to easily manage cashier IDs and associate them with specific properties.

HSK - getTaskCompanion Updated

fetchTaskCompanion (HSK) updated as follows:

- Added attribute: **includeCompletedRooms** - If true, the list of rooms returned will include rooms that are completed and have the highest cleaning status. If false, only rooms that have not yet reached the highest cleaning status are returned.
- Added attribute: **roomCompleted** - Indicates if this room is completed. A room is complete when it reaches the highest available Room Status.
- Added attribute: **completedRoomsCount** - The total number of completed rooms in this task sheet.

INV - getBlockInventoryStatisticsMultipleHotelIds and getBlockInventoryStatistics Updated

The query parameter **roomSummaryBy** is added to the **getBlockInventoryStatisticsMultipleHotelIds** and to the **getBlockInventoryStatistics** operations for the Inventory (INV) API.

When the query parameter **roomSummaryBy** is added to the **getBlockInventoryStatisticsMultipleHotelIds** operation, based on the option selected, you can view Available Rooms, Available Rooms with Non-Deduct, Available Rooms (Excl. Sell Limits) or Available Rooms with Non-Deduct (Excl. Sell Limits) when logged at Hub level.

When **roomSummaryBy** is added to the **getBlockInventoryStatistics** operation, based on the option selected, you can view Available Rooms, Available Rooms with Non-Deduct, Available Rooms (Excl. Sell Limits) or Available Rooms with Non-Deduct (Excl. Sell Limits) when logged at property level.

INV - getInventoryStatistics Updated

The following new elements are added to the **getInventoryStatistics** operation in the Inventory (INV) API:

- **HouseArrAdultsYN**
- **HouseArrChildrenYN**
- **HouseArr1ChildrenYN**
- **HouseArr2ChildrenYN**
- **HouseArr3ChildrenYN**
- **RoomArrAdultsYN**

- **RoomArrChildrenYN**
- **RoomArr1ChildrenYN**
- **RoomArr2ChildrenYN**
- **RoomArr3ChildrenYN**
- **HouseCompRoomsYN**
- **HouseHouseUseYN**
- **HouseWaitlistRoomsYN**
- **RoomCompRoomsYN**
- **RoomHouseUseYN**
- **RoomWaitlistRoomsYN**

Note: Waitlist Rooms should be displayed only if the OPERA Control for **Waitlist** is **active**.

MEDCFG - getRegistrationCard Updated

The **getRegistrationCard** API from the MEDCFG module is updated to add a watermark to the PDF report if **Watermark** is enabled in the report settings. The API response includes the PDF file as a base64 string in the registrationCard field. When this base64 string is converted to a PDF file, you will see the watermark in the background.

OPERATIONAL BENEFITS

You can generate a registration card report with a watermark using the getRegistrationCard API.

RSV - getReservation Updated

getReservation (RSV) updated:

- Introduced new boolean attribute called **roomNumberLocked** to query if the room number is marked as Do Not Move (locked) for any room segment of the reservation. Available when the **Do Not Move** OPERA Control is active.
- Introduced new attribute called **scheduledMoveStatus**, which refers to an existing scheduledRoomMoveStatusType enum type, to get the Scheduled Room Move Status for all the room segments of the reservation. Available when the **Advance Daily Details** OPERA Control is active.

RTP - getNegotiatedRatesForGivenHotelAndRate and getNegotiatedRatesForGivenProfile Updated

Pagination support is added to the **getNegotiatedRatesForGivenHotelAndRate** and **getNegotiatedRatesForGivenProfile** operation in the Rate (RTP) API.

Added a new field called offset in the requests for both APIs.

RTP - getTemplatePromotionCodes Updated

Pagination support is added to the **getTemplatePromotionCodes** operation in the Rate (RTP) API. Added below fields in the API:

1. totalPages
2. count
3. totalResults
4. hasMore
5. limit
6. offset

OPERATIONAL BENEFITS

The promotion templates and property specific promotion code screens in OPERA Cloud support pagination to efficiently manage and display a large number of records.

RTP - packageCategory Added To configPackagePrimaryDetailsType

Package Code header is updated to incorporate **Package Category** information. - *GetPackages Updated*

- *GetPackages Updated*

- *PostPackages Updated*

- *PutPackages Updated*

- "/rtp/v1/packages" Add parameter packageCategory
- Add PackageCategory list of values
- Fetch the packageCategory details from **ResortPackageCategoryEv** and check if the beginSellDate, endSellDate of package falls within beginSellDate, endSellDate of packageCategory.

RTP - putRatePlan and postRatePlan Operations Updated

putRatePlan and **postRatePlan** operations in the RTP API are updated with **ownerUse** and **ownerReferral**:

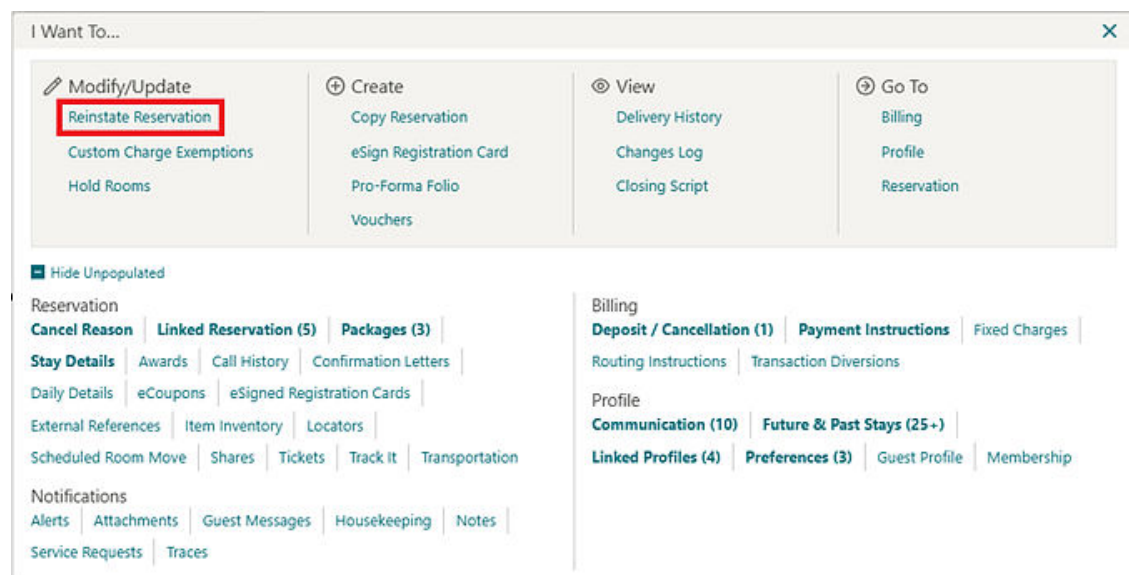
- Introduced new boolean element called **ownerUse** to define Rate Code as available for Owner Reservations.
- Introduced new boolean element called **ownerReferral** to define Rate code is available for Owner **Referral** Reservations.

RESERVATIONS

Always Allow Reinstating Reservations OPERA Control Added

An **Always Allow Reinstating Reservations** OPERA Control is added to the **Reservations** group. See [Reinstating Reservations](#).

- When active (default), no show and cancelled reservations can be reinstated after End of Day has completed for the date of arrival for no show and cancelled reservations when the **Departure Date** is a future date.
- When inactive, no show and cancelled reservations cannot be reinstated after the End of Day has completed for the date of arrival even if the Departure Date is a future date, as the Reinstatement Reservation action link is hidden.



OPERATIONAL BENEFITS

Some customers prefer to not allow reinstates for any no show or cancelled reservations if the arrival date has passed even if the departure date is still in the future. Other customers do wish to have this ability to reinstate no show/cancelled reservations where arrival is in the past but departure is in the future, so this control gives the choice of handling reinstate actions for their no show and cancelled reservations.

STEPS TO ENABLE

1. From the **Side Menu**, select **Administration**, select **Enterprise** and then select **OPERA Controls**.

2. Select or confirm the **Property**.
3. Select the **Reservations** group.
4. Locate and activate the **Always Allow Reinstating Reservations** function.

Configure Tiered Cancel Penalty and Tiered Deposit Rule Schedules

Tiered Cancellation Schedules

When the **Cancellation Handling** OPERA Control is active, **Tiered Cancel Penalty Schedules** is available to configure Tiered Cancel Penalty Schedules within existing Cancel Penalty Schedules. When configured, you can apply different cancel penalties within Cancel Penalty Schedules for a given date and amount for the date the reservation is cancelled. If there are two cancel penalties applied for the same cancellation date, regardless if configured as a part of a tiered cancel penalty or added to the reservation, the highest cancel penalty prevails.

You must select the tiered rule available for the schedule to configure the Tiered Cancel Penalty Schedule:

The screenshot shows the OPERA Cloud Administration interface. The main window is titled 'Manage Cancel Penalty Schedule'. It has a search bar for 'Property' and a date picker for 'Begin Date' (08-05-2025). A 'Search and Select Rule' pop-up window is open, showing a table of rules. The 'TIERED' rule is highlighted with a green border.

Code	Description
1001MTHBA	100% Cancel Penalty 1 Month Prior to Arrival
1001WEEKPR	100% Cancel Penalty 1 Week Prior to Arrival
10DAYOF	10% at time of Booking
501WEEKAF	50% Non Cancellable 1 Week After Booking
752WEEKAB	75% Non Cancellable 2 Weeks After Booking
FULLRATE	100% of Rate Day of Arrival
HALF	50% of Stay
NONCXL	Non Cancellable
TIERED	Used for Tiered Cancel Penalty Schedules

Tiered Deposit Schedules

When the **Deposit Handling** OPERA Control is active, you can configure **Tiered Deposit Rule Schedules** for reservations, allowing for multiple deposit rules of the same calculation type (percentage or flat) to be applicable for reservations meeting specified criteria. This enables properties to easily schedule different deposit collection amounts for multiple dates on a reservation.

For Tiered Deposit Rule Schedules with deposit rules with a calculation type of **percent**, the total sum of all rules on the schedule can not exceed 100%.

You must select the tiered rule available for the schedule to configure the Tiered Deposit Rule Schedule.

Look to Book - View Policies

When Tiered Cancel Penalty Schedules and Tiered Deposit Rule Schedules are configured, when shopping for a room rate combination in Look to Book Sales Screen, you can select the **View Policies** option to see the Tiered Cancel Penalty and the Tiered Deposit Policy for the given Reservation Type displayed by earliest due date for each rule.

This same information also shows on the Book Now Screen.

IMPACT OR OTHER CONSIDERATIONS

Tiered Cancel Penalty Schedules:

If there are two Cancel Penalties that apply for the same cancellation date, regardless if configured as a part of a Tiered Cancel Penalty or added to the reservation, the highest cancel penalty takes precedence.

Tiered Deposit Rule Schedules:

For Tiered Deposit Schedules with deposit rules with a calculation type of **percent**, the total sum of all rules on the schedule can not exceed 100%.

STEPS TO ENABLE

1. From the side menu, select **Administration**, select **Enterprise**, and then select **OPERA Controls**.
 2. Select or confirm the **Property**.
 3. Select the **Cashiering** group.
 4. Under **Cancellation Handling** function, locate and turn On the **Tiered Cancel Penalty Schedules** OPERA Control parameter.
-
1. From the side menu, select **Administration**, select **Enterprise**, and then select **OPERA Controls**.
 2. Select or confirm the **Property**.
 3. Select the **Cashiering** group.
 4. Under **Deposit Handling** function, locate and turn On the **Tiered Deposit Rule Schedules** OPERA Control parameter.

Confirmation Letters to Optional Email OPERA Control Added

For properties with the **Confirmation Letters** OPERA Control active, a **Confirmation Letters to Optional Email** OPERA Control is added to the **Reservations** group, enabling the ability to send a reservation confirmation to an email address without linking the email recipient's profile.

See [Managing Reservation Confirmations](#).

OPERATIONAL BENEFITS

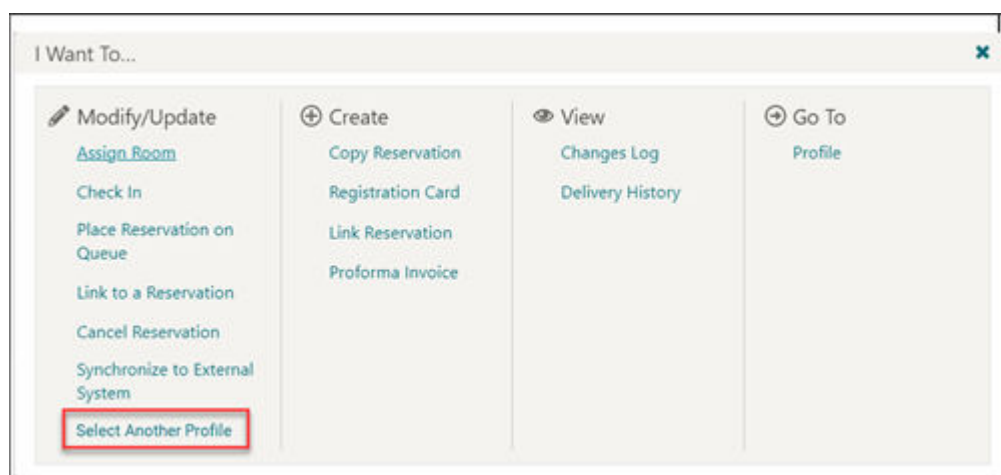
For a one-off mailing for a confirmation letter, by using the Optional Email field you are no longer required to add an email address to the recipient's profile.

STEPS TO ENABLE

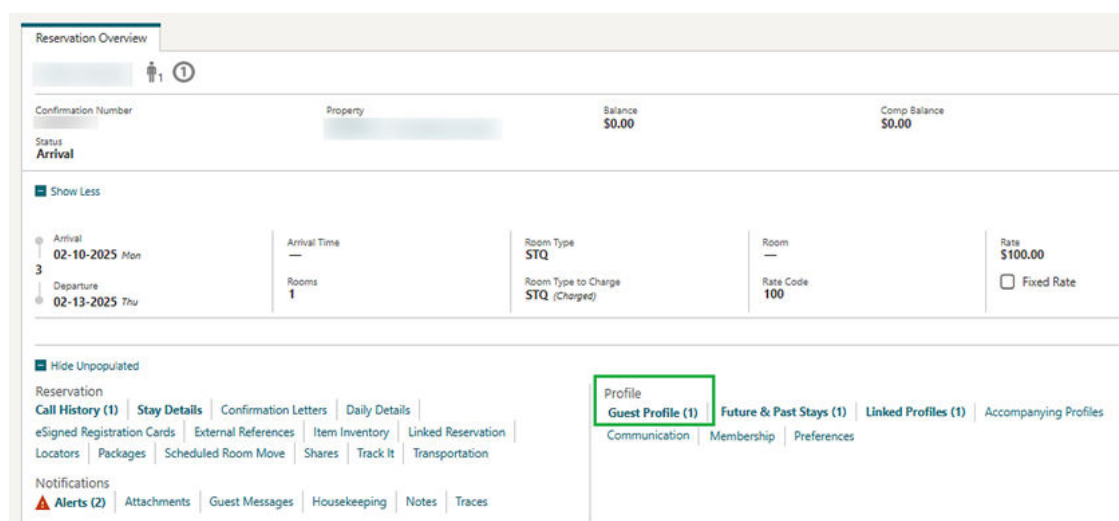
1. From the **Side Menu**, select **Administration**, select **Enterprise** and then select **OPERA Controls**.
2. Select or confirm the **Property**.
3. Select the **Reservations** group.
4. Locate and activate the **Confirmation Letter to Optional Email** parameter.

Default Select Another Profile Search Criteria OPERA Control Added

The **DefaultSelect Another Profile Search Criteria** OPERA Control is added to the **Reservations** group to specify the default search criteria of Name, First and/or Email when selecting another profile for a reservation. When selecting another profile, the specified values from the currently linked profile defaults to the search field. The **I Want To. . .** action panel is updated with a **Select Another Profile** action. If the **Member Profile Update Restriction with Reservation** control is active and a membership profile is attached to the reservation, the **Select Another Profile** option will be hidden from I Want To menu and the Guest profile tab. See [Managing Reservation Linked Profiles](#).



A **Guest Profile** link is added in the profile area of the Reservation Overview section, displayed in Billing, Arrivals, In-House, Departures, Manage Reservations, and Reservation Search Results, providing quick access to the guest profile tab on the Linked Profiles screen.



OPERATIONAL BENEFITS

This new functionality gives users quick and easy access to the Guest profile through the new **Guest Profile** link, streamlining the previous lengthy process.

It also provides multiple access points for the **Select Another Profile** option now found under the **I Want To** menu as well as under the **Guest Profile** tab.

Additionally, the default search criteria, when configured in the control, saves time from retyping guest information such as first and last name and email, as these values become the default in the search criteria fields when searching to select another profile for this reservation.

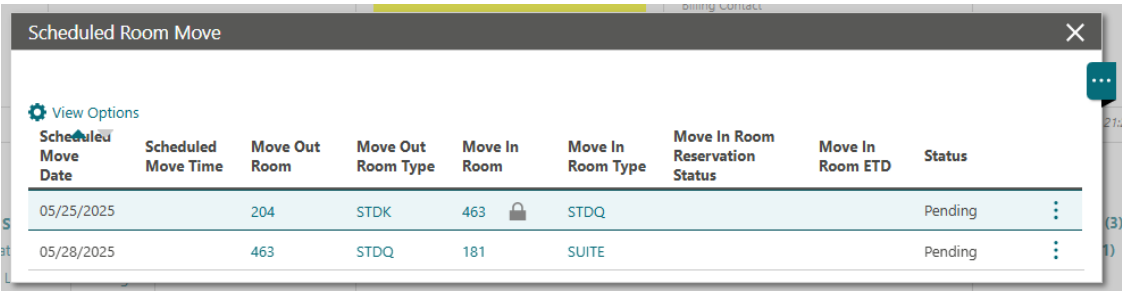
STEPS TO ENABLE

1. From the **Side Menu**, select **Administration**, select **Enterprise** and then select **OPERA Controls**.
2. Select or confirm the **Property**.
3. Select the **Reservations** group.
4. Locate and update the **Default Select Another Profile Search Criteria** setting.

Do Not Move Icon Added

In properties where the **Advance Daily Details** and **Do Not Move** OPERA Controls are active, you can set a room assignment for a future room move to Do Not Move.

You can see the Do Not Move icon (Lock) for the day of the move on the following screens: Daily Details panel of the reservation, Scheduled Room Moves panels of the reservation, and the Scheduled Room Moves reservation search screen. See [Managing Scheduled Room Moves](#).



The screenshot shows a window titled "Scheduled Room Move" with a table of scheduled moves. The table has columns for Scheduled Move Date, Scheduled Move Time, Move Out Room, Move Out Room Type, Move In Room, Move In Room Type, Move In Room Reservation Status, Move In Room ETD, and Status. Two rows are visible, both with a status of "Pending". The first row has a lock icon in the Move In Room column, indicating a "Do Not Move" setting.

Scheduled Move Date	Scheduled Move Time	Move Out Room	Move Out Room Type	Move In Room	Move In Room Type	Move In Room Reservation Status	Move In Room ETD	Status
05/25/2025		204	STDK	463	STDQ			Pending
05/28/2025		463	STDQ	181	SUITE			Pending

OPERATIONAL BENEFITS

The Do Not Move rooms lock icon for future room moves alerts users that the reservation should not be moved to another room for those days, making the room assignment process more efficient.

Email and Phone Customization Added to Reservation Search

Email and **Phone** customizable search attributes are added to Manage Reservation and Manage Block Reservation Screen.

STEPS TO ENABLE

1. Enable Page Composer at property/hub or chain level, as required. See [Using Page Composer to Customize Pages](#).
2. From the OPERA Cloud menu, select **Bookings/Front Desk**, select Manage Reservations or Arrivals or Departures or In-House.
3. Select the gear icon to customize the panel.
4. Add **Phone / Email** field in the desired locations.
5. Click **Save**.

Link to a Reservation Updated

The ability is added to link multiple selected or all reservations in a search result to another reservation from **Manage Reservation**, **I Want To** (Modify/Update section), **Link To A Reservation**

or from **Reservation** Presentation, **Linked Reservation Panel**, **Link To A Reservation**. See [Managing Linked Reservations](#).

OPERATIONAL BENEFITS

This gives you the ability to quickly select many or all reservations in your search results to link to your reservation.

Look To Book Sales Screen Access Restricted

Within all workflows in OPERA Cloud, access to the Look to Book Sales Screen is restricted to users with the **Look to Book Sales Screen** task. Users without this task granted do not have

the option to Edit with Look to Book, or Create Reservation from various workflows within OPERA Cloud.

STEPS TO ENABLE

- From the **Side menu** select **Role Manager**, select either **Manage Chain Roles** or **Manage Property Roles** according to your needs.
- Enter search criteria and click **Search**.
- Select the role to update, click the vertical ellipsis **Actions** menu, and select **Edit**.
- Select the **Bookings** group and grant the tasks: **Reservation Management** and **Look to Book Sales Screen**.
- Click **Save**.

Look To Book Sales Screen Block Sell Messages Prioritized

For properties with the **Sell Messages** OPERA Control active, Look to Book Sales Screen is updated to prioritize and display sell messages based on the selected **Block Code**, **Rate Code**, and **Room Type**, with **Global messages** displayed at the bottom of the list.

OPERATIONAL BENEFITS

This update enables faster, clearer decisions by showing the most relevant information first sorting order.

Mark Owner Room as Do Not Move from Look To Book Sales Screen

For properties with the **Room Rotation** and **Do Not Move** OPERA Controls active, when making an owner or owner referral reservation from Look to Book Sales Screen, users with the **Do Not Move Room** task granted can select the **Select and Mark Do Not Move Room** option when assigning an owner room.

Search

Single Segment Multi

Property

Packages (?)

Arrival 07.01.2025 Tue

Profile Options

Name

Email

Phone

Membership Number

Minimum Stay Availability

Availability

Owner Rooms

Displayed results include available rooms that have either an Ownership or Owner Referral record associated with the selected profile.

View Options

Property	Room	Room Type	Start Date	End Date	Owner Exclusive	Type
	101	STK	12/25/2022		<input type="checkbox"/>	Owner
	106	STK	1/30/2023		<input checked="" type="checkbox"/>	Owner
	109	STK	2/7/2023		<input checked="" type="checkbox"/>	Owner
	110	STK	10/21/2022		<input type="checkbox"/>	Referral
	112	STQ	2/15/2023		<input type="checkbox"/>	Owner
	206	STK	12/2/2022		<input checked="" type="checkbox"/>	Owner
	209	STK	12/2/2022		<input checked="" type="checkbox"/>	Owner
	210	STK	1/22/2023		<input checked="" type="checkbox"/>	Owner
	211	STK	12/12/2022		<input type="checkbox"/>	Owner
	220	STQ	6/22/2023		<input type="checkbox"/>	Owner

Cancel Select and Mark Do Not Move Room Select

Owner Rate Code Attributes Honored in Stay Details and Daily Details

For properties with the **Room Rotation** and **Identify Owner Rate Code Attributes** OPERA Controls active, rate codes may be restricted for selection to Owner and/or Owner Referral Reservations on the Stay Details and Daily Details panels of a reservation based on if the Rate Code is configured as 'Owner Use' or 'Owner Referral Use'.

- Rate Codes Configured as 'Owner Use' are only available in the Rate Code list field on Stay Details and Daily Details for Owner Reservations.
- Rate Codes configured as 'Owner Referral' are only available for selection in the Rate Code list field on Stay Details and Daily Details for Owner Referral Reservations.
- Rate Codes configured as both 'Owner Use and 'Owner Referral Use' is available for selection on both Owner and Owner Referral Reservations, but not available for selection on rental reservations.

Reservation Sales Screen Updated

Central

The [Reservation Sales Screen](#) is updated with the following:

New Reservation Screen

- A **progressive loading** pattern is shown in the search fields to indicate that results are still loading.

OPERATIONAL BENEFITS: *Progressive loading helps you to identify when the results are still loading and when there are no results.*

- The Company, Travel Agent and Source **Profile dropdown search improvements:**
 - The dropdown search supports search by Name ID (Corp ID, IATA, Source ID) and Phone number. Email search results display only when the full email address is entered.
 - Partial wildcard search with % is supported.

OPERATIONAL BENEFITS: *Dropdown partial search support. Consistent results and faster performance.*

- The **availability results toolbar is responsive**, adjusting the display of buttons and fields based on resolution and zoom level. When the screen size is smaller or zoomed in and the options/buttons don't fit, an **Options overflow button** appears.

OPERATIONAL BENEFITS: *Responsive toolbar designs allow access to all functionalities at any screen resolution or zoom level.*

Overview Screen

- **Blocks** and their existing related rate codes can be updated or removed from the block field for in-progress reservations.

OPERATIONAL BENEFITS: *This keeps blocks and rates on the overview synced properly so a rate cannot be sold erroneously with the wrong block.*

- The **Book button** remains **enabled** and if there are required fields missing from the in-progress reservation, a warning banner displays containing information about which required fields are missing.

OPERATIONAL BENEFITS: *When clicking the Book button, sometimes the screen would freeze, without an error message to explain why the reservation was not able to be booked, causing you to restart the booking process.*

- **Linked Reservations** can be **removed** by hovering in the right corner of each linked reservation tab and clicking the **Remove Reservation** button that appears upon hover.

OPERATIONAL BENEFITS: *A linked reservation is sometimes added in error and the form provided no way to remove that linked reservation causing you to restart booking process..*

- If Child Ages Control is active, when editing a **package, child age bucket and child price display** for the different child age bucket prices defined on the package pricing.

OPERATIONAL BENEFITS: *This allows you to see the different prices configured for the different child age buckets attached to the package now in RSS. This functionality already exists in OPERA Cloud.*

- If a package is included in the rate, this package can be reduced or removed from the reservation by entering the number of these packages to be reduced in the **Exclude Quantity** field on the edit package drawer.

OPERATIONAL BENEFITS: *This allows you to exclude packages included in the rates now in RSS. This functionality already exists in OPERA Cloud.*

- A **progressive loading** pattern is shown in the Overview screen to indicate that results are still loading.

OPERATIONAL BENEFITS: *When there is a lag in performance from the availability screen to the overview screen in RSS, it gives the impression that the screen is frozen when in fact it is still loading. This loading pattern gives you an indicator to continue waiting.*

- On the **Item tab**, you can view, add, modify, or remove items.

OPERATIONAL BENEFITS: *This allows you to add, edit, and delete items now in RSS for In-Progress Reservations. This functionality already exists in OPERA Cloud.*

Find Reservation Screen

- When accessing an existing reservation from the Reservation search screen, you can view and manage already linked reservations or link/unlink additional reservations in the **new Linked reservations flow**.

OPERATIONAL BENEFITS: *Gives you the ability to view, link and unlink reservations from RSS Find Reservations screen in a new simplified flow.*

- In the Reservations search screen, you can **split a multi-room reservation** into individual bookings with the **new flow**. This feature allows you to:
 - Split All Reservations or Split 1 Reservation.
 - Copy the original guest name to all split reservations or update it for each reservation individually.
 - Copy the original payment method to all reservations or update it for each split reservation.

OPERATIONAL BENEFITS: *Gives you the ability to split multi-room reservations from RSS Find Reservations screen in a new simplified flow, allowing you to update a name and payment method for each split reservation in a single screen.*

Find Property Screen

- When the Reservation Sales Screen Property Brochure Display control is set to **Reservation Sales Screen Property Brochure**, the Property Brochure button is replaced with a **Find Property button**, which opens the Properties screen.
- The **Properties screen** displays a **list of properties** and allows you to **search for specific properties** using the Property filter chip or by typing the property name or location directly into the search bar.
- To **view a property brochure**, simply click the eye icon next to the selected property.

OPERATIONAL BENEFITS: *Gives you the ability to view all properties in one screen and easily access the property brochure.*

Room Diary Updated

When the **Unassigned** check box is selected in Room Diary, all unassigned rooms for the current and future dates are displayed regardless of the selected view (7-day, 14-day, or 60-day). See [Using the Room Diary](#).

For properties with the **Advance Daily Details** OPERA Control active, **Day Use & Departure Reservations** Schedule Room Move Flow displays the Reservation Bars on respective rooms along with the icons and tool tip. See the section Scheduling Room Moves in [Using the Room Diary](#).

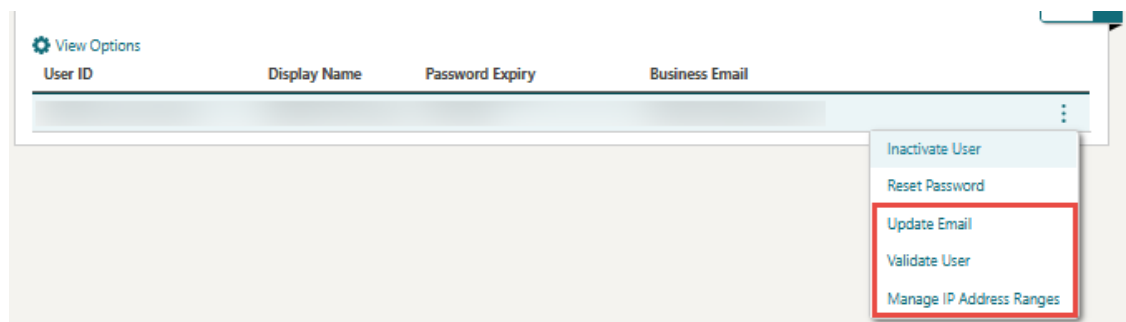
OPERATIONAL BENEFITS

This helps to clearly identify which rooms still need to be assigned for today, even if those rooms are scheduled for assignment in the coming days. It improves visibility and prevents accidental oversights in daily room planning.

ROLE MANAGER

Manage Interface Users Screen Updated

The Role Manager, Manage Interface Users screen has the following updates.



Updating Email for Existing User

OPERA Cloud Role Manager - Manage Interface UI row level action **Update Email** allows you to update the business email address for any existing interface user. This helps keep contact information accurate so that important notifications such as password expiry are sent to the correct contacts.

Validating User Credentials

The Manage Interface Users UI row level action **Validate User** allows you to check user names and passwords when creating new users or resetting passwords. This real-time check helps ensure the information is correct and makes user management more accurate.

Restricting Interface User Access by IP Range

Limit interface user access to specific IP address ranges. The Manage Interface Users UI adds a row-level **Manage IP Address Ranges** action, allowing administrators to add, edit, or remove allowed IP ranges for each user. This increases security by ensuring only authorized IPs can connect.

OPERATIONAL BENEFITS

Updating Email for Existing User

- Ensures operational and security notifications reach the correct recipients by keeping email information up to date.

Validating User Credentials

- Reduces the risk of credential errors at the point of user creation or password change.
- Provides immediate visibility into credential validity.
- Streamlines support operations by catching credential issues early.
- Enhances security and reliability for all legacy interface integrations.

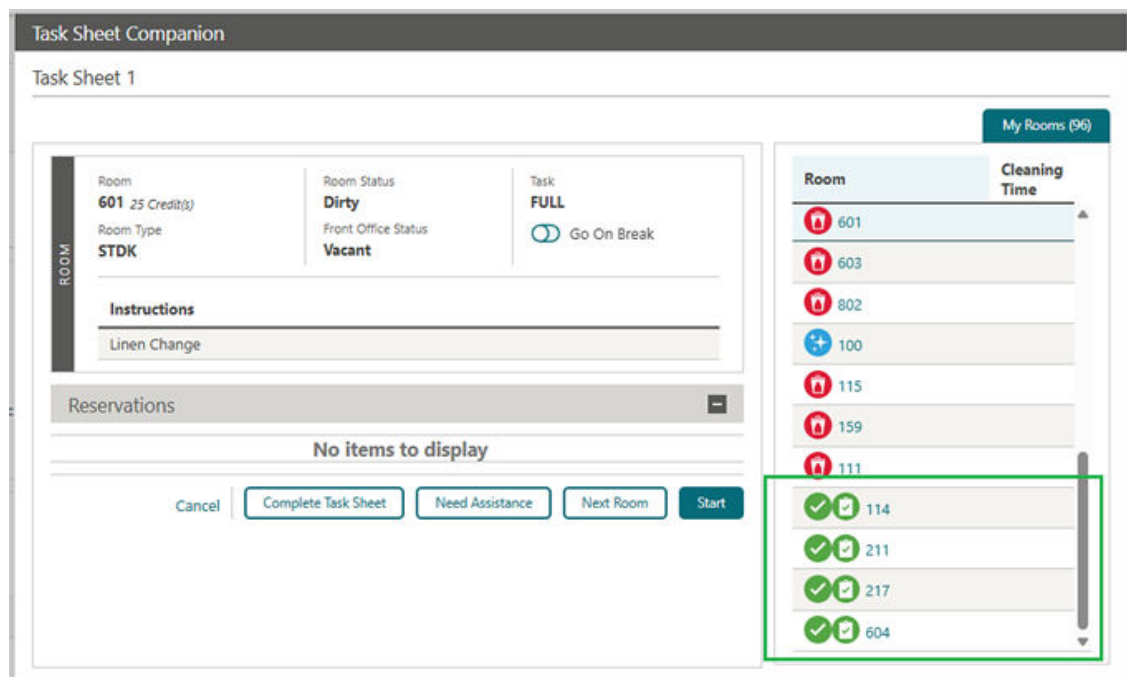
Restricting Interface User Access by IP Range

- Increases security and control over interface user access.
- Reduces risk of unauthorized connections.

ROOMS MANAGEMENT

Task Sheet Companion Updated

For properties with either the **Task Sheets** or **Advanced Task Sheets** OPERA Controls active, the Task Sheet Companion is updated to show all completed rooms at the bottom of the list with a checkmark icon. A room is considered completed when it has reached the highest available cleaning status. See [Using the Task Sheet Companion](#).

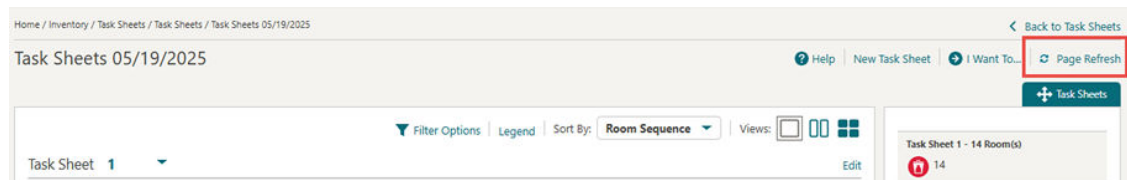


OPERATIONAL BENEFIT

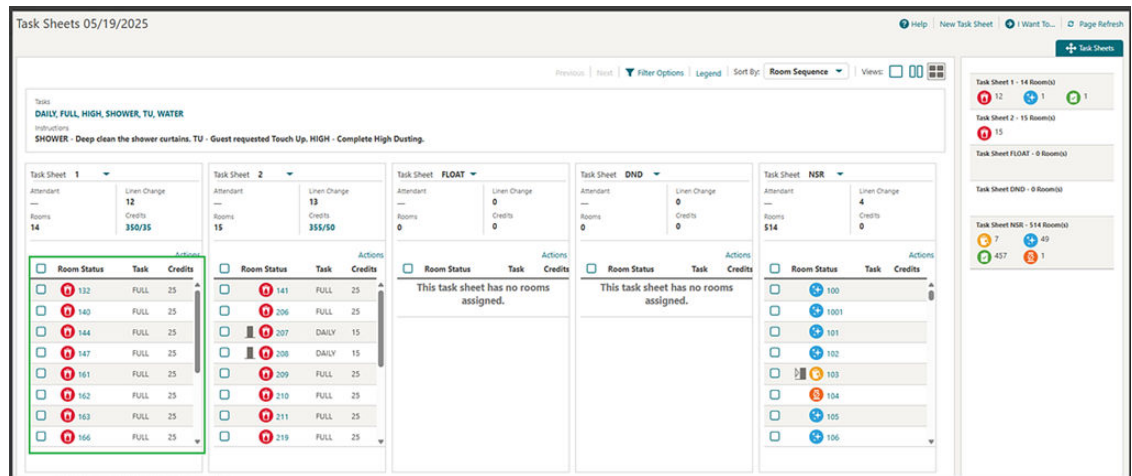
Before this update, the rooms that reached the highest cleaning status were removed from the task sheet companion view. Now, the attendant has a quick way to see which rooms are completed and if they would need to go back to a room they had cleaned, they now have a way to see which rooms they were in.

Task Sheet Presentation Updated

A **Page Refresh** action link is added to the top right of the Task Sheet Presentation. Selecting the link updates the page with the latest information.



The columns on the Task Sheet presentation screen are resized and reordered for better usability. When accessing the screen in Card view, the 3 available columns (Room Status, Task, Credits) are visible without **horizontal** scrolling (depending on display settings and length of room numbers).



OPERATIONAL BENEFITS

The Page Refresh link is useful when multiple users are working on the Task Sheet simultaneously, quickly ensuring that you receive the latest information, especially when attendants are making changes to room statuses. The improved layout also means you don't need to scroll horizontally to view all the columns, making it easier to use.

Turndown for Component Suites Updated

For properties with the **Component Suites** and **Turndown** OPERA Controls active, when component rooms are booked as a Component Suite that is marked for Turndown, you can change the Turndown Status for the individual rooms from **Required** to **Not Required** or **Completed** from the Task Sheet Companion or from Change Room Status. All rooms comprising the Component Suite are changed to the same Turndown Status when one room is updated.

OPERATIONAL BENEFITS

Being able to change the Turndown Status for Component Suites makes Turndown operations more efficient by reflecting the correct Turndown Status of each Component Room.

Turndown Task Sheets Updated

For properties with the **Turndown** and **Advanced Task Sheets** OPERA Controls active, you can select the Turndown Status(es) to include on the Turndown Task Sheets. **Required**, **Not Required** and **Completed** checkboxes for TurnDown Status are added to the **Room Criteria** panel, with the **Required** checkbox selected by default. For properties with the **Task Sheet Template** OPERA Control active, the Turndown Status selection can be saved in a Template. See [Generating Task Sheets](#).

* Required Field

* Property

Template Code

[Manage Templates](#)

☒ Turndown

Task

☐ Show All Scheduled Tasks

☐ Next Day

☒ Room Criteria

Room Status

☒ Inspected ☒ Dirty

☒ Clean ☒ Out of Service

☒ Pickup

Front Office Status

☒ Vacant ☒ Occupied

Reservation Status

☒ Arrival ☒ Checked In ☒ Departure ☒ In House

Turndown Status

☒ Required ☐ Not Required ☒ Completed

OPERATIONAL BENEFITS

The option to select the turndown status makes Turndown Task Sheets more efficient as attendants only see those rooms that require turndown service.

2

Resolved Issues

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

3

Deprecated Features for OPERA Cloud Services

This section contains a list of the deprecated features or functionalities reported in this release.

Profiles OXI Parameter Deprecated

The **Global Profile** parameter in Exchange Interface Controls, Profiles Parameters and Settings is deprecated.

OPERATIONAL BENEFITS

Deprecating and removing the Global Profile parameter ensures that the Business event generation will not be dependent on OXI parameters.

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System Requirements, Supported Systems, and Compatibility

Compatibility

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

Network Bandwidth Requirements

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